

Social Monitoring Report

External Monitoring Report
November 2014 - January 2015

CAM: Provincial Roads Improvement Project

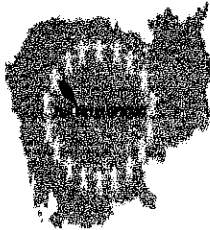
Prepared by Action for Development for the Inter-Ministerial Resettlement Committee and the Asian Development Bank.

NOTE

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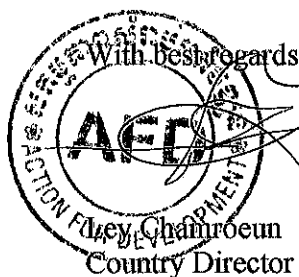
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Ref: External Monitoring and Post Evaluation on Resettlement for the Provincial Road Improvement Project (NR53, PR150B, PR151B, NR13 & PR314) Loan 2839-CAM (SF)

Subject: Submission of Third Quarterly Report

Dear H.E Nhean Leng

With reference to above mentioned contract, we hereby would like to submit the Third quarterly report from November 2014 to January 2015, for our review and comment. Your comment is highly appreciated.



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**The Provincial Roads Improvement Project
Resettlement Plan Implementation**

EXTERNAL MONITORING

Period from November 2014 to January 2015

Third Quarterly Report

(NOVEMBER 2014 TO JANUARY 2015)



**Submitted to
Inter-Ministerial Resettlement Committee (IRC)
by Action for Development (AFD)**

February 2015



ACTION FOR DEVELOPMENT

THE ROAD IMPROVEMENT PROJECT
RESETTLEMENT PLAN IMPLEMENTATION
EXTERNAL MONITORING

Third Quarterly Monitoring Report

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ABBREVIATIONS

ADB	Asian Development Bank
AHs	Affected Households
AFD	the Action for Development
APs	APs
CBF	Cross Border Facility
COI	Corridor of Impacts
DMS	Detailed Measurement Survey
EMA/O	External Monitoring Agency/Organization
EA	Executing Agency
FGD	Focus Group Discussion
GDP	Gross Domestic Product
GC	Grievance Committee
IOL	Inventory of Losses
IRC	Inter-ministerial Resettlement Committee
IRC-RD	Inter-ministerial Resettlement Committee-Resettlement Department
MEF	Ministry of Economy and Finance
MPWT	Ministry of Public Works and Transport
NR	National Road
PDA	Provincial Department of Agriculture
PDEF	Provincial Department of Economy and Finance
PDLMUP	Provincial Department of Land Management and Urban Planning
PDPWT	Provincial Department of Public Works and Transport
PMU	Project Management Unit
PR	Provincial Road
PRA	Participatory Rapid Appraisal
PRSC	Provincial Resettlement Sub-Committee
RCS	Replacement Cost Survey
RGC	Royal Government of Cambodia
ROW	Right of Way
RP	Resettlement Plan
SAP	Severely APs
SES	Socio-Economic Survey
TA	Technical Assistance
TL	Team Leader
TOR	Terms of Reference
URPs	Updated Resettlement Plans
WG	Working Group

I. INTRODUCTION

1.1. Background of the Project

Approximately 176km of provincial and national roads were planned to improve. First section was covered provincial road (PR) no. 150B, National Road (NR) no. 53, and provincial road (PR) no. 151B. And the second section was covered the PR 314D and NR 13, and, Cross Border Facility Prey Var-Mocva. First section covers of about 85 km long of the road cut across Kampong Chhnang and Kampong Speu provinces. The PR-150B passes through 26 villages of 5 communes. The NR 53 traverses 17 villages of 4 communes. PR-151B traverses by 4 villages of 1 commune. And the second section covers of about 91 km long of the road cut across Prey Veng and Svay Rieng provinces. The PR314D traverses 16 villages of 6 communes. The NR13 traverses 41 villages of 12 communes. And Development of the existing cross border facility (CBF)- Cambodia and Vietnam at Prey Var Mocva, Svay Rieng province.

Two resettlement plans (RPs) were developed with purposive to identify the impact on the local population of upgrading and rehabilitation those roads and CBF; and to provide measures for compensation where the population is negatively affected by the works, primarily through the acquisition of farmland and encroachment onto residential and commercial sites.

1.2. Objectives of Monitoring

Generally to provide monitor and indicate any corrective measures necessary to the RPs during implementation and on the overall effects that resettlement is having on the APs and on their socioeconomic status.

The specific objectives of the monitoring program are:

- To ensure that the standard of living of APs are restored or improved
- To monitor whether the overall project and resettlement objectives are being met in accordance with the Resettlement Plan and if not to suggest corrective measures
- To assess if rehabilitation measures and compensation are sufficient and comply with the ADB Policy on Involuntary Resettlement
- To identify problems or potential problems; and
- To identify methods of responding immediately to mitigate and resolve problem

II. SCOPE OF RESETTLEMENT IMPACTS AND BUDGET

2.1. Scope of Resettlement Impacts

2.1.1. The rehabilitation of PR150B, NR53, and PR151B

The inventory of losses (IOL) and census of AHs conducted on 6-21 June 2011 in PR150B, on 13-17 June 2011 in NR53, and on 17-19 June 2011 in PR151B. The survey estimated of the impacts of the project that 39 houses, 34 house-and-stores, and 89 shops in PR 150B; 17 houses and 43 shops in NR53, and two houses and ten shops in RP151B are adversely affected by the rehabilitation of the Project roads; 38 houses and house and stores in PR 150B; 12 houses in NR 53, and one house in RP 151B are entirely affected and must shift behind the corridor of impact. Moreover, 67 independent shops in RP 150B, 29 shops in NR53, and three shops in RP 151B are entirely affected. Some 150,291m² of ROW land in RP 150B are used or occupied by private households for farming, for residence and business; while 18,229m² of ROW land is occupied by private persons in NR53; and 2,485m² in RP 151B.

Other fixed structures affected include fences, concrete pavements, extended eaves, pipe culverts and sign boards. In addition, 41 electric and telecommunication posts (39 in PR150B and two in PR151B) need to be relocated behind the COI. Approximately 3,010 of perennial trees and 2,612 timber trees need to be removed from the COI of the Project roads.

2.1.1. The rehabilitation of PR314D, NR13, and Cross-Border Facility (CBF)

The inventory of losses (IOL) and census of affected households were conducted from 20 May 2011 through 2 June 2011 for the PR314D (from 20-25 May 2011) and NR13 (from 26 May through 2 June 2011). The study of impact estimated that around 697 households (215 in 314D and 482 in NR 13) in 19 communes (7 in 314D and 12 in NR13) are affected by the loss of fixed assets and sources of incomes or livelihoods. ¹Forty-five households in 314D and 108 households in NR 13 are affected by impacts on their homes and house and shops of which 20 households in 314D and 26 households NR13 will lose entirely their homes and house and shops and will need to reconstruct behind the construction corridor. Moreover, 62 households in 314D and 114 households in NR13 are affected by impacts on their independent shops (i.e. detached from other buildings) of which 45 households in 314D and 57 households will have to relocate their business behind the construction corridor. In 314D, some 27,936 square meter of land in the ROW are used or occupied by private households (12,004m² for agriculture and 15,932 m² for residence and business), while in NR 13, around 47,398.3 m² of land in the ROW are used or occupied by private households (44,681m² for agriculture and 2,717m² for residence and business). Other fixed structures affected include fences, concrete pavements, extended eaves, pipe culverts and sign boards. In addition, 96 electric and telecommunication posts (75 in 314D and 21 in NR13) need to be relocated behind the COI. Around 12,140 perennials and timber trees (2,234 in 314D and 9,906 in NR13) need to be removed from the COI.

