

# Social Monitoring Report

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Project Number:43316-012  
Independent External Resettlement Monitoring Report  
August 2020

## Lao People's Democratic Republic: Pakse Urban Environmental Improvement Project

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**Lao People's Democratic Republic**  
**Peace Intendance Democracy Unity Prosperity**

**Ministry of Public Works and Transport**  
Department of Public Works and Transport in Champhasak Province  
and Pakse Urban Department Administration Authorities (UDAA)

**Pakse Urban Environmental Improvement Project (PUEIP)**  
(Loan: 2876-LAO, Grant: 0297-LAO)



## **Independent External Resettlement Monitoring Report**

August 2020

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## ABBREVIATIONS

AH	Affected household
AP	Affected person
CAP	Corrective Action Plan
CCR	Compensation Completion Report
CEI	Community Environment Improvement
CUEI	City-Wide Urban Environment Improvement
DMS	Detailed Measurement Survey
DPWT	Department of Public Works and Transport
DRC	District Resettlement Committee
EA	Executing Agency
EM	External Monitoring
GRM	Grievance Redress Mechanism
HHs	Households
LACP	Land Acquisition and Compensation Plan
LWU	Lao Women Union
MPWT	Ministry of Public Works and Transport
PAFO	Provincial Agriculture and Forestry Office
PIB	Public Information Booklet
PMIU	Project Management Implementation Unit
PONRE	Provincial Office of Natural and Environment
PRC	Project Resettlement Committee
PUIEP	Pakse Urban Environment Improvement Project
RF	Resettlement Framework
ROW	Right of Way
SMR	Semi Monitoring Report
VGC	Village Grievance Committee
UDAA	Pakse Urban Department Administration Authorities

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# 1 Introduction

1. The Asian Development Bank (ADB) on 28 June 2012 approved Grant 0297 and Loan 2876 for the Pakse Urban Environment Improvement Project (PUEIP). The Ministry of Public Works and Transport (MPWT) is PUEIP's Executing Agency (EA). A Project Coordination Unit (PCU) was established at the Department of Housing and Urban Planning of MPWT in Vientiane to help the EA oversee the PUEIP. A Project Management Implementation Unit (PMIU) has been set-up under Champasack Province Department of Public Works and Transport (DPWT) and the Pakse District Urban Development and Administration Authority (UDAA) to manage project implementation, with assistance from consultants of the PMIS.

## 2 Pakse Urban Environment Improvement Project

2. The Pakse Urban Environment Improvement Project (PUEIP) expected impact is to improve urban environment in Pakse through urban and environmental infrastructure improvement and stronger urban management capacity. The project comprises of 4 outputs: (i) Citywide Urban Environmental Improvement (CUEI); (ii) Community-Driven Urban Environmental Improvements (CEI); (iii) Strengthened Capacity Provincial Urban Planning and Services; and (iv) Strengthened Capacity Project Management and Implementation. This External Resettlement Monitoring (ERM) mission will only focus on the implementation of approved land acquisition and compensation plan (LACP) of Output (i) CUEI and Output (ii) CEI subproject.

### 2.1 Citywide Urban Environmental Improvement Subproject

3. The Citywide Urban Environmental Improvement (CUEI) subproject comprises of 3 components and is being implemented in 4 contract packages as show in **Table 1** and Figure 1 shows the locations of the Drainage System Improvement and the Riverbank Slope Protection component.

- (i) ***Drainage System Improvement:*** This component involves upgrading draining system in 6 catchments<sup>1</sup> areas cover 11 villages in Pakse District through the construction of primary and secondary drainage in the main catchment areas, demarcation, and protection of retention areas, flap-gates, and pumps. The construction divided into 2 contract package PUEIP-1 and PUEIP-2. The construction progress as of July 2020 is 99 % completed.
- (ii) ***Riverbanks Sloped Protection:*** This component involve the installment of revetment with gabions on very steep slopes on the Xedon river covers 5 villages. The construction progress as of July 2020 is 94% completed.
- (iii) ***Solid Waste Landfill:*** This component is to upgrade of existing 13 ha landfill. which includes the improvement and increase capacity of the existing landfill to a controlled landfill standard, support for better collection, transportation, processing, and disposal of waste. The construction progress as of July 2020 is 96% completed. The landfill is property of UDAA outside the city center at Yom villages in Xanasomoboun District, thus the landfilled improvement has no land acquisition.

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<sup>1</sup> Kea catchment, Houay Kapou catchment, Houay Bangyo catchment, Non Maixak catchment, Houay Wat Chin catchment, Hong Phaktop

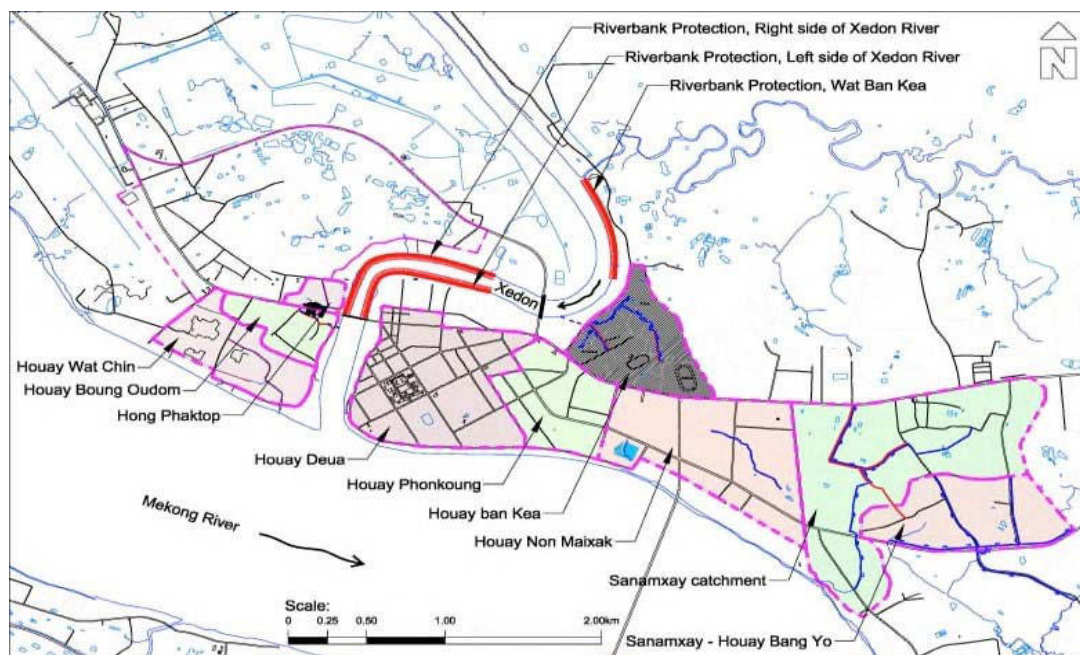
## 2.2 The Community Environment Improvement Component (CEI)

4. The Community Environment Improvement (CEI) involves community-driven initiatives focusing mainly on communities' access road with associated drainage and improving solid waste collection, and provision of free toilet for the poor AHs through CEI criteria and budget. Participating villages should have a land designated as a common property resource for the CEI activities which would be eligible for improvement through the small grant<sup>2</sup>. Thus, CEI has no land acquisition and displacement of people which is one of criteria in the selection of participating villages. A total of 59 villages are participating in CEI. The construction progress as of July 2020 is 96% completed.

**Table 1 Contract Packages of CUEI**

Contract Package	Project Component	Location (Village)
PUEIP-1	Solid Waste Landfill	Yom
PUEIP-2	Drainage Improvement at Houay Kapou Catchment Area	Sanamxay, Swansavanh, Nondou
	Drainage Improvement at Houay Bangyo Catchment Area	Phoumouang, Sanamxay, Swansavanh
PUEIP-3	Drainage Improvement at Ban Kea Catchment Area	Kea, Phonsaath
	Drainage Improvement at Non Maixak Catchment Area	Non Maixak
	Drainage Improvement at Houay Wat Chin Catchment Area	Thahai
	Drainage Improvement at Hong Phaktop Catchment Area	Thahineneau
PUEIP-4	Riverbank Slope Protection	Thaluang, Phabath, Thahineneau, Houay Poune, Kea

**Figure 1: Locations of the Drainage System Improvement and the Riverbank Slope Protection**



<sup>2</sup> The program will be financed by project funds (80%), government funds (10%) and community contribution (10%).

### 3 Objective of External Monitoring

5. The National Independent External Resettlement Monitoring (EM) Consultant is engaged by PMIU under MPWT as the executing agency of PUEIP. The objective of the external resettlement monitoring is to (i) provide an independent source of monitoring and evaluation of the implementation process of approved land acquisition and compensation plan (LACP also referred to the approved LACP in March 2017); (ii) to verify the compliance of the LACP; and (iii) to suggest any recommendation and provide corrective action plan for non-compliance issues verified by the EM Consultant (The EM Consultant also referred to the mission).

### 4 Methodology of External Monitoring

6. The methodology that the mission used to carry out the external monitoring has included the following:

- Reviews the Project's Resettlement Framework (RF), the approved Land Acquisition and Compensation Plan, Social Monitoring Reports, Due Diligence Report for additional work that was published on ADB website <https://www.adb.org/projects/documents/lao-45301-002-esmr-3>, and follow up the most recent corrective action plan from the ADB's missions (2018, 2019) to update on the status of the LACP implementation up to date.
- Preparation of details work plan that include the meeting with Head of PMIU, the Project resettlement team, Project consultants, Provencal and District Resettlement Committee (PRC, DRC) to update the implementation progress of LACP as well as the construction progress of output 1 and 2. (see the external monitoring mission's details work plan in **Annex 1**).
- Organize kick-off meeting with Mr. Bounnao, Director of Project Management Implementation Unit (PMIU), and Mr. Bounnak, Deputy Director of PMIU at Pakse Urban Development and Administration Authority (UDAA) to present objective of ERM mission and ERM's work plan during 13-23 July 2020.
- Work with PMIU Resettlement team and consultant team to follow up the implementation progress of the PUEIP and LACP up to date, issues encountered during the implementation, and verify implemented LACP's recorded documents specified in the term of reference (TOR) of the EM mission including (i) land acquisition, (ii) compensation of affected asset and income/livelihood, (iii) public consultation and awareness of affected people on entitlement and resettlement policy, (iv) Grievance Redress Mechanism (GRM) and to confirm the requirements have been complied with the LACP.
- Work with resettlement team to select the subproject's villages for village group discussion and select AHs for interviews. For Drainage System Improvement component, the mission selected 3 villages (Kea, Phonsaath, Sanamxay) out of total 6 villages, for Riverbank Slope Protection component selected 2 villages (Thaluang, Thahinneua) out of total 5 villages selected, for landfill upgrading at Yom village. and for CEI subproject, selected 2 villages (Houaypheck, Thaluang) out of total 59 villages.

- In the course of site visits to the subprojects, group discussion was held with village authorities and village grievance committee including AHs individual interviews involved total 50 APs- (i) 18 out of total number 35 AHs of Drainage Improvement component- original 29 AHs plus 6 additional AHs, (ii) 15 out of total number 77 AHs of Riverbank Slope Improvement component, (iii) 15 beneficiary, representative from 2 out of total 59 participated CEI villages, and (iv) 2 out of total 40 scavengers collecting garbage in the current project landfill (**see reference in Annex 3 and Annex 7**). The criteria of interview selection were based on the type of impacts such as land loss, structure loss, business/income loss, and other impacts.
- At the end of the mission, the ERM Consultant presented the preliminary findings of the mission to Deputy Director of PMIU and PMIU resettlement team to obtain PMIU's comments on mission's findings and agree on the collection action plan.
- The results from the discussion with PMIU, DRC, village authorities and village grievance committee, AHs interviews, the verification of the LACP's documents, and the mission's observations during the mission were used to assess the implementation of the LACP have been complied with the safeguard requirement as presented in this report.

## 5 External Monitoring Findings

### 5.1 Drainage System Improvement Component

7. The mission visited 3 villages (Kea, Phonsaath, Sanamxay) out of total 6 villages of drainage system improvement component. At each village, group discussion with village authority and village grievance committee and individual interviews was held on 15 July 2020. The mission discussed with 19 APs (9 APs in Kea, 9 APs in Sanamxay, 1 AP in Phonsaath). The mission interviewed APs individually at their house concerning to the impacts on their land, structure, business, crop/trees and the compensation of affected assets including the outstanding of APs' complaints. Based upon the above conduction, the mission has the following findings:

#### 5.1.1 Land Acquisition/Permanent loss of land

8. The LACP indicated that the construction of primary and secondary drainage canals in 6 villages required land acquisition total about 1,722 m<sup>2</sup> of land holding that belong to privately owned of total 16 AHs registered in 2016 and government-owned (a primary school, 228 m<sup>2</sup> land affected out of total xxxx of school area)<sup>3</sup>. The affect land mainly residential land, built-up residential land, and rainfed rice land since the subproject located in the Pakse urban area. All AHs are titled land users with land title, land use certificate, and tax payment receipts that was recorded in DMS form of affect landholdings in 2016. **Table 2:** summary of land affected by drainage system improvement.

**Table 2: Affected Land by Drainage System Improvement**

No.	Villages	Private and institution land Affected registered in 2016 (No. of AH)	Total affected land registered in 2016 (m <sup>2</sup> )
1	Thahai (Houy Wat Chin)	1 school	228
2	Phonsaath	1	13
3	Kea	6	306

<sup>3</sup> 1,722 m<sup>2</sup> registered in 2016 as indicated in approved LACP excluding additional land acquired in 2018.

4	Sanamxay Kapou	5	330
5	Swansavanh Kapou	5	845
6	Thahineau	0	0
	<b>Total</b>	<b>17</b>	<b>1,722</b>

9. Based on the interview of AH (Mrs. Sim, elderly head of AH) whose land was acquired for the construction of drainage system improvement. She reported that she has stopped doing rice planting for last 10 years because she is getting old, has insufficient labor, and experienced flooding almost every year. Mrs. Sim stated that she participated in the consultation meeting and DMS with assistance from her daughter. She was able to explain about the affected area, the proposed unit rate of land, and amount compensation she had received. Evidence of DMS acceptance form and compensation agreement was presented to the mission.

10. Due Diligent Report dated Feb 2020 indicated that there was additional land acquired for PUEIP-3 in May 2018 due to the construction of new 4-meter-wide and 200-meter-long asphalt access road alongside drainage canal that was built in 2017 in Phonsaath village. Total land affected 387 m<sup>2</sup> of landholding that belong to 3 AHs (Mr. Bounthan, Mrs. Keo, Mrs. Souay). DMS of this additional loss was carried out by PMIU and District Resettlement Committee in May 2018. One of private landowner Mr. Bounthan voluntary donated his affected 288 m<sup>2</sup> rainfed land located alongside new access road and he signed a voluntary donation form (more details in part 5.6 voluntary donation) while the other 2 AHs (Mrs. Keo and Mrs. Souay, elderly female head of AH) claimed for their residential land and other asset loss through grievance procedure and compensation paid to the AHs in 30 May 2019.

11. There is 1 AH (Mrs. Noukeo, female head of AH) interviewed reported that her residential land was affected by the construction of the new access road. She has raised this issue to PMIU but she has yet received response from the project. PMIU clarified that she is entitled only for her concreted fence loss that was built on the project's ROW but not for the land in ROW. The mission reviewed her complaint in grievance tracking list and verified that Mrs. Noukeo's case has not been closed properly. (See grievance in section 5.7)

12. The LACP indicated that there was no severely loss of productive lands in the construction of drainage system improvement component.

13. Based upon the discussion with PMIU, the visit to drainage construction sites and APs interviews, and evidence of compensation documents, the mission was able to confirm that land acquisition was carried out adequately and in line with the LACP and the Project's Resettlement Framework (RF). However, the outstanding APs' complaints must be fully close properly with evidence of agreement.

### 5.1.2 Temporary Impacts

14. The LACP indicated that the temporary impacts (e.g., driveway, structure to access the land from the road) or the use of land during construction will be the responsibility contractors to restored, repaired, or reconstructed as part of the contractor's contracts.

15. Based on the reviews of APs' complaint tracking list document and APs interviewed in Kea and Sanamxay village, there are still a number of outstanding complaints related the damage of AP's structure, tree loss, temporary land use, quality of construction work, and drainage canal site clean-up. For example, at Kea village, there are 2 AHs claimed that their structures were damaged from the construction of drainage canals PUEIP-3 but their asset have not been restored by the contractor. The AHs have raised this issue through GRM and PMIU has investigated the complaints and found to be valid. PMIU has informed contractor to

discuss with the AHs and agreed on resolution but as of July 2020 it has not been resolved. (see details in section 5.1.3).

16. ADB Review Mission in December 2018 and September 2019 has pointed out the outstanding issues during the construction and has requested the Project to provide a list of households losing access with details, name, type of loss especially if there were business and of income loss during construction. The requested list has not been prepared to ADB as of July 2020. The EM mission has included the ADB request list in the corrective action plan.

### 5.1.3 Impacts on Main and Secondary Structure

17. **Main structure-** The LACP indicates that there are 2 main structures (a small noodle factory in Thahinneua village and a noodle eatery in Kea village) were affected entirely by the construction of drainage canal and were relocated to new place. The mission interviewed only the noodle eatery AH in Kea village. As for small noodle factory AH, the mission verified the compensation payment records and confirm that the AH received their compensation amount as per AH's entitlement. See compensation payment record in Annex 8.

18. Based on the interviews of noodle shop owners (Mr. Somphone and his wife Mrs. Kouk), they reported that they were informed about the project impacts on his shop and their entitlement of the asset and business affect in 2016. They stated that PMIU involved them in DMS and explain the result of DMS including the proposed unit rate of type of affected asset, and amount compensation that they will received. Evidence of DMS acceptance form and compensation agreement was presented to the mission. (more details in section 5.1.4 business/income loss).

**Table 4.1 Main structure entirely affected, Drainage System Improvement**

No.	Villages	Main structure (Shop) with business/come loss	Main structure (house)
		Entirely	Entirely
1	Thahai (Houy Wat Chin)	0	0
2	Thahineau	1	0
3	Kea	1	0
4	Phonesaath	0	0
5	Sanamxay Kapou	0	0
6	Swansavanh Kapou	0	0
	<b>Total</b>	<b>2</b>	<b>0</b>

19. **Secondary structure-** Based on the LACP, the affected secondary structure has been divided into 2 groups. Group 1- structure such as kitchens, toilets, verandas are not found in the ROW of road and the project drainage system will be outside the scope of the contractor's work. Group 2- such as driveway and road crossing are found in existing right of way (ROW) of road and the project's drainage system will be restored by civil works contractor to at least their pre-project condition or provide replacement cost of damage and loss. However, any other impacts or damage cause by the contractor's construction work, it is also the responsibility of contractor to repair or replace with cost to AHs.

20. During the site visit of the mission to Kea village, the village authorities and village grievance committee reported that there are 2 AHs (Mr. Sisay and Mr. Kikeo) complaint on their secondary structure loss and it has not been resolved. Mr. Sisay complained that his concreted fence located next to drainage canal was collapsed assumed cause by the gap between the fence and the concrete canal that has not been filled-up and compacted. He requested contractor to restored or pay replacement cost. Another AH (Mr. Kikeo) complained

that his concrete terrace (12 m<sup>2</sup>) at his kitchen area was cracked and collapsed. PMIU informed the mission that they had investigated the complaints and found to be valid and has informed contractor to resolve the issue. The contractor has met the 2 AHs to negotiate on the replacement cost, but both parties have not agreed on the replacement cost. The mission has suggested PMIU resettlement team to follow up with the contractor and have these outstanding complaints resolve and closed fully. (see photos in **Annex 4**)

#### **5.1.4 Impacts on Business/Income**

21. Regarding to the impact on business/income due to the construction of drainage canals, the mission interviewed the noodle shop owner (Mr. Somphone and his wife Mrs. Kouk) whose noodle shop was entirely affected in Kea village. The AH reported that they were inform about the impacts on their shop in 2016 and the project provided adequate time to relocate their noodle shop and rebuilt in new location close to the old area. The AH stated that he received cash compensation at full replacement cost with dismantle, transport and rebuilt allowance. The AH also receive allowance for business disruption for displacement. The AH informed that they have better income since move the noodle shop to new location because it is closer to the main road and the new shop is bigger and in better condition than the old shop.

