

Resettlement Monitoring Report

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November 2020

Viet Nam: Greater Mekong Sub-Region Corridor Towns Development Project

Quang Tri Subproject

Prepared by Consultancy and Human Resources Development Co. Ltd. for the Provincial People's Committee of Quang Tri Province and the Asian Development Bank.

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**QUANG TRI PROVINCIAL PEOPLE'S COMMITTEE
GREATER MEKONG SUBREGION CORRIDOR TOWN DEVELOPMENT PROJECT
MANAGEMENT UNIT**

**INDEPENDENT MONITORING
REPORT ON
RESETTLEMENT PLAN IMPLEMENTATION
GREATER MEKONG SUBREGION CORRIDOR
TOWN DEVELOPMENT PROJECT – QUANG TRI
SUBPROJECT**

Quang Tri, 2020

Loan: 2969-VIE

Final 06 months of 2019

INDEPENDENT MONITORING REPORT ON RESETTLEMENT PLAN IMPLEMENTATION

Prepared by: Consulting and Human Resource Development Company

ABBREVIATIONS

ADB	-	Asian Development Bank
AH	-	Affected household
AP	-	Affected person
CARB	-	Compensation, Assistance and Resettlement Board
CPC	-	Commune People's Committee
DMS	-	Detailed Measurement Survey
DONRE	-	Department of Natural Resources and Environment
GOV	-	Vietnamese Government
HH	-	Household
IOL	-	Inventory of loss
LURC	-	Land use right certificate
MOLISA	-	Ministry of Labor, War Invalids and Social Affairs
NGO	-	Non-governmental organization
DOT	-	Department of Transport
PIB	-	Project Information Booklet
PPC	-	Provincial People's Committee
PMU		Project Management Unit
RCS	-	Replacement cost survey
ROW	-	Right of Way
RP	-	Resettlement Plan
SCDP		Secondary Cities Development Projects
uRP	-	Updated Resettlement Plan
SWM	-	Solid waste management
PSC	-	Project Steering Committee
SES	-	Socio-economic Survey

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I. Background

1. The Greater Mekong Subregion Corridor Town Development Project (Loan 2969-VIE) was implemented in the provinces of Quang Tri and Tay Ninh. The objective of the project is to promote the transformation of the transportation corridors in the Greater Mekong Subregion into a comprehensive economic corridor by improving urban infrastructure and institutional capacity building within the selected corridors. The project is implemented in three urban corridors: Dong Ha city, Lao Bao town, Khe Sanh town (in Huong Hoa district) Quang Tri province and Moc Bai city in Tay Ninh province.

2. In Quang Tri province, the project is implemented in Dong Ha city and Huong Hoa district (Lao Bao and Khe Sanh towns), which are on East-West Economic Corridor (EWEC). The project components by Quang Tri Subproject are as follows:

- (i). Subproject: Dong Ha urban roads.
 - Location: Dong Ha city
 - Construction of 6 roads, 18.9 km in length.
- (ii). Subproject: Hieu River Embankment in Dong Ha city
 - Location: Dong Ha city
 - Construction of 3 sections, 6.01 km in length
- (iii). Subproject: Lao Bao urban roads
 - Location: Khe Sanh town and Lao Bao town.
 - Construction of 5 roads, 13,942.87 m in length
- (iv). Dong Ha Material Recycle Facility
 - Location: Dong Ha city.
 - Technical infrastructure, grade IV, construction area 0.24 ha.
- (v). The subproject: Solid Waste Collection and Treatment System in Huong Hoa district (Lao Bao Landfill - uREMDP#3 – Huong Hoa)
 - Location: Tan Thanh commune, Huong Hoa district.
 - Summary scale: Technical infrastructure, grade III, including 3 items:
 - ÷ Access road to the landfill: 4.8 km in length
 - ÷ 22kV Line - 4.8km long and a substation.
 - ÷ Landfill: 4.86 ha.
- (vi) Lighting system:
 - Type and level of works: Technical infrastructure lighting works:
 - ÷ Construction and installation of urban lighting systems for the roads Dong Ha, Lao Bao and Hieu River Embankment of Dong Ha city with a total length of 42,144.0m.

3. In the process of implementation, the GMS Quang Tri Subproject has saved about USD 23.05 million. According to the proposal of Quang Tri Province, the ADB and GoV have allowed to continue using this funding for the implementation of Hieu River Bridge.