In the expansion of the CBF at Prey Var, the IOL and census of AHs study was conducted on 5 -7 August 2011. It estimated that an aggregate of 24,945.12m² of private land will be acquired, in addition to two houses and one store with a combined floor area of 90m². Fifteen perennial and 583 timber trees owned by these private individuals will likewise be acquired. Two absentees (i.e. living abroad or in Phnom Penh) and one landed local farmer own the affected plots of land. Two other households have built structures on the land of two of the landowners to oversee the properties. The existing CBF facilities are standing on a 10,982m² government land.

2.2. Budget

Based on the Resettlement Plan dated on November 2011 (CAM: Provincial Roads Improvement Project-150B, NR53, and 151B), the total costs of resettlement for PR150B, NR 53, and PR151B was estimated at **US\$673,450.56**. Now the total costs of resettlement for PR150B, NR 53, and PR151B was estimated to be increasing at **US\$1,365,578.54** (ref. to Updated Resettlement Plan-CAM: Provincial Roads Improvement Project-150B, NR53, and 151B dated on December 2014). It was **US\$ 692,127.98** increases.

And the total costs of resettlement for PR314D and NR 13 and construction of the CBF was estimated at **US\$1,380,966.58** in the Resettlement Plan (CAM: Provincial Roads Improvement Project-314D, Cross-Border Facility, and NR13) dated on November 2011. However the updated resettlement cost for that project-314D, Cross-Border Facility, and NR13 was not yet known since the Updated Resettlement Plan-CAM: Provincial Roads Improvement Project-314D, Cross-Border Facility, and NR13 has been under process to finish.

¹ This number excludes the 14 houses and shops in 314D and the 44 house and shops in NR13 whose owners could not be determined at the time of the IOL because said structures were unattended or locked.

The cost for resettlement included the compensation payment for land acquisition, structures and crops affected by the project, livelihood and allowances, operation and administration costs, and external monitoring.

III. METHODOLOGY

Based on an agreed project TOR, the approach of conducting the external monitoring is to minimize negative impact on the affected households (AHs), and, to ensure the transparency and public implementation of the Resettlement Plan. The following issues will be addressed by the External Monitoring Agency/Organization are;

- Payment of compensation and allowances as per approved Updated RPs (URPs). Identify whether all AHs are covered under the URPs and confirm that they are all eligible for compensation, resettlement and rehabilitation assistance, irrespective of tenure status, social or economic standing, and any such factors that may discriminate against achieving the project objectives. Timing of disbursement of payment and documentation DMS and payments.
- Public consultation and awareness of resettlement entitlements
- Coordination of resettlement activities with construction schedule
- Land acquisition and transfer procedures
- Construction of replacement houses and structures
- Level of satisfaction of APs with the provisions and implementation of the RP
- Grievance redress mechanism
- Capacity of APs to restore/re-establish livelihoods and living standards. Special attention will be given to severely affected APs and vulnerable APs
- Trends in living standards. Throughout the RP implementation process, the EMA will observe and conduct surveys to monitor the progress APs are making to restore living standards. Special attention will be paid to any differences based on gender and ethnicity. Any potential problems in the restoration of living standards will be reported
- Resettlement impacts caused during construction activities;
- Receive complaints from APs if any and explain to the aggrieved APs the eligibility for compensation and livelihood restoration set out in the approved URP.

The third quarterly monitoring phase started from November 2014 through January 2015. The methods and materials for monitoring were specifically designed to follow up and addressed key following issues below;

- Payment of compensation and allowances as per approved Updated RPs (URPs). Identify whether all AHs are covered under the URPs and confirm that they are all eligible for compensation, resettlement and rehabilitation assistance, irrespective of tenure status, social or economic standing, and any such factors that may discriminate against achieving the project objectives. Timing of disbursement of payment and documentation DMS and payments.
- Public consultation and awareness of resettlement entitlements
- Coordination of resettlement activities with construction schedule
- Land acquisition and property affected by the project
- Level of satisfaction of APs with the provisions and implementation of the RP

- Resettlement impacts caused during construction activities;
- Receive complaints from APs if any and explain to the aggrieved APs the eligibility for compensation and livelihood restoration set out in the approved URP.

The field observation and participatory monitor approach were used to follow up the activities and performance of IRC-working group done. Also the IRC-WG's field work reports were reviewed.

The field observation was done at field to monitor the public posters and leaflets about the project, and marking pole for expanding the road line. Also the public meeting organized by IRC-WG for affected people were observed to understand of IRC-WG preparation of contract with APs and announcement of the result of resettlement cost study, cost to be paid for the properties affected and the contract made. This action would be done actually at place where the EMA team arrived.

The participatory monitoring was done with key project stakeholder such as IRC-WG members, APs and local authorities (village head and commune council). IRC-WG members were asked about the activities done during the monitoring period. APs were either individually interviewed or grouped to interview to understand the activities and performance of IRC-WG, and complaints taken place during the DMS and contract made. Adding to the local authorities were precisely interviewed to make sure the activities and performance of IRC-WG, APs and complaints.

IV. PROJECT ENTITLEMENTS AS PER APPROVED RP

The Resettlement Plans (RPs)-November 2011 were prepared for provincial road improvement project for PR150B, NR 53 and PR 151B (in Kampong Speu and Kampong Chhnang province), and, for NR 13, PR 314D and Cross Border Facility Prey Var-Mocva (in Prey Veng and Svay Rieng province).

The project entitlements of these resettlement plans (RPs) were tabulated and summarized in matrix table in difference of types of loss and impacts, application of loss, and which AHS are eligible for their entitlements and compensation (See Inception Report).

V. SCHEDULE AS PER RP APPROVED AND UPDATING

Based the Resettlement Plans for road improvement project of PR150B, NR53, PR151B, PR314D, NR13, and CBF construction documented and dated on November 2011, the schedule of RP has been proposed, and summarizes the activities related to preparation, updating and implementation of Resettlement Plan (RP). The indicative resettlement schedule of the roads improvement project of PR150B, NR53, PR151B, PR314D, NR13, and CBF construction is in table below;

Table 5.1. Indicative Resettlement Schedule

Activities	Schedule
RP preparation	June-November 2011
ADB concurrence of draft RP	November 2011
RP updating	April 2012
Submission to and ADB concurrence of updated RP	June 2012
Implementation of the approved updated RP	July-December 2012

Internal monitoring (submission of quarterly reports)	April 2012-December 2012
External Monitoring (submission of bi-annual M&E reports)	April 2012-December 2013

Regarding to the Updated Resettlement Plans for road improvement project of PR150B, NR53, and PR151B documented on December 2014, the schedule of resettlement activities was indicated as in table 5.2 below.