#### **5.1.5 Impacts on Crops and trees**

22. With reference to LACP, there is no annual crops was affected but there were serval trees affected in the ROW of drainage system improvement. Based on the verification of compensation documents, the Consultant confirmed that calculation of tree compensation was in line with formula set out in the APs' entitlement.

23. Based on the mission visit to Sanamxay village, the village grievance committee reported that there is 1 AH (Mr. Bounterm) has not received their trees compensation in full amount as per agreed with contractor. The mission has reported this outstanding issue to PMIU at the wrap up meeting. PMIU has committed to follow up this issue with contractor to complete the payment to AH and close the grievance with evidence of payment document.

### **5.2 Riverbank Slope Protection Component**

24. The mission visited 2 out of total 6 villages of riverbank slope protection component (Contract PUEIP-4). At each village, group discussion with village authority and village grievance committee and individual interviews was held on 16 July 2020. The mission discussed with 15 APs (8 APs in Thaluang village, 7 APs in Thahinneua village). In the course of individual interviews, the mission selected AHs that had the loss of permanent and temporary land, main structure and secondary, business/income and trees including the outstanding grievance. Based upon the above conduction, the mission has the following findings:

#### **5.2.1 Impact on Land/Land Acquisition**

25. The LACP indicated that the construction of riverbank slope protection in 6 villages required land acquisition total about 1,504 m<sup>2</sup><sup>4</sup> of land holding that belong to privately owned of total 24 AHs, 1 religion institution owned (a temple), and village land registered in 2016. The affect land mainly residential land since the subproject located in the Pakse urban area. All affected households are titled land users with land title, land use certificate, and tax payment

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<sup>4</sup> 1,504 m<sup>2</sup> registered in 2016 as indicated in approved LACP not include additional land acquired in 2018.

receipts that was recorded in DMS form of affect landholdings in 2016. The table 3 is the summary of land Affected by riverbank slope protection.

**Table 3: Land Affected by Riverbank Slope Protection**

No.	Villages	Number of AHs with affected land  (AHs)	Number of Institution with affected land  (Institution)	Total affected area with land title and taxed payment (AHs landholding) (m <sup>2</sup> )	Total land affected area with land title and taxed payment (Institution landholding) (m <sup>2</sup> )
1	Thaluang	7	Pagoda	253	18.2
2	Phabath	3		262	0
3	Thahinneua	5	Village land	417	57.5
4	Houay Poun	3		62.5	0
5	Kea	6		434	0
	<b>Total</b>	<b>24</b>	<b>2</b>	<b>1,428</b>	<b>75.7</b>

26. Based on 2 AHs interviewed (Mr. Souksavath and Mr. Khampong elderly head of AH) who land was acquired for the construction of riverbank slope protection. Mr. Souksavath reported that he participated in the consultation meeting and DMS. He stated that he did not understand the entitlement fully, but he is satisfied with the compensation for his affected land, pig pen, and trees. In contrary, Mr. Khampong was not satisfied with the project proposed unit rate of residential land, but he had accepted the compensation amount. He complaints that the compensation amount for the affect land was insufficient to buy the new land due to the proposed unit rate of land is much lower than market price.

### 5.2.2 Temporary Impacts

27. The LACP states the temporary impacts or the use of land during construction will be the responsibility contractors to restored, repaired, or reconstructed as part of the contractor' contracts.

28. Based on the mission visit to Thaluang village, Mr. Khamfong, the owner of floating restaurant reported that his private own access to riverbank which temporary used by the contractor through agreement for riverbank slope protection construction activities was damaged. He has requested the contractor to restore the damage access to the same condition, but this request have not yet been resolved. The mission reported to PMIU to investigate the AH's complaint and have the issue resolved promptly.

29. To ensure the impact on AHs' asset during the construction will be monitored and response timely, the mission has advised PMIU to prepare a list of households losing asset during the construction with details, name, type of loss and share with site engineer teams for monitoring the actual impact during construction.

### 5.2.3 Impacts on Main and Secondary Structure

30. The LACP indicated that there were 7 houses and 1 apartment were affected entirely by the construction of riverbank slope protection subproject. The evidence of compensation document showed that the 7 AHs (with no business impact) had received full compensation with transition and transportation allowance as per set out in AP's entitlement. The affected apartment with business loss is discussed in section 5.2.4. PMIU stated that the 6 AHs (most of them are elderly head of AHs) relocated to other village and they choose to stay with their family (children) while 1 AH (elderly female head of AH) want stay in the same village (Thaphabath village).

31. Based on the LACP, there were houses/structures of 43 AHs were affected partly by the construction of riverbank slope protection subproject. The evidence of compensation document showed that all 43 AHs had received cash compensation and cash allowance for material transpiration and labor cost for rebuilt/repair their structure loss.

32. The mission visited Mr. Khamphan (elderly head of AH), one of the AHs that was relocated to new place (Hair village). Mr. Khamphan reported that he had received cash compensation and the allowance for transition and transportation in one installment and the Project provided adequate time for relocating to new place. He did not rebuild a new house but used some of the compensation money to repair another house in Hair village and supported his son in building a new house.

33. Based upon the discussion with PMIU, the AHs interviews, and evidence of compensation documents, the mission was able to confirm that the compensation of AHs' affected structure was carried out adequately and in line with the approved LACP and the Project's Resettlement Framework (RF).

**Table 4.1 Main structure entirely affected, Riverbank Slope Protection**

No.	Villages	House/Main structure Entirely loss (AHs)	House/Main structure partly loss (AHs)	Remark
1	Thaluang	2	1	1 of 2 structure is apartment
2	Phabath	2	3	
3	Thahinneua	3	3	
4	Houay Poun	-	6	
5	Kea	1	11	
	<b>Total</b>	<b>8</b>	<b>43</b>	

## 5.2.4 Impacts on Business/Income

34. As mentioned in permanent structure loss section, there was 1 apartment owned by Mrs. Kaluna was entirely affected by the construction of river slope protection. Based on the AH interviewed, she reported that PMIU informed about the impacts on her apartment and provide adequate time for her to prepare for the transition of business disruption. The AP received cash compensation in two installments (in 2018, 2019) due to the shortfalls of counterpart fund. Mrs. Kaluna did not rebuild new apartment, but she used the compensation money to open a new restaurant at Phou Sa Lao (a tourist place).

## 5.2.5 Impacts on crops and trees

35. Based on the LACP, there was none annual crops was affected by the riverbank slope protection activities. The mission was formed that there a few villagers still doing cultivation of riverside dry season vegetable garden for household consumption at the river's edge where belong to public area. The APs was informed about the construction of riverbank slope protection, so they were able to arrange the harvest of the vegetation in ahead of time.

36. During the field visited to 2 village (Thaluang and Thahinneua), there is no complaint on trees compensation. All AHs interviewed stated that they participated in IOL of trees and had agreed with the proposed unit rate of trees and amount of compensation.

37. Based upon the discussion with PMIU, the site visits and AP interviews, and evidence of compensation documents, the mission was able to confirm that land acquisition and compensation of asset losses under riverbank slope protection component was carried out adequately and in line with the approved LACP and the Project's Resettlement Framework (RF). However, there is 1 outstanding grievance concerning to temporary use of land of Mr. Khamfong shows in compliant tracking list. The mission recommends PMIU to follow up with related contractor and have this outstanding grievance resolved and closed with evidence of agreement.

### **5.3 The Community Environment Improvement Component CEI**

38. The Community Environment Improvement (CEI)<sup>5</sup> involves community-driven initiatives focusing mainly on communities' access road with drainage and provision of free toilet for the poor AHs. With reference to the LACP, CEI has no land acquisition and displacement of people which is one of criteria in the selection of participating villages. There are 59 villages are participating in CEI.

39. The CEI village consultation was carried in 2017 by PMIU community development team to disseminate the CEI program information about the Project's support on the construction of communities' access road and the provision of free toilet for the poor AHs. PMIU report that the contract of access road construction between PUEIP and 59 participated villages was arranged in 2018. The overall construction progress of the community access road and toilet for the poor households in 59 villages as of July 2020 is 96% completed.

40. Based on the discussion with village authorities and the beneficiaries in Houaypheck and Thaluang village, most of them expressed their willingness in contributing the 10% of construction cost of community access road with drainage but they are not satisfied with the quality of construction work. They request PMIU to coordinate with contractors to fix the access road and drainage properly before handover it to communities.

41. As for the provision of the free toilet to the poor households, PMIU reported that due to the limitation of the CEI budget, the list of poor households surveyed in initial stage was reviewed in consultation with village authorities and was downsized to those household who are poor and do not have toilet only. The mission observes that the change of criteria was not notified to original households list adequately. The mission advise PMIU to inform the villagers clearly to avoid their misunderstanding.

### **5.4 Information Dissemination and Public Consultation**

42. To comply with LACF, the meaningful public information dissemination and consultation is required during preparation and implementation in connection with the LACP to ensure that APs and other stakeholder are timely and fully informed about the subprojects information and its impacts, the entitlement and eligibilities of APs, compensation for APs' affected asset, GRM, and pay particular attention to vulnerable groups. In public consultation, all APs shall be given opportunities to participate in and express their preferences and concerns regarding the LACP. Public Information Booklet (PIB) is required and made available for APs and stakeholders.

43. With reference to document reviews and discussions with PMIU, the project information dissemination and a series of consultation meetings with stakeholder and APs were carried

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<sup>5</sup> Community Environment Improvement (CEI) has 59 participated villages. This community-driven initiative aimed at improving village access roads, footpaths, and tertiary and drainage canals. The beneficiaries contribute cost sharing 10% of chosen community activity. The criteria in selection of CEI villages is that the chosen activities of the communities should not involve land acquisition and displacement of people from assets and sources of incomes as indicates in approved LACP.

out during February-March 2016. At provincial and district level, PMIU conducted consultation meetings with related government agencies to disseminate and discussed about the nature and scope of the project, the need to update the inventory of loss (IOL) surveyed during the PPTA in June 2011 that need to be update according to details design. The consultations and surveys after details design involved various government agencies (such as Lao Women Union, Lao National Front for Construction, DONRE). The procedure in the conducting the DMS, informed PRC and DRC about project resettlement policy including the policy on cut-off-date for eligibility to project entitlement was also consulted with related local government agencies before conducting DMS.

44. At village consultation level, the LACP provided list of public consultation in the village consultations, highlight of APs' questions and concerns during the consultation in each project villages, pictures of the consultation held, and list of participants in each village of riverbank slope protection and drainage system improvement subproject.

45. Based on village group discussion and individual interviews (total 51 APs) in 7 villages out of total 13 village of CUPi subproject over 4 days (see work plan and name list of village group discussion and APs interviewed schedule in **Annex 3**). The mission has the following findings:

- APs interviewed reported that there were a series of consultations were held in the village to discuss about the subproject. Most of APs participated in the consultation more than one time. The participants were head of AH and their representative for those AH who could not attend the consultation meetings during that time.
- Most APs reported that they were contracted at their homes to participate in data collection and survey, but they cannot remember well the title of surveys.
- Most of APs had a good understanding of the project information and its impacts they could expect from the construction. All village authorities interviewed received public information booklet (PIB) distributed by the project.
- Half of APs interviewed do not have fully understand of their entitlement and compensation policy, particularly elderly head of AH. Some AHs who their house /structure and residential land located on riverbank slope protection component raised that they do not fully understand on the entitlement of affect land and fully/partly affect structure.
- All APs interviewed participated in DMS and attended DMS result meetings organized by PMIU and DRC witness by village authorities and village grievance committee. Some family member of the elderly AHs reported that their parents are too old to have fully understanding on DMS's result and have accept the compensation agreement without consulting with family members.
- 1 AH (Mr. Khamphanh, elderly head of AH and his daughter) who was relocated to new place due to their house was entirely affected raised that the proposed unit rate of affected residential land is much lower than market rate so they could not buy new land with the project's proposed rate of land. Mr. Khamphanh's daughter stated that their parents were not aware before accepting the proposed compensation unit rate.

- Most of AHs interviewed are aware of the grievance redress mechanism (GRM). They were able to describe the steps of grievance and where they can raise their right on the compensation. The mission observed that the village leaders and village grievance committee interviewed are actively in managing GRM of their village. They strongly express their concerns on the outstanding complaints of AHs in relation to the construction drainage system improvement and riverbank sloped protection activities. Based on the complaint tracking list provided by PMIU, there are 43 complaints of AHs have been raised through GRM.
- Under CEI component, village authorities and AHs interviewed in Thaluang village reported that they were consulted about the CEI program criteria and 10% cost sharing on the chosen CEI activities by the beneficiaries. The beneficiaries interviewed said that they are willing to participate in CEI and they have sign agreement with PMIU on the cost sharing. The village authorities raised that they were not informed clearly about the scope, cost, and plan of community access road construction. They are also not satisfied with the quality of contractor work. They have requested the concerned parties to repair the construction work before handing over the communities.
- Regarding to landfill upgrading component, two waste pickers interviewed at existing landfill report that the project allow them to continue with their waste picking livelihood activities during the upgrading existing landfill. They were informed about the recycle program of the upgraded landfill operation where they can continue their income generation through a labor contract, but they have yet informed about the contract condition.

**Table 4: Group discussion and individual interviewed in subproject**

Component	Villages Mission visit	Group Discussion Village authorities grievance committee (No. APs)	Individual Interviewed (No. APs)
Drainage system improvement	Kea,	4	5
	Sanamxay,	5	4
	Phonsaath	-	1
Riverbank slope improvement	Thaluang,	3	5
	Thahinneau	5	2
Community Environment Improvement (CEI)	Houaypack,	4	4
	Thaluang	4	3
Landfill upgrading	Yom	-	2
<b>Total APs</b>		<b>25</b>	<b>26</b>

## 5.5 Compensation

46. To verify the payment of compensation and allowance to AHs as per the approved LACP, the mission work with PMIU resettlement and compensation officers to review all related compensation documents such as list of AHs, inventory of loss (IOL), DMS, compensation unite rate of type of affected asset (land, structure, trees), records of compensation agreement and payment, and other related documents. The mission also met with District Resettlement Committee (DRC) at PMIU Office to obtain information regarding their involvement in the process of compensation. The mission visited selected 5 impact villages to interview APs and discuss with the village authority, and village grievance committee total 33 APs. Based up the above verification, the consultant has the following findings.

### 5.5.1 Detail Measurement Survey (DMS)

47. The LACP indicates that the inventory of loss (IOL) of drainage system improvement and riverbank slope protection component carried out in 2012 was updated according to details engineering design. The District Resettlement Committee (DRC) and village authorities were consulted on DMS form, policy of cut-off date for eligibility to project entitlement including DMS implementation plan. The DMS of affected asset (land, structure, trees) was conducted in March-April 2016. PMIU and DRC informed the mission that all AHs were actively participated in the DMS to measure and record their affected asset. PMIU also reported that the DMS meetings were organized in each village to present the DMS form and responds to APs' question on the DMS before finalizing the DMS form and obtain signature of each APs, village authorities, and DRC.

48. Under riverbank slope protection component (contract PUEIP-4), PMIU reported that there was 1 AH (Mr. Sivone) of in Thahinneua village requested to re-check the affected area of his house in DMS form. PMIU found the error on measurement. The error was corrected, and the additional compensation paid to the AH in May 2019.

49. During the visit to Thaluang village, 1 AH (Mr. Khampong's daughter) informed the mission that they do not agree with the DMS result. They complaint that the affected area of their house was larger than what was recorded in the DMS. The AH requests the project to re-measure the affected area. The mission has reported to PMIU to investigate and respond to concern AH in writing. This complaint must be resolved before final CCR.

### 5.5.2 Compensation Unit Rate

50. The LACP indicated that the replacement cost study (RCS) was conduct in April 2016 to determine the prevailing market rate of affected lands, structures, and trees. For type of land, the study was considered both government rate issued in 2005 (Pakse zonal values of land) and market value in the project areas that acceptable by APs (no official record of land transfer and sale market price). Later, the unit rate of land was approved by Provincial Governor dated 13 July 2017<sup>6</sup>. For structure unit rate, the project engineers used bill of quality approach and the unit price based on prevailing market prices of materials and labor in consultation with Champasack Province Department of Public Works and Transport (DPWT). For fruit and timer trees prices, the project use market price times average annual yield for 3 years given the type, age, and productive capacity as set out in the entitlement of trees lost. (see Provincial authorities approved unit rate of land, unit rate of structure and crop/tree in **Annex 5 and 6**)

51. ***For Drainage System Improvement component-*** The SMRs reported that the actual compensation amount of affected land and public institution compensation approved by DRC was significant less than what was estimated in the approved LACP. This is due to the unit rate used in computing compensation for the affected land was lower than the project surveyed unit rate proposed in approved LARP. PMIU clarified that the actual unit rate used in compensation is subject to the final negotiation between DRC and AHs and there is record of the minute of negotiation between DRC and the AHs. This implementation was explained clearly in the SMRs.

The Project took 3 years' time (2017-2019) to complete the full compensation payment to all AHs due to the shortfalls of counterpart fund. ADB review mission pointed out that the

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<sup>6</sup> Provincial government approve rate is categorised into 2 type. Type 1- residential, built-up residential, or rainfed paddy land that located in the city area and closed to main road; Type2- residential, built-up residential, or rainfed paddy land that located in city area but not closed to main road.

compensation estimated in LACP using the prevailing market rate in 2016 may not be applicable in 2018 and 2019. To be complied with RF requirement, the compensation unit rate of both land and structure surveyed in 2016 was reviewed by PMIU consultants. The result of the reviews confirmed (1) the unit rate of affected landholdings, trees, and rice were still applicable; (2) cash allowance were still valid since the market price of milled rice remained unchanged; and (3) the structure unit cost including the labor unit cost for repairing the affected structure should be adjusted for inflation rate of 2018 and 2019. With reference to ADB review mission in December 2018, the mission has requested PMIU to submit a formal letter approved by PRC to confirm if there is no change on the land price the project area. However, PMIU has yet submitted the request letter to ADB as of July 2020. This will be in corrective action plan of this mission (See CAP page 23, table 8). For construction materials price has been adjusted according to inflation rate in 3 years recommend by ADB (see reference in SMR dated December 2018). The payment of the adjustment of inflation rate to AHs is underway during ESM mission.

52. In the field visit to Thaluang village, the mission was informed by 2 interviewed AHs (Daughter of Mr. Khamphanh's) that they are not satisfied with the proposed unit rate of land. They complaint the rate is low, the families cannot buy new land with the project proposed price. They said that their parents are too old to understand the entitlement and accept the proposed rate and compensation agreement without consult with family members. The AHs are also not aware of GRM. The mission has reported to PMIU to investigate and response to the APs' verbal complaints complaint on the unit rate of land.

### **5.5.3 Compensation Payment**

53. Based on the review of compensation document of drainage system improvement component (contract PUEIP-2 and PUEIP-3) and riverbank slope protection component (contract PUEIP-4) and including (i) inventory of loss (IOL), (2) DMS, (3) compensation unit rate, (4) compensation agreement, (5) compensation payment records (**in Annex 7**) (6) compensation completion report, (7) discussions with PMIU resettlement officer who involved in the implementation of approve LACP, and (8) the visited to 3 out of total 6 villages of PUEIP-2 and PUEIP-3 and 2 out of 6 villages of PUEIP-4 and interviews of AHs, the village authority and village grievance committee, the ERM mission has the following findings:

### **5.5.4 Compensation Payment- Drainage System Improvement:**

54. **PUEIP-3:** The compensation of AHs affected land, structure, tree, and allowance under contract PUEIP-3 (cover 4 villages) was able to complete before construction of civil work (compensation completed in June 2017 and the construction of civil work started in Oct 2017, para 6 of 1<sup>ST</sup> SMR). The Compensation Completion Report (CCR) was submitted to ADB in December 2017 after the construction was started. The AHs received full cash compensation and allowance at Pakse District Hall through DRC. Those AHs who were not able to attend the compensation payment at district hall were informed to take their compensation at VUDDA Office. Base on the evidence of compensation documents, the mission was able to confirm that all AHs of package PUEIP-3 have received their compensation and allowance for the permeant loss of asset before construction.