II. Objectives, tasks and methods of monitoring

2.1. Objectives and tasks

4. The objective of the independent monitoring of the social safeguard policy implementation is to monitor the compliance with the Project's Social Safeguard Policy and the Government's regulations during the RP implementation. At the same time, there will be necessary corrective or mitigation measures to achieve the objectives of the Project's Resettlement Plan.

5. The independent monitoring objectives focus on the following:

- Monitoring the compliance with the Project's Resettlement Policy and the Resettlement Plan (RP) in the compensation, assistance and resettlement implementation;
- Monitoring changes in living standards and employment of people whose land is acquired;
- Monitoring the restoration of income sources and livelihoods of affected persons;
- The effectiveness, impact and sustainability of the rights and interests of affected persons;
- The need for additional mitigation measures (if any) or additional support (if necessary);
- Draw out strategic lessons for later policy making.

6. In addition, during the monitoring, all findings or arising problems will be reviewed and necessary mitigation measures and solutions are proposed.

7. Specific objectives and tasks include:

Monitoring office records and documents:

8. During the monitoring in office, the Consultant will check profiles and discuss with relevant staff to identify key issues that need to be clarified during the monitoring. The documentation issues include:

- Review and evaluate project implementation progress, construction progress of project works as well as implemented social impact mitigation measures.
- Check and monitor the accuracy and completeness of project legal documents: land acquisition decisions, decisions approving compensation plans, decisions on compensation, support prices ...;
- Check the progress and results of compensation, assistance and resettlement;
- Check the accuracy of DMS records and compensation and assistance plans.
- Check project information documents such as information booklets, community consultation minutes;
- Review livelihood restoration activities, job training programs...;
- Review grievance redress mechanism and grievance redress results.

Field monitoring

9. The objective of the field monitoring is to verify, clarify and consolidate the results and comments in the office monitoring process, at the same time, to consult thoughts and

aspirations to find out solutions to overcome problems. The field monitoring focuses on the following:

- Consultation, participation and information dissemination: (i) Disclosure of project information; (ii) Types of information; and (ii) Participation and absorption of people.
- Monitoring the compliance in the implementation of compensation, assistance and resettlement for the affected households/organizations with the updated Project's Resettlement Policy Framework and the Resettlement Plan as well as the Donor's Policy, including: (i) people's participation in the DMS process; (ii) the application of benefits in the development of compensation and assistance plans; (iii) unit prices of compensation and assistance; (iv) compensation payment; (v) relocation and site clearance; (vi) income restoration program; and (vii) questions, complaints and grievance redress mechanism and status.
- Review and propose measures to solve problems arising in the site clearance of affected organizations/households.
- Assess the participation of affected people in the resettlement as well as their satisfaction with the resettlement in particular and the project in general;
- Find out shortcomings and causes of the resettlement implementation and recommend remedial actions;
- Suggest necessary solutions to improve implementation efficiency.

2.2. Methods

10. The qualitative, quantitative and field observation methods were selected for monitoring and evaluation. Specifically, the monitoring team carried out the following tasks:

❖ **Working at the PMU and the LFDC offices:**

- Review documents at the offices such as the DMS records by the LFDC of Dong Ha city and the LFDC of Quang Tri province and the LFDC of Huong Hoa district; Compare benefits of APs with the benefits proposed in the approved uRPs; Review the pricing and the calculation of compensation and support values of each type of affected asset which form the total values of compensation and support for the affected people to determine the accuracy of the compensation plans.
- Review if the compensation and support pricing was based on the replacement costs of the subproject.
- Interview and discuss with key staff of the PPMU and the LFDCs, including: Leaders and specialists of GMS Quang Tri PPMU's site clearance team; Site clearance officers of Quang Tri LFDC and Dong Ha LFDC. In these discussions, the Consultant monitored the following issues: (i) the general progress of the project, including the compensation implementation; (ii) advantages and disadvantages in the implementation process; (iii) shortcomings in the uRP implementation; (iv) Complaints, inquiries and settlement status etc.