Table 5.2. Indicative Schedule of Resettlement Activities

Activities	Schedule
RP Preparation	June - November 2011
ADB Approval of Draft RP	November 2011
RP Updating	Feb – June 2014
Detailed Measurement Survey	March-December 2013
Replacement Cost Survey	Sept 2013-Jan 2014
Submission and ADB approval of URP	September – November 2014
Public Disclosure of Approved URP	November - December 2014
Implementation of approved URP	November 2014-March 2016
Disbursement of Compensation to APs	Jan.-Jun. 2015
Relocation of AHs	December 2014-Sep. 2015
Internal Monitoring (Submission of Quarterly Report)	Aug 2014 – March 2016
External Monitoring Report (Intermittent)	June 2014 – March 2016
Civil Works Construction commencement	August 2014

Also the schedule of resettlement activities for road improvement project of PR314D, NR13, and CBF construction would be also indicated while the Updated Resettlement Plans for road improvement project of PR314D, NR13, and CBF was completely documented and finished.

VI. STATUS OF ACCOMPLISHMENT DURING THE MONITORING PERIOD

6.1. External Monitoring Organization's (EMO) Activities

From November 2014 through January 2015, the M&E team has followed up the resettlement plan implementation in Kampong Speu, Kampong Chhnang, Prey Veng and Svay Rieng. And certain monitoring activities have been done as follow;

6.1.1 Review existing documents

The field reports on activities done prepared by IRC-working group and Updated Resettlement Plan (URP) for road improvement (PR150B, NR53 and PR151B) were reviewed.

6.1.2 Meeting with Key informant and Interview

Beside of Mr. Heng Honglim and Mr. Khen Sovathara, certain key project informants (see the section IX-the list of person met) were met and interviewed to understand the project of RP implementation, and particularly activities to be done for contract making process that would be starting from 26th January 2015 onwards.

Key issues that the EMO team were focused and discussed with the project team are in bolds below;

- **Public meeting to announce of the updated RP, resettlement cost and contract made for compensation**

Beside of the public meeting organized to make the public, especially APs, aware of the project information-impact, assistance allowance, compensation entitlement and detail measurement survey (DMS), the IRC-WG would organize the meetings to announce publicly about the updated RP, resettlement cost and contract making process, and, grievance complaint and solving process.

Public meetings would be organized at commune level. After the meeting, the APs and local authorities would be informed to active participate in contract making process. The process of contract making would be starting 1 after the meeting, and continuous from village to village.

- **Negotiation and contract making process**

After finalizing of the updated RP for PR150B-NR53 and PR151B, the process of negotiation on cost of the compensation and contract making would be taken place.

As the engineering construction was started to smooth out the ground of NR53 early in the mid December 2014, IRC-WG would begin the negotiation and contract making process with APs live along NR53. From 26th January 2015, the IRC-WG would firstly start their activity planed-process of negotiation and contract making for compensation.

- **Grievance and complaints solving process**

The grievance and complaints of the local people regarding to the project would be being processed, and solved under the grievances redress committee which has been established in each province. And the process of solving the grievance and complaints was the bottom-up approach from commune level) to the court, and the course of action to resolve the complaint was within 15 days (see inception and first quarterly report).

6.1.3 Field observation

To follow up and check the achievement and performance of IRC-WG in implementing of the resettlement plan, the EM team has conducted field assessment by site observation and local AHs participatory monitoring. The field monitoring was done 7 days. With 7 days of filed monitoring, the EMO team allocated 4 days, from 26th to 29th January 2015, to check the work on NR-53 in Kampong Chhnang to understand of the process of negotiation and contract making, and 3 days, from 19th to 21st January 2015, to follow up the DMS survey done in PR-314D in Svay Rieng province. This was to observe the issues and complaint that might be taken place during November 2014 through January 2015.

- **Field observation for DMS process in Svay Rieng province**

With a limit of field observation for only 3 working days, there some villages and communes were randomly selected for filed observation. And certain APs and local authorities were randomly selected for this participatory monitoring and interview. It was to make a cross check with an information obtained from IRC-WG about the DMS survey process (See list of person met and location).

The field observation on DMS activity was found that the IRC WG leaded to do the DMS survey with involvement of either the village-head or deputy village head, and commune council (particular commune leader) managed and called the affected people to involve in the process of DMS.

A public meeting was organized at commune level, and conducted for the affected villagers (people) before conducting the DMS survey. The public meeting was to inform the affected people about the project objective, impact, and specially the DMS survey. Affected people were strongly suggested during the meeting to involve in DMS survey at when the DMS was conducted in the village.

AHs were actually informed in advance to participate in DMS, and the village-head or deputy village-head would also personally inform to APs to meet and participate with IRC-WG team to measure their own properties affected during the DMS survey.

The DMS card certified the AH's affected assets was provided to APs, and the APs/AHs were asked to keep that DMS yellow card safe as evidence and certification for their affected assets.

- **Field observation on negotiation and contract making process**

From 25th through 29th January 2015, the EMO team has done a field observation on negotiation and contract making process for NR53 in Kampong Chhnang province.

On 26th January 2015, the EMO team has participated an IRC-WG meeting at Kampong Trawlach district, Kampong Chhnang province. The meeting was in morning of 26th January organized and led by deputy team leader of IRC-WG for the team member to review and clearly understand of the process of contract making, resettlement cost, and particularly to understand how to fill the contract form and record. At least 6 members of the IRC-WG (See section 9: List of Person Met-Table 9.2) were rallied for meeting to review the contract forms, resettlement cost and assistant allowance, and, to clarify the way how to fill the contract forms and process.

After the IRC-WG team meeting, the team has organized the meetings for APs at commune level to announce about the resettlement cost and contract making process. On 26th January 2015 afternoon IRC-WG leaded by Mr. Khem Sovathara organized a public meeting for APs and local authority at Khlong Popork commune. The meeting was participated by 46.7% of total APs in Takab village (i.e., 15 APs totally), and local authorities (commune council and village-head). These APs were appointed to do the contract making at Khlong Popork commune hall in the morning on 27th January 2015, and suggested to inform to the other

APs who failed to join the meeting on 26th January 2015 about the contract making and process.

On 27th January 2015, having observed the contract making process in Khlong Popork commune hall with APs in Takab village, the process was done smoothly. Most of 15 APs in Takab village was on time came to do the contract, and most brought together with their DMS yellow card. After contract made, APs were given a document evident of their properties affected, cost by item affected, assistant allowance and total cost to be compensate to the loss.

On 28th January 2015, observed the public meeting at Chieb commune to announce about the resettlement cost and contract making process to APs in four villages of Chieb commune namely Chiprang, Torp Talat, Chork Kandal, and Kok Penh. About 127 villagers including non-APs from Torp Talat village were attended the meeting. Account of 54 APs from Chiprang, 15 APs from Chork Kandal and 15 APs from Kok Penh were in the meeting and less than 50% of APs in Chieb commune was failed to join the meeting as they were away from home. The meeting was done under facilitation of Mr. Khen Sovathara, and with questions from APs, particularly the APs from Chiprang and Torp Talat village, to clarify about the COI, and, their properties affected known during the construction started and missing in the DMS record. The answer from IRC-WG was not likely to be accepted, and certain claimers in Chiprang and Torp Talat village still want IRC-WG pay for their loss which has not been recorded in DMS list.

On 29th January 2015, the EMO team was appointed the APs in Chiprang and Torp Talat who claimed for their properties affected by construction and missing in DMS record. Having observed the properties of Mrs. Veach Mean in Torp Talat village, the team and claimer (Mrs. Veach Mean) have agreed that properties would not be affected by construction. Having observed the properties (such as culverts, wooded-wired fence, and trees) of APs in Chiprang, there properties of certain APs would be affected by road construction, and some were smoothed out (e.g., trees of Nort Ratnak and Horn Hem). Questioned to them [APs in Chiprang (See list of complainants in section 7)] what was the suggestion regarding to their properties affected and not listed in DMS, they answered that they need the compensation to that loss, and they would claimed firmly when the IRC-WG doing the contract for compensation payment.