55. Based on DDR of PUEIP-3 in February 2020, there was additional compensation incurred in May 2019 in relation to the construction of new access road in Phonsaath village (4 m wide and 200 m long asphalt access road) which was not covered in approved LACP and without an addendum RP being prepared and cleared by ADB. PMIU reported that DMS of the affected land and structure due to the impacts of new access road was carried out in 2018 and

the cash compensation paid to AHs in May 2019. There was 1 AHs (Mr. Bounthan) out of total 4 AHs affected by the construction of new access road voluntary donated his affected 288 m<sup>2</sup> rainfed rice land while the other 3 AHs received cash compensation of their loss as per AP entitlement set out in RF.

56. The mission planned to interview the 4 AHs but only 1 AH (Mrs. Noukeo, female head AH) was available on the mission day. Mrs. Noukeo stated that she received cash compensation for her affect concrete fence as per compensation agreement. However, the AP also claimed for the residential land locates in the new access road's ROW. PMIU stated that they organized grievance meeting with Mrs. Noukeo but she is yet satisfied with the resulted of grievance meeting. The mission suggests PMIU to organize another meeting with the AHs and explain the eligibility of ROW user and resolved the grievance with evidence of minute of meeting.

57. Refer to grievance tracking list and the site visit to the villages, the mission verifies that the secondary structure loss of AHs due to the construction of this package have not resolved fully by the contractor in Kea village. The mission verified that CCR of PUEIP-3 did not cover these issues and the grievance report indicated that these issues have been resolve. In comply with the LACP, the mission recommends resolving the outstanding grievance of PUEIP-3 (more details in grievance part)

58. **PUEIP-2:** The cash compensation of AHs' affected land, structure, tree, and allowance under contract PUEIP-3 (cover 3 villages) was not able to complete fully before the construction of civil work (compensation partly paid in June 2017 and the construction of civil work started in Oct 2017, para 6 of the first SMR). The PMIU reported that due to shortfall in counterpart fund for compensation, there were only 2 out of total 3 villages of package PUEIP-2 received full compensation before construction while 1 village received compensation in 2 installments (1<sup>st</sup> installment in 18/09/2018) and (2<sup>nd</sup> installment on 28/6/2019). ADB review missions in 2018 and 2019 reminded PMIU concerning to the delay compensation payment to AHs and reminded in corrective action plan to timely commit with pending compensation payment to remaining AHs.

59. With reference to ADB, the CCR of PUEIP-2 have not been submitted to ADB while the final installment of compensation of this package done on 28 June 2019. In comply with the LACP, the mission suggests reporting the compensation completion of PUEIP-2 in its final CCR of the project.

**Table 5: Compensation Payments Timeline of Drainage System Improvement**

No	PUEIP-2 and PUEIP-3 Villages	No. of AHs	Compensation payment Jun 2017	Compensation payment Sep 2018	Compensation payment Jun 2019	Inflation Adjustment
	<b><u>PUEIP-2</u></b>					
1	Sanamxay	7	Full payment			Not require
2	Swansavanh	5		1 <sup>st</sup> installment	2 <sup>nd</sup> installment	Inflation 2018, 2019
3	Nonedou	1	Full payment			No inflation
	<b><u>PUEIP-3</u></b>					
4	Kea	9 <sup>7</sup>	Full payment			Not require
5	Phonsaath	3 <sup>8</sup>	Full payment			Not require
6	Thahai	2 <sup>9</sup>	Full payment			Not require

<sup>7</sup> Seven AHs and one institution (EdL)

<sup>8</sup> Two AHs and one institution (EdL)

<sup>9</sup> One AH and one institution (primary school)

7	Thahinneua	2 <sup>10</sup>	Full payment			Not require
	<b>Total AHs</b>	<b>29</b>				

### 5.5.5 Compensation Payment- Riverbank Slope Protection

60. Based on the reviews of compensation documents (in **Annex 8**) and discussed with compensation officer, the cash compensation of affected land, structure, tree, and allowance under contract PUEIP-4 (cover 5 villages) were paid in a series of installment (see **Table 6**) due to the shortfalls of counterpart fund for compensation. The construction of PUEIP-4 started at Thahinneua and Houaypoun village in the end of 2017 where the compensation payment was fully completed in November 2017, except for the village deck structure at Thahinneua which was paid later in 2018. The compensation payment in the remaining 3 villages (Kea, Thaluang, Phabath village) was completed in June 2019 before the construction of civil work in the 3 villages.

61. PMIU informed the mission that those villages that have AHs with entirely affected house were considered as priority and received their compensation and allowance in full while the marginally affected received partial payment (divided into 2 installments). PMIU reported that the Project together with local government authorities organized a meeting with AHs who did not receive their compensation in full in one installment to inform them about the shortfall of counterpart fund for compensation. PMIU Officer reported some of AHs expressed their unsatisfactory with the proposed compensation payment approach, but they acknowledged the shortfalls and agreed to accept the delay payment.

62. ADB review missions in 2018 and 2019 reminded PMIU concerning to the delay compensation payment to AHs and reminded in corrective action plan to timely commit with pending compensation payment to remaining AHs.

**Table 6: Compensation Payments Timeline of Riverbank Slope Protection**

No	PUEIP-4 Village	No. of AHs	Compensation payment Jun 2017	Compensation payment Nov 2017	Compensation payment Sep 2018	Compensation payment Jun 2019	Inflation Adjustment Dec 2019
1	Thahinneua	18 <sup>11</sup>	Full				Not require
2	Houaypoun	18	1 <sup>st</sup> installment	2 <sup>nd</sup> installment			
3	Kea	26 <sup>12</sup>		1 <sup>st</sup> installment	2 <sup>nd</sup> installment		Inflation 2018
4	Thaluang	18 <sup>13</sup>			1 <sup>st</sup> installment	2 <sup>nd</sup> installment	Inflation 2018, 2019
5	Phabath	7			1 <sup>st</sup> installment	2 <sup>nd</sup> installment	Inflation 2018, 2019
	<b>Total AHs</b>	<b>77</b>					

### 5.5.6 Additional Compensation Payment

63. PMIU compensation officer reported that there was additional compensation payment to AHs incurred during the construction of drainage system improvement component (contract PUEIP-2, PUEIP-3) and riverbank slope protection component (contract PUEIP-4). The additional compensation was paid fully to the AHs in May 2019 (see **Annex 9**) The reason of additional compensation payment is summarized in following **Table 7**.

<sup>10</sup> Two AHs and one institution (EdL)

<sup>11</sup> 7 AHs and 1 institution (village's riverbank deck)

<sup>12</sup> 25 AHs and 1 institution (Kea village temple)

<sup>13</sup> 17 AHs and 1 institution (Long Vern temple)

**Table 7: Additional Compensation Payment to AHs**

Contract	Impact Village	No. of AHs	Reason of Additional Compensation Payment	Remark
PUEIP-2	Sanamxay	2	Adjusted drainage alignment	Affect residential land, fence, trees
PUEIP-3	Phonsaath	4	New access road construction, not in approved LACP, DDR done	1 AH donated his affected land with donation agreement. 3 AHs requested for compensation for their affected residential land, fence, trees
	Thahai	1	Adjusted drainage alignment	Affect toilet and fence
PUEIP-4	Thahinneua	1	Wrong calculation on concreted structure	Re-calculation resulted in the increase of compensation amount
	Phabath	1	Adjust unit rate of affected land	Poor Vulnerable (head by female elderly head of HH)

## 5.6 Voluntary Contribution

64. Based on Due Diligence Report in February 2020 by PMIU's resettlement consultant, there was 1 AH (Mr. Bounthan) was willing to contribute his affected rainfed rice field land in return for the new access road passing through his land. PMIU had presented the amount of affected area and compensation amount to Mr. Bounthan in public consultation meeting and he signed a voluntary donation form for his affected land. The project RF set criteria for voluntary contribution not more than 5% of the total land holding. Mr. Bounthan contributed 288 m<sup>2</sup> of his land, equivalent to 12.6% of total land holding. DDR stated that he expects to make his remaining property accessible and expects to convert his property from rainfed land to construction land. PMIU reported that he was eager to donate his land because he anticipated that he will make a good profit out of the transection rather be worse off. On this point, the contribution will not make the AH worse off.

65. The mission plan to interview Mr. Bounthan but he was away from Pakse during the mission period. The mission plan to meet him in the post-evaluation mission (next mission).

## 5.7 Resettlement and Livelihood Restorations

66. **Relocation with impact business:** The SMRs indicated that 1 noodle shop and 1 small noodle factory's structure was entirely affected by the construction of drainage canals and relocated to new place. The noodle shop was moved close to main road near the same area while the noodle factory owner relocated to new village. The 2 AHs continue their business in new location. Based on the verification of compensation document and the AHs interviewed, the mission confirmed that the AHs had received cash compensation at full replacement cost for their structure materials loss, the transportation of the materials to new place, and labor cost to rebuild the structure of similar size and quality. The AHs also received transition subsistence allowance for their main income source affected. Based on the visit to the noodle shop owner at Kea village, the mission confirms that the AH has rebuilt the shop (bigger and better) and has better income since move to new location as the shop close to main road (see photo in Annex 3)

67. There was 1 apartment owned by Mrs. Kaluna was entirely affected by the construction of riverbank slop protection at Thaluang village. The mission reviews the compensation documents and the AH interviewed, the mission was able to verify that the AH had received

cash compensation at full replacement cost as per AP's entitlement as mention in above cases Base on the interview, the AH decided not to continue apartment business, but she used the compensation money to set up a restaurant business at Phousalao temple (a tourist place) in Pakse. The AH reported that her new business is going fine and expressed her appreciation on the provision of compensation.

68. **Relocation with no impact business:** With reference to compensation documents, there were 7 AHs with no impact on business were relocated due to their houses were entirely affected. Evidence of compensation shows that the AHs had received cash compensation at full replacement costs per AP's entitlement. PMIU stated that 6 AHs (most of them are elderly head of AH) relocated to new village and while 1 AH (elderly female head of AH) stays with her grandchildren in the same village. Based on 3 AHs (Mr. Khamphanh, Mr. Khampong, and Mr. Khamsouk elderly head of AH) interviewed who relocated to new place, all of them decided to stay with their daughter and use their compensation money to support their family (see photo in Annex 4).

69. **Waste pickers at landfill:** With reference to December 2017 DDR and in comply with Involuntary Resettlement Policy, if waste pickers are disallowed from foraging at any time during the ongoing upgrading works at landfill, the Project is required to provide the APs a cash subsistence allowance. If scavenging at the landfill is permanently banned, the Project is required to design and implement an income rehabilitation for the waste picker.

70. Based on the Project landfill officer interviewed (Mr. Saymani) that currently there were about 40 scavengers collecting garbage in the current project landfill (Cell A). The upgrading landfill activities has no disruption in the forage activities of waste pickers. They could continue with their waste picking livelihood activities during the upgrading work. Based on the solid waste management plan (SWMP) and interviewed the Project landfill officer at landfill office, he stated that the operation of current landfill (Cell A) will be closed and replaced by new landfill (Cell B). The waste pickers will be allowed to continue work in the new landfill but through a labor contract for recycle activities. The PMIU will organize a consultation meeting with the waste pickers regarding to recycle activities after SWMP has been approved by local authorities.

71. The mission visited the landfill and interviewed two waste pickers and confirms that they are aware of the plan but they are concern about the income from sorting garbage for the project may less than the income derived from current garage collection. Landfill Officer stated that the waste pickers concerned will be brought to discuss in the consultation. (see photo in Annex 3).

## **5.8 Grievance redress mechanism (GRM)**

72. As stated in RF, grievance redress mechanism (GRM) is required to be set up and monitored throughout the project life cycle for APs seeking satisfactory resolutions to their complaints on the land acquisition, compensation issues, and the impacts by the Project. The APs may formally contact PMIU or related GRM contact person to raise their complaints/concerns. If the complaints are not acted upon promptly, or if the aggrieved AP is not satisfied with the action taken on their complaint, they can avail of the GRM to formally lodge the complaint.

73. The LACP states that GRM was covered in the project information booklet (PIB) in Lao language. All APs understand Lao. There are 5 Vietnamese-Lao out of total 112 AHs can understand Lao (see reference in RP-Ethnic Affiliation). PMIU reported that all APs/AHs were informed about GRM during the public consultation. The village authorities were trained on

GRM steps and contact agencies they would take if they had complainants. PMIU provided the evidence of GRM information dissemination each village consultation meeting.

74. Based upon the reviews of SMR documents and the visits to village office, the mission verify that GRM at village level was set up at early state of the implementation of approved LACP. The mission observe that the village authorities interviewed were able to describe GRM steps and their actions to support APs in coordination with PMIU and DRC in resolving APs' complaints actively.

75. At Project Office level, PMIU has GRM monitoring system such APs' complaint lodge filing/records, schedule to collect APs' complaints from the villages, and PMIU contracted person for APs to raise their complaints/concerns. Since the start of LACP implementation in 2017 as of July 2020, there are 43 complaints logged in the project grievance tracking list (**in Annex 13**). The mission verifies the complaints records and found that there are 8 out of total 43 complaints have not been resolved fully. Most APs' complaints related to drainage system improvement activities (contract PUIEP-2, PUIEP-3) incurred during the construction phase. The mission worked with PMIU resettlement officers to guide the team in closing the outstanding APs' complaint properly as indicate in the corrective actions plan.

76. The mission confirms that the grievance boxes are available at village offices and all village authorities and village grievance committee interviewed are actively monitoring the APs complaints and grievance.

77. During the site visits to 6 villages, village authorities and AHs interviewed report their concerns on pending APs and community complaints in the following.

- PUIEP-3: Kea village. The village authorities reported that there are 2 pending AHs' complaints. (1) Mr. Sisay complaints on his brick fence damaged assumed cause by the gap between the fence and the drainage canal was not filled-up and compacted. (2) Mr. Kikeo complaints on his concrete terrace (12 m<sup>2</sup>) at the back of his house was cracked near by the construction of drainage. The project has investigated the complaints and found to be valid and has informed contractor to resolve the issue. The contractor has contacted the 2 AHs to negotiate on the replacement cost but as of July 2020 both parties have not yet agreed on the cost (see photos of the impacts **in Annex 4**). The mission suggests PMIU to close this complaint with evidence of grievance document in the tracking list.
- PUIEP-3: Phonsaath village. Mr. Noukeo is not satisfied with her compensation. She reported that she received compensation of her concreted fence but has not yet received the compensation for her residential land loss. PMIU clarified that the claimed land is not valid due to it is project right of way (ROW) and there is no prove of land ownership certified by village authorities. PMIU reported that they had clarified this issue to the AH but there is no evidence of meeting. The mission suggests PMIU to close this complaint with evidence of grievance.
- PUIEP-2: Sanamxay village. 1 AH has yet received full compensation of his affected trees from contractor. PMIU will follow up this issue with the contractor and will close this complaint in the project grievance tracking list.
- Community complaints on PUIEP-2 and PUIEP-3: that the gap next to concrete canal is not filled-up and compacted properly, they are concerned about the water struct in gap hold. The community also request the Project to cover the opened drainage, they

are concern about risk, especially the children. Damage on community access road from the construction of PUIEP-4, community request PMIU to fix the access road after the construction completed. PMIU will follow up this issue with the contractor and will close this complaint in the project grievance tracking list.

- CEI component, Thaluang community complaints on quality of contractor work, they request PMIU to coordinate with contractors to fix the drainage and access road properly as they are sharing 10% of construction cost through contract agreement.

## **5.9 Satisfaction of Affected Household and Community**

- Overall, APs/AHs show their appreciation on the benefits of drainage system improvement and riverbank slope protection developed in their communities. AHs interviewed indicate that the drainage system helps reduce the flood issues in their communities. AHs also expressed their satisfaction on the development of community access road and drainage under CEI program. They stated that the access road has brought more convenience in traveling in the communities. It also helps improve environment in the community.
- Most of AHs interviewed were satisfied with project information dissemination and public consultation process. They were involved and participated in a series of consultations and survey organized by the project. Generally, APs are aware of project impacts they could expect from construction, their entitlement on the affected asset, and compensation.
- Most of AHs were satisfied with compensation and allowance received. All AHs interviewed while some AHs are not satisfied with the compensation unit rate, particularly unit rate of land (2 AHs out of total number 77 AHs of Riverbank Slope Improvement component. See reference in para 53 under 5.5.2 Compensation Unit Rate). They reported that the project proposed rate is lower than market rate. However, eventually, DRC was able to negotiate with AHs and both parties agreed on acceptable unit rate.
- The delay payment of compensation and allowance due to the shortfalls of counterpart fund for compensation initially was somewhat problematic, but through the consultation meeting between PMIU, DRC, village authorities and AHs, the complaints on the delay payment were agreed and acceptable to AHs.
- Half of AHs interviewed were not satisfied with contractor work during construction phase. There were several AHs' complaints and grievance in relation to construction work, particularly the drainage canal construction activities. AHs interviewed stated that contractors' response/action on AHs' affected asset restoration and replacement cost payment was not promptly so that they had to raise issues and their complaints for grievance resolution. See list of complaints related to the construction in Annex 14 (some complaint were resolved while some are pending as per ESM recommend in the table)
- Village authorities and village grievance committee operated the set up GRM in the village satisfactory. AHs' complaints were logged, reported in the project monitoring report, and were resolved with evidence of grievance document.

## 5.10 Other impacts reported by Community

78. On riverbank slope protection component, the other impact is related to the use of community access road for the construction work of PUEIP. During the site visit, the village authorities of Thaluang and Thahinneu village reported that the community access road has been damaged by the construction activities. This issue has been reported to PMIU to response to the village's request.

79. On CEI component in Thaluang village, the village authorities raised that the new community access road which they shared 10% of the access road cost are being affected by the transportation of heavy loading truck of another owner project. They requested PMIU to inform another project about this issue.

80. Other was related to soil compaction at drainage canal area (**see photos in Annex 7**). The village authorities interviewed in Kea and Sanamxay village has requested the PMUI and the Project contractors to back-fill the soil and complete the soil compaction. This request has been noted by PMIU during the site visit of the ERM mission.

81. Under drainage system improvement component, the village authorities and AHs interviewed raised that the drainage canal has no concrete cover except for the section access to AHs' house. The community are concern about the safety of people travel on the road, particularly the nighttime. The community are also concern about the safety of children who like to play with water in the drainage that are deep and wide. PMIU informed the ERM mission that they are aware of the community concerns, but the opened drainage canal was built according to the agree and approved design and budget. PMIU informed the EM mission that they has response to the communities concerning to the request.

## 6 Summary of Compliance with approved LACP

82. Based on (i) the information and data collected during site visits to drainage system improvement, riverbank slope protection, landfills upgrading, and CEI subproject; (ii) group discussion with village authorities, village grievance committee, and interviews of APs; (iii) the review of project documents and evidence documents, and (iv) discussion with PMIU team, District Resettlement Committee, and the project consultants, the external mission was able to verify and assess the compliance of implementation of the approved LACP as summarized in the following table.

