

# Social Monitoring Report

Project Number: 43309-013

March 2017

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## CAM: Provincial Roads Improvement Project

(Loan 2839/8254 and Grant 0278)

Prepared by Action for Development submitted to Inter-Ministerial Committee (IRC), Ministry of Public Works and Transport for the Asian Development Bank.

The Social Monitoring Report is a document of the borrower. The views expressed herein do not necessarily represent those of ADB's Board of Directors, Management, or staff, and may be preliminary in nature.

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# The Provincial Roads Improvement Project Resettlement Plan Implementation

*EXTERNAL MONITORING*

Period from February 2016-February 2017

## Monitoring Report

(FEBRUARY 2016 TO FEBRUARY 2017)



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

March 2017



ACTION FOR DEVELOPMENT



## ACTION FOR DEVELOPMENT

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Under Secretary of State

Chairman of IRC

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**Ref: External Monitoring and Post Evaluation on Resettlement for the Provincial Road Improvement Project (NR53, PR150B, PR151B, NR13 & PR314D) Loan 2839-CAM (SF)**

**Subject: Submission of Report**

**Dear H.E Nhean Leng**

With reference to above mentioned contract, we hereby would like to submit the report from February 2016 to February 2017, for your review and comment. Your comment is highly appreciated.

With best regards



Ley Chamroeun  
Country Director

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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
GC	Grievance Committee
IRC	Inter-ministerial Resettlement Committee
IRC-RD	Inter-ministerial Resettlement Committee-Resettlement Department
MEF	Ministry of Economy and Finance
NR	National Road
PR	Provincial Road
RP	Resettlement Plan
TL	Team Leader
TOR	Terms of Reference
URPs	Updated Resettlement Plans
WG	Working Group

## **I. INTRODUCTION**

### **1.1. Background of the Project**

Two sections of 176km of provincial and national roads were managed to rehabilitate. One section is about 85 km long runs across Kampong Chhnang and Kampong Speu provinces, and covers provincial road (PR) no. 150B, National Road (NR) no. 53, and provincial road (PR) no. 151B. And the second section is about 91 km long of the road cut across Prey Veng and Svay Rieng provinces, and covers the PR 314D and NR 13, and, Cross Border Facility Prey Var-Mocva.

Two separate resettlement plans were developed and updated 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 people is negatively affected by the project, primarily through the acquisition of farmland and encroachment onto residential and commercial sites. One was for road-150B, 151B and NR53 in Kampong Chhnang and Kampong Speu, and another one was for road 314D, NR13, and Cross Border Facility Prey Var in Prey Veng and Svay Rieng province.

During the February 2016 through February 2017, the monitoring team intended to monitor and check-up the implementation of resettlement plan for road 314D, NR13, and Cross Border Facility Prey Var in Prey Veng and Svay Rieng province. This attempts to understand the process of contract made and compensation payment to the APs, and how APs satisfy to whatever the project offers while there all APs in Prey Veng and Svay Rieng province affected by rehabilitation of the road 314D and NR13 have been called for the contract, and made an agreement for the compensation payment, and paid for their properties and opportunities lost by the project.

### **1.2. Objectives of Monitoring**

To effectively and smoothly implementing resettlement plan at the compensation payment process-contract making and payment made, the monitor and evaluation process needs to be frequently done to follow up the progress and indicate any corrective measures necessary to minimize the project impact on the APs and on their socioeconomic status.

The specific objectives of the monitoring program are:

- 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. METHODOLOGY**

The approach to conduct the monitor the implementation of resettlement plan to minimize negative impact on the affected households (AHs), and, to ensure the transparency and public implementation of the Plan, observation of the public meeting during the contract making and compensation payment, and key informants and APs interview were done personally at field and by phone call to modify. This approach is to follow up the issues 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 monitoring period started from February 2016 through February 2017. The methods and materials for monitoring were specifically designed to follow up and address key following issues below;

- Payment of compensation and allowances as per approved Updated RPs (URPs). Identify all eligible APs for compensation, resettlement and rehabilitation assistance, and timing of disbursement of payment and documentation DMS and payments.
- Public consultation and awareness of resettlement entitlements
- Coordination of resettlement activities with construction schedule
- Level of satisfaction of APs with the provisions and implementation of the RP
- Grievance redress mechanism
- 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.

Participatory monitoring and direct observation were used to follow up the activities and performance of IRC-working group done, while the IRC-WG's field work reports were reviewed in order to modify and check-up with issues at field.