6.2. Achievable IRC's Activities

By the end of January 2015, the achievable IRC's activities and issues were reported and reviewed. Many activities have done by IRC-WG and achieved at the moment are in sub-section below.

6.2.1 Public meeting

Beside of the public meeting to inform the APs and communities about the project and DMS process, two public meetings were organized at commune level to inform the APs and local authorities in Khlong Popork and Chieb commune, Kampong Chhnang province about the resettlement cost and contract making process.

Having mentioned in subsection 6.1.3, the public meeting in Khlong Popork commune was organized in 26th January 2015 for APs in Takab village. Only 7 APs among of 15 APs were participated in the meeting. And the public meeting at Chieb commune was organized On 28th January 2015 for APs in four villages of Chieb commune namely Chiprang, Torp Talat, Chork Kandal, and Kok Penh. About 127 villagers including non-APs from Torp Talat village were attended the meeting.

6.2.2 DMS process

DMS survey for road improvement project of PR-150B, NR53 and PR151B was completely done with **1681 AHs** in Kampong Chhnang and Kampong Speu provinces were registered in

the DMS list. 480 AHs would be affected by NR-53, 1090 AHs would be affected by PR-150B, and 111 AHs would be affected by PR-151B.

Also the DMS survey for PR-314D, NR-13 and CBF was done with 3572 AHs were registered in DMS list, where is 1027 AHs affected by PR-314D, 10 AHs affected by CBF, and 2535 AHs affected by NR-13.

DMS survey for both project sides was completely done though there some error in recording of properties would be affected by project (See subsection 6.1.3 and 7.1).

6.2.3 Grievance process

During the field observation in January 2015 on stage of negotiation and contract making process, there certain complaints from AHs in Chiprang village, Chieb commune in Kampong Chhnang (See subsection 7.1).

The complaints were made to IRC-WG personally during the meeting and contract making. The IRC-WG has tried to solve immediately but the resolution was not accepted by APs [complainants] in Chiprang village.

6.2.4 Updating the resettlement plan (URP) and URP report

Resettlement Plan (RP) for PR-150B, NR53 and PR151B was completely updated and finalized on December 2014. While the updating the resettlement plan (RP) for PR-314D, NR13 and CBF was under process, and would be finalized soon.

6.3. Unachievable Activities

There are some activities that have not yet done;

- Only the URP for PR150B, NR53 and PR151B was finalized and the URP for RR314D, NR13 and CBF was under process,
- By end of January 2015, there only 15 APs in Takab village in Khlong Popork commune have been done a negotiation and contract made while almost has yet done contract,
- Payment has yet not to be done.
- Relocation process is yet to be decided since very few AHs is no land to move backward out of COI.

6.4. Added/deviant Activities

There were not any adding or deviation activities.

VII. IDENTIFIED ISSUES AND TIME-BOUND RECOMMENDATION

7.1. Issues Identified During the Monitoring Period

Period of monitoring from November 2014 through January 2015, there certain outstanding issues were found while the IRC-WG called the APs to do the negotiation and contract making process, and APs checked again on COI with construction team while the construction company started to work in the mid of December 2014.

The APs' affected properties were missed to report and failure to record in the DMS list. By January 2015 during the contract making process, there 5 APs in Chiprang village, Chieb commune in Kampong Chhnang province claimed the IRC-WG to make their properties affected by project in the contract for compensation (see Table 7.1).

Table 7.1: Complainants and issues found during monitoring period-January 2015

Road No.	Project Area	Complainant's name and contact	Issues
NR-53	Kampong Chhnang		
	Chiprang village, Chieb commune,	Mr. Hem Savuththeurn (ហែម សាវុត្តេជ្ជ) (Mr. Eang Chanra អេង ចាន់រ៉ា) in Chiprang village. Phone 092 821 055	Culvert and bridge (Brick drainage) in front of house, and wood-copper wire fence (20 m in length) would be affected by road rehabilitation. But these were not listed in DMS for compensation, and made in contract for compensation. (Picture in Appendix E)
		Ms. Oum Seang (អ៊ុំ សៀង) lives in Chiprang village closes to Mr. Eang Chanra's house	A culvert with dimension D= 80cm x 150cm (Brick drainage) would be affected by road rehabilitation, but it was not recorded in DMS, and was ignored to include in the contract. (Picture in Appendix E)
		Chheav Yen (ចៀវ យ៉ែន) live in Chiprang village, and nearby Mr. Eang Chanra. Phone: 097 3 495 800	A culvert with dimension D= 80cm x 100cm (Brick drainage) would be affected by road rehabilitation, but it was not recorded in DMS, and was ignored to include in the contract. (Picture in Appendix E)
		Mr. Horn Hem (ហ៊ុន ហែម) live in Chiprang village	A fruitful mango tree was cut off by construction team, and it was not registered in DMS. The owner was away from home, and was not received any compensation to the loss of this tree. Picture of his wife at place the mango tree was already cut off in Appendix E.
		Nort Ratnak (នុត រតនៈ) live in Chiprang village. Phone: 088 5 807 049	His trees (such a AmpilTeuk tree (ដើមឈើត្នោត), a Tamarin Tree (ដើមអំពិល), and a Kor (ដើមគគីរ) were affected by road construction, and were already cut out by construction company. These tree were not listed in the DMS, and ignored to make the contract for compensation payment.

A part from the outstanding issues above found during the filed observation on contract making process, there some issues and difficulties for IRC-WG to work on the contract making were also found during the field observation in January 2015.

Those issues regarded to the weakness of IRC-WG's performance found are such;

- The negotiation and contract making process was come after the constructing step. Some properties, especially tree and fence, were smoothed out without recording in DMS and contracting for compensation payment.
- It might be either because of the APs failed to participate in DMS or because of the member of IRC-WG mismanaged to measure thoroughly the properties affected by the project and might be unclear of demarcation of the road-COI and remarking pole. There some APs found their affected properties have not been listed in DMS list, and some APs have not obtained the DMS yellow card and not been recorded in DMS list.
- Most APs are not knowledge-less and some are illiteracy. They did not knowledge or remember about resettlement policy, price and how to calculate their compensation and loss.
- Public meeting was organized in short and brief. There lacked of time for comments and question comprehensively. With low education and illiteracy, most APs have just kept quiet, and dared not to clarify about their properties affected, cost and assistant allowance policy.

The difficulty of IRC-WG was found in relation to AP's participation in the process of plan implementation. Some APs were away from home for long. While some left for other province inside the country and some left for outside country work. It is the difficulty for IRC-WG to make the contract with them.

7.2. Recommendation

Based on the field findings, there some points were recommended in bold below;

- IRC-WG should check again affected properties of 5 APs in Chiprang village, Chieb commune in Kampong Chhnang province, and these should be contracted and claimed for compensation payment.
- The negotiation and contract making process should be made in advance of the constructing step for other sections;
- IRC-WG should review firmly on properties affected by project, inform APs step by step about their properties affected, cost for each item affected, assistant allowance and calculation. With this the local people or civil society agent who knowledge enough should be invited to join with APs during the contract making process,
- Public meeting should be organized with providing a space for ground comments and question comprehensively. The dissemination should be WELL conducted at each affected village.