**Table 7: Summary of Compliance with Approved LACP**

LACP Requirement	Findings	Validation document/Grievance	Compliance Status
Temporary loss of access to or use of land during construction	– 1 AH (Mr. Khamfong) interviewed in Thaluang village complained on use of land by contractor (PUEIP-4).	– Grievance not yet closed fully	Delivered with outstanding grievance. PMIU to resolve and close with memo
Permanent Loss			
Loss of agriculture or productive land	– All AHs interviewed (15 out of total number 77 AHs of Riverbank Slope Improvement component, and 18 out of total number 35 AHs of Drainage Improvement component) agreed with compensation amount and received cash compensation payment.	– Evidence of compensation payment from PMIU – No outstanding grievance	Complied

LACP Requirement	Findings	Validation document/Grievance	Compliance Status
	<ul style="list-style-type: none"> <li>Minor complaints on delay compensation payment</li> </ul>		
Loss of residential land, users with temporary or lease right	<ul style="list-style-type: none"> <li>All AHs interviewed agreed with compensation amount and received cash compensation payment</li> <li>Minor complaints on delay compensation payment</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of compensation payment from PMIU</li> <li>No outstanding grievance</li> </ul>	Complied
Loss of main structure	<ul style="list-style-type: none"> <li>All AHs interviewed received cash compensation payment</li> <li>1 AHs (Mr. Khampong) Thaluang village (PUEIP-4) not agreed with DMS of their house structure loss and requested to re-measure (AH has accepted DMS in 2016 and they did not raised this concern to PMIU)</li> <li>Minor complaints on delay compensation payment</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of compensation payment from PMIU</li> <li>No outstanding grievance</li> <li>PMIU to investigate the requests and response to AH</li> </ul>	Delivered with 1 AH pending request. PMIU to investigate and close with memo
Loss of secondary structure	<ul style="list-style-type: none"> <li>2 AHs (Mr. Kikeo and Mr. Khamsay) interviewed claim for their concrete fence and floor damaged by the construction of drainage canal. The contractor yet restored or pay replacement cost to the AHs</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of compensation payment from PMIU</li> <li>Grievance not yet closed fully</li> </ul>	Delivered with outstanding grievance. PMIU to resolve and close with memo
Loss of crops and trees	<ul style="list-style-type: none"> <li>1 AH in Sanamxay village have not received full replacement cost of their trees loss from contractor (PUEIP-2)</li> </ul>	<ul style="list-style-type: none"> <li>Complaint not yet close. No record of payment to AHs</li> </ul>	
Loss of common property resource	<ul style="list-style-type: none"> <li>All common property (schools land and fence, temple land and structure) affected by the Project received cash compensation</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of compensation payment from PMIU</li> </ul>	Complied
Loss of business Income	<ul style="list-style-type: none"> <li>3 AHs with business loss (1 apartment, 1 noodle shop, 1 noodle factory affected) received full compensation and transition subsistence allowance</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of compensation payment from PMIU</li> </ul>	Complied
Transition subsistence allowance	<ul style="list-style-type: none"> <li>3 AHs (1 apartment, 1 noodle shop, 1 noodle factory affected fully) <u>with main income source affected</u> received full compensation and transition subsistence allowance</li> <li>7 AHs <u>with no impact on business and 2 AHs with business loss structure affected</u> fully that their house fully affected that relocated to new land to rebuild house received full compensation and transition subsistence allowance</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of transition allowance payment from PMIU</li> </ul>	Complied
Transport allowance for APs that relocated to new land to rebuild house and/or shop	<ul style="list-style-type: none"> <li>7 AHs <u>with no impact on business and 2 AHs with business loss structure affected</u> fully that relocated to new land to rebuild house/shop received transportation allowance</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of transport allowance payment from PMIU</li> </ul>	Complied
Severely affected vulnerable APs	<ul style="list-style-type: none"> <li>1 AH's house effected entirely (elderly women head of AH and poor ) received cash compensation and special support (transition, transport, additional cash to buy land)</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of allowance payment and special support from PMIU</li> </ul>	Complied
<b>Other Requirements</b>			
Project information dissemination and public consultation	<ul style="list-style-type: none"> <li>PMIU was able to cover consultation requirements adequately</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of PIB, record of public consultations in all</li> </ul>	Complied

LACP Requirement	Findings	Validation document/Grievance	Compliance Status
DMS	<ul style="list-style-type: none"> <li>All AHs participated in DMS and accept the result of DMS</li> <li>1 AHs in Thaluang village (PUEIP-4). See loss main structure in above</li> </ul>	<ul style="list-style-type: none"> <li>project target village from PMIU</li> <li>Evidence of DMS result acceptance from PMIU</li> <li>PMIU to investigate the requests and response to AH</li> </ul>	Delivered with 1 AH pending request. PMIU to resolve and close with memo
Compensation-Unit rate	<ul style="list-style-type: none"> <li>Some AH interviewed not satisfied with low unit rate of residential land but accept in the agreement</li> <li>PMIU state no change on unit rate of land issued by local authority in 2016. ADB mission requested supporting document from local authorities</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of unit rate of type of land, structure, trees from PMIU</li> </ul>	Complied with pending ADB's request on supporting document
Payment inflation	<ul style="list-style-type: none"> <li>Differential inflation of 2019 in relation to structure cost paid to AHs, remaining differential inflation of 2018 has not been paid to AHs.</li> </ul>	<ul style="list-style-type: none"> <li>Evidence differential inflation of 2019 payment from PMIU</li> </ul>	Complied partly
Grievance	<ul style="list-style-type: none"> <li>There are 8 complaints and request logged in complaint tracking list are yet closed fully. Most of complaints are related to the affected asset during construction of drainage canals</li> </ul>	<ul style="list-style-type: none"> <li>See outstanding grievance in complaints tracking list reviewed by external monitoring and provided to PMIU to close fully.</li> </ul>	Complied partly

## 7 Corrective Action Plan

83. The verification and assessment of the implementation of the approved LACP are used as the basis for the corrective action (CAP). The proposed CAP also covers the pending (CAP) from the ADB Aid Memior in 2019. The CAP was presented to Mr. Bounnak Soumpholphakdy, Deputy Head of PMIU, resettlement team, and PMIU consultant (Deputy Head of Team Leader) at PMIU office in Pakse in July 2020 for comments.

84. **Table 13** present (i) the outstanding issues/requests, (ii) recommendation actions; (iii) the expect completion date for implementation of the recommended actions; and (iv) responsible for taking action.

**Table 8: Corrective Action Plan**

Outstanding Requirement	Corrective Action	Timeline	Responsible
1. There are 8 complaints out of total 43 logged in complaint tracking list are yet closed fully.	<ul style="list-style-type: none"> <li>PMIU to take further investigation and follow up with related contractor to resolve the outstanding issues</li> <li>PMIU to close the outstanding grievance fully with evidence document and report in final compensation complement report (CCR)</li> </ul>	Before submission of final CCR	PMIU
2. Differential inflation of 2018 in relation to structure cost has not been paid to AHs	<ul style="list-style-type: none"> <li>PMIU to complete the payment of differential inflation of 2018 to AHs and report in final (CCR)</li> </ul>	Before submission of final CCR	PMIU
3. PMIU state no change on unit rate of land issued by local authority in 2016. ADB mission requested supporting document from local authorities	<ul style="list-style-type: none"> <li>PMIU to provide supporting document from local authorities to ADB</li> </ul>	Before submission of final CCR	PMIU

Outstanding Requirement	Corrective Action	Timeline	Responsible
4. Outstanding compensation payment to AH with tree loss	– PMIU to complete the outstanding payment to AH and close the outstanding grievance fully with supporting document and report in final (CCR)	Before submission of final CCR	PMIU
5. Outstanding restoration or replacement cost payment to AHs with fence and floor concerted loss	– PMIU to complete the outstanding payment to AHs and close the outstanding grievance fully with supporting document and report in final (CCR)	Before submission of final CCR	PMIU
6. 1 AH requested the project to re-measure their house affect area, they raised the affected area is more than 40% and may no longer viable	– PMIU to investigate the AH's request and inform/confirm to the AH and report in final (CCR)	Before submission of final CCR	PMIU

## 8 Conclusion and Recommendations

### 8.1 Conclusion

85. The implementation of approved LACP of PUEIP started in mid of 2017 and completed at the end of 2019 with a minor outstanding differential inflation to AHs. Based on the verification and assessment as described in this report, the Consultant can offer some conclusion and recommendation in the following. The Post-Evaluation mission will be conducted by the external resettlement monitoring (ERM) consultant after the submission of final Compensation Completion Report (CCR) by PMIU to ADB.

86. The ERM mission confirms that project information dissemination and public consultations was implemented adequately. Evidence of consultation meetings such as PIB distribution to AHs, record of consultation meetings in each project' village, questions and concerns of AHs during consultation was responded and recorded. Most of AHs interviewed are aware of their entitlement and were able to describe their involvement in the series of consultations carried out by the Project.

87. The ERM mission verifies that the land acquisition of private and government land holding and other asset losses (structure, trees, business/income) caused by the construction of riverbank slope protection and drainage system improvement was implemented adequately and transparency. Evidence of documents recorded shows that all AHs and their representative participated DMS and DMS result consultation meetings before they accepted the DMS form and signed compensation agreement.

88. The evidence of documents related compensation payment is sufficient to verify that all AHs had received their compensation amount as per agreed DMS form. Those AHs including vulnerable household that had house structure affected entirely and relocated to new place received transition and transportation allowance as per APs entitlement set out in the RF.

89. AHs that had business as a main source of incomes and has shop/structure affected entirely also received transition subsistence allowance as per APs entitlement set out in the RF.

90. Shortfall of counterpart fund for compensation resulted in the delay of compensation payment to AHs. Priority AHs determined by the Project and DRC receive their compensation in full amount in 2017, while other AHs receive their compensation in 2 installments in different year (2018, 2019). ADB's review mission in 2018 and 2019 reminded the project to commit the counterpart fund and timely implement compensation payment to AHs. Initially, this issue was

problematic due to some AHs did not agreed with the approach, but through collaboration with DRC and village authorities, measurements eventually were agreed and acceptable to AHs.

91. The Consultant verifies that inflation differentials covering the years 2019 of building materials due to the delay payment, was paid to AHs for the year 2019 inflation, remaining amount of the year 2018 will be completed by end of Sep 2020.

92. The ERM mission found that the impact during the construction phase was handle inadequately based on evidence of ADB's review mission reports, AHs' complaints tracking list, and the site visit observation. The contractors were not able to response to APs' complaints on their damage asset restoration and replacement cost payment promptly. As of July 2020, most of APs' complaints were resolved by PMIU and District authorities in coordination with contractor and APs.

93. The Consultant confirms that GRM was set up and implemented adequately. Evidence of GRM presented that (i) GRM was covered in PIB, (ii) grievance logged box are available in the village office; (iii) village grievance committee was set up in all project impact village. The village leaders and village grievance committee were oriented on GRM and they are actively involved in the APs' complaints and grievance resolution. There are 43 APs' complaints were logged in compliant tracking list (from Oct 2017-July 2020). There are 12 cases have not yet resolved and close fully. This outstanding grievance has been covered in the corrective action plan.

94. Overall, the implementation of approved LACP was adequate and satisfactory. The shortfalls of counterpart fund for compensation initially was problematic and ADB reminded the Project to timely resolve the shortfalls. Through collaboration between PMIU, DRC and village authorities, measurements eventually were agreed and acceptable to AHs.

## **8.2 Recommendation**

95. PMIU is required to submit Final Compensation Completion Report (CCR) after final payment of differential inflation for structure of years 2018, 2019 to AHs completed.

96. PMIU to support village authorities and AHs in coordinating with contractor of drainage system improvement component to resolve the outstanding complaints and grievances present in corrective action plan. All LACP implementation issues should be resolved prior to the submission of Compensation completion Report to ADB.

97. The Consultant recommends that PMIU Resettlement Officer with the assistance from National Resettlement Consultant to review the outstanding APs' complaint tracking list verified by external safeguard consultant during July 2020. All outstanding grievance must be closed fully with evidence of resolution document such as minute meeting of replacement payment between AH and contractor witness by village authorities and PMIU.

98. PMIU work village authorities of Thaluang village to investigate villagers' verbal complaints on the damage of community access road by the construction Riverbank Slope Protection's activities. PMIU shall inform the villagers about the result of investigation and agreed on resolution in minute of meeting.

99. PMIU work with construction contractors to ensure the outstanding restoration and outstanding payment for damage asset of AHs including the construction clean-up are resolved adequately and involved AHs and village authorities in the resolution process.

100. Independent External Resettlement Monitoring should be engaged and involved in monitoring of the implementation of approved LACP at the early stage of the Project to ensure the implementation are in line with the project safeguard requirements and provide guidance to the Project team on the safeguard work.

Endorsed by:

Prepared and submitted by:



Bounnao FONGKHAMDENG  
Director of PMIU

Surapha Viravong  
Independent External Resettlement  
Monitoring Consultant

### Annex 1: Work Plan of Independent External Resettlement Mission

No. day	Day	Activity	Location
1	12 July	<b>Morning-</b> Travel from Vientiane to Pakse	
2	13 July	<b>Morning 9:00 am</b> meeting with Head of PMIU – PMIU team provide briefing on PUEIP work progress <b>Afternoon</b> Meeting with PMIU-Resettlement Officer (Mrs. Soulikone) and Public Consultation and Community Development team – Briefing on LACP implementation and compensation work progress – Briefing on CEI work progress	PMIU Office
3	14 July	<b>Morning- 9:00 am-</b> Meeting with PRC and DRC – Briefing on PRC and DRC involvement in LACP implementation and share experience <b>Afternoon-</b> – Compensation document reviews (Mrs. Soulikone) – Meeting with consultant (Deputy Team Leader, Mr. Khamchanh)	PMIU Office
4	15 July	<b>Morning-</b> Site visit to villages (Riverbank Slop Protection) – Group discussion (head village and village grievance committee) – Individual interviews (list of AHs is attached) <b>Afternoon-</b> continue	Thaluang village
5	16 July	<b>Morning-</b> Site visit to villages (Riverbank Slop Protection) – Group discussion (head village and village grievance committee) – Individual interviews (list of AHs is attached) <b>Afternoon-</b> continue	Thahinneua, Houaypoun village
6	17 July	<b>Morning-</b> Site visit to villages (Drainage System Improvement) – Group discussion (head village and village grievance committee) – Individual interviews (list of AHs is attached) <b>Afternoon-</b> continue	Kea village
7-8	18-19 July	<b>Weekend</b> Consolidation of findings	
9	20 July	<b>Morning-</b> Site visit to villages (Drainage System Improvement) – Group discussion (head village and village grievance committee) – Individual interviews (list of AHs is attached) <b>Afternoon- Site visit to landfill</b> – Interview project landfill officer – Interviewed wasted pickers	Sanamxay village

10	21 July	<b>Morning-</b> Site visit to villages (CEI) – Group discussion (head village and village grievance committee) – Individual interviews (list of AHs is attached) <b>Afternoon-</b> continue	Houaypheck, Thaluang village
11	22 July	<b>Morning-</b> Wrap up meeting with Head of PMIU, Resettlement team – Present preliminary findings of External Monitoring Mission <b>Afternoon-</b> Visited AHs relocated to new place (list of AHs is attached)	PMIU Office
12	23 July	Visit relocation AH of Thaluang and Consolidation of findings	PMIU Office
13	24 July	Travel back to Vientiane	Vientiane

## Annex 2: List of persons meet in PMIU during the Mission

	Name	Position	Date of meeting	Place of meeting
1	Mr. Bounao Fongkhamdeng	Head of PMIU	13/07/2020	PMIU Office
2	Mr. Bounak Soumphonhphakdi	Deputy Head of PMIU	13/07/2020	PMIU Office
3	Mr. Dabin	Compensation Officer	13/07/2020	PMIU Office
4	Mr. Soulikone	Resettlement Officer	13/07/2020	PMIU Office
5	Mr. Khamchanh	Deputy Team Leader (Consultant)	14/07/2020	PMIU Office
6	Mr. Boualivanh Chanthajak	Community Development Officer	14/07/2020	PMIU Office
7	Mrs. Outhai Visoonthivong	Public Consultation Officer	14/07/2020	PMIU Office
8	Mr. Saymani Sidathong,	Project Landfill Officer	16/07/2020	Landfill Office
9	PONRE Officer (DRC)	Representative from PONRE	14/07/2020	PMIU Office
10	PAFO Officer (DRC)	Representative from PAFO	14/07/2020	PMIU Office
11	Champasak DPWT (DRC)	Representative from DPWT	14/07/2020	PMIU Office
12	Provincial Planning and Investment Officer (DRC)	Representative from PPIO	14/07/2020	PMIU Office
13	Lao women Union Officer (DRC)	Representative from LWU	14/07/2020	PMIU Office

### Annex 3: List of Village Visited, Group Discussion and Affected Interviewees

	Name of AHs	Date of meetings	Participant and Type of loss	Ethnic
I	<b>Drainage System Improvement</b>			
	<b><u>Kea Village</u></b>	Morning		
1	Mr. Sisouphanh	15/07/2020	Head village	Lao
2	Mr. Somsak	15/07/2020	Deputy head village	Lao
3	Mr. Vimonh	15/07/2020	Village grievance committee	Lao
4	Mr. Bounyod	15/07/2020	Village grievance committee	Lao
5	Mrs. Kaluna	15/07/2020	House, allowance	Lao
6	Mr. Souksavanh	15/07/2020	Construction land, pig pen, trees	Lao
7	Mr. Khamphanh	15/07/2020	Construction land, house, toilet, allowance, trees	Lao
8	Mr. Somphone and Mrs.Kook	15/07/2020	Noodle shop and income loss	Lao
9	Mrs. Sim (elderly head of AH)	15/07/2020	Construction land loss	Lao
	<b><u>Sanamxay village</u></b>	Afternoon		
10	Mr. Lamphanh	15/07/2020	Head village	Lao
11	Mr. Bounthong	15/07/2020	Deputy head village	Lao
12	Mr. Khammao	15/07/2020	Deputy head village	Lao
13	Mr. Chansadi	15/07/2020	Village grievance committee	Lao
14	Mr. Phousa	15/07/2020	Village grievance committee	Lao
15	Mr. Lane	15/07/2020	Construction land, structure, allowance, trees	Lao
16	Mr. Sivone	15/07/2020	Construction land, structure, trees	Lao
17	Mr. Hatsady	15/07/2020	Construction land loss	Lao
18	Mr. Khamphorjai	15/07/2020	Construction land loss	Lao
II	<b>Riverbank slope protection</b>			
	<b><u>Thaluang Village</u></b>	Morning		
19	Mr. Souksavat	16/07/2020	Head village	Lao
20	Mrs. Bounheuang	16/07/2020	Deputy head village	Lao
21	Mr. Khamtai	16/07/2020	Village grievance committee	Lao
22	Mr. Khamlanh	16/07/2020	Construction land, pig pen, trees	Lao
23	Mrs. Kalouna	16/07/2020	Construction land, house, toilet, allowance, trees	Lao
24	Mr. Khamphanh	23/07/2020	Construction land, house, allowance, trees	Lao
25	Mr. Khampong	23/07/2020	Construction land, house, allowance	Lao
26	Mr. Khamsouk	23/07/2020	Construction land, house, allowance, trees	Lao
	<b><u>Thahinneau Village</u></b>	Afternoon		
27	Mr. Channijonh	16/07/2020	Deputy head village	Lao
28	Mr. Saisamone	16/07/2020	Deputy head village	Lao
29	Mr. Sinsai	16/07/2020	Deputy head village	Lao
30	Mrs. Viengsone	16/07/2020	Village grievance committee	Lao
31	Mr. Boonlai	16/07/2020	Village grievance committee	Lao
32	Mr. Ki Thammasard	16/07/2020	Village grievance committee	Lao
33	Mr. Sivone	16/07/2020	Construction land, structure, trees	

	<b>CEI (Phonethong District)</b>			
	<b><u>Houaypheck Village (group 9)</u></b>	Morning		
32	Mr. Seurth	17/07/2020	Head of Village authority	Lao
35	Mrs. Khampeng	17/07/2020	Deputy Head Village authority	Lao
36	Mr. Air	17/07/2020	Deputy Head Village authority	Lao
37	Mr. Khamphanh	17/07/2020	Deputy Head Village authority	Lao
38	Mrs. Siphanh	17/07/2020	CEI Beneficiary	Lao
39	Mr. Hatsady	17/07/2020	CEI Beneficiary	Lao
40	Mr. Ki	17/07/2020	CEI Beneficiary	Lao
41	Mrs. (Vulnerable HH)	17/07/2020	CEI Beneficiary	Lao
	<b><u>Thaluang Village (group 8) Interview</u></b>	Afternoon		
42	Mr. Viengsak	17/07/2020	Head of Village authority	Lao
43	Mr. Norathome	17/07/2020	Deputy Head Village authority	Lao
44	Mr. Sengphet	17/07/2020	Deputy Head Village authority	Lao
45	Mr. Davanh	17/07/2020	Deputy Head Village authority	Lao
46	Mr. Phouvanh	17/07/2020	CEI Beneficiary	Lao
47	Mr. Saysi	17/07/2020	CEI Beneficiary	Lao
48	Mrs. Somboun		CEI Beneficiary	Lao
<b>IV</b>	<b>Upgrading landfill</b>	<b>Morning</b>		
49	Mrs. Lord	17/07/2020	Waste picker	Lao
50	Mr. Boupawa	17/07/2020	Waste picker	Lao

## Annex 4: Photos of Independent External Resettlement Monitoring Mission



Kick-off meeting with Head of PMIU



Meeting village authorities of Kea village- PUEIP-2



Interviewed Mrs. Thoum, elderly female head of AH, Kea village, PUEIP-2



Affect concrete fence of Mr. Khanleo, Kea village. PUEIP-2



Drainage canal at Kea village, villagers request to backfill the soil, PUEIP-2



New noodle shop of AH (Mr. Somphone and Mrs Kook) at Kea village, PUEIP-2



New noodle shop of AH relocated to new place close to main road. PUEIP-2



Meeting with village authorities at Sanamxay village and interview 2 AHs. PUEIP-2



Drainage at Sanamxay village. Villagers requested to put cover on drainage for safety reason. PUEIP-2



Meeting with village authorities at Thaluang village and interview 3 AHs, PUEIP-4



Vietnamese Temple at Thaluang village, affected land and structure. PUEIP-4



Mr. Khamphan house affected fully and relocated to new place, Thaluang village. PUEIP-4



House of Mr. Khampong, elderly head of AH with partly affect, Thaluang village. PUEIP-4, construction not yet start, July 2020



House of Mr. Khamsook, elderly head of AH with partly affect, Thaluang village. PUEIP-4, construction not yet start, July 2020



Private access road to riverbank of Mr. Khamfong was affected by the construction activities. PUEIP-4



Meeting with village authorities at Thahinneua village and interviewed 2 AHs



School fence and land affected. Use compensation monty built new fence for school



Drainage canal in used at Thahineua



Interviewd Mrs. Noukeo (femal head of AH) at Phonesaath. Additioanal affected AH due to new access road



New concrete fence of Mrs. Noukeo



Mr. Bounthan donated his rainfed rice land 228 m<sup>2</sup> for the construction of new access road.