❖ **Field monitoring:**

- Interview and discuss with local authorities, communal cadastral officials and village/hamlet/village officials to discuss (i) the project implementation process (information disclosure, DMS results, compensation payment, site clearance status); (ii) community's consensus with the project; (iii) shortcomings
- During this monitoring stage, in addition to in-depth interviews with PMU staff and LFDC staff (Quang Tri LFDC, Dong Ha LFDC, Huong Hoa LFDC), the monitoring

team visited the site and interviewed by questionnaires with affected households at all routes.

- The survey was carried out at most routes, including: Ba Trieu road, Hoang Dieu road, Song Hieu embankment, Ward 2 road to Dong Luong - Dong Le, Truong Chinh road, Song Hieu bridge (in Dong Ha city), Hung Vuong road (including 2 road sections), Cluster 4 road, Lao Bao landfill (Huong Hoa district), Thanh Nien road (Dong Ha city), To Huu road, and the urban road along Se Pon River. For the inundated roads, the resettlement has been completed, the monitoring was not implemented, which will be officially monitored and evaluated for the final stage after the completion of the project.
- The surveyed sample at each route includes 15-20 households. Accordingly, in this monitoring stage, the number of households that were met and interviewed by the consultation team includes 155 households.

11. The monitoring team includes 02 people: 01 resettlement expert and 01 support officer.

12. The monitoring in Quang Tri province extended 12 days, starting from June 26, 2020 and ending on July 6, 2020. The reason for the slow monitoring and reporting for the final 6 months of 2019 is due to the delay in the contract extension procedure (the contract addendum was signed till March 23, 2020), then it was unable to step immediately because of the Vietnamese government's regulation on social distancing due to the influence of Covid-19.

2.3. The resettlement progress

2.3.1. Progress of updating resettlement plans

13. Up to December 2019, all uRP/uREMDP (9 uRPs/uREMDPs) were by Quang Tri Provincial People's Committee and ADB. The schedule for approving the updated RP is shown in Table 1.

Table 1: Progress of updating and approving RPs

No.	RPs/REMDPs	ADB approval
1	uRP1 (Thanh Nien road, and road from Ward 2 to Dong Luong and Dong Le Wards) - Dong Ha city	08/2016
2	uREMDP1 (Along Sepon River road, Doan Khue-Truong Cong Kinh road, Group 4 road) - Huong Hoa district	03/2017
3	uRP2 (Ba Trieu road, and Hoang Dieu road) - Dong Ha city	02/2017
4	uREMDP2 (Hung Vuong road, Flooding road) - Huong Hoa district	02/2017
5	uRP3 (Truong Chinh) - Dong Ha city	07/2017
6	uRP4 (Song Hieu Embankment) - Dong Ha city	11/2017
7	uRP5 – Dong Ha City (Le Thanh Tong Road)	23/2/2018
8	uRP3 – Huong Hoa solid waste collection and treatment	7/12/2017
9	Hung Vuong road (Km2+000 - Km5+179)	16/5/2019

2.3.2. Progress of compensation and support

14. uRPs/uREMDPs has been implemented at all levels. Currently, no uRP/uREMDP has been completed. The resettlement is only completed in separate routes, including: the road

along Se Pon river, To Huu road and flooded road and Thanh Nien road. Besides, there are 03 routes that the compensation payment has not been implemented: Hung Vuong road (section Km2 + 000-Km5 + 179), Song Hieu bridge and Le Thanh Tong road.

15. In general, the implementation progress of resettlement activities in this reporting phase is slow due to lack of funding source for compensation payment. In this period, the main resettlement activities are to solve problems/obstacles at all sections, except for the 4 routes completed resettlement activities and presented in paragraph 14. The details of the outstanding problems of the routes are shown in Table 2.

16. Although the DMSs have been completed and the compensation plans have been prepared, the approval has not been conducted due to fund shortage, specifically as at Song Hieu embankment and Hung Vuong road (Km2 + 000 - Km5 + 179).

17. The settlement of problems in the site clearance remains slow due to difficulty and complication of the determination of land origin, land prices or disputes within a population group. Specifically, at the routes of Ward 2 road to Dong Luong - Dong Le (residential group), Hung Vuong road, Cluster 4 road (land prices at intersections), or land origin (Ba Trieu road, Hoang Dieu road, Hieu river embankment, Ward 2 road to Dong Luong - Dong Le)....