VIII. DETAILED WORK PLAN

To monitor and evaluate the implementation of the provincial road improvement project, and in accordance to the project TOR, the EMA has set up many activities and tasks. Those detailed activities and tasks are in detailed work plan. It refers to Appendix A.

IX. LIST OF PERSON MET

The EM team met some key informants, local authorities and APs as listed in the tables below.

Table 9.1: List of IRC-WG members met

Name	Position	Organization	Remarks
Mr. Heng Honglim	Chief of IRC-WG	Resettlement Development-MEF	Often contact and meet at his office to get information and update of project implementation
Mr. Khen Sovathara	Deputy chief of IRC-WG	Resettlement Development-MEF	Often contact to get information and update of project implementation

Table 9.2: List of IRC-WG member participated and met in Meeting on 26th January 2015 to review the contract forms and resettlement cost.

Name			
Latin	Khmer	Position	Organization
Mr. Khen Sovathara	ខេន សុវត្ថារ៉ា	Deputy chief of IRC-WG	Resettlement Development-MEF
Mr. Chea Eang	ជា អៀង	Member of IRC-WG	MEF
Mr. Som Sophallin	សុំ សុផល្លិន	Member of IRC-WG	MEF
Mr. Moa Marady	ម៉ៅ ម៉ារ៉ាឌី	Member of IRC-WG	MEF
Mr. Nhean Siphat	ញ៉ាណ ស៊ីផាត	Member of IRC-WG	MOPWT

Mr. Sdeung Sokkea	ស្តេង សុខគា	Member of IRC-WG	MOPWT
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Table 9.3 lists the names of local authorities (village-head, vice village head, commune council and commune clerk) who were met during the monitoring period from November 2014 through January 2015.

Table 9.3: List of local authorities met

Name		Position	Organization/Location	Remarks
Khmer name	English name			
NR-53: Kampong Chhnang				
លោក ហែម សាវុត្តេជ្ជន	Mr. Hem Savutheun	Vice village-head	Chi Prang village, Chieb commune, Tuek Phos district	
លោក ធី ឈិន	Mr. Chhey Chhen	Village-head	Chi Prang village, Chieb commune, Tuek Phos district	
លោក ទាន សេល	Mr. Tien Ses	Village-head	Takab village, Khlong Popork commune,	
លោកស្រី ភឿក ហឹង	Mrs. Pheuk Heung	Commune chief	Khlong Popork, Kampong Chhnang	

Table 9.4: List of APs met and participated in Individual Interview

Name		Position	Organization/Location	Remarks
Khmer name	English name			
II. NR-53				
Kampong Chhnang				
1.	Chi Prong			
	អេង ចាន់រ៉ា	Eang Chanra	APs	Chi Prong village, Chieb commune, Tuek Phos district
	អ៊ុំ សៀង	Ms. Oum Seang	APs	Chi Prong village, Chieb commune, Tuek Phos district
	ធឿន យ៉េន	Chheav Yen	APs	Chi Prong village, Chieb commune, Tuek Phos district
	ហ៊ិន ហែម	Horn Hem	APs	Chi Prong village, Chieb commune, Tuek Phos district
	នុត រនៈ	Nort Ratnak	APs	Chi Prong village, Chieb commune, Tuek Phos district
2.	Torp Talate			
	លោកស្រី វ៉េច ម៉េន	Mrs. Veach Mean	APs	Torp Talate village, Chieb commune
PR-314D				
Svay Rieng				
1.	Prey Var			
	ហេង វិចិត្រ	Heng Vicheth	APs	Prey Var Village, Thmey Commune, Kampong Rou District.
	កែវ សន	Keo Sorn	APs	Prey Var Village, Thmey Commune, Kampong Rou District.
	ទូច សោភ័ណ្ឌ	Touch Sophorn	APs	Prey Var Village, Thmey Commune, Kampong Rou District.

	ជ័យ សាវ៉ាន់	Chey Savann	APs	Prey Var Village, Thmey Commune, Kampong Rou District.	
	សៅ សាវ៉ែន	Sao SaVen	APs	Prey Var Village, Thmey Commune, Kampong Rou District.	
	កែវ ឆៀក	Keo Chheark	APs	Prey Var Village, Thmey Commune, Kampong Rou District.	
	នង សាលី	Norng Saly	APs	Prey Var Village, Thmey Commune, Kampong Rou District.	
	សុខ សេន	Sok Sen	APs	Prey Var Village, Thmey Commune, Kampong Rou District.	
	ញឹម សារ៉ៀម	Nheum Sarearn	APs	Prey Var Village, Thmey Commune, Kampong Rou District.	
	កែវ ខន	Keo Khorn	APs	Prey Var Village, Thmey Commune, Kampong Rou District.	
	គឹម សាម៉ាត់	Khim Samatt	APs	Prey Var Village, Thmey Commune, Kampong Rou District.	
	រស់ រតនា	Ros Ratana	APs	Prey Var Village, Thmey Commune, Kampong Rou District.	
	សោម ជា	Soam Chea	APs	Prey Var Village, Thmey Commune, Kampong Rou District.	
	គោក សំអុន	Kouk Sam Un	APs	Prey Var Village, Thmey Commune, Kampong Rou District.	
	កែវ បុប្ផា	Keo Bopha	APs	Prey Var Village, Thmey Commune, Kampong Rou District.	
2.	Trapeang Run				
	ឡុង សាចៀន	Long Sathoeurn	APs	Trapeang Run Village, Preah Ponlea Commune, Kampong Rou District.	
	មាស ស៊ីនួន	Meas Sinoun	APs	Trapeang Run Village, Preah Ponlea Commune, Kampong Rou District.	
	សេន សន	Sen Sorn	APs	Trapeang Run Village, Preah Ponlea Commune, Kampong Rou District.	
	កែវ សុវណ្ណ	Keo Sovann	APs	Trapeang Run Village, Preah Ponlea Commune, Kampong Rou District.	
	មាស សាផន	Meas Saphorn	APs	Trapeang Run Village, Preah Ponlea Commune, Kampong Rou District.	
	មាស សាភី	Meas Saphy	APs	Trapeang Run Village, Preah Ponlea Commune, Kampong Rou District.	
	ចុំ ផល្លី	Tum phally	APs	Trapeang Run Village, Preah Ponlea Commune, Kampong Rou District.	
	រស់ ខ្មៅ	Ros Khmao	APs	Trapeang Run Village, Preah Ponlea Commune, Kampong Rou District.	
	គង់ ទឹម	Khong Teum	APs	Trapeang Run Village, Preah Ponlea Commune, Kampong Rou District.	
	ខឹម សាម៉ុល	Kheum Samul	APs	Trapeang Run Village, Preah Ponlea Commune, Kampong Rou District.	
	កៅ យ៉េត	Kao Yet	APs	Trapeang Run Village, Preah Ponlea Commune, Kampong Rou District.	
	ឈឹម សុភី	Chheum Sophy	APs	Trapeang Run Village, Preah Ponlea Commune, Kampong Rou District.	
	កែវ រុន	Keo Run	APs	Trapeang Run Village, Preah Ponlea Commune, Kampong Rou District.	
	ឈឹម សាម៉ុល	Chheum Samul	APs	Trapeang Run Village, Preah Ponlea Commune, Kampong Rou District.	