Meeting village authoritis at Houaypheck village and interviewed 3 beneficiaries households, CEI



New access community road (CEI) at Houaypheck village



Interviewed poor household received free toilet under CEI.



Meeting with village authorities at Thalunag village and interviewed 2 beneficiaries households. CEI



Villagers complaint on quality of contractor work at Thalunag village, they requested to fix before handover to community. CEI



Villagers complaint on quality of contractor work at Thalunag village, they requested to fix before handover to community. CEI



Visited existing landfill (Cell A) at Yom village. PUEIP-1



Visited existing landfill (Cell A) at Yom village. PUEIP-1



Interviewed waste picker livelihood and income source at exiting landfill (Cell A)



Waste picker livelihood and income source at exiting landfill (Cell A)



New upgraidng sanitary landfill (Cell B). PUEIP-1



New facilities of upgraidng landfill (Cell B). PUEIP-1



Mr. Khamphan (elderly head of AH) new house in new place (his house was affected fully and relocated to this place). PUEIP-4



Mr. Khamphan (elderly head of AH) use his compensation money to support his daughter in building new house



Interviewed Mr. Khampong's wife and dauthger. His house affect partly but family decided to relocate to new village. AH requested project to remeasure house affect area.

**Compensation Unit Rate of Land type**  
Source of data: Provincial Governor approved rate

**Compensation Unit Rate of Structure**  
(source of data: shop selling construction materials or market price)

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## Annex 6: Compensation Unit Rate of Crop and Trees

### Compensation Unit Rate of Crop and Three Source of data from price survey in the village

C. Unit Cost of Fruit and Timber Trees ມູນຄ່າຊົດເຊີຍຕົ້ນໄມ້ກິນໝາກ ແລະຕົ້ນໄມ້ອຸດສາຫະກຳ			
Fruit Tree ຕົ້ນໄມ້ກິນໝາກ	Unit Cost/piece ລາຄາ/ຕົ້ນ		
	Young ຕົ້ນນ້ອຍ	Medium Age ຕົ້ນປານກາງ	Full Age/Mature ຕົ້ນໃຫຍ່
Coconut ພື້າວ	100,000	200,000	300,000
Mango ມ່ວງ	100,000	250,000	400,000
Tamarind ຂາມ	100,000	200,000	300,000
Longan ລ່າໂຍ	100,000	200,000	400,000
Betel Nut ໝາກຄຽວ	50,000	100,000	200,000
French Cashew ຈຽງ	50,000	100,000	200,000
Star Apple ນ້ຳນົມ	50,000	100,000	200,000
Banana ກ້ວຍ	50,000	80,000	150,000
Total			
Timber (Wood) Tree ຕົ້ນໄມ້ອຸດສາຫະກຳ			
Tonkaloa ຕົ້ນກະເລົາ	50,000	100,000	200,000
Bamboo ໄມ້ໄຜ່	50,000	150,000	400,000
Teak ໄມ້ສັກ	50,000	250,000	500,000
Kokkhileck ກົກ ຂີ້ເຫຼັກ	50,000	100,000	300,000
Khamthet ຂາມເທດ	50,000	200,000	400,000
Maidou ໄມ້ດູ່	100,000	300,000	600,000

ລາຄາ ຕົ້ນໄມ້ ແມ່ນໄດ້ຈາກການສອບຖາມ ນຳນາຍບ້ານ ແລະ ປະຊາຊົນຕອນລົງສຳລວດ ແລະ ໄດ້ຈາກໂຄງການ ADB ອື່ນໆ ທີ່ເຄີຍປະຕິບັດມາ.

## Annex 7: Summary of Compensation Payment to all AHs

### Summary of compensation payment to all AHs for Drainage Improvement and Riverbank Slope Protection Subproject

ສາທາລະນະລັດ ປະຊາທິປະໄຕ ປະຊາຊົນລາວ  
ສັນຕິພາບ ເອກະລາດ ປະຊາທິປະໄຕ ເອກະພາບ ວັດທະນາຖາວອນ

\*\*\*\*\*

ແຂວງຈຳປາສັກ

ພະແນກ ຍທຂ ແຂວງຈຳປາສັກ ແລະ ອພບຕ ປາກເຊ

ໂຄງການປັບປຸງສິ່ງແວດລ້ອມຕົວເມືອງປາກເຊ

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ສົ່ງລວມຜູ້ໄດ້ຮັບຜົນກະທົບທັງໝົດຈາກການກໍ່ສ້າງກັນເຈືອນແລະຮ່ອງລະບາຍນ້ຳ

ລ/ດ	ເນື້ອໃນລາຍການ	ຄອບຄົວທີ່ຖືກກະທົບ			ໝາຍເຫດ
I.	ຮ່ອງລະບາຍນ້ຳ	ລວມ	ຊາຍ	ຍິງ	
1	ບ້ານ ແກ	9	7	2	
2	ບ້ານ ໂພນສະອາດ	3	3		
3	ບ້ານ ໂນນຸ່	1	1		
4	ບ້ານ ສະໜາມໄຊ	7	6	1	
5	ບ້ານ ສວນສະຫວັນ	5	2	3	
6	ບ້ານ ທ່າໄຮ	2	2		
7	ບ້ານ ທ່າຫີນເໜືອ	2	2		
	ລວມ:	29	23	6	
II.	ກັນເຈືອນ				
1	ບ້ານ ທ່າຫລວງ	18	16	2	
2	ບ້ານ ພະບາດ	7	4	3	
3	ບ້ານ ທ່າຫີນເໜືອ	8	6	2	
4	ບ້ານ ຫ້ວຍປູນ	18	15	3	
5	ບ້ານ ແກ	26	17	9	
	ລວມ:	77	58	19	
III.	ກະທົບເພີ່ມລາຍຮ່ອງລະບາຍ				
1	ບ້ານ ສະໜາມໄຊ	2		2	
2	ບ້ານ ຄັນເກີງ	1		1	
3	ບ້ານ ໂພນສະອາດ	3		3	
	ລວມ:	6	0	6	
	ລວມທັງໝົດ: (I+II+III)	112	81	31	

ຫົວໜ້າໂຄງການ



ບຸນເນົາ ຟອງຄຳແດງ

ໝ່ວຍງານປົກປ້ອງ-ຊົດເຊີຍ

ຮຸ່ນສະຫວັນ

## Annex 8: Compensation Payment to AHs (Drainage System Improvement)

### Compensation payment to AHs for Drainage System Improvement

[illegible]

1	1.1	1.1.1	1.1.1.1	1.1.1.1.1	1.1.1.1.2	1.1.1.1.3	1.1.1.1.4	1.1.1.1.5	1.1.1.1.6	1.1.1.1.7	1.1.1.1.8	1.1.1.1.9	1.1.1.1.10	1.1.1.1.11	1.1.1.1.12	1.1.1.1.13	1.1.1.1.14	1.1.1.1.15	1.1.1.1.16	1.1.1.1.17	1.1.1.1.18	1.1.1.1.19	1.1.1.1.20	1.1.1.1.21	1.1.1.1.22	1.1.1.1.23	1.1.1.1.24	1.1.1.1.25	1.1.1.1.26	1.1.1.1.27	1.1.1.1.28	1.1.1.1.29	1.1.1.1.30	1.1.1.1.31	1.1.1.1.32	1.1.1.1.33	1.1.1.1.34	1.1.1.1.35	1.1.1.1.36	1.1.1.1.37	1.1.1.1.38	1.1.1.1.39	1.1.1.1.40	1.1.1.1.41	1.1.1.1.42	1.1.1.1.43	1.1.1.1.44	1.1.1.1.45	1.1.1.1.46	1.1.1.1.47	1.1.1.1.48	1.1.1.1.49	1.1.1.1.50	1.1.1.1.51	1.1.1.1.52	1.1.1.1.53	1.1.1.1.54	1.1.1.1.55	1.1.1.1.56	1.1.1.1.57	1.1.1.1.58	1.1.1.1.59	1.1.1.1.60	1.1.1.1.61	1.1.1.1.62	1.1.1.1.63	1.1.1.1.64	1.1.1.1.65	1.1.1.1.66	1.1.1.1.67	1.1.1.1.68	1.1.1.1.69	1.1.1.1.70	1.1.1.1.71	1.1.1.1.72	1.1.1.1.73	1.1.1.1.74	1.1.1.1.75	1.1.1.1.76	1.1.1.1.77	1.1.1.1.78	1.1.1.1.79	1.1.1.1.80	1.1.1.1.81	1.1.1.1.82	1.1.1.1.83	1.1.1.1.84	1.1.1.1.85	1.1.1.1.86	1.1.1.1.87	1.1.1.1.88	1.1.1.1.89	1.1.1.1.90	1.1.1.1.91	1.1.1.1.92	1.1.1.1.93	1.1.1.1.94	1.1.1.1.95	1.1.1.1.96	1.1.1.1.97	1.1.1.1.98	1.1.1.1.99	1.1.1.1.100	1.1.1.1.101	1.1.1.1.102	1.1.1.1.103	1.1.1.1.104	1.1.1.1.105	1.1.1.1.106	1.1.1.1.107	1.1.1.1.108	1.1.1.1.109	1.1.1.1.110	1.1.1.1.111	1.1.1.1.112	1.1.1.1.113	1.1.1.1.114	1.1.1.1.115	1.1.1.1.116	1.1.1.1.117	1.1.1.1.118	1.1.1.1.119	1.1.1.1.120	1.1.1.1.121	1.1.1.1.122	1.1.1.1.123	1.1.1.1.124	1.1.1.1.125	1.1.1.1.126	1.1.1.1.127	1.1.1.1.128	1.1.1.1.129	1.1.1.1.130	1.1.1.1.131	1.1.1.1.132	1.1.1.1.133	1.1.1.1.134	1.1.1.1.135	1.1.1.1.136	1.1.1.1.137	1.1.1.1.138	1.1.1.1.139	1.1.1.1.140	1.1.1.1.141	1.1.1.1.142	1.1.1.1.143	1.1.1.1.144	1.1.1.1.145	1.1.1.1.146	1.1.1.1.147	1.1.1.1.148	1.1.1.1.149	1.1.1.1.150	1.1.1.1.151	1.1.1.1.152	1.1.1.1.153	1.1.1.1.154	1.1.1.1.155	1.1.1.1.156	1.1.1.1.157	1.1.1.1.158	1.1.1.1.159	1.1.1.1.160	1.1.1.1.161	1.1.1.1.162	1.1.1.1.163	1.1.1.1.164	1.1.1.1.165	1.1.1.1.166	1.1.1.1.167	1.1.1.1.168	1.1.1.1.169	1.1.1.1.170	1.1.1.1.171	1.1.1.1.172	1.1.1.1.173	1.1.1.1.174	1.1.1.1.175	1.1.1.1.176	1.1.1.1.177	1.1.1.1.178	1.1.1.1.179	1.1.1.1.180	1.1.1.1.181	1.1.1.1.182	1.1.1.1.183	1.1.1.1.184	1.1.1.1.185	1.1.1.1.186	1.1.1.1.187	1.1.1.1.188	1.1.1.1.189	1.1.1.1.190	1.1.1.1.191	1.1.1.1.192	1.1.1.1.193	1.1.1.1.194	1.1.1.1.195	1.1.1.1.196	1.1.1.1.197	1.1.1.1.198	1.1.1.1.199	1.1.1.1.200	1.1.1.1.201	1.1.1.1.202	1.1.1.1.203	1.1.1.1.204	1.1.1.1.205	1.1.1.1.206	1.1.1.1.207	1.1.1.1.208	1.1.1.1.209	1.1.1.1.210	1.1.1.1.211	1.1.1.1.212	1.1.1.1.213	1.1.1.1.214	1.1.1.1.215	1.1.1.1.216	1.1.1.1.217	1.1.1.1.218	1.1.1.1.219	1.1.1.1.220	1.1.1.1.221	1.1.1.1.222	1.1.1.1.223	1.1.1.1.224	1.1.1.1.225	1.1.1.1.226	1.1.1.1.227	1.1.1.1.228	1.1.1.1.229	1.1.1.1.230	1.1.1.1.231	1.1.1.1.232	1.1.1.1.233	1.1.1.1.234	1.1.1.1.235	1.1.1.1.236	1.1.1.1.237	1.1.1.1.238	1.1.1.1.239	1.1.1.1.240	1.1.1.1.241	1.1.1.1.242	1.1.1.1.243	1.1.1.1.244	1.1.1
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[illegible]

**Compenatin payment per type of loss (land, strucure, trees)  
of Drainage System Improvement component**

[illegible][illegible]

**Satz 1.10**

Sei  $a \in \mathbb{R}^n$  ein Punkt und  $f: \mathbb{R}^n \rightarrow \mathbb{R}$  eine Funktion. Dann ist die Tangentialhyperebene an der Stelle  $a$  gegeben durch:

$$T_a = \{x \in \mathbb{R}^n \mid \langle x - a, \nabla f(a) \rangle = 0\}$$

Die Normale ist gegeben durch:

$$n = \nabla f(a)$$

**Satz 1.11**

Sei  $a \in \mathbb{R}^n$  ein Punkt und  $f: \mathbb{R}^n \rightarrow \mathbb{R}$  eine Funktion. Dann ist die Tangentialhyperebene an der Stelle  $a$  gegeben durch:

$$T_a = \{x \in \mathbb{R}^n \mid \langle x - a, \nabla f(a) \rangle = 0\}$$

Die Normale ist gegeben durch:

$$n = \nabla f(a)$$

**Satz 1.12**

Sei  $a \in \mathbb{R}^n$  ein Punkt und  $f: \mathbb{R}^n \rightarrow \mathbb{R}$  eine Funktion. Dann ist die Tangentialhyperebene an der Stelle  $a$  gegeben durch:

$$T_a = \{x \in \mathbb{R}^n \mid \langle x - a, \nabla f(a) \rangle = 0\}$$

Die Normale ist gegeben durch:

$$n = \nabla f(a)$$

# Annex 9: Compensation Payment to AHs (Riverbank slope protection)

## Summary of compensation payment to AHs for Riverbank Slope Protection

<p>ສາທາລະນະລິດ ປະຊາທິປະໄຕ ປະຊາຊົນລາວ</p> <p>ສັນຕິພາບ ເອກະລາດ ປະຊາທິປະໄຕ ເອກະພາບ ສັດທະນາຖາວອນ</p> <p>ຊຸມຊົນເອກະພາບ ສະຫງົບ ພາກ ພາກ ສະຫຼຸບ ພາກ ກຸ່ມບັນດາຊົນລາວລາວລາວລາວລາວລາວ</p> <p>ເລກທີ 555 ກຸມສຳມະນາ ເລກອະນຸຍາດເລກທີ 9 / 14 / 2019</p> <p>ສິ່ງລວມລາຍຈ່າຍຕາມຄ່າໃຊ້ຈ່າຍຈາກຜົນກະທົບຂອງໂຄງການສິ່ງແວດລ້ອມມາດຕະຢືນຢັນ/ປະກາດ</p>					
ຄ	ຕົວຢ່າງລາຍການ	ຈຳນວນລາຍຈ່າຍ ທີ່ໄດ້ຮັບຈາກງົບປະມານ	ຈຳນວນລາຍຈ່າຍ ທີ່ໄດ້ຮັບຈາກລາຍການ	ຈຳນວນລາຍຈ່າຍ ທີ່ໄດ້ຮັບຈາກລາຍການ	ສະຫຼຸບ
	ຈຳນວນລາຍຈ່າຍ (ລາຍການ 04)	845,927,000	653,927,000	197,782,000	28,295,000
	(ລາຍການລາຍຈ່າຍ (ລາຍການ 04))	261,415,000	261,415,000	83,459,000	-
	ຈຳນວນລາຍຈ່າຍ	58,461,000	56,461,000	-	✓
	ນ. ສິ	600,000	800,000	-	✓
	ຈຳນວນລາຍຈ່າຍ	25,000,000	25,000,000	-	✓
	ຈຳນວນລາຍຈ່າຍ	59,422,000	59,422,000	-	✓
	ຈຳນວນລາຍຈ່າຍ + ນ. ຄ	68,497,000	68,497,000	-	✓
	ຈຳນວນລາຍຈ່າຍ (ລາຍການ 04)	30,067,000	30,067,000	-	✓
	ນ. ສະກຸນ ສິດສິດ	1,368,000	1,368,000	-	✓
	ນ. ສະກຸນລາຍຈ່າຍ	23,459,000	-	33,459,000	✓
	(ລາຍການລາຍຈ່າຍ (ລາຍການ 04))	84,147,000	84,147,000	-	-
	ຈຳນວນລາຍຈ່າຍ (ລາຍການ 04)	6,916,000	6,916,000	-	✓
	ຈຳນວນລາຍຈ່າຍ (ລາຍການ 04)	650,000	650,000	-	✓
	ຈຳນວນລາຍຈ່າຍ + ນ. ສະກຸນ	190,000	250,000	-	✓
	ຈຳນວນລາຍຈ່າຍ + ນ. ສະກຸນ	890,000	850,000	-	✓
	ຈຳນວນລາຍຈ່າຍ + ນ. ສະກຸນ	250,000	250,000	-	✓
	ນ. ບັງ ອິນເຊນລີ + ນ. ສະກຸນ	11,339,000	11,339,000	-	✓
	ຈຳນວນລາຍຈ່າຍ (ລາຍການ 04)	39,474,000	39,474,000	-	✓
	ຈຳນວນລາຍຈ່າຍ (ລາຍການ 04)	6,864,000	6,864,000	-	✓
	ຈຳນວນລາຍຈ່າຍ + ນ. ສະກຸນ	250,000	250,000	-	✓