The personal interviews were strongly focused, and 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 individually interviewed to understand the activities and performance of IRC-WG, and complaints taken place during the negotiation and contract making process, and payment made for provincial road (PR) 314D, national road (NR) 13, and Cross Border Facility Prey Var in Prey Veng and Svay Rieng province. Obviously, local authorities (village heads/or vice-heads and commune leaders) were interviewed to make sure the activities and performance of IRC-WG such as negotiation and contract making, and compensation payment, complaints and APs' participation in this project.

Furthermore, the field observation was directly done at field to monitor the compensation negotiation and contract making process, and compensation payment process. The direct observation was done at provincial road (PR) 314D, national road (NR) 13, and Cross Border Facility Prey Var in Prey Veng and Svay Rieng province to monitor the public meeting, negotiation and contract making process organized by IRC-WG with the affected people at PR314D (in Svay Rieng province) and NR-13 (in Prey Veng province). The M&E team directly participated and observed the public meeting, negotiation and contract making processes which are organized by IRC-WG with the affected people. This was 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. It was also to understand of IRC-WG preparation

How many?





and process of the compensation payment paid to APs, compensation amount received and satisfaction to the payment.

### III. STATUS OF ACCOMPLISHMENT DURING THE MONITORING PERIOD

#### 3.1. External Monitoring Organization's (EMO) Activities

During the monitoring period from February 2016 through February 2017, the M&E team has followed up the IRC-WG implementation of the resettlement plan- negotiation and contract making process, and compensation payment in Svay Rieng and Prey Veng province.

Certain monitoring activities have been done as follow;

##### 3.1.1 Review existing documents

Updated resettlement plans (URPs) were reviewed. Resettlement Plan (RP) for CAM: Provincial Roads Improvement Project (PR-150B, NR53 and PR151B) was completely updated and finalized on December 2014, and released. And the Resettlement Plan (RP) for CAM: Provincial Roads Improvement Project (PR314D and NR13) was completely updated and finalized on April 2015, and released.

The project impact, resettlement cost, and implementing schedule of Resettlement Plan for PR-314D and NR-13, and Cross-Border Facility in Prey veng and Svay Rieng province were summarized. Based on the DMS's result conducted in January through September 2014, amount of 3,562 HHs would be totally affected by the project where 1,027 HHs at PR 314D (in Svay Rieng) and 125 HHs at NR-13 in Prey Veng and 2,410 HHs in Svay Rieng. Their impacts are on main structures (108 houses and 472 shops) where are 49 houses and 130 store/shops in PR 314D; and; 59 houses and 342 shops in NR 13. 44 houses and 357 shops are entirely affected where 22 houses and 93 shops in in PR314D; and 17 houses and 264 stores in NR 13. Some 54,993 m<sup>2</sup> of private households for farming within ROW, 824.60 m<sup>2</sup> of commercial lands, 1,022.72 m<sup>2</sup> of residential lands were affected. Approximately 24,861 of trees of various species and maturity need to be removed. Total vulnerable AHHs was 118 which was identified as 51 women-headed households and 67 headed by old age persons (i.e., 60 years and older).

The total cost of resettlement for rehabilitation project-PR 314D and NR 13 is estimated at \$ 1,965,787.09 which would be including the payment of one time assistance allowance (\$ 200 per HH) to 44 entirely affected houses and for two (2) HHs losing 10% or more of their productive agriculture land; assistant allowance (\$ 100 per HH) for the 120 vulnerable AHHs and one time transportation allowance (\$ 33 each) for 357 affected store/shops.

The implementing schedule for resettlement activities of the PR314D and NR-13 are indicated in table 3.1 below;

**Table 3.1. Indicative Schedule of Resettlement Activities for PR314D and NR 13-Southeast Project**

Activities	Schedule
RP Preparation	June - November 2011
ADB Approval of Draft RP	November 2011
RP Updating	March 2014 – April 2015
Detailed Measurement Survey	Jan-Sept 2014
Replacement Cost Survey	Sept 2014-Jan 2015
Submission and ADB approval of URP	April 2015
Public Disclosure of Approved URP	June 2015
Implementation of approved URP	June 2015-June 2017
Disbursement of Compensation to APs	Aug.-Nov. 2015
Relocation of AHs	September 2015
Internal Monitoring (Submission of Quarterly Report)	Sept 2015 – Oct 2017
External Monitoring Report (Intermittent)	November 2014 – March 2017
Civil Works Construction commencement	March 2015

(Source: Resettlement Plan (RP) for CAM: Provincial Roads Improvement Project (PR314D and NR13)-April 2015)



### 3.1.2 Meeting and Interview with IRC-WG

Certain key project informants, IRC-WG member particularly Mr. Khen Sovathara and Mr. Chheang Chhorlin, were met and interviewed to understand the project of RP implementation from February 2016 through February 2017. Also to collect information as such activities of IRC-WG have been done for contract making and compensation payment process, and either document or report and complaints if any.