	ស សារ៉ុន	Sor Sarun	APs	Trapeang Run Village, Preah Ponlea Commune, Kampong Rou District.	
3.	Prey Sakum				
	វ៉ាន់ សំឡើង	Vann Sam Oeurn	APs	Prey Sakum Village, Prey Thum Commune, Kampong Rou District.	
	សុខ យ៉ាន់	Sok Yann	APs	Prey Sakum Village, Prey Thum Commune, Kampong Rou District.	
	វង ស៊ាន	Vorng Searn	APs	Prey Sakum Village, Prey Thum Commune, Kampong Rou District.	
	ថោង វ៉ៃ	Thorng Vei	APs	Prey Sakum Village, Prey Thum Commune, Kampong Rou District.	
	សុខ សុខុន	Sok Sokhun	APs	Prey Sakum Village, Prey Thum Commune, Kampong Rou District.	
	នុត សាបុល	Nuth Sabul	APs	Prey Sakum Village, Prey Thum Commune, Kampong Rou District.	
	សុខ ម៉េក	Sok Meuk	APs	Prey Sakum Village, Prey Thum Commune, Kampong Rou District.	
	ញ៉ែម ចំរើន	Nherm Chamroeurn	APs	Prey Sakum Village, Prey Thum Commune, Kampong Rou District.	
	សុខ ផ្លូ	Sok Phuo	APs	Prey Sakum Village, Prey Thum Commune, Kampong Rou District.	
	ង៉ាម រ៉ា	Ngam Ra	APs	Prey Sakum Village, Prey Thum Commune, Kampong Rou District.	
	ហួន សារ៉ុន	Khuon Saroun	APs	Prey Sakum Village, Prey Thum Commune, Kampong Rou District.	
	ហួន សារ៉ាន	Khuon Saran	APs	Prey Sakum Village, Prey Thum Commune, Kampong Rou District.	
4	Ruessei Am				
	ជួន ធីម	Chuon Thim	APs	Ruessei Am Village, Khser Tor Commune, Kampong Rou District.	
	នុត ម៉ឺ	Nuth Mey	APs	Ruessei Am Village, Khser Tor Commune, Kampong Rou District.	
	គាត ស៊ីណា	Keat Sina	APs	Ruessei Am Village, Khser Tor Commune, Kampong Rou District.	
	ផុន ណាវី	Phun Navy	APs	Ruessei Am Village, Khser Tor Commune, Kampong Rou District.	
	ស៊ីម ថាវី	Sem Thavy	APs	Ruessei Am Village, Khser Tor Commune, Kampong Rou District.	
	ឡេង ចាន់	Leng Chan	APs	Ruessei Am Village, Khser Tor Commune, Kampong Rou District.	
	ចាន់ សុខ	Chan Sok	APs	Ruessei Am Village, Khser Tor Commune, Kampong Rou District.	
	គាត សាត	Keat Sat	APs	Ruessei Am Village, Khser Tor Commune, Kampong Rou District.	
	ប្រាក់ រុង	Prak Ruong	APs	Ruessei Am Village, Khser Tor Commune, Kampong Rou District.	
	ពេជ ម៉ុត	Pich Muth	APs	Ruessei Am Village, Khser Tor Commune, Kampong Rou District.	
	ចាន់ ផល្លី	Chan Phally	APs	Ruessei Am Village, Khser Tor Commune, Kampong Rou District.	
	រៀម សុភាព	Rearm Sopheap	APs	Ruessei Am Village, Khser Tor Commune, Kampong Rou District.	
	មាស សារ៉ូ	Meas Sarou	APs	Ruessei Am Village, Khser Tor Commune, Kampong Rou District.	

				Kampong Rou District.	
	ផុន សារីត	Phun Sarith	APs	Ruessei Am Village, Khser Tor Commune, Kampong Rou District.	
	ចាន់ សុត	Chan Suth	APs	Ruessei Am Village, Khser Tor Commune, Kampong Rou District.	
5.	Rou				
	សេក ញឹម	Sek Nheum	APs	Rou Village, Nhor Commune, Kampong Rou District.	
	កែវ ខាត់	Keo Khat	APs	Rou Village, Nhor Commune, Kampong Rou District.	
	ខាំ ថាវី	Kham Thavy	APs	Rou Village, Nhor Commune, Kampong Rou District.	
	ឆាំ ថាវី	Chham Thavy	APs	Rou Village, Nhor Commune, Kampong Rou District.	
	ទេព ធីម	Tep Thim	APs	Rou Village, Nhor Commune, Kampong Rou District.	
	ជា សុវណ្ណ	Chea Sovan	APs	Rou Village, Nhor Commune, Kampong Rou District.	
	សុំ វណ្ណី	Sum Vanry	APs	Rou Village, Nhor Commune, Kampong Rou District.	
	ហោត ពៅ	Phoak Pov	APs	Rou Village, Nhor Commune, Kampong Rou District.	
	ហៀល សៀវ	Real Sear	APs	Rou Village, Nhor Commune, Kampong Rou District.	
	ផុន ណាត	Phun Nat	APs	Rou Village, Nhor Commune, Kampong Rou District.	
	នង គៀន	Norng Koeurn	APs	Rou Village, Nhor Commune, Kampong Rou District.	
	លួរ រស្មី	No Rasmeay	APs	Rou Village, Nhor Commune, Kampong Rou District.	
	អ៊ុយ ផល្លា	Uy Phalla	APs	Rou Village, Nhor Commune, Kampong Rou District.	
	សេក យ៉ន្ត	Sek Yon	APs	Rou Village, Nhor Commune, Kampong Rou District.	
	នាង សារី	Neang Sari	APs	Rou Village, Nhor Commune, Kampong Rou District.	
6.	Prasout Ti Muoy				
	នួន សាវុន	Nuon SaVun	APs	Prasout Ti Muoy Village, Kandieng Reay Commune, Svay Teab District.	
	ញ៉ាញ ចេន	Nhanh Chen	APs	Prasout Ti Muoy Village, Kandieng Reay Commune, Svay Teab District.	
	អ៊ុក សំណាង	Ouk Samnang	APs	Prasout Ti Muoy Village, Kandieng Reay Commune, Svay Teab District.	
	មាស សារឿន	Meas Saroeurn	APs	Prasout Ti Muoy Village, Kandieng Reay Commune, Svay Teab District.	
	ពេជ មុន្នី	Pich Mony	APs	Prasout Ti Muoy Village, Kandieng Reay Commune, Svay Teab District.	
	ចាន់ សាទី	Chan Saty	APs	Prasout Ti Muoy Village, Kandieng Reay Commune, Svay Teab District.	
	តូ ឡេង	To Leng	APs	Prasout Ti Muoy Village, Kandieng Reay Commune, Svay Teab District.	
	ជុត ចាន់រ៉ា	Chut Chanra	APs	Prasout Ti Muoy Village, Kandieng Reay Commune, Svay Teab District.	