ຈຳນວນລາຍຈ່າຍ (ລາຍການ 04)	4,052,000	4,052,000	-	✓
ນ. ສະກຸນລາຍຈ່າຍ	2,286,000	2,286,000	-	✓
ຈຳນວນລາຍຈ່າຍ + ນ. ສະກຸນ	3,218,000	3,218,000	-	✓
ຈຳນວນລາຍຈ່າຍ (ລາຍການ 04)	1,618,000	1,618,000	-	✓
ນ. ສິ	300,000	800,000	-	✓
ຈຳນວນລາຍຈ່າຍ (ລາຍການ 04)	450,000	450,000	-	✓
ຈຳນວນລາຍຈ່າຍ	1,686,000	1,686,000	-	✓
ຈຳນວນລາຍຈ່າຍ	5,144,000	5,144,000	-	✓
ຈຳນວນລາຍຈ່າຍ	650,000	650,000	-	✓
ນ. ສິ (ລາຍການ 04)	291,369,000	291,369,000	-	✓
ຈຳນວນລາຍຈ່າຍ (ລາຍການ 04)	74,824,000	74,824,000	-	✓
ຈຳນວນລາຍຈ່າຍ + ນ. ສິ	65,573,000	65,573,000	-	✓
ນ. ສິ (ລາຍການ 04)	87,350,000	87,350,000	-	✓
ຈຳນວນລາຍຈ່າຍ	3,500,000	3,500,000	-	✓
ນ. ສະກຸນລາຍຈ່າຍ (ລາຍການ 04)	2,336,000	2,336,000	-	✓
ນ. ສະກຸນ	4,833,000	4,833,000	-	✓
ຈຳນວນລາຍຈ່າຍ (ລາຍການ 04)	1,216,000	1,216,000	-	✓
ຈຳນວນລາຍຈ່າຍ (ລາຍການ 04)	900,000	900,000	-	✓
ຈຳນວນລາຍຈ່າຍ (ລາຍການ 04)	200,000	200,000	-	✓
ນ. ສະກຸນລາຍຈ່າຍ (ລາຍການ 04)	6,335,000	6,335,000	-	✓
ຈຳນວນລາຍຈ່າຍ (ລາຍການ 04)	18,710,000	18,710,000	-	✓
ຈຳນວນລາຍຈ່າຍ	450,000	450,000	-	✓
ຈຳນວນລາຍຈ່າຍ (ລາຍການ 04)	1,768,000	1,768,000	-	✓
ຈຳນວນລາຍຈ່າຍ (ລາຍການ 04)	1,568,000	1,568,000	-	✓
ນ. ສະກຸນລາຍຈ່າຍ (ລາຍການ 04)	1,800,000	1,800,000	-	✓
ນ. ສະກຸນລາຍຈ່າຍ (ລາຍການ 04)	300,000	300,000	-	✓
ນ. ສະກຸນລາຍຈ່າຍ (ລາຍການ 04)	400,000	400,000	-	✓
ນ. ສະກຸນລາຍຈ່າຍ (ລາຍການ 04)	54,280,000	54,280,000	-	✓
ນ. ສະກຸນລາຍຈ່າຍ (ລາຍການ 04)	209,578,000	209,578,000	-	✓
ນ. ສະກຸນລາຍຈ່າຍ (ລາຍການ 04)	17,000,000	164,923,000	28,255,000	✓

ສູນ ສາທາລະນະ	53,917,000	17,000,000	36,917,000		✓
ສູນ ກຳລັງ+ນ.ສີ	40,248,000		40,248,000		✓
ສູນ ສູນກາງ+ນ.ສີ	47,278,000		47,278,000		✓
ສູນ ສູນກາງ+ນ.ສີ ສູນກາງ	7,383,000		4,430,000	2,953,000	✓
ສູນ ກຳລັງ ສູນກາງ+ນ.ສີ	59,084,000		35,450,000	23,634,000	✓
ສູນ ນ. ສາທາລະນະ	1,368,000			1,368,000	✓
ສູນ ນ. ສູນກາງ ສູນກາງ	300,000			300,000	✓
ສູນ ສູນກາງ (ສູນກາງ.04)	292,789,000		196,589,000	26,158,000	
ສູນ ສູນກາງ ສູນກາງ+ນ.ສີ	37,180,000		22,308,000	14,872,000	
ສູນ ສູນກາງ ສູນກາງ	14,448,000		8,669,000	5,779,000	
ສູນ ກຳລັງ + ນ. ສູນກາງ	77,898,000		77,898,000		
ສູນ ກຳລັງ ສູນກາງ	28,411,000		17,047,000	11,364,000	
ສູນ ກຳລັງ + ນ. ສູນກາງ	27,746,000		16,648,000	11,098,000	
ສູນ ສູນກາງ + ນ. ສູນກາງ	11,140,000		6,684,000	4,456,000	
ສູນ ສູນກາງ ສູນກາງ	95,960,000		47,785,000	48,175,000	
ສູນ ສູນກາງ + ນ. ສູນກາງ	6,124,000			6,124,000	
ສູນ ສູນກາງ + ນ. ສູນກາງ	9,373,000			9,373,000	
ສູນ ສູນກາງ + ນ. ສູນກາງ	5,453,000			5,453,000	
ສູນ ສູນກາງ + ນ. ສູນກາງ	3,568,000			3,568,000	
ສູນ ສູນກາງ + ນ. ສູນກາງ	13,656,000			1,640,000	12,016,000
ສູນ ສູນກາງ + ນ. ສູນກາງ	1,139,294,000	633,927,000	505,367,000	57,917,000	107,444,000

ສິດທິໃນການ  
 ສູນກາງ  
 ສູນກາງ  
 ສູນກາງ  
 ສູນກາງ

**Compensation payment per type of loss (land, strucure, trees)  
For Riverbank Slope Protection component**


## Annex 10: Additional Compensation Payment to AHs

[illegible][illegible]

**Additioanl Compenatin payment per type of loss (land, strucure, trees)**

Slur	Uraian	Revisi	2000	2001	Saldo Awal	Saldo Akhir
1	Sal. Dikawatirkan				448.350,000	
2	Sal. Dikawatirkan				380.000,000	
3	Bayangan	100	70	400,000	380.000,000	
4	Bayangan			500,000	380.000,000	
5	Bayangan	100	70	400,000	380.000,000	
6	Bayangan	100	70	400,000	380.000,000	
7	Bayangan	100	70	400,000	380.000,000	
8	Bayangan	100	70	400,000	380.000,000	
9	Bayangan	100	70	400,000	380.000,000	
10	Bayangan	100	70	400,000	380.000,000	
11	Bayangan	100	70	400,000	380.000,000	
12	Bayangan	100	70	400,000	380.000,000	
13	Bayangan	100	70	400,000	380.000,000	
14	Bayangan	100	70	400,000	380.000,000	
15	Bayangan	100	70	400,000	380.000,000	
16	Bayangan	100	70	400,000	380.000,000	
17	Bayangan	100	70	400,000	380.000,000	
18	Bayangan	100	70	400,000	380.000,000	
19	Bayangan	100	70	400,000	380.000,000	
20	Bayangan	100	70	400,000	380.000,000	
21	Bayangan	100	70	400,000	380.000,000	
22	Bayangan	100	70	400,000	380.000,000	
23	Bayangan	100	70	400,000	380.000,000	
24	Bayangan	100	70	400,000	380.000,000	
25	Bayangan	100	70	400,000	380.000,000	
26	Bayangan	100	70	400,000	380.000,000	
27	Bayangan	100	70	400,000	380.000,000	
28	Bayangan	100	70	400,000	380.000,000	
29	Bayangan	100	70	400,000	380.000,000	
30	Bayangan	100	70	400,000	380.000,000	
31	Bayangan	100	70	400,000	380.000,000	
32	Bayangan	100	70	400,000	380.000,000	
33	Bayangan	100	70	400,000	380.000,000	
34	Bayangan	100	70	400,000	380.000,000	
35	Bayangan	100	70	400,000	380.000,000	
36	Bayangan	100	70	400,000	380.000,000	
37	Bayangan	100	70	400,000	380.000,000	
38	Bayangan	100	70	400,000	380.000,000	
39	Bayangan	100	70	400,000	380.000,000	
40	Bayangan	100	70	400,000	380.000,000	
41	Bayangan	100	70	400,000	380.000,000	
42	Bayangan	100	70	400,000	380.000,000	
43	Bayangan	100	70	400,000	380.000,000	
44	Bayangan	100	70	400,000	380.000,000	
45	Bayangan	100	70	400,000	380.000,000	
46	Bayangan	100	70	400,000	380.000,000	
47	Bayangan	100	70	400,000	380.000,000	
48	Bayangan	100	70	400,000	380.000,000	
49	Bayangan	100	70	400,000	380.000,000	
50	Bayangan	100	70	400,000	380.000,000	
51	Bayangan	100	70	400,000	380.000,000	
52	Bayangan	100	70	400,000	380.000,000	
53	Bayangan	100	70	400,000	380.000,000	
54	Bayangan	100	70	400,000	380.000,000	

[illegible]

[illegible]

## Annex 12: CEI Contract between PUEIP and Village Authorities



### LAO PEOPLE'S DEMOCRATIC REPUBLIC Peace Independence Democracy Unity Prosperity

#### AGREEMENT for COMMUNITY PARTICIPATION

##### 1. Articles of Agreement

This deed of agreement is made on 12 December 2018 between the Project Management and Implementation Unit (PMIU) by its authorized representative (hereinafter referred to as the first party) and the Village Development Committees of Thong, Phonkoun, Phonsavanh, Keosamphan, Nondou and Nahaek Villages, Pakse City (hereinafter referred to as the second party) to execute the work of construction of Contract PUEIP-07 Lot 3: Small Works for Community Environmental Improvements in Pakse City (hereinafter referred to as works) on the following terms and conditions.

##### 2. Cost of Contract

The total cost of the works (hereinafter referred to as the "Contract Price") is Lao Kips 7,185,453,823 as reflected in Contract Agreement in Appendix 1. Out of the total Contract Price, a sum of Lao Kips 718,545,382 (Seven Hundred Eighteen Million, Five Hundred Forty-Five Thousand and Three Hundred Eighty-Two Lao Kips) which is 10% of Contract Price, would be proportionately borne by each Village of the second party and/or other beneficiaries. For the Detail of Correctly Contract Price, the first party and the Contractor will joint survey and design and then inform the detail price to the [VDCs] later

##### 3. Disbursement of Funds

3.1 The second party shall open a bank account in the name of the subproject to be operated by three members of the Village Development Committees [VDCs] with the branch of a nationalized or scheduled Cooperative Bank as soon as this Agreement has been signed and shall provide its account number to the first party.

3.2 The second party shall notify the first party in writing of the names and addresses of those who will jointly operate the Bank account mentioned in Clause 3.1. Such signatories shall not be changed without the prior consent of the first party.

- (a) Advance Payment 1% of contract value is (68,957,786 kip).
- (b) Interim Payment 10% of contract value according by the Contractor's Interim Payment and Completion (IPC).
- (c) All payment is 10% of Contract price.
- (d) The first party will be separate the detail payment to the Village Development Committee (VDCs) after the first party received IPC from the Contractor.
- (e) The Village Development Committee (VDCs) Checked the correctly of Contractor's IPC then paid the Contractor by transfer to Contractor's account

3.3 Payment to the Contractor for the construction work will be released by the second party in the following manner:

Payment Stages	Amount to be Paid by the Second Party
Advance Payment (upon mobilization)	1% of Contract Price
Interim Payments and Completion Payment	10% of Interim Payments and Completion Amounts
Total	Maximum 10% of Contract Price

3.4 Funds will be released at each payment stage by the second party on submission of a request by the first party and the Contractor.

#### 4. Maintenance of Accounts

4.1 The first party shall maintain separate accounts for all the expenditures incurred and the payments made therefore by the first party from time to time for execution of the work. Such accounts shall be available for inspection by the second party or any other visiting team deputed for the purpose.

4.2 If at any time the second party determines that the first party is engaging in corrupt or fraudulent practices in any manner under or in relation to the contract, the second party shall be entitled to stop the right of the first party to make withdrawals from the bank account. Only after the first party either remedies the situation or compensates adequately for such corrupt or fraudulent practices, to the satisfaction of the second party, the first party will then be entitled to seek withdrawals from the bank account in agreement with the second party.

#### 5. Completion Time

The works should be completed in 18 months from the date of this Agreement. In exceptional circumstances, the time period stated in this clause may be extended in writing by mutual consent of both parties.

#### 6. Duties and Responsibilities of the First Party

6.1 The first party shall be responsible for providing regular and frequent supervision and guidance to the second party for carrying out the works as per specifications. This will include written guidelines and regular visit of the authorized personnel of the first party, for checking quality of material and construction to ensure that it is as per the norms.

6.2 The PMIU shall hold monthly meetings to monitor the progress of work and carry out random site inspections, as needed.

6.3 The first party shall have the right to instruct, stop or suspend the construction at any stage if there is any deviation from the specification or violation of any of the terms of this Agreement and demand reimbursement of its payments.

6.4 The first party shall guide and instruct the Contractor, through the VDCs, on requirements concerning ADB's policies applicable on Involuntary Resettlement, 1995; Indigenous Peoples, 1998; and Guidelines for Incorporating Social Dimension in Bank Operations.

#### 7. Contract Variations

Only the first party can authorize any additions or subtractions to prices or quantities that imply the variation of the total amount of the contract. The first party may authorize variations in quantities, without modifying the unit price, of up to a maximum of 10% of the total contract price without amending the contract. The first party will not reimburse any such additional total costs not so authorized. The final contract value including all variations should not exceed the approved project cost.

## 8. Dispute Settlement

If any dispute arises between the parties over works relating to any aspects of this Agreement, the parties shall first attempt to settle the dispute through mutual and amicable consultation. If the dispute is not settled through such consultation, the matter may be referred for arbitration to the District Collector or Deputy Commissioner of the District.

## 9. Termination

This Agreement may be terminated on the occurrence of either of the following:

- (a) by mutual agreement between the parties to this Agreement;
- (b) by the first party in any of the following cases:
  - (i) upon completion of the work to the satisfaction of the first party as evidenced by the VDC;
  - (ii) if the second party is in breach of any of the provisions of this Agreement;
  - (iii) for any reason as reasonably justified by the first party in the interest of the Contract.

Signed and delivered by

Chief, VDC of B. Thong

Chief, VDC of B. Phonkouvong

Chief, VDC of B. Keosamphan

Chief, VDC of B. Nondon

Chief, VDC of B. Nahack

Signed and delivered by

Project Director, On behalf of PMIU

Bounnong FONGKHAMDENG

In the Presence of:

Consultant

Governments of Pakse City

Office of PWT Pakse City

ສົມ ວົງສາລາດ

ສຸລິວັນ ສະຫວັດທະສິນ

**CEI- Progress of beneficiaries' payment (10% contribution) for the construction of community access road**

ສາທາລະນະລັດ ປະຊາທິປະໄຕ ປະຊາຊົນລາວ  
ສັນຕິພາບ ເອກະລາດ ປະຊາທິປະໄຕ ເອກະສານ ວັດທະນະຖາວອນ

ແຂວງຈຳປາສັກ  
ສະໝັກ ນາຍ ແຂວງຈຳປາສັກ ແລະ ນະຄອນປາກເຊ  
ໂຄງການ ປັບປຸງສິ່ງແວດລ້ອມຕົວເມືອງປາກເຊ

ແຂວງຈຳປາສັກ, ວັນທີ: .....

ສັງລວມເງິນສົມທົບ ຂອງປະຊາຊົນ 10% ຄ່າກໍ່ສ້າງເສັ້ນທາງຊອຍ ສັນຍາ PUEIP-07 ຂອງໂຄງການປັບປຸງສິ່ງແວດລ້ອມຕົວເມືອງປາກເຊ

ລ/ດ	ລາຍການ	ເງິນຄ່າສັນຍາ	ປະຊາຊົນສົມທົບ 10% ຂອງລາຄາສັນຍາ	ຈຳນວນ	ຈຳນວນໂດຍກົງ	ລວມຈຳນວນ	ບັດເທື່ອ	ສະໜັບສະໜູນ
	ລວມກໍ່ສ້າງທາງຊອຍສູນສົມ PUEIP 07	100%	10%					
I	ສັນຍາ Lot1 : ເມືອງຊຽງເສີມສູນ ແລະ ນະຄອນປາກເຊ (ບໍລິເວນ ສີດິດ ສີດິດກໍ່ສ້າງຂົວທາງ)	6.610.655.017	661.065.502					
1	ບ້ານໄພ່ນກຸ່ມ	1.097.055.746	109.705.575	10.970.557		10.970.557	98.735.018	
2	ບ້ານຕີງາະໄຊ	2.402.890.617	240.289.082	13.000.000		13.000.000	227.289.082	
3	ບ້ານສະພາບ	3.110.705.454	311.070.845	9.000.000		9.000.000	302.070.845	
II	ສັນຍາ Lot2 : ກໍ່ສ້າງທາງຊອຍ ນະຄອນປາກເຊ (ບໍລິເວນໄຊທັກດີກໍ່ສ້າງຂົວທາງ)	7.104.861.796	710.486.180					
1	ບ້ານຫ້າຫຼວງ	66.755.731	6.675.573	6.667.857		6.667.857	10.010.716	

ລ/ດ	ລາຍການ	ເງິນຄ່າສັນຍາ	ປະຊາຊົນສົມທົບ 10% ຂອງລາຄາສັນຍາ	ຈຳນວນ	ຈຳນວນໂດຍກົງ	ລວມຈຳນວນ	ບັດເທື່ອ	ສະໜັບສະໜູນ
2	ບ້ານສະພາບ	426.259.332	42.625.933			-	42.625.933	
3	ບ້ານໄຫຍ່ທາໄຊ	373.244.090	37.324.409	2.792.457		2.792.457	24.692.124	
4	ບ້ານສະພາບໄຊ	2.053.809.566	205.380.957	130.000.000		130.000.000	75.380.957	
5	ບ້ານຫ້າຫຼວງ	240.117.489	24.011.749	2.401.175	5.075.560	7.476.835	76.534.914	
6	ບ້ານຫ້ວຍປູນ	1.653.479.494	165.347.949				165.347.949	
7	ບ້ານຕີນເກີງ	526.357.311	52.635.731			-	52.635.731	
8	ບ້ານໄທນສີໄຄ	1.762.808.193	176.280.818			-	176.280.818	
III	ສັນຍາ Lot3 : ກໍ່ສ້າງທາງຊອຍ ນະຄອນປາກເຊ (ບໍລິເວນ ຈຳປາສັກກໍ່ສ້າງຂົວທາງ)	7.195.453.823	719.545.382					
1	ບ້ານຫ້າ	1.060.055.798	106.005.580			-	106.005.580	
2	ບ້ານໄພ່ນກຸ່ມ	647.555.760	64.755.568	6.475.568		6.475.568	58.280.110	
3	ບ້ານໄທນສະຫວີດີ	1.121.980.552	112.198.055				112.198.055	
4	ບ້ານເກີດສະພາບ	870.667.832	87.066.783	8.706.678		8.706.678	78.360.105	
5	ບ້ານໄພ່ນກຸ່ມ	931.497.851	93.149.785	10.000.000		10.000.000	83.149.785	
6	ບ້ານນາແກກ	2.553.715.010	255.371.501			-	255.371.501	

ລ/ດ	ລາຍການ	ມູນຄ່າສືບທອດ	ປະສິດທິພາບ 10% ຂອງມູນຄ່າສືບທອດ	ຈຳນວນ	ຈຳນວນທີ່ສຸດ	ລວມຈຳນວນ	ບ່ອນທີ່	ສປປ
IV	ສືບທອດ Lot 4 : ກໍ່ສ້າງທາງລອຍ ນະຄອນລາດຊະ (ບໍລິສັດ DLG ກໍ່ສ້າງຂົວທາງ)	4.909.715.438	490.971.544			-		
1	ບ້ານນິກົບໄຊທາດອ່ອນ	2.786.054.428	278.605.443			-		278.605.443
2	ບ້ານຫ້ວຍບາງກຳ	505.334.848	50.533.486			-		50.533.486
3	ບ້ານບົວພະນາ	779.946.081	77.994.608			-		77.994.608
4	ບ້ານກາງ	489.793.139	48.979.314	4.897.931		4.897.931		44.081.593
5	ບ້ານສະໝຸດບິນ	338.886.942	33.888.694			-		33.888.694
V	ສືບທອດ Lot 5 : ກໍ່ສ້າງທາງລອຍ ນະຄອນລາດຊະ (ບໍລິສັດ ບັນທາງສຳນັກສຳນັກຂົວທາງ)	4.946.854.658	494.685.466					
1	ບ້ານສະໝຸດບິນ	2.598.824.010	259.882.401			-		259.882.401
2	ບ້ານໂບນສະຫວັດ	1.081.084.761	108.108.476	44.231.196		44.231.196		83.907.290
3	ບ້ານລຸມວັດ	1.066.045.887	106.604.589			-		106.604.589
VI	ສືບທອດ Lot 6 : ກໍ່ສ້າງທາງລອຍ (ເມືອງກາງ) (ບໍລິສັດ ຈຸນທະວິກໍ່ສ້າງ-ສ້າງສະໜອງການສະໜອງ)	7.164.035.932	716.403.593					
1	ບ້ານຫ້ວຍ	7.164.035.932	716.403.593			-		716.403.593