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

- **Documentation and filling the contract forms**

Contracting document was managed to do in advance according to the DMS document and resettlement cost approved by IRC-WG. The APs in the commune have been called for making contract, while the commune chief certified the contract papers with their signature and stamped,

- **Public meetings for informing the updated RP, resettlement cost and contract made for compensation**

The public meeting was publicly organized, and led by IRC-WG at commune level. All APs within an affected commune were informed in advance and called for the meeting. The meeting was also involved the local authorities such as district officials, commune official and village authorities (village head and deputy village-head).

About 8 public meetings have been organized at commune level to inform APs and local authority about the updated RP, resettlement cost and contract making from January through March 2016. At least 1,067 people involved in the meetings organized at 6 communes in three districts of Svay Rieng province (See sub-section 3.2.2 and table 3.2). Most of the meeting participants are affected people from project affected families.

- **Negotiation and contract making process**

During the public meeting announcing the updated RP, resettlement cost and contract for compensation, the APs and local authorities were informed and appointed for making the contract and agreement on amount of compensation to the resettlement lost. Interviewing with IRC-WG-deputy team leader, Mr. Khen Sovathara and Mr. Chhean Chhorlin, the process of negotiation on cost of the compensation and contract making was starting immediately village by village within the affected commune. Generally it was after the public meeting.

The contract with APs including negotiation and clarification of cost and calculation method was ended by April 2016 for the resettlement plan-PR-314D and NR-13, and Cross-Border Facility in Prey Veng and Svay Rieng province. Amount 1080 APs (AHs) in 5 communes and 1 Sangkat of Svay Rieng Province have been contracted. Most of them had having properties affected by the project-rehabilitation of national road (NR)-13 (See sub-section 3.2.2 and table 3.2).

- **Public meeting and compensation payment process**

The resettlement payment has been step by step done with APs who have completely contracted for payment at parallel time with the contract making process with APs at other villages. From second week of January 2016, IRC-WG has managed to pay for the APs who have already been contracted in Prey Veng and Svay Rieng-PR-314D, NR-13 and Cross-border facility-Prey Var. IRC-WG has tried to do their best as much as possible to make APs satisfying with project's compensation, and minimizing the livelihood lost caused by delaying of payment.

13<sup>th</sup> to 15<sup>th</sup> January 2016, IRC-WG have disbursed and paid the compensation to 233 APs who live in Kandieng Reay commune and Prasout commune of Svay Teab district, Svay Rieng province (See sub-section 3.2.2 and table 3.3). Those APs have been contracted in August and September 2015, and continuously paid to APs, who have been contracted in 4<sup>th</sup> September 2015 through 30<sup>th</sup> January 2016, are in Kampong Rou district (at PR-314D), in Kamchay Mear and Romeas Haek district (at NR-13). And from May through August 2016, the compensation payment was made for APs, who have been contracted from February through April 2016, are in Kampong Rou district (at cross-border facility Prey Var), and in Romdul district and Svay Rieng Krong (at NR-13).



1,025 APs in 7 communes of two districts (Svay Teab and Kampogn Rou district) at PR-314D have been completely paid by 11<sup>th</sup> March 2016. While 2,535 APs in 11 communes of three districts (Kamchay Mear, Romdul and Romeas Haek) and 1 Sangkat of 1 Svay Rieng Krong have been completely paid by August 2016. Totally 3,560 APs (AHs) have been paid with amount of resettlement cost US\$1,061,298.40 (See table 3.3). *How about other 2 APs?*

- **Grievance and complaints solving process**

Having interviewed with IRC-WG, there haven't had any serious issues or complaints taken place within the period. Although there were few complaints they were small, and have been immediately solved by IRC-WG at ground during the contract making and compensation payment process.

### 3.1.3 Field observation and interview

E&M team has conducted field assessment through observing field and interviewing with local key informants such local AH, village-head and commune council, particularly interviewing with complainer, to do cross-check the achievement and performance of IRC-WG in implementing the resettlement plan. The field monitoring was done in Svay Rieng and Prey Veng province for project: PR-314D, NR-13 and cross-border facility-Prey Var to understand of the process of negotiation and contract making, and compensation payment made.