18. The remaining issues at the project roads such as Hung Vuong road, Hamlet 4, road from Ward 2 to Dong Luong-Dong Le, Ba Trieu, Hoang Dieu, Truong Chinh and Hieu river embankment have not been resolved completely despite the GMS PMU, LFDCs and stakeholders are still active in propaganda and explaining but the local people's consent has not been obtained. The current major problems are relating to land compensation prices (especially at the intersections with NH-9) and relating to types of land to be compensated and requirement for buying resettlement land.

19. The progress of compensation, support, site clearance and land allocation is described in the following table:

Table 2. Resettlement progress

No.	RPs/REMDPs	Implementation status	Estimated completion date
1	uRP#1 – Dong Ha (Road from Thanh Nien, Ward 2 to Dong Luong and Dong Le Wards)	<p>- Thanh Nien road: There are total 190 AHs on the whole route. 100% of AHs received compensation money.</p> <p>- Ward 2 road to Dong Luong, Dong Le: There are 198 households affected by the road. At present, site clearance in relation to 194 households has been completed, except 04 households, including: Lap Thach communal house, shrimp ponds of Lap Thach cooperative, HH Le Thi Loan and HH Nguyen Van Trieu. These cases have claims about origin and type of land to be compensated.</p>	<p>- Thanh Nien road: Completed 30/5/2019.</p> <p>- Road from Ward 2 to Dong Luong, Dong Le wards: 30/9/2020</p>
2	uREMDP#1 – Huong Hoa (Road along Sepon River, Duy Tan - Cao Viet - Tan Kim, Group 4 roads)	<p>- The road along Se Pon River: 220/220 affected households received compensation and support; LIRP implemented. uREMDP have been implemented;</p> <p>- To Huu road: 120/120 affected households received compensation;</p>	<p>- Road along Sepon River: Completed</p> <p>- To Huu road: Completed 18/9/2018</p>

		<p>- Road No.4 (Doan Khue-Truong Cong Kinh):</p> <ul style="list-style-type: none"> - Currently 117/122 households have received compensation and handed over the construction site; except 05 households that disagree with the compensation plans which are publicized, so the compensation plans have not been approved. Of these 5 households, 03 households are living along Doan Khue road and 02 households are living along Truong Cong Kinh road. - The main reason that these households have not received compensation is their complaints about low compensation prices, especially at the locations of land connecting to roads. Households who claim on land prices at the intersections and the connections with National Highway 9 have existed for a long time but cannot resolve them completely. These problems have been resolved many times but households still disagree. - To continue solving this problem, on September 12, 2019, the Provincial People's Committee issued Decision No.2428/QD-UBND on specific land prices (replacement prices) to calculate compensation and support when the State acquires land for the GMS project in Khe Sanh town, Huong Hoa district (for connected households). However, the households still do not agree to receiving compensation. 	<p>- Road in Quarter 4: 30/9/2020</p>
3	uRP#2 – Dong Ha (Ba Trieu and Hoang Dieu roads)	<p>- Ba Trieu road: At present, the compensation, support and resettlement have been completed for 162/174 households, except 12 households that still have not been resolved completely.</p> <ul style="list-style-type: none"> - The main reasons are: (i) the households do not agree with the compensation plans; (ii) Request for allocation of resettlement land or allocated resettlement land but waiting for procedures for land allocation. <p>- Hoang Dieu road: The compensation and support and site clearance for 246/251 households have been completed, except 05 households that still have not been resolved completely.</p> <p>The main reason for these shortcomings is that people disagree with the compensation unit prices which have been made public.</p>	<p>-Ba Trieu road: 30/9/2020</p> <p>-Hoang Dieu road: 30/9/2020</p>
4	uREMDP#2 – Huong Hoa: Hung Vuong road - Km0+000 - Km2+000 and Flooded roads	<p>- Hung Vuong road (Km0+000 – Km2+000): Approved 99/99 affected households, of which 94 households received compensation but 05 households have not. The households have not received money for the following reasons: the compensation unit prices for houses and land are claimed to be low;</p> <ul style="list-style-type: none"> - The reason for these cases is like the cases affected by Doan Khue-Truong Cong Kinh road (Group 4), except that these households claimed for low prices because they are living in front of Hung Vuong and Le Loi roads. 	<p>- Hung Vuong Road: Section: Km0+000 – Km2+000; expected completion date: 30/9/2020;</p>