	កែន សាវី	Kern Savy	APs	Prasout Ti Muoy Village, Kandieng Reay Commune, Svay Teab District.	
	ហ៊ុន សុខ	Hun Sok	APs	Prasout Ti Muoy Village, Kandieng Reay Commune, Svay Teab District.	
	ខៀវ បុប្ផា	Kheav Bopha	APs	Prasout Ti Muoy Village, Kandieng Reay Commune, Svay Teab District.	
	ស សារីន	Sor Savin	APs	Prasout Ti Muoy Village, Kandieng Reay Commune, Svay Teab District.	
	ព្រី សុខា	Prum Sokha	APs	Prasout Ti Muoy Village, Kandieng Reay Commune, Svay Teab District.	
	តូ រ៉ាទី	To Raty	APs	Prasout Ti Muoy Village, Kandieng Reay Commune, Svay Teab District.	
7.	Tuol Traberck				
	ឡឹក សាមីន	Leuk Satin	APs	Tuol Traberck Village, Prasout Commune, Svay Teab District	
	អ៊ឹម បុប្ផា	Im Bopha	APs	Tuol Traberck Village, Prasout Commune, Svay Teab District	
	សុខ ឃឹម	Sok Nheum	APs	Tuol Traberck Village, Prasout Commune, Svay Teab District	
	រាជ រត្នីនី	Reach Rathny	APs	Tuol Traberck Village, Prasout Commune, Svay Teab District	
	សៅ ដាវី	Sao Davy	APs	Tuol Traberck Village, Prasout Commune, Svay Teab District	
	នៅ ប៊ុនថេន	Nao Bunthen	APs	Tuol Traberck Village, Prasout Commune, Svay Teab District	
	ជា ឆាត	Chea Chhat	APs	Tuol Traberck Village, Prasout Commune, Svay Teab District	

X. ANNEX

Appendix A: Work Plan Detailed Tasks

Appendix B: The Progress Matrix of the Resettlement Plan Implementation

Appendix C: Observation Form for Monitoring the Negotiation and Contract Making process- Checklist Questionnaire for FGDs, Key Informant and Observation

Appendix D: Observation Form for Monitoring the Detailed Measurement Survey (DMS)- Form (D): Questionnaire for Group Interview with APs (APs)

APPENDIX A Work Plan Detailed Tasks

No	Description	Q1			Q2			Q3			Q4			Q5			Q6		
		M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12	M13	M14	M15	M16	M17	M18
		Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July
1.	Inception Period																		
1.1	Sing contract agreed for assignment and recruiting the EMA team																		
1.2	Review existing report and project document																		
1.3	Prepare detail indicator for monitoring and evaluation																		
1.4	Prepare materials for monitoring and evaluation: questionnaires for the case study, key informant interview, and FGD, and so on.																		
1.5	Conduct field observation to the project site																		
1.6	Prepare inception report																		
1.7	Submit inception report for comments																		
1.8	Finalize inception report																		
2.	Monitoring Activities (Quarterly Period)																		
2.1	Discuss with village chief and APs to identify project's impacts																		
2.2	Review socio-economic and RPs																		
2.3	Observe on public consultation and DMS																		
2.4	Conduct random interview with APs/AHs to identify any error in DMS																		
2.5	Conduct FGDs if need to identify detail issue of each found case																		
2.6	Conduct in-depth interview with authorities and IRC's WG on found issues																		
2.7	Verification of replacement cost after DMS and during contract negotiation in																		

APPENDIX B

The Progress Matrix of the Resettlement Plan Implementation

Location			No. of APs	Resettlement Plan Implementation Progress								Updated RP, Submission and Approval				
Road No.	Province/District	No. of Commune/Village	No of APs/AHs	Public campaign	IOL	DMS	Agreement and Contract Making	Payment	Relocation site development	Livelihood Restoration	Civil work construction	Updated Costs	Updated RP	URP submission	ADB Approval	
RP1-Mid Western Cambodia project	Kampong Chhnang	4 communes/ 25 villages	1090 (E=262 & W=828)	5	5	5	0	0	-	-	-		5	5	5	
				5	5	5	1	0	-	-	-					

Remark: 0= Not started yet, 1=Just started, 2= Progress upto 30%, 3= Progress upto 50%, 4= Progress upto 70%, 5=100% done

APPENDIX C

OBSERVATION FORM FOR MONITORING THE NEGOTIATION AND CONTRACT MAKING PROCESS

Provincial Road Improvement Project

(NR53, PR150B, PR151B, NR13 & PR314D) -ADB Loan 2839-CAM

CHECKLIST QUESTIONNAIRE FOR FGDs, KEY INFORMANT AND OBSERVATION

1. Location of monitoring

1.1	Number		1.5	Province	
1.2	IRC number		1.6	District/Khan	
1.3	Household Code		1.7	Commune/Sangkat	
1.4	Road Number		1.8	Village	

2. Status of informant (APs) met and interview

2.1. Interviewee

Name	Age	Sex	Household relationship

3. Negotiation, Agreement and Contract Signed

3.1 When did start the negotiation, agreement and contract making process? and how long to finish (with specific location and road)? Finished on time or not? If not, why?

3.2 Number of the working group?

Which department or ministry they come from?

Who did involve in the process? Such as any NGOs, commune, village-head, EMA involved in this process?

3.3 How was negotiation and contract making process conducted? (in Public or individual and free or under any pressure).

3.4 How have the AHs been informed (in advance, the schedule-venue and period)?

3.5 Have you informed the APs/Community about cut of date or deadline, compensation rate, other allowance, special assistances, and, compensation and grievance entitlement?

3.6 Key points for negotiation (type of assets, compensation rate, and size or number of affected assets. Did you keep (or AP have) enough time to make decision before signing the contract on lost and compensation? Example: (having enough time to discuss with their family members and spouse after negotiation-the IRC-WG keeps time space to APs for thought of or clarification with others or review document)

3.7 How many AHs have in total agreed to sign the contract with IRC WG (urgent, consider and agree later-how long?). Did All APs receive a copy of the contract (immediately and later-how long)?

3.8 How many AHs have in total not agreed to sign the contract? Why they did not agree and sign the contract? And what action which IRC-WG has been taking in place?

APPENDIX D

OBSERVATION FORM FOR MONITORING THE DETAILED MEASUREMENT SURVEY (DMS)

Provincial Road Improvement Project

(NR53, PR150B, PR151B, NR13 & PR314D) -ADB Loan 2839-CAM

Form (D): Questionnaire for Group Interview with APs (APs)

1. Location of monitoring

1.1	Number		1.5	Province	
1.2	IRC number		1.6	District/Khan	
1.3	Household Code		1.7	Commune/Sangkat	
1.4	Road Number		1.8	Village	

2. List of Representative of AHs participating in discussion

No.	Name	Age	Sex	Household relationship	Household condition/status	Address	Phone

Code of household condition: 1=Poor, 2= widow/widower, 3=old aged person, 4=disable person, 5= orphan, 6= other...

Code of household relationship: 1=household head, 2=spouse, 3= child, 4=parents, 5=relative, 6=house renter, 7=other...

3. Public consultation, dissemination and awareness

3.1. Were you aware of provincial road improvement project and its impact? How do you know? (please show the evidence, e.g., leaflet, poster, booklet), when did you know? who (institutions) informed/ disseminated the project information? If any meeting, how many times of meeting taken place, and when and who organized the meeting?

3.2. Were you aware of DMS survey? How did you know? When and who (institutions) informed you?

3.3. Before doing DMS survey were you invited for the meeting to disseminate on work and objective of the DMS survey? How many times and when were you invited? The meetings were organized by whom (institutions)? And how many days before conducting the DMS survey?