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

The EMO team has observed the public meeting organized by IRC-WG for APs in Romdul district. At Kampong Ampil commune hall on 1<sup>st</sup> February 2016, the meeting was organized to disseminate the resettlement compensation cost and contract making process. This commune is traversed by national road (NR) 13. Within the commune, there are 2 villages namely Trawpeang Domri and Tasork village would be affected by the project. Total affected household (AHs) was 122 have been recorded in DMS as affected households where 111 households in Trawpeang Domri village and 11 households in Tasork village. The meeting has started in the morning and leaded by Mr. Ken Sovathara, Deputy Chief of IRC-WG. The meeting was involved by local authority, particularly the commune leader and council, and village heads of all villages affected by project. About 120 local people have been attended in the meeting. During the meeting Mr. Sovathara-IRC WG, has briefed about the compensation policy and procedure, and cost of assets (such as type of buildings, agricultural land and fruit trees). He has also informed to APs about the right to file the complaint in case if the civil work causes to damage their properties outside of COI. Although there are not much time allocated for question and answer, the affected people have actively questioned to IRC-WG on whatever their property recording and compensation payment.

On 22<sup>nd</sup> February 2016, the public meeting at Sanke commune in Romdul district organized to disseminate the resettlement cost and contract making was observed. About 146 local people including the local authorities (commune council and village vice/heads) have been participated in the meeting. Those people were from 4 affected villages (name Pon, Tacho, Taneng, and Kork Srormor village) of Sanke commune, Romdul district. Before the meeting end, many people have been questioned to IRC-WG regarding to the loss of the DMS-property yellow card, missing of recording the properties affected in DMS yellow card, payment date and civil work. The questions have been smoothly and clearly answered by IRC-WG. The missing of recording of properties affected needs to be clarifying and measure before the contract making.

- **Field observation on compensation payment process**

From 14<sup>th</sup> -15<sup>th</sup> January 2016, the EMO team has followed up the payment process for APs affected by PR314D road improvement in Svay Teab district, Svay Rieng Province. The public meetings and payment were made for 233 APs in two communes (Kandieng Reay and Prasout) in Svay Teab district with resettlement cost is US\$89,955.66 whereas US\$27,597.13 paid fully for 57 APs in Kandieng Reay commune, and US\$ 62,358.53 for 176 APs in Prasout commune (See table 3.4).





**Table 3.4.Compensation paid in KandiengReay and Prasout commune-SvayTeab district at PR-314D**

Date of observation	District	Commune	Village	Number of contracted APs	Compensation to be paid (US\$)
14 <sup>th</sup> -15 <sup>th</sup> Jan., 2016	SvayTeab	KandiengReay	Prasout Ti Muoy	49	23,680.13
			Prasout Ti Pi	8	3,917.00
			<b>Sub-total 1</b>	<b>57</b>	<b>27,597.13</b>
		Prasout	ToulTrawbek	71	23,193.02
			PothikVong	58	19,110.86
			Prey Rumduol	17	9,386.90
			Angk Ta Mouk	30	10,667.75
			<b>Sub-total 2</b>	<b>176</b>	<b>62,358.53</b>
<b>Grant total</b>	<b>1 district</b>	<b>2 communes</b>	<b>6 villages</b>	<b>233</b>	<b>89,955.66</b>

- Interview with APs and Key informant on compensation payment and contract making process**

Beside of direct observation, the EMO team has interviewed with selected APs and Key informants, particularly the commune chiefs/councils, village vice/head men for cross checking. However, the interview was mainly conducted through phone interview. It was to understand deeply the issues and resolution taken by IRC-WG in contract making and compensation payment process.

Having followed up and checked the issues found in 7th quarter monitoring (November 2015 to January 2016) the 11 complaining cases in Kampong Trach commune, Romeas Haek district, the EMO team has called and interviewed certain key informants (commune chief, Village head of Kampong Trach, Vice chief and village assistant of Tatrav village, and village chief of Chong Ou village) from 27th to 28th December 2016. We found that those issues were solved by IRC-WG while they have been fielded and rechecked the cases of complaints after those cases of complaint reported and recommended in external M&E report in February 2016. Having coordinated with commune chief and village head, certain complainers have contacted and interviewed personally in order to modify to whatever the commune chief and village heads said. The complainers who were personally called and interviewed are Mr. Va Keuk (ហ៊ុក គីក), Mr. Thieng Lieng Srieng (ធាង លាងស្រីធាង), and Mrs UngDany (អ៊ុង ដានី) in Kampong Trach village; Mr. MySokheun (ម៉ី សុខឿន) in Tatrav village; and; Mr. Hem Sarith (ហែម សារិទ្ធ) in Chong Ou village.