		<p>On September 12, 2019, the Provincial People's Committee issued Decision No.2428/QD-UBND on specific land prices (replacement prices) to calculate compensation and support when the State acquires land for the GMS project in Khe Sanh town, Huong Hoa district (for connected households). However, the households still do not agree to receiving compensation.</p> <p>- Flooded routes (11 roads): The compensation, support and site clearance has been completed: 384/384 households have received compensation.</p>	- Flooding roads: Completed.
5	uRP#3 – Dong Ha (Truong Chinh road)	<p>There are 77 affected cases, of which 71 cases have been approved with compensation and support plans and 68/71 cases have received compensation, support and handover. Currently, there are still 09 cases, including 03 cases that have been approved for compensation and support plans and 06 cases that have not been approved yet.</p> <p>Reasons: the households do not agree to receive compensation money: Low land prices.</p>	- 30/9/2020
6	uRP#4 – Dong Ha (Hieu River Embankment)	<p>The whole route has 175 affected households. The compensation plans for 113/175 households were approved. All 113 households received money and handed over the site.</p> <p>Currently, 62 households have not approved with compensation plans. For these households, the PMU is considering the design adjustment to minimize impact of site clearance in order to minimize the arising of site clearance funding. At the same time, the PMU continues to identify the source of land of affected households to complete compensation plans.</p>	30/9/2020
7	uRP#5 – Dong Ha (Le Thanh Tong road)	<p>The Provincial Center for Land Fund Development is planning to publicize the compensation and support plans for 60 affected households. There are many difficulties in land acquisition, many households have complaints about the origin of land use (residential land - garden land) and compensation unit price. In addition, the estimated compensation value of this road is very large (about 35 billion for 660m of road). Stemming from difficulties in land acquisition as well as funding for land clearance, Quang Tri Provincial People's Committee is considering adjusting the scale and restructuring of this road. Even the possibility of removing this route from the Project is being considered.</p>	30/09/2020
8	uREMDP#3 – Huong Hoa (Lao Bao Landfill)	<p>The compensation and support plans have been approved for 46/47 AHs with a total value of VND 5,614,759,000.</p> <p>Currently, 100% of the households have received money</p> <p>HH Le Thu (km0 + 00- on the left of the route): Not yet agreed with the compensation and support plan</p>	30/9/2020

		as he complains that the land compensation unit price is low.	
9	Hung Vuong road (Km 2+000-Km5+179)	According to the DMS result, there are 88 households affected by the project. At present, compensation plans are being prepared for these AHs by LFDC of Huong Hoa district.	30/9/2020
10	Hieu River Bridge	The DMS results show that there are 12 affected households. Currently the implementing unit is waiting for budget allocation to continue the compensation and support.	30/9/2020

III. Monitoring results

3.1. Desk study

20. The monitoring team worked with the PPMU and the LFDCs of Quang Tri and Dong Ha and the LFDC of Huong Hoa district. There, the team accessed to compensation documents and legal documents relating to compensation and site clearance for Quang Tri subproject. The monitoring results show that the offices have kept full project documents like decisions on promulgation of compensation unit prices and approval of compensation plans, minutes of DMS, resettlement, compensation and support plans, minutes of compensation payment signed by the affected individuals/organizations.

21. The documents relating to the information disclosure and community consultation during the resettlement plan implementation contain full details the consultation process and content. According to the monitoring team, the PMU and the stakeholders such as the LFDCs, local authorities of communes/wards/towns as well as local mass organizations were involved in the Project's information disclosure.

22. The clear and scientific compensation plans were set up. The compensation value was built based on the replacement cost of the project.

23. Outstanding issues as well as complaints and recommendations have been recorded and handled. The complaint process has been complied with the project grievance redress mechanism. However, a number of protracted complaints have not been completely resolved.

24. The compensation dossiers are archived scientifically and convenient for reference.

3.2. Community consultation, Information disclosure and capacity building

25. The dissemination of information and community consultation are carried out by GMS Quang Tri PPMU in collaboration with the officers of the communes/wards and maintained throughout the project implementation.

26. At the starting of the task, a socio-economic survey was conducted by the Independent Monitoring Consultant for all Quang Tri subproject components. This survey was conducted with 100% of severely affected households and vulnerable households according to the definition by the Donor. The dissemination of information and public consultation in the implementation phase was paid with special attention, especially the consultations before the DMS and the public listing of DMS results as well as compensation plans. During this phase, at least 2 consultations were conducted for each subproject component. In addition, after the publicly listing of DMS results and compensation plans, the PPMU and the LFDCs regularly hold meetings, dissemination and explanation of the DMS results or resettlement, compensation and support plans.