ລ/ດ	ລາຍການ	ມູນຄ່າສືບທອດ	ປະສິດທິພາບ 10% ຂອງມູນຄ່າສືບທອດ	ຈຳນວນ	ຈຳນວນທີ່ສຸດ	ລວມຈຳນວນ	ບ່ອນທີ່	ສປປ
VII	ສືບທອດ Lot 7 : ກໍ່ສ້າງທາງລອຍ ເມືອງກາງ (ບໍລິສັດ ຈຸນທະວິກໍ່ສ້າງ-ສ້າງສະໜອງການສະໜອງ)	4.054.075.700	405.407.570					
1	ບ້ານເມືອງ	2.401.050.000	240.105.000			-		240.105.000
2	ບ້ານໂພນສະຫວັດ	1.307.960.000	130.796.000	30.000.000		30.000.000		110.796.000
3	ບ້ານທອງບ້ານ	1.345.065.700	134.506.570			-		116.425.690
VIII	ສືບທອດ Lot 8 : ກໍ່ສ້າງທາງລອຍ ເມືອງໂພນສະຫວັດ (ບໍລິສັດ ສິນທອງກໍ່ສ້າງຂົວທາງ)	6.696.778.664	669.677.866					
1	ບ້ານໂພນສະຫວັດ	1.351.959.845	135.195.985			-		135.195.985
2	ບ້ານຫ້ວຍບ້ານ	1.127.635.920	112.763.592			-		112.763.592
3	ບ້ານສະໝຸດບິນ	2.400.826.900	240.082.690			-		240.082.690
4	ບ້ານຫ້ວຍເຂັກ	900.917.233	90.091.723			-		90.091.723
5	ບ້ານນິກົບ	1.115.229.066	111.522.906			-		111.633.906
IX	ສືບທອດ Lot 9 : ກໍ່ສ້າງທາງລອຍ ເມືອງໂພນສະຫວັດ (ບໍລິສັດ ສິນທອງກໍ່ສ້າງຂົວທາງ)	4.471.329.000	447.132.900					

ລ/ດ	ລາຍການ	ມູນຄ່າສືບທອດ	ປະສິດທິພາບ 10% ຂອງມູນຄ່າສືບທອດ	ຈຳນວນ	ຈຳນວນທີ່ສຸດ	ລວມຈຳນວນ	ບ່ອນທີ່	ສປປ
1	ບ້ານດາວບໍ່	856.644.270	85.664.427			-		85.664.427
2	ບ້ານທອງບິວ	1.048.835.760	104.883.576			-		104.883.576
3	ບ້ານທອງບິວ (ເມືອງໂພນສະຫວັດ)	1.051.116.390	105.111.639			-		105.111.639
4	ບ້ານຫ້ວຍແກ້ວ	537.919.200	53.791.920			-		53.791.920
5	ບ້ານໂພນສະຫວັດ	977.013.380	97.701.338			-		97.701.338
	ລວມ	54.242.760.029	5.424.276.009	289.083.399	5.075.660	274.159.059		5.150.116.944
	ສະເໜີ		100%			5,05%		94,95%

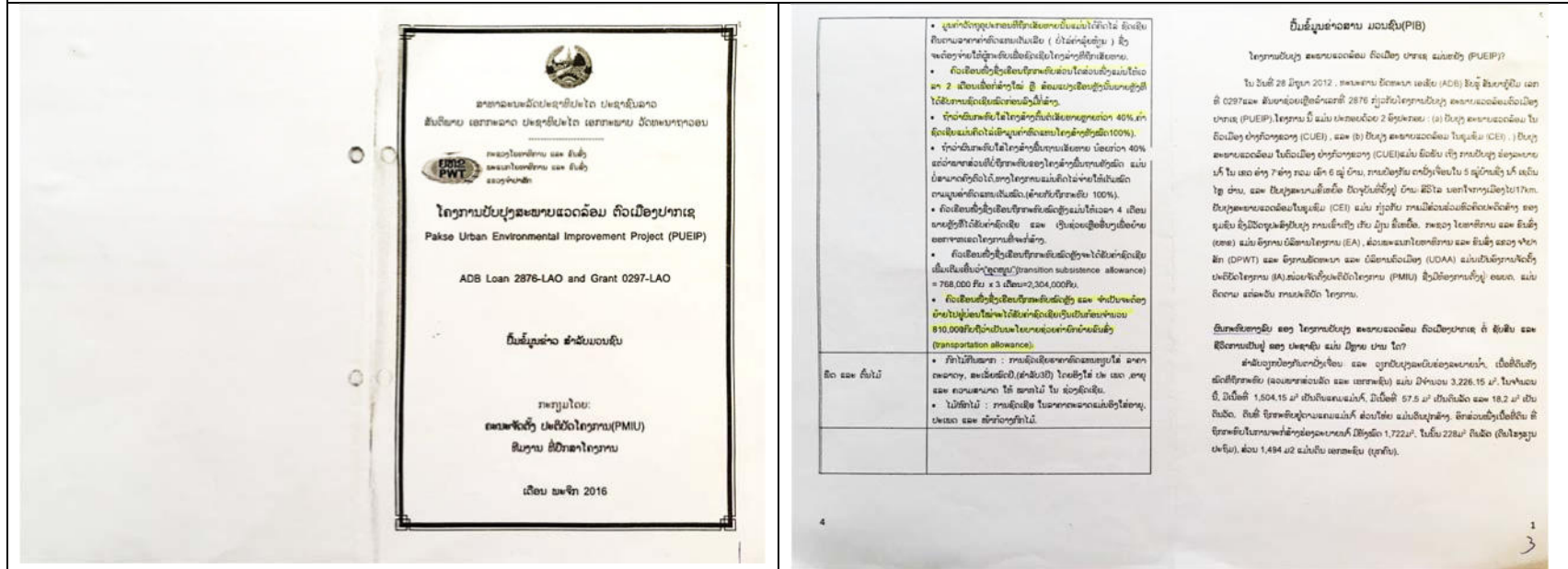
ສິດທິໂຄງການ

ບັນຊີ ການລົງທຶນ

ມີສັງລວມ

## Annex 13: Public Information Booklet (PIB)

PIB covers the Project's information, project impacts, AP's entitlement, eligibilities, and GRM



[illegible]

1. ការបង់ប្រាក់ប្រចាំថ្ងៃក្នុងការ ប្រតិបត្តិការក្នុងតំបន់ព្រំដែន ឬ ឯក ភាពការពារ។	• តំលៃនិយមន័យប្រាក់ប្រចាំថ្ងៃគឺជាតំលៃប្រាក់ប្រចាំថ្ងៃ (transition substance allowance) គិតជាប្រាក់ រៀល 768,000 ក្នុង X 6 ដើម្បីជា 4,608,000 ក្នុង ដុល្លារ។ • តំលៃនិយមន័យប្រាក់ប្រចាំថ្ងៃសំរាប់ប្រតិបត្តិការក្នុង តំបន់ព្រំដែន ឬ ឯកភាពការពារ គឺជា X ដំបូងបំផុតនៃប្រាក់ប្រចាំថ្ងៃគឺជា តំលៃប្រាក់ប្រចាំថ្ងៃ 14 ថ្ងៃ។ • តំលៃនិយមន័យប្រាក់ប្រចាំថ្ងៃសំរាប់ប្រតិបត្តិការក្នុងតំបន់ (substance allowance) 768,000 ក្នុង រៀល។
2. តំលៃនិយមន័យប្រាក់ប្រចាំថ្ងៃសំរាប់ ការប្រតិបត្តិការក្នុងតំបន់ព្រំដែន ឬឯកភាពការពារ គឺជា ប្រាក់ប្រចាំថ្ងៃ ប្រតិបត្តិការ គឺ ប្រាក់ប្រចាំថ្ងៃ ប្រតិបត្តិការ គឺជា ប្រាក់ប្រចាំថ្ងៃ ប្រតិបត្តិការ	

ຂອງ ກົດ ບາດ, ກໍ່ສາມາດໄປຂ້ອງໜ້າໄດ້.

ຍາມໃດ ຊີວິດປະຕິບັດ ການພິກຍ້າຍ ແລະ ຈັດສັນ ?

ການກໍ່ສ້າງແມ່ນຄາດວ່າຈະເລີ່ມຕົ້ນໃນໄຕມາດ 1 ປີ 2017. ກ່ອນໜ້ານີ້ ຫຼື ໃນໄຕ  
ມາດສຸດທ້າຍ ປີ 2016, ຫຼາຍ ຄົວເຮືອນທີ່ຖືກຖະໜົນແມ່ນຈະໄດ້ຮັບຄ່າຊົດເຊີຍ ແລະ ເງິນອຸດ  
ໜູນຕ່າງໆ ທັງໝົດເລີຍ.

ຈະໄປຕິດຕໍ່ ກັບໃຜ ຖ້າວ່າມີຄຳຖາມ ກ່ຽວກັບ ໂຄງການນີ້ ?

ຫ້ອງການຈັດຕັ້ງປະຕິບັດ ແລະ ຄຸ້ມຄອງໂຄງການ, ໂດຍທ່ານ

ທ່ານ ບຸນເນົາ ສອງຄຳແດງ, ຫົວໜ້າໂຄງການໂຄງການປັບປຸງສິ່ງແວດລ້ອມຕົວເມືອງປາກເຊ  
(PUEIP)

ຫ້ອງການຈັດຕັ້ງປະຕິບັດໂຄງການ (PMU)

ອົງການພັດທະນາ ແລະ ບໍລິຫານຕົວເມືອງປາກເຊ (ອພຍຕ)

ເບີໂທ : 020-599-69999

6



ສາທາລະນະລັດ ປະຊາທິປະໄຕ ປະຊາຊົນລາວ  
ສັນຕິພາບ ເສດຖະກິດ ປະຊາທິປະໄຕ ເອກະພາບ ວັດທະນະຖາວອນ

ແຂວງຈຳປາສັກ  
ເມືອງປາກເຊ

ເລກທີ: 1411/ຈມ.ບຊ  
ປາກເຊ, ວັນທີ: 22/11/2016

### ຂໍ້ຕົກລົງ

ບົດບັນຍາຍສັງເກດຊີວິດ ຂໍ້ມູນສາວສານສະໜັບສະໜູນ ດ້ວຍການພິກຍ້າຍ-ລົດເຊີຍ, ປະຊາຊົນ-ຕົວເມືອນ ທີ່  
ຖືກຖະໜົນຈາກວຽກງານກໍ່ສ້າງສິ່ງແວດລ້ອມຕົວເມືອງປາກເຊ ແລະ ວຽກງານກໍ່ສ້າງສິ່ງແວດລ້ອມຕົວເມືອງ  
ປາກເຊ, ປະຕິບັດໂດຍ:

- ອົງການ ສັນຍາກຸ່ມບຸກຄົນ ແລະ ສວມເຫຼືອວ່າຈາກຄະນະການຄຸ້ມຄອງສິດທິພາບ ADB Loan No: 2076 ແລະ ADB Grant No: 0297 (SF).
- ອົງການ ຂໍ້ຕົກລົງສອງຈຳແໜ່ງ ແຂວງຈຳປາສັກ ບົດບັນຍາຍສັງເກດຊີວິດ ພາກສ່ວນທີ່ພິກຍ້າຍ-ລົດເຊີຍ ຕາມບົດບັນຍາຍສັງເກດຊີວິດ ແລະ ສິ່ງແວດລ້ອມຕົວເມືອງ ທີ່ຖືກຖະໜົນຈາກ ໂຄງການປັບປຸງສິ່ງແວດລ້ອມຕົວເມືອງ ປາກເຊ, ສະໜັບສະໜູນ: 840/ທຊ.ຈສ. ລົງວັນທີ: 10/08/2016.

### ເຈົ້າເມືອງ ເມືອງປາກເຊ, ຮອງຄະນະຊີ້ນຳໂຄງການຕົກລົງ:

ມາດຕາ 1: ສັນຍາກຸ່ມບຸກຄົນ ຂໍ້ມູນສາວສານສະໜັບສະໜູນ ເລື່ອນໃຊ້ ພາກສ່ວນທີ່ພິກຍ້າຍ-ລົດເຊີຍ ທີ່ຖືກຖະໜົນຈາກວຽກງານກໍ່ສ້າງສິ່ງແວດລ້ອມຕົວເມືອງປາກເຊ ແລະ ວຽກງານກໍ່ສ້າງສິ່ງແວດລ້ອມຕົວເມືອງ ປາກເຊ, ປະຕິບັດໂດຍ:

ມາດຕາ 2: ສວມເຫຼືອວ່າຈາກຄະນະການຄຸ້ມຄອງສິດທິພາບ, ອົງການ ແລະ ອົງການຄຸ້ມຄອງ, ເມືອງ ກຸມພິກຍ້າຍ, ພາກສ່ວນກ່ຽວຂ້ອງ ແລະ ປະຊາຊົນທີ່ຖືກຖະໜົນ ຈົ່ງໂຕ້ຖືກຖະໜົນ, ເປັນເປັນສິດຂໍ້  
ມູນສາວສານທີ່ກ່ຽວຂ້ອງໃຫ້ສິດຖືກຖະໜົນ ແລະ ເລື່ອນໃຊ້ໃນການມີສ່ວນຮ່ວມ ໃນການຈັດຕັ້ງປະຕິບັດ  
ໂຄງການ ແລະ ການຄຸ້ມຄອງບັນດາງານທີ່ໄດ້ໄດ້ຮັບມືມາ, ສົມຄຸນກັບການໄດ້ຮັບເສີມເພີ່ມ  
ຕາມຄວາມຕ້ອງການ.

ມາດຕາ 3: ຂໍ້ຕົກລົງສອງຈຳແໜ່ງ ມີບັນທຶກສັນຍາກຸ່ມບຸກຄົນເປັນຕົ້ນໄປ ✓

ເຈົ້າເມືອງ ເມືອງປາກເຊ  
(ຮອງປະທານຄະນະຊີ້ນຳໂຄງການ) ✓



ບຸນເນົາ ສອງຄຳແດງ

### Annex 14: Grievance and Complaints Logged Tracking List (Oct 2017-July 2020)

No	Name of complainant	Date of Complaint	Project Component	Village	Nature of Complaint	Actions Taken to Address Complaint	Findings	Remarks from PMIU	Status of Complaint Resolution (i.e., resolved/ongoing)	External Mission Comments
From SMR 2017										
1	Mr. Phongssavanh	Oct 2017	Drainage	Kea	Compensation for affected 25 m <sup>2</sup> land, 4 mango trees, and 2 concrete columns	PMIS Deputy Team Leader, Mr. Kamchan, and PMIS resettlement specialist on 23 November 2017 investigated the request for compensation	If a road will be constructed other than improving existing earthen canal, properties of Mr. Phongsavanh would be affected adversely (see picture 1).	Road will not be constructed	PMIU will inform Mr. Phongsavanh accordingly	
2	Mr. Phonphet	Oct 2017	Drainage	Kea	Compensation for affected 7 m <sup>2</sup> land, 2 mango trees, and wire fence	Same as above	Canal under construction shifted to the right to avoid property of Mr. Phonphet (see pictures 3-4).	Contractor has been directed to pay Mr. Phonphet compensation if any of his assets is damaged	PMIU will notify Mr. Phonphet about the findings of PMIS and its directive to the contractor	
3	Mr. Choumaly	Oct 2017	Drainage	Kea	Compensation for affected 148.5 m <sup>2</sup> land	Same as above	Existing section of road is inside property of Mr. Choumaly (see pictures 5-6).	Improvement of section of the road in the property of Mr. Choumaly will be deleted from project scope of work	PMIU will notify Mr. Choumaly that no road works will be carried out on his property	
4	Ms. Sovay	Oct 2017	Drainage	Phonsaath	Compensation for affected 29 m <sup>2</sup> land, 29 lm wooden fence, 3 coconut trees, 2 mango trees	Same as above	Trees were cut by EDL, not by the project's contractor, after it relocated its electric posts and transmission line inside the property of Ms. Sovay. Existing road is 4 m in width (see pictures 7-8).	Works to improve the road under the project will be carried out within the existing roadway; contractor has been directed to pay compensation for damaged assets during the works	PMIU to inform Ms. Sovay about its findings and to advise her to seek compensation from EDL if she wants. AP received compensation as per claim. Completed	
5	Ms. Sing	Oct 2017	Drainage	Phonsaath	Compensation for affected 24 m <sup>2</sup> land	Same as above	Same as above (see	Same as above	Same as above	Why not get compensation of claimed land? if AP agreed with solution, provide evident of memo
6	Ms. Khin	Oct 2017	Drainage	Phonsaath	Compensation for affected 15 m <sup>2</sup> land	Same as above	Existing roadway is 3.5 m in width (see picture 11).	Works to improve the road under the project will be carried out	PMIU will inform Mr. Khin accordingly.	Why not get compensation of claimed land? if AP

No	Name of complainant	Date of Complaint	Project Component	Village	Nature of Complaint	Actions Taken to Address Complaint	Findings	Remarks from PMIU	Status of Complaint Resolution (i.e., resolved/ongoing)	External Mission Comments
								within the existing roadway.		agreed with solution, provide evident of memo
7	Mr. Keo/Ms. Nou Keo	Oct 2017	Drainage	Phonsaath	Compensation for affected land (?), and 23 lm concrete fence	Same as above	Same as above (see picture 12)	Same as above	Same as above	AP complaint during external mission July 2020. She claims for land compensation but not response from the project. Please clarify and close with memo
8	Ms. Tang	Oct 2017	Drainage	Phonsaath	Compensation for affected 30 m <sup>2</sup> land, 1 mango tree, 1 coconut tree, fence	Same as above	Same as above (see picture 13)	Same as above	Same as above	Why not get compensation of claimed land? if AP agreed with solution, provide evident of memo
9	Mr. Sengaloun	Oct 2017	Drainage	Phonsaath	Compensation for affected 15 m <sup>2</sup> land, wooden fence, 1 mango tree, 6 (other) fruit trees	Same as above	Same as above (see picture 14)	Same as above	Same as above	Why not get compensation of claimed land? if AP agreed with solution, and provide evident of memo
10	Ms. Keo (DMS tag 002-PO)	Oct 2017	Drainage	Phonsaath	Compensation for affected 54.2 m <sup>2</sup> land, 1 mango tree, and 1 (other) fruit tree	Same as above	If a road will be constructed other than improving existing earthen canal, properties of Ms. Keo would be affected adversely (see picture 2)	Road will not be constructed	PMIU will inform Ms. Keo accordingly  AP received compensation as per claim. Completed	
Jan 2018 (SMR 2018)										
11	Mr. Sivilay	Oct.2017	Drainage	Thahin Neua	Compensation for affected land 10 m <sup>2</sup>	PMIS Deputy Team Leader, Mr. Kamchan, and PMIS resettlement specialist investigated the request for compensation on 13 Dec. 2017	This effected land didn't include in the LACP, Mr. Sivilay living in Vientiane, no one contact him during the project survey and compensation, he know about PUEI affected to his land when project start construction on Oct.17;	Land owner, Mr. Sivilay will meet Land Management Authority to measure the boundary and calculate land area effected by drainage.	PMIU will join Land Management Authority to measure the boundary of the land and follow up the progress Mr. Siisay contacted with Land management	

No	Name of complainant	Date of Complaint	Project Component	Village	Nature of Complaint	Actions Taken to Address Complaint	Findings	Remarks from PMIU	Status of Complaint Resolution (i.e., resolved/ongoing)	External Mission Comments
									office, and waiting for their available	
						From 15 Dec. 17 to 15 Jan.2018 PMIS Deputy Team Leader, Mr. Kamchan, and project resettlement officer tried to contact Mr. Sililay	PMIS Deputy Team Leader, Mr. Kamchan, and project resettlement officer contacted to Mr. Sivisay by phone call so many times but he did not pick up the call phone.	PMIS Deputy Team Leader, Mr. Kamchan, and project resettlement officer and contractor measure the boundary of the land	Inform Mr. sivisay by phone call but he did not pick up	
12	Mr. Phouthone	Dec. 2017	Assess road	Kanh keung	Compensation for affected toilet 8 cubic meters and bamboo fence	Jan 2018 PMIS Deputy Team Leader, Mr. Kamchan, and Project resettlement officer; 19 meters long	Existing section of road is next to properties of Mr. Phouthone. It was affected adversely during the construction work. PMIU and engineers and contractor investigated	contractor has been directed to pay compensation for damaged assets during the works participates in measurement of the affected toilet and fencing and valued of 3,600,000 kip for toilet, 570,000 kip for bamboo fence	PMIU informed Mr. Phouthone	
<b>Mar 2018 (SMR 2018)</b>										
13	Mr. Sivisay	Oct.2017	Drainage	Thahin Neua	Compensation for affected land <b>10 m2</b>	PMIS Deputy Team Leader, Mr. Kamchan, and PMIS resettlement specialist investigated the request for compensation on 13 Dec. 2017  PMIS Deputy Team Leader, Mr. Kamchan, and PMIS resettlement specialist, Mr. Sivisay representative, and Land Management Authority measured the boundary of the Land on 22 March. 18	This effected land didn't include in the LACP, Mr. Sivisay living in Vientiane, no one contact him during the project survey and compensation, he know about PUEI affected to his land when project start construction on Oct.17 ;  Land Management Authority measured the boundary and found that land of Mr. Sivisay is not effected by drainage.	Land Management Authority to measure the boundary and calculate land area effected by drainage on March.18.  No effected by drainage construction and no compensation	PMIU will join Land Management Authority to measure the boundary of the land and follow up the progress  PMIU recorded and Informed Mr. Sivisay	