### **3.2. Achievable IRC's Activities**

By the end of 2016, 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.

#### **3.2.1 Public meeting**

The public meeting has been organized by IRC-WG to inform the APs and local authorities about the resettlement cost and contract making process. However the public meetings were organized in short before starting the process of negotiation and contract making. During this period, there are at least 6 public meetings have been organized to inform the APs and local authorities about the resettlement cost and contract making process before the contract making process starts (See table 3.2).

Also before proceeding to the disbursement of compensation and payment for APs, the public meeting was shortly arranged to inform the APs and local authorities. Then individual AP was called by name to collect their payment amount based on the amount reading in the contract made. The public meeting was done commune by commune. At least 19 public meetings have been made in short in each affected commune before starting the disbursement of resettlement compensation.

#### **3.2.2 Negotiation and contract, and, compensation payment made**

The process of negotiation on compensation cost and payment contract has been ended by April 2016 for the Southeast Project. From February through April 2016, the process of negotiation on cost of the

compensation and contract making was done for 1,080 APs affected by rehabilitating of the NR-13 and Cross-border facility prey Var who live in 18 villages of 6 communes in 3 districts (Kampong Rou district, Romdul district and Svay Rieng Krong) in SvayRieng province (See table 3.2).

**Table 3.2. Contracts making for resettlement compensation in road NR-13 (Svay Rieng) and Cross-Border Facility Prey Var (SvayRieng), from February 2016 through April 2016**

District	Commune	Village	Public Meetings		No of AP-Contract Made	
			No. of Participants	Meeting Date	Done	Contract Date
Districts and Communes at Cross-Border Facility Prey Var						
Kampong Rou	Ou	1 village	07	17&19 Jan 16	07	08-10 Feb-2016
1 district	1 commune	1 village	07		07	
Districts and Communes at NR13						
Romdul	Kampong Ampil	2 villages	120	01-Feb-2016	122	01-06 Feb-2016
	ChhrongPopeal	2 villages	209	08-Feb-2016	211	08-20 Feb-2016
	Sangke	4 villags	146	22-Feb-2016	146	22-29 Feb-2016
	Kampong Chork	4 villages	230	01-Mar-2016	236	01-12 Mar-2016
1 district	4 commune	12 villages	705		715	
SvayRiengKrong	Sangkhor	5 villages	355	14-Mar-2016	358	14 Mar-09 Apr-2016
1 Krong	1 sangkat	5 villages	355		358	
3 districts/Krong	6 communes	18 villages	1067		1080	End of April 2016

(Source: field report from Mr. Khen Sovanara, 2016)

By the end of August 2016, the compensation payment process has been completely done for Southeast project. From Mid of January through August 2016, the compensation payment has been made for 3560 APs with amount of US\$1,061,298.40. While US\$298,838.67 was paid for 1025 APs is in PR-314D and Cross-border facility Prey Var (Svay Rieng province), and US\$762,459.73 was paid for 2535 APs is in NR-13 (Prey Veng province and Prey Veng province) (See table 3.3).



Table 3.3. Compensation payment in Svay Rieng-PR-314D and NR-13: January-August 2016

District	Commune	Village	Payment made		
			No. of APs	Amount (US\$)	Date
Location in Provincial Road No. 314D					
SvayTeab	Kandieng Reay	2 villages	57	27,597.13	13-15 Jan 2016
	Prasout	4 villages	176	62,358.52	
1 district	2 communes	6 villages	233	89,955.65	
Kampong Rou	Preah Ponlea	3 villages	51	16,144.52	03-04 Feb& 07-11 Mar 2016
	Prey Thom	1 village	32	3,822.86	
	Nhor	4 villages	418	84,787.86	
	Ksetr	1 village	105	50,827.44	
	Thmey	2 villages	186	53,300.34	
1 district	5 communes	11 villages	792	208,883.02	
2 districts	7 communes	17 villages	1,025	298,838.67	
Location in National Road No. 13					03-04 Feb, 06-07-11 Mar, 09-22 April, 26-28 May, 10-15 July & 22-25 Aug 2016
KamchayMear	Krabau	1 village	125	66,286.63	
1 district	1 commune	1 village	125	66,286.63	
RomeasHaek	AndoungPor	6 villages	177	35,769.01	
	AngkPrasrae	3 villages	263	63,093.04	
	Andoungtrabaek	2 villages	160	36,476.98	
	Tras	4 villages	104	15,712.44	
	Amkpil	6 villages	212	36,530.48	
	Kampong Trach	3 villages	421	155,706.20	
1 district	6 communes	24 villages	1,337	343,288.15	
Romdul	Kampong Chork	2 villages	236	109,224.95	
	Kampong Ampil	2 villages	122	31,593.61	
	ChhrongPopeal	4 villags	211	53,063.46	
	Sangke	4 villages	146	45,665.83	
1 district	4 communes	12 villages	715	239,547.85	
SvayRiengKrong	Sangkhor	5 villages	358	113,337.1	
1 Krong	1 sangkat	5 villages	358	113,337.1	
4 districts	12 communes	42 Villages	2,535	762,459.73	
6 district	19 communes	59 villages	3,560	1,061,298.40	