3.4. Were you and affected household invited to participate in measurement of their affected property? And why?

3.5. Before and after DMS survey did they (working group) tell you and other AHs on whatever are benefiting to you?

	Description	Answer code (1=Yes, 2=No, 99=don't know)	Reason (if the answer, 2=No, or 99=don't know)
1	Explained about project (objective and benefit of project)		
2	Explained about project's impact		
3	Compensation entitlement		
4	Type of compensation to property lost		
	4.1. in cash		
	4.2. in kind (land) for affected household who lost all land		
5	Calculation of compensation/payment (paid by type/categorize and cost)		
6	Allowance and assistance		
7	Resettlement site development for serious affected households		

3.6. Were you aware of the rights to make the grievance on whatever you did not satisfy with? And how did you know?

4. Detailed measurement survey (DMS) of affected property

4.1. Before starting DMS did working group do or show off any thing as threat to you/your family? [such as; (1) although you did not agree the government needs to get, (2) it is the government's project, (3) discrimination....or there were arm-forces and/or local authorities show their behaviour dislike to the APs's complaint]

4.2. How did working group the affected property?

Ex.	Items	Provide an example to reflect on how they measure each affected properties by different type/kind	
		Unit	Brief of method to measure the affected properties
1			
2			
3			

6. Satisfaction on project, public dissemination, DMS and recording of affected property

6.1. How and what level of your satisfaction on project is [Strong, Moderate, Less, and disagree/dissatisfy]? And why?

6.2. How do you think about the activity of project dissemination (Comprehensive or enough, not enough/comprehensive, No dissemination)? And why?

6.3. What is level of your satisfaction on dissemination activity (strong, moderate, less, and dissatisfy)? Why?

6.4. How is level of your and your community's satisfaction on measuring of your affected properties (Strong, Moderate, Less, and disagree/dissatisfy)? And why?

6.5. What is level of your satisfaction on recording your affected properties in DMS list (Strong, Moderate, Less, and disagree/dissatisfy)? And why?

7. Grievances and resolutions (issues taken place during implementation of DMS)

7.1 Did you and your community make the complaint to whatever that you/they disagree/not satisfy? Did they/you file complaint to whom (institution)? How did you make complaint? And why?

7.2. What did you/your community complaint and suggestion? And when did you/they complaint?

Issues	Suggestion of affected household/ person to working group	Date of complaint	Name of complainant	Address/Phone
Issue 1.	Suggestion for Issue 1.			

7.3. How did the working group solve the complaint? (list in order based on case of complaints)

Issue/ suggestion	Resolution	Date of solving the complaint

7.4. How did you/complainant satisfy or agree on resolution? (list in order based on issue of complaint and resolution)

Issue/ suggestion	Resolution	Agreement/satisfaction(1=Strong, 2= moderate, 3=less, and 4=disagree/not satisfaction) in case the answer (4) please provide the reason.....

7.5. In case your/their complaints have not solved or the resolution was not accepted, do you /they want to continues and file the complaint up? when and how will you/they do/make the complaint? And on what of subject do you/they want to make the complaint? Why?

8. Project's Impact

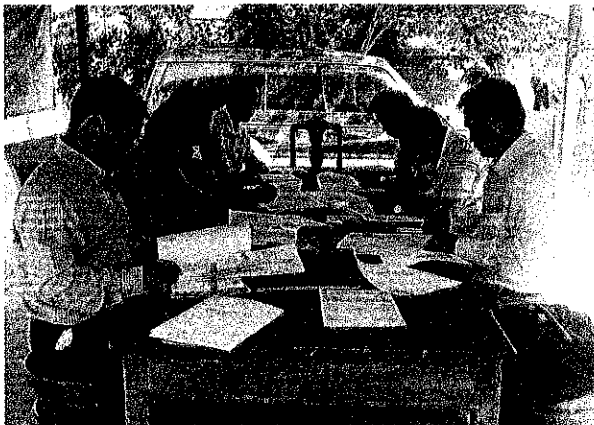
8.1. Can you perceive on the impact of the project on local people and community? and why?

9. General observation of group (including interviewee's behaviour and knowledge)

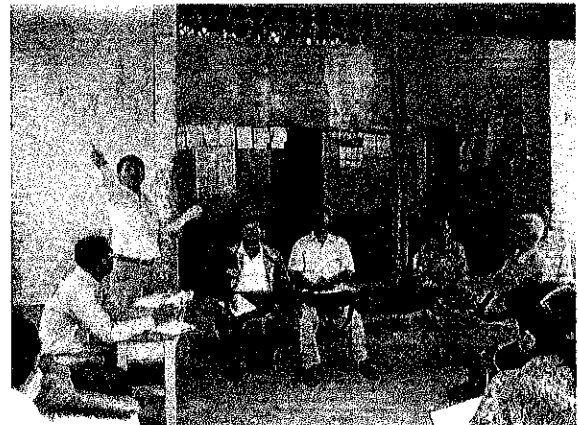
Date of monitoring		Date of checking	
Name of interviewer		Name of supervisor	
Signature		Signature	

APPENDIX E

PICTURES AND EVENTS



☞ Observed the IRC-Working Group Meeting- review and training on questionnaire form for contract making and inform about the compensation policy and cost before starting the contract making in Kampong Chhnang province



☞ Observed the public meeting organised by IRC-WG to inform APs and local authority about the resettlement cost and contract making process at Takab village, Khlong Popork commune, Kampong Chhnang province.



☞ Observed the contract making with AP in Takab village, Khlong Popork commune. IRC-WG reads the affected property and cost.



☞ Observed the contract making with AP in Takab village, Khlong Popork commune. IRC-WG read the affected property and cost.



☞ Observed the contract making with AP in Takab village, Khlong Popork commune. IRC-WG collects the yellow card recording the properties affected, and read the affected property clarify with AP before making the contract.



☞ Observed the contract making with AP in Takab village, Khlong Popork commune. The yellow card was collected and read to clarify the affected properties with AP before making the contract.



☝ Observed the public meeting at commune level to inform APs and local authority about the resettlement cost and contract making process. Organised by IRC-WG in Domri Sor pagoda for four affected villages in Chieb commune, Kampong Chhnang province (namely Chiprang, Tiebtalate, Kandal, Korkpenh villages)



☝ Observed the construction of national road (NR) 53 in Chieb commune, Kampong Chhnang



☝ Observed the construction of national road (NR) 53 in Chieb commune, Kampong Chhnang



☝ Observed the construction of national road (NR) 53 in Chiprang village, Chieb commune, Kampong Chhnang. Culvert and wood-copper wire fence belonging to Mr. Hem Savuththeurn (ហែម សាវុត្តឿន) (Mr. Eang Chanra អេង ចាន់រ៉ា) would be affected by road rehabilitation but not list in DMS for compensation.





☞ Observed the construction of national road (NR) 53 in Chiprang village, Chieb commune, Kampong Chhnang. Culvert belonging to Ms. Oum Seang (អ៊ុំ ស៊ីង) would be affected by road rehabilitation, but it was not recorded in DMS.



☞ Observed the construction of national road (NR) 53 in Chiprang village, Chieb commune, Kampong Chhnang. The culvert belonging to Chheav Yen (ចៀវ យ៉ែន) would be affected by road rehabilitation but it was not recorded in DMS.



☞ Observed the construction of national road (NR) 53 in Chiprang village, Chieb commune, Kampong Chhnang. A mango tree belonging to Mr. Horn Hem (ហ៊ុន អែម) was cut off by construction team without registering in DMS and was not paid.