27. The contents of information to be transmitted include: General information about the project such as Project Owner, Donor, total investment, project components, compensation prices, data on damages of affected households, benefits of compensation and support, implementation plan like DMS time, compensation payment time, construction time. The

differences between the ADB Policy and the Vietnamese Law as well as the policies applied to Quang Tri subproject were mentioned in the consultations.

28. The forms of information include: information through the media, information through loudspeaker systems, community consultations by the PPMU and the consultancy units, participating in the IOL/DMS and SES surveys and public listing etc.

29. Up to now, 37 communication and training activities have been carried out, including 06 training courses on gender equality, health care, forest protection and production diversity, 31 training courses on technical supports to raise chicken and goats, setting up small business plans and effective use of compensation. The number of participants to the communication and training activities has been 2,030, of which 951 (46.8%) are women. Local people are enthusiastic to the training contents, which brought about certain effects in improving technical skills for animal husbandry, raising awareness on social issues and protecting forests as well as using compensation money and initially improving people's lives.

30. During the reporting period (from 07/2019 to 12/2019), no training, capacity building is implemented. Public consultation activities in this period mainly are to communicate, and explain with households with grievance, claims about compensation work.

31. The assessment of affected people about the Project's consultation and information disclosure process and content seems very positive. Accordingly, approximately 70% of the surveyed households are very pleased and pleased with the information dissemination of the project, nearly 30% of the households consider it acceptable it, and the very displeased rate is very small (only 1.3%).

Table 3: Evaluation of public consultation and disclosure

	Number of households	Rating (%)
Very pleased	27	17.42
Pleased	81	52.26
Acceptable	45	29.03
Unpleased	2	1.29
Very unpleased	-	-
Total	155	100.00

3.3. Detailed measurement survey, preparing and approving compensation and support plan

3.3.1. Detailed measurement survey

32. The detailed measurement survey (DMS) and the compensation planning for GMS Project of Quang Tri province were conducted by Quang Tri LFDC, Dong Ha LFDC and Huong Hoa LFDC.

33. In order to carry out the DMS, DMS team of the LFDCs was established, including: PPMU representatives, LFDC members, representatives of affected villages/hamlets and representatives of the People's Inspectors. The DMS was implemented publicly and transparently. Before carrying out the DMS, through the local authorities, the PPMU and the LFDCs informed the DMS plan to the affected households in order that they could take time to join the DMS team, thus limiting confusion, errors or questions about DMS results.

34. As mentioned above, the DMS for all works has been basically completed. Accordingly, there are 2,319 households/organizations (hereinafter referred to as households) affected by the subproject, in which the construction works in Dong Ha city affect

1,228 households and the construction works in Huong Hoa district affect 1,079 households. The details of affected households are presented in Table 4 below.

Table 4: Number of households affected by works

No.	Components	Number of households affected	
		uRPs/uREMDPs	Practical implementation
I	Dong Ha city	1,143	1,228
1	Thanh Nien road and Ward 2 road to Dong Luong - Dong Le	368	388
2	Ba Trieu and Hoang Dieu road	467	525
3	Truong Chinh road	84	80
4	Le Thanh Tong road	59	60
5	Hieu River Embankment	165	175
II	Huong Hoa district	1,090	1,079
1	Sepon River road, Cluster-4 (Doan Khue and Truong Cong Kinh) and To Huu road	455	461
2	Hung Vuong road (Km0+00 - Km2+00) and Flooding roads	504	483
3	Hung Vuong road (Km2+00 - Km5+179)	88	88
4	Solid waste collection and treatment system in Huong Hoa district	43	47
III	Construction of Bridge connecting the northern urban area of Hieu river with Dong Ha city center	12	12
Total		2,245	2,319

35. The actual number of affected households compared to the RP increased 74 households. There are two main reasons for the increase: (i) Being overlooked during the implementation of the DMS and (ii) The long project implementation leads to some land changes (selling, giving, inheriting...).

36. The concerned stakeholders to the DMS process, especially household heads of affected assets were informed the DMS plans previously, so most of them have representatives participated.