(Source: field report from Mr. Khen Sovanara, 2016)

### 3.2.3 Grievance process

From February 2016 to February 2017, although there certain complaints have been taken place most of complaints have been solved after consulting with village head and commune councils, and few complaints have been solved by IRC-WG at the ground. For instance, 5 complaint cases in Kampong Trach commune, Romeas Hek district in Prey Veng province. Those 5 cases of Mr. VaKeuk (វ៉ា គឹក) and Mrs TepPhalla (តេប ផល្លា) in Kampong Trach village, Mr. Phouk Rathna (ហ្វុក រត្ននា) and Mrs Sok Vanna (សុខ វណ្ណា) in Tatrav village, and, Kao Sinoun (កៅ ស៊ីនួន) in Chong Ou village have been solved by the commune council and village head under observation of EMO team. The commune council and village have directly checked and negotiated with those people to solve the complaints.



Some complaints have been immediately solved, and rechecked to be solved by IRC-WG after informing by EM team. For such a 7 cases have been recommended and reported in 7th Quarter Monitoring report-February 2016. Those are the complaint of Mr. Sok Somalyin Prasout commune, Svay Teab district, and 6 cases in Kampong Trach commune are Mr. Thieng Lieng Srieng, Mrs Ung Dany, in Kampong Trach village; Mr. Hy Theavyand Mr. My Sokheun in Tatrav village; and; Mr. Hem Sarith and Mr. Pen Samon in Chong Ou village. Those issues caused by the civil work, and been solved by IRC-WG coordinating with contractor to solve the problem with APs. ✓

### **3.2.4 Updating the resettlement plan (URP) and URP report**

- Resettlement Plan (RP) for CAM: Provincial Roads Improvement Project (PR-150B, NR53 and PR151B) was completely updated and finalized on December 2014, and released.
- Resettlement Plan (RP) for CAM: Provincial Roads Improvement Project (PR314D and NR13) was completely updated and finalized on April 2015, and released.

### **3.3. Unachievable Activities**

The compensation has been paid. Noactivities were pending. The civil work has been started and on progress.

### **3.4. Added/deviant Activities**

There were not any adding or deviation activities.

## **IV. IDENTIFIED ISSUES AND TIME-BOUND RECOMMENDATION**

### **4.1. Issues Identified During the Monitoring Period**

Period of monitoring from February 2016 through February 2017, certain complaints were observed and directly made to IRC-WG during the public meeting-compensation payment and contract making. The IRC-WG has tried to solve immediately. Some cases were solved late if they are lately aware of.

Although there are no issues were critically found during the compensation payment process and the contract making process the local people complaint that the process of contract making and compensation payment was a little bit slow and late. In URP (April 2014), the disbursement of compensation to APs would be started from August through November 2015 while in fact the disbursement of compensation would be started in January 2016 through August 2016. Due to the late of the civil work started in late of 2015 while the plan suggested starting by March 2015.

### **4.2. Recommendation**

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

- The contractor must be firmly informed about the COI, and properties outside of COI when the contractor causes to damage. The responsible to compensation payment must be a contractor. Thus IRC must coordinate firmly with contractor to check and compensate for the properties lost by civil work. In case those were not under IRC's responsibility to pay of the compensation;
- 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.
- The contract making and payment process should be done as plan, and the payment process should be done quickly after contract made. It is to make people happy and avoid of inflation of product's price.

## **V. LIST OF PERSON MET**

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

Table 5.1: List of IRC-WG members and contractor met and consulted

Name		Position/Organization	Remarks
English	Khmer		
Mr. Chheang Chhorlin	ឈាន ឈលីន	IRC-WG /Resettlement Development-MEF	012 592 383
Mr. KhenSovathara	ខេន សុវត្ថារ៉ា	IRC-WG /Resettlement Development-MEF	012 633 989

Table 5.2 lists the names of local authorities (village-head, vice village head, commune council and commune clerk) who were called, met and interviewed during the monitoring period.