No	Name of complainant	Date of Complaint	Project Component	Village	Nature of Complaint	Actions Taken to Address Complaint	Findings	Remarks from PMIU	Status of Complaint Resolution (i.e., resolved/ongoing)	External Mission Comments
14	Mr. Phouthone	Dec. 2017	Assess road	Khanh keung	Compensation for affected toilet 8 cubic meters and bamboo fence 19 meters long	Jan 2018 PMIS Deputy Team Leader, Mr. Kamchan, and Project resettlement officer; engineers, and contractor investigated	Existing section of road is next to properties of Mr. Phouthone. It was affected adversely during the construction work. PMIU and engineers participates in measurement of the affected toilet and fencing and valued of 3,600,000 kip for toilet, 570,000 kip for bamboo fence	contractor has been directed to pay compensation for damaged assets during the works	Contractor not yet paid to Mr. Phouthone, and the construction has stopped for that area.	
<b>June 2018 (SMR 2018)</b>										
15	Mrs. Duang	21 May.18	Drainage	Sanamsay	Request for drainage hold for household connection	22 May.18 PMIS Deputy Team Leader, Mr. Kamchan, and Project resettlement officer; engineers and contractor investigated	New drainage construction blocked existing earth canal connected to her house, and storm flooding	Contractor should makes the hold and ensure existing earth canal could be connected to new constructed drainage	PMIU inform Mrs. Duang on 23 May.18 drainage connection is fixed on dated 2 Jun.18	
		23 May.18	Drainage	Sanamsay	Request for 80mlx150 high concrete wall and post	29 May.18 PMIS Deputy Team Leader, Mr. Kamchan, contractor, resettlement officer and village chief investigated	Concrete wall and post were built in ROW and after AP/AH have been registered	Mr. Toye can use that area again after completed construction. Contractor will provide cement and brick; and take care the post when moving the post will not be broken and could be reused again if he wants.	PMIU recorded; Inform Mr. Toye and Monitoring	
16	Mr Toye	3 Jun.18	Drainage	Sanamsay	Mr. Toye preferred to receive cash from contractor rather than material, because, presently is rain season, if he store cement for coming dry reason, cement will be loos quality.	3 Jun.18 PMIS Deputy Team Leader, Mr. Kamchan, contractor, resettlement officer and village chief investigated		Contractor paid 500.000 LAK to Mr. Toye	PMIU and village chief recorded	
17	Villagers	3 Jun.18	Drainage	Thahin Neua	Request for drainage cover	3 Jun.18 PMIS Deputy Team Leader, Mr. Kamchan; PMIS	Drainage designed without cover, but contractor provide a	Project will consider the cover for this area	PMIU Informed villager and	

No	Name of complainant	Date of Complaint	Project Component	Village	Nature of Complaint	Actions Taken to Address Complaint	Findings	Remarks from PMIU	Status of Complaint Resolution (i.e., resolved/ongoing)	External Mission Comments
						resettlement specialist, and PMIU engineer	crossing to every house. Whatever, it's not enough because there is quite crowded, and there is one Touck touck accident and one children fall in the canal	where is sensitive and priority	village chief monitor	
18	9 families	8 Jun18	Drainage	Phonesaath	2 area is Flooding	10 Jun.18 PMIS Deputy Team Leader, Mr. KamchanS PMIU Leader, Mr Bounnao; Contractor, resettlement officer and village chief investigated	There is two areas were flooded, first area including of 4 houses, and second area including of 5 houses; both are due to upgrade access road block up the existing earn canal.	Contractor rehabilitate the existing earn canal on 13 Jun 18	PMIU and village chief recorded	
19	8 families	9 Jun 18	Drainage	Sanamsay	2 area is Flooding	10 Jun.18 PMIS Deputy Team Leader, Mr. Kamchan; SPMIU Leader, Mr Bounnao; Contractor, resettlement officer and village chief investigated	There is two areas were flooded, first area including of 6 houses, because, neighbor upgrade his frontyard and block up existing earth canal. Whereas located upper drainage system and outside project area And second area including of 2 houses were flooded; because existing pipe converter is too small.	on 13 Jun 18 First area, Contractor restore the existing earn canal Second area, contractor remove the small pipe converter and put bigger one	PMIU and village chief recorded	
20	Mr. Khampoun	Jun 18	Drainage	Thahay	Propose to have drainage cover	15 Jun.18 PMIS Deputy Team Leader, Mr. Kamchan; PMIU engineer and resettlement officer	Drainage designed without cover, but contractor provide a crossing to every house. Mr. Khampoun worry that, it will be bad small and accident	Budget is not enough for drainage box; project will consider as properly	PMIU Informed Mr. Khampoun	
21	Villager	Jun 18	Drainage	Thahay	Propose for upgrade access road for Thahay primary school	Same above	There is a 3 separate ways, once access to Thahay primary school, village propose to upgrade this one. But it's	It's extra activity, will consider as possible	PMIU Informed Villager	

No	Name of complainant	Date of Complaint	Project Component	Village	Nature of Complaint	Actions Taken to Address Complaint	Findings	Remarks from PMIU	Status of Complaint Resolution (i.e., resolved/ongoing)	External Mission Comments
							outside construction area			
22	Mrs. Khamtsy	Jun 18	Drainage	Sanamsay	Request for drainage hold for household connection	Same above	New drainage construction blocked existing earth canal connected to her house, and storm flooding	Contractor should make the hold and ensure existing earth canal could be connected new constructed drainage	PMIU inform Mrs. Khamtsy, and village chief monitor	
23	Mrs. Sing	Jun 18	Drainage	Sanamsay	Request for drainage hold for household connection	Same above	Same above	Same above	Same above	
<b>Sep 2018 (SMR 2018)</b>										
24	Mr. Kikeo	20 Sep. 18	Drainage	Kea	A 12 m <sup>2</sup> (3mx4m) concrete terrace cracked as a result of contractor's construction activities	5 Oct.18 PMIS Deputy Team Leader, Mr. Kamchan; Project resettlement officer- Ms. Soulikone; Project Engineers- Mr. Vilayhong and contractor-Mr. Khamphouthone investigated the complaint	New drainage construction was near the terrace. Even though there was some space between the drainage and terrace, runoff water gushing between the canal being constructed and the terrace resulted in the damage to the latter (see picture 1).	Contractor should repair the 12m <sup>2</sup> (3mx4m) damaged broken terrace to at least its pre-damage condition.	PMIU requested Kikeo and village chief to monitor for compliance	Compliant raise during External mission at village office. AP requested 5,000,000 kip to fix the damage. Agreement between AP and contractor yet reach. Advise to resolve and close with evidence memo
25	Mr. Khamhsay	20 Sep. 18	Drainage	Kea	A 60 m long brick fence collapsed as a result of the contractor's construction activities	As above	New drainage construction was near to brick fence. Even though there is some space between the drainage and terrace, run-off water gushing between the canal being constructed and the terrace resulted in the damage to the latter (see picture 2)	Contractor should rebuild the 60 m brick fence to at least its pre-damage condition.	PMIU requested Mr. Khamhsay and village chief to monitor for compliance.	Compliant raise during External mission at village office. Agreement between AP and contractor yet reach. Advise to resolve and close with evidence memo
26	Mr. Paysavath, and three other households	1 Dec. 18	Drainage	Sanamsay	Driveway Restoration and cleaning of the front yard	2 Dec.18 PMIS Deputy Team Leader, Mr. Kamchan; Project resettlement officer Ms. Soulikone; and contractor- investigated the complaint	Construction of new drainage was already complete. The driveway has been rebuilt and just waiting for 28-days treating period for concrete cement (see picture 1)	Constructor is directly responsible and should restore the driveway and clean the front yard	Completed as of 3 December 2018	

No	Name of complainant	Date of Complaint	Project Component	Village	Nature of Complaint	Actions Taken to Address Complaint	Findings	Remarks from PMIU	Status of Complaint Resolution (i.e., resolved/ongoing)	External Mission Comments
27	Mr. Khamthaly	1 Dec. 18	Drainage	Sanamsay	Driveway Restoration and cleaning of the front yard	As above	As above (see picture 2)	As above	As above	
<b>Jun 2019 (SMR 2019)</b>										
28	Mr. Khamtanh	3 Dec 2018	Drainage	Sanamxay	Household refused to allow work machine and tractor into their front yard for fear that it might adversely impact his land and tree	PMIS Deputy Team Leader, Mr. Kamchan; Project social and Community development officer Mr. Boualivanh; Project Engineers- Mr. Vilayhong and contractor-Mr. Khamphouthone investigated on 14 Dec.2018	At the beginning, the contractor asks Mr. Khamtanh for his permission to allow the contractor bring into the latter's front yard machineries for working on a drainage canal located adjacent to the household's property. However, Mr. Khamtanh was later overwhelmed to see that the machineries were huge and feared that they might damage his driveway and tree	Contractor needs to assure the household that measures will be adopted to avoid damaging Mr. Khamtanh's properties.	Contractor on 7 January 2019 convinced Mr. Khamtanh that measures to avoid impacting the latter's assets have been adopted. Additionally, Mr. Boualivanh would monitor closely the contractor's activities. Mr, Khamanh consented.  Construction of pipe culvert drainage completed on 30 Jan 2019; road to be paved. Resolved	
29	Mr. Bounterm	2 Feb 19	Drainage	Sanamxay (HouyBang Yo)	Complaint for compensation of two coconut trees	PMIS Deputy Team Leader, Mr. Kamchan; Project Engineers- Mr. Vilayhong and contractor-Mr. Khamphouthone investigated on 4 February 2019.	Two coconut trees are outside of the drainage alignment, but they were impacted during construction	Contractor should compensate Mr. Bounterm for the 2 trees at LAK 300,000 per tree	PMIU on 28 February 2019 informed Mr. Bounterm about its findings.  Contractor has yet to pay AH, 28 July 2020.	Compliant raise during External mission at village office. Contractor paid one tree, remaining one to monitor with contractor. To close with memo
30	Ms. Khamthaly	29 May 19	Drainage	Swansavanh	Complaint to fill-up the space between her concrete fence and the line drainage canal built by the project.	PMIS Deputy Team Leader, Mr. Kamchan; Project Engineers- Mr. Vilayhong; and Project resettlement officer-Ms. Soulikone investigated on 3 Jun	New drainage was constructed next adjacent to her fence and there is some space and hole between the fence and drainage canal PUEIP built. The	Contractor must do corrective measure before moving to other construction area	PMIU on 6 June 2019 informed Ms. Khamthaly about its findings.	

No	Name of complainant	Date of Complaint	Project Component	Village	Nature of Complaint	Actions Taken to Address Complaint	Findings	Remarks from PMIU	Status of Complaint Resolution (i.e., resolved/ongoing)	External Mission Comments
						2019	fence might collapse unless space and hole between the fence and drainage canal have been filled.		Contractor has not yet filled up the gap between the fence and the canal. 2 times filled.	
31	Community	3 June 2019	Access road	Sanamxay	Complaint to remove runoff water from the road because people have difficulty using the road	Same as above	Contractor let runoff water on the road center rather than letting it flow on the roadside. This makes it difficult for people to travel	Contractor should urgently redirect runoff water to roadside canals		
32	Community	10 June 2019	CEI Access road	Dongkalong	Complaint regarding flooding of road resulting to potholes on the road and making access difficult.	Project Engineers- Mr. Vilayhong; and Project resettlement officer - Mr. Boualivanh investigated on 11 Jun 2019	Access road is under construction, and the contractor has not constructed roadside drainage yet; it is rainy season, therefore, the road is very dirty, runoff water accumulates on the road	Contractor should urgently carry out corrective measures by building canals as needed	PMIU informed village on 14 Jun 2019. Corrective measures are being implemented. Resolved back to normal.	
<b>Aug 2019 Project consultant in 29 Jul 2020, not yet in SMR</b>										
33	Ms. Gnor	8/5/2019	Drainage	Houaypoun	She doesn't allow the contractor bring the heavy machinering for conducting the construction due to effecting to the land and her asset	The deputy team leader Mr. Khamchanh, team engineering Mr. Vilayhong and resettlement team Mr. Boualivanh had investigated and invited her and contractor join understanding meeting in village office by participation of village head and committee on 14 Aug 2019	She agreed moving her asset and the alignment adjusted little bit from the original point	Suggested consultant teams engineer and resettlement look at the situation and actually fix it	PMIU informed Ms. Gnor for acknowledgment and cooperate as agreed on 17 Aug 2019.  Resolved-Closed	
34	Ms. Khamthaly	8/12/2019	Drainage	Swansavanh	Request to fill the soil beside drainage canal just complete construction to be the same level of the land	The deputy team leader Mr. Khamchanh, team engineering Mr. Vilayhong, resettlement team Ms.	Wait the contractor collecting detail of the work prior hand over, then solve together	Suggested consultant teams engineer and resettlement inspect the site for certify handing over before closing the project	date of informing 19 Aug 2019. Pending	PMIU to follow up with contractor and resolve the compliant with evidence of memo

No	Name of complainant	Date of Complaint	Project Component	Village	Nature of Complaint	Actions Taken to Address Complaint	Findings	Remarks from PMIU	Status of Complaint Resolution (i.e., resolved/ongoing)	External Mission Comments
						Soulikone and social-community Mr. Boualivanh had investigated on 15 Aug 2019				
35	Ms. Khamthaly	29/5/ 2019		Swansavanh	Complaint to fillup the space between her concrete fence and the line drainage canal built by the project.	PMIS Deputy Team Leader, Mr.Kamchan; Project Engineers- Mr. Vilayhong; and Project resettlement officer-Ms. Soulikone investigated on 3 Jun2019	New drainage was constructed next adjacent to her fence andthere is some space and holebetween the fence and drainage canal PUEIP built. The fence might collapse unless space and hole between the fence and drainage canal have been filled.	Contractor must do corrective measure before moving to other construction area	PMIU on 6 June 2019 informed Ms. Khamthaly about its findings. Contractor has filled up the gap between the fence and the canal. Case closed.	
36	Mr. Thongsavanh Keohavong	9/5/2019	Drainage	Khuaxea, Bachieng District	He doesn't agree contractor conducting construction due to he is going to construct by installing some columns the concrete fence in the center of drainage canal with referring that his land covering the drainage canal	The deputy team leader Mr. Khamchanh, team engineering Mr. Vilayhong, resettlement team Ms. Soulikone and social community Mr. Boualivanh had investigated on 11 Sep 2019	Grievance meeting organized in the village office by inviting him, consultant team, head of Public Work Office Bachieng district and project team participate the meeting for understanding grievance solution	Suggested consultant teams engineer and resettlement inspect the site and instruct him remove the installed columns to his area along the canal	PMIU informed Mr. Thongsavanh for acknowledgment cooperating as agreed in the minutes of meeting, date of informed 18 Sep 2019.  Resolved-Closed	
37	Ms. Khamthaly	8/15/2019	Drainage	Suansavanh	Re-request to fill the soil beside drainage canal just complete construction to be the same level of the land					
2020 Update by Project in 29 Jul 2020, not yet in SMR										
38	Mr. Khamfong	28/3/2020	Construction of	Thaluang village, Pakse	Request the embankment protection	DTL Khamchan The project engineer, resettlement,	Due to the use of heavy truck caused the collapse, it is	Request the team of project consultants, engineers and	The PMIU has informed Mr. Khamfong that the	

No	Name of complainant	Date of Complaint	Project Component	Village	Nature of Complaint	Actions Taken to Address Complaint	Findings	Remarks from PMIU	Status of Complaint Resolution (i.e., resolved/ongoing)	External Mission Comments
			embankment protection		construction company who often travels passing their land to the construction site making damaging the road, request contractor to repair the road.	technician instructed the village head to make a memo between the landowner and the contractor to fill up the soil repairing the road to complete by April 2020.	recommended that the company take care of repairs according to the condition of the land that actually collapsed.	resettlement staff look at the condition and advise the company to repair it as soon as possible.	repair collapsed road from the truck to the construction site is being carried out layer by layer until meet level of the surface and embankment. Date of notification 28/04/2020	
39	Mr. Vilath Homsombath	4/5/2020	Construction of embankment protection	Thaluang village, Pakse	During the construction period, the land of the house collapsed. Request to contractor conduct fill up soil, compact it and repair the land to be the same as before.	DTL Khamchan The project engineer, resettlement, technician staff recommended to the village head created a memo between the contractor and Mr. Vilath Homsombath on 10/04/2020	It is believed that the incident was caused by embankment construction and during construction. The contractor must be responsible for repairing the land.	The responsibility of the repairing the damage was handed over to the contractor to response to Mr. Vilath Homsombath.	PMIU has informed Mr. Vilath Homsombath that the contractor will be responsible for the compensation of 5 million kip. Date of notification 28/4/2020	
40	Villagers	7/17/2020	CEI Access road	Houayphet village, Phonthong district	Ask the contractor making the drainage on the side of the road and adjust the way down to the end of the concrete road to prevent the road from collapsing due to the car going up and down.	DTL Khamchan The project engineer, resettlement, technician staff investigated the complaints on 20/7/2020	Concrete line within the village road which is under construction is planned to build a drainage on the side of the road and advise the village chief to make the villagers understand that the construction is not yet completed.	Road improvement work is being carried out in accordance with existing projects. It is recommended that the construction contractor inform the villagers of the construction action plan.	PMIU has informed the village chief about the construction plan Notification date 24/7/2020	
41	Villagers	7/17/2020	CEI Access road	Thaluang village, Phonthong district	It is said that the contractor is not connecting the road, the work is not done yet and the machinery is being relocated. Want the contractor to make drainage on the side of the road and improve the laying of pips that do not reach the new level.	DTL Khamchan The project engineer, resettlement, technician staff investigated the complaints on 20/7/2020	The construction of the road in Tha Luang village is not yet completed. The first pave is being poured and ran out, so the road is not met each other and continue to construct the drainage. The culvert was lowered below the level of the trench due to a truck passing through	Road improvement work is being carried out in accordance with existing projects. It is recommended that the construction contractor inform the villagers of the construction plan and the reasons for the collapse of the culvert.	PMIU has informed the village chief about the construction plan Notification date 24/7/2020	

No .	Name of complainant	Date of Complaint	Project Component	Village	Nature of Complaint	Actions Taken to Address Complaint	Findings	Remarks from PMIU	Status of Complaint Resolution (i.e., resolved/ongoing)	External Mission Comments
42	Villagers	7/17/2020	CEI Access road	Thaluang village, Phonthong district	It is alleged that the contractor was constructing a culvert under the drainage, which prevented the water from flowing and do not fill the soil on the side of the hole, which is a place for mosquitoes, when it rains the rain overflows into the house.	DTL Khamchan The project engineer, resettlement, technician staff investigated the complaints on 21/7/2020	This point is due to the fact that there is a dump truck causing the pipeline to collapse below the original level and the land on the side has not been filled yet. Advise the company to take care of the problem immediately because it is raining and the water may be more than usual.			
43	Villagers	7/17/2020	CEI Access road	Houayphet village, Phonthong district	Ask the contractor making the drainage on the side of the road and adjust the way down to the end of the concrete road to prevent the road from collapsing due to the car going up and down.	DTL Khamchan The project engineer, resettlement, technician staff investigated the complaints on 20/7/2020	Concrete line within the village road which is under construction is planned to build a drainage on the side of the road and advise the village chief to make the villagers understand that the construction is not yet completed.	Road improvement work is being carried out in accordance with existing projects. It is recommended that the construction contractor inform the villagers of the construction action plan.	PMIU has informed the village chief about the construction plan Notification date 24/7/2020	