37. The DMS was open and transparent with the participation of all stakeholders. Mistakes and errors in the DMS process were promptly corrected and supplemented by the LFDC at site or after the DMS posted publicly.

38. The Consultant also conducted a survey on the beneficiaries' assessment about the DMS process as well as the DMS results.

Table 5: Evaluation of DMS implementation

	Number of households	Rating (%)
Very pleased	19	12.26
Pleased	74	47.74
Acceptable	52	33.55
Unpleased	7	4.52
Very unpleased	3	1.94
Total	155	100.00

39. The survey results show that 70% of the households are satisfied with the DMS process, more than 30% of them think that it is acceptable, and the rate of dissatisfaction accounts for more than 6% only.

3.3.2. Approval of compensation plan and payment

3.3.2.1. Approval of compensation plan

40. Among 16 construction components in Quang Tri province, apart from the construction of the recycling facility which is not engaged in land acquisition, 15 components must carry out resettlement. At present, the subproject has approved the compensation, support and resettlement plans for 12 works: (i) Thanh Nien road; (ii) Ward 2 road to Dong Luong - Dong Le; (iii) Truong Chinh road; (iv) Ba Trieu road; (v) Hoang Dieu road; (vi) Hung Vuong road; (vii) Flooding roads; (viii) Cluster-4 road (Doan Khue and Truong Cong Kinh, (ix) the road along Sepon River, and (x) Duy Tan-Cao Viet-Tan Kim road (To Huu road); (xi) Solid waste collection and treatment system in Huong Hoa district; and (xii) Hieu River Embankment.

41. Although the DMS has been basically completed, the progress on approving the compensation plans has not been done. In particular, the works: (i) Le Thanh Tong road; (ii) Hung Vuong road (Km2 + 000-Km5 + 179) and (iii) Bridge connecting the urban area on the north of Hieu river with Dong Ha city center, have not been approved with compensation plans. Besides, the approval of compensation plans for affected households of some works has been partial, specifically, Hieu River embankment affects 62 households (approved 113/175 households), Truong Chinh road has 06 households left. The detailed progress is shown in Table 6.

Table 6: Approval progress of compensation and support plans

No.	Components	Practical implementation			Notes
		DMS	Approved		
		HHs	HHs	Amount	
I	Dong Ha city	1,228	1,088	283,337,684,000	
1	Thanh Nien road and Ward 2 road to Dong Luong - Dong Le	388	384	104,885,889,000	Completed
2	Ba Trieu and Hoang Dieu road	525	517	143,753,821,000	There are 8 households that have not yet approved with compensation plans

3	Truong Chinh road	80	74	26,034,297,000	There are 06 households that have not yet approved with compensation plans
4	Le Thanh Tong road	60	0	0	There are 60 households that have not yet approved with compensation plans
5	Hieu River Embankment	175	113	8,663,677,000	There are 62 households that have not yet approved with compensation plans
II	Huong Hoa district	1,091	991	92,589,887,000	
1	Sepon River road, Cluster-4 (Doan Khue and Truong Cong Kinh) and To Huu road	461	462	47,496,965,000	Completed
2	Hung Vuong road (Km0+00 - Km2+00) and Flooding roads	483	483	39,478,163,000	Completed
3	Hung Vuong road (Km2+00 - Km5+179)	88	0	0	There are 88 households that have not yet approved with compensation plans
4	Solid waste collection and treatment system in Huong Hoa district	47	46	5,614,759,000	There is 01 households that have not yet approved with compensation plans
III	Construction of Bridge connecting the northern urban area of Hieu river with Dong Ha city center	12	0	0	There are 12 households that have not yet approved with compensation plans
Total		2,319	2,079	375,927,571,000	

42. Thus, at the present, the whole project still has 240 households in need of approval of compensation plans, in which, the works in Dong Ha city have 140 households and in Huong Hoa district have 100 households. It should be added that impacts caused by the construction of Le Thanh Tong road may not happen as Quang Tri province is planning to remove this road from the project portfolio due to the large resettlement impact, however, there is currently no official decision on this removal. In addition, 01 affected household by Lao Bao landfill which is adjusted due to design change will not be within the project impact scope. The estimated progress of the DMS completion as well as the compensation payment is shown in Table 1.

43. The increased affected households increases compensation cost. Comparing the compensation