Table 5.2: List of local authorities interview

Name		Position	Organization/Location	Remarks
Khmer name	English name			
<b>RomeasHaek district</b>				
លោក ចក់ សាប	Mr. Chork Sab	Vice village head	Trawpang Smach village, AndoungTrabaek commune, Romeas Haek district	
លោក ប៉ែន ឡឺន	Mr. Pen Oeun	Village-head	Trawpang Smach village, Andoung Trabaek commune, RomeasHaek district	
គង់ ជួន	Kong Thourn	Commune chief	Kampong Trach commune, Romeas Hek district	
អ៊ុង ចន្ទា	Ung Chantha	Village chief	Kampong Trach village, Kampong Trach commune, Romeas Hek district	097 487 1099
នង់ សារុន	Norng Sarun	Vice village chief	Tatrav village, Kampong Trach commune, Romeas Hek district	097 274 5559
អ៊ុំ សាម៉េដ	Oum Samed	Village assistant	Tatrav village, Kampong Trach commune, Romeas Hek district	097 693 5765
ជុំ ជួន	Chum Chun	Village chief	Chong Ou village, Kampong Trach commune, Romeas Hek district	097 347 6489
<b>SvayRieng Krung</b>				
ស៊ីន យ៉ុង	Sin Yung	Sangkat chief	Sangkor sangkat, Svay Rieng Krung	011 964 505
ឈុន ផល្លី	Chhoun Phally	Sangkat council	Sangkor sangkat, Svay Rieng Krung	088 9 372 433
អ៊ុក ផារី	Ouk Phary	Sangkat Clerk	Sangkor sangkat, Svay Rieng Krung	011 810 815
ស្រស់ សិរា	Sous Sear	Village chief	Bak Ronorse village, Sangkor sangkat, Svay Rieng Krung	088 6 798 326
មាស យ៉ា	Meas Yam	Village chief	Thlork village, Sangkor sangkat, Svay Rieng Krung	097 5 022 113
ភោក ជាតិ	Phouk Cheat	Village chief	PreahTonleap village, Sangkorsangkat, SvayRieng Krung	097 6 578 387
បាល់ សាបា	Bal Saban	Village chief	Po Phlear village, Sangkorsangkat, SvayRieng Krung	097 4 906 299
សៅ ហាន	Sao Han	Village chief	OrkNeak village, Sangkor sangkat, Svay Rieng Krung	088 9 970 144
<b>Kampong Rou district</b>				
លោក ជា យ៉ុង	Mr. Chan Yung	Commune Council	Thmey Commune, Kampong Rou district	088 6 300 153 097 7 549 445
លោក សៅ វ៉ែន	Mr. Soa Ven	Village-head	Prey Var village, Thmey Commune, Kampong Rou district	097 7 549 445
លោក វៀល សិរា	Mr. Riel Sear	Village-head	Rou village, Nhor Commune, Kampong Rou district	097 7 311 270
មុត ប៉ាក់	Mr. Mot Pak	Commune head	Prasout commune, Svay Teab	097 9738 003



ឪពុក កង	Leuk Korng	Commune head	Kandieng Ray commune, SvayTeab district	088 4251 777
លោក ម៉ុក សាវុធ	Mr. Mok Savuth	Village-head/	Prasout Ti 1 village, Kandieng Reay commune, Svay Teap district	088 3 679 767
លោក ប្រាក់ សាវុន	Mr.Brak Saphoun	Vice village-head/	Prasout Ti 2, Kandieng Reay commune, Svay Teap district	097 5 320 325

Table 5.3: List of APs participated in Individual Interview

Name		Position	Organization/Location	Remarks
Khmer name	English name			
I. NR-13				
RomeasHaek district				
1.	Kampong Trach commune			
	វ៉ា កឹក	Mr. Va Keuk	Villager	Kampong Trach village
	ធាង លាងស្រីង	Mr. Thieng Lieng Srieng	Villager	Kampong Trach village
	ឌីង ងានី	Mrs Ung Dany	Villager	Kampong Trach village
	មី សុខឿន	Mr.My Sokheun	Villager	Tatrav village
	ហែម សារិទ្ធ	Mr. Hem Sarith	Villager	Chong Ou village.
PR-314D				
SvayTeab district				
	សុខ សុខាណី	Mr.SokSomaly	Villager	Prasout commune
	លោកស្រី អ៊ុក សំណាង	Mr. OukSamnang	Affected people	Prasout Ti 1, KandiengReay commune, SvayTeap district
	លោក ប៉ុល សុគុន	Mr. Pol Sokun	Affected people	Prasout Ti 2, KandiengReay commune, SvayTeap district
	លោកស្រី រម យ៉ែម	Mrs.RiemYem	Affected people	Ou village, Thmey commune, Kampong Rou district



## **VI. ANNEX**

Appendix A: The Progress Matrix of the Resettlement Plan Implementation

Appendix B: Pictures and Events during the Monitoring Period-November 2015 through January 2016

Appendix C.1: Observation Form for Monitoring the Negotiation and Contract Making process- Checklist  
Questionnaire for FGDs, Key Informant and Observation

Appendix C.2: OBSERVATION FORM FOR MONITORING THE COMPENSATION PAYMENT PROCESS- Checklist  
Questionnaire for FGDs, Key Informant and Observation



## APPENDIX A

### 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	ICL	DMS	Agreement and Contract Made	Payment	Relocation site development	Livelihood Restoration	Civil work construction	Updated Costs	Updated RP	URP submission	ADB Approval			
RP1-Mid Western Cambodia project	PR-1506	Kampong Chhnang	4 communes/ 25 villages	1090 (E=262 & W=828)	5	5	5	5	5	-	-	1	5	5	5	5			
	NR-53	Kampong Chhnang	4 communes/ 15 villages	480	5	5	5	5	5	-	-	1							
	PR-151B	Kampong Speu	1 commune/ 4 villages	111	5	5	5	5	5	-	-	1							
RP2-Southeastern Cambodia project	PR-314D	Svay Rieng	7 communes/ 17 villages	1025	5	5	5	5	5	-	-	1	5	5	5	5			
	NR-13	Prey Veng&Svay Rieng	11 communes and 1 sangkat/42 villages	2535	5	5	5	3	5	-	-	1							
	CBF-Prey Var	SvayRieng	1 commune/ 1 village	10	5	5	5	5	5	-	-	1							

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

APPENDIX B  
PICTURES AND EVENTS

**B.1 Public Meeting for Contract Making and Compensation Payment**



Compensation Payment organized by IRC-WG in Prasout commune, Svay Rieng province: 14-15<sup>th</sup> January 2016



Meeting and Contract Making organized by IRC-WG in Kampong Ampil commune, Svay Rieng province:  
1<sup>st</sup> February 2016





Meeting and Contract Making organized by IRC-WG in Sanke commune in Romdul district, SvayRieng province: 22<sup>nd</sup> February 2016

#### B.2. Observation and check the properties affected by project based on complaints



Check and assess the affected properties of complainer, Mr. VaKeuk (វ៉ាកើក), in Kampong Trach village, Kampong Trach commune, RomeasHek district-SvayRieng province: 28 January 2016





Check and assess the affected properties of complainers, Mr. Thieng LiengSrieng (ធាង លាងស្រីង) and Mrs Ung Dany (អ៊ុង ជានី), in Kampong Trach village, Kampong Trach commune, Romeas Hek district-Svay Rieng province: 28 January 2016



## APPENDIX C

### C.1. 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?

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



## C.2. OBSERVATION FORM FOR MONITORING THE COMPENSATION PAYMENT 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. Compensation and payment process

3.1 Have you been given explanation about the general contents of the compensation and about the compensation of your properties affected?

3.2 Did you know or understand about the compensation policy and entitlement right? And how and why?

3.3 Where and when the compensation payment process has been done, and who did involve in the project implementing team (government official, local authority, police, NGOs and so on)?

If police was present, what did the role of police.....

And did you feel intimidated with the presence of police?

Yes = 1, why?.....No = 2

3.4 What have you been compensated (land asset, house, construction and other fix assets, transportation, livelihood (subsistence allowances), and others (specify)? And what kind of compensation did you collect (Cash, Kind/Materials, Land, Training/Skill Development, and Others (specify)).....

3.5 Amount of compensation have you received?

1. Cash, how much?.....

a. disturbance allowance, how much?.....

b. widow, how much?.....

c. disable person head household, how much?.....

d. old aged person (>60) head household, how much?.....

e. Income less than US\$10 per month, how much?.....

f. Transportation, how much?.....

g. Others (specify), how much?.....

2. Kind/materials.....

3. Land.....

4. Training/skills development.....

5. Other (specify).....



- 3.6 Did you agree on your compensation and have you perceived that the compensation received is appropriate to whatever you have lost? And did you receive your compensation based on the contract agreement? Why?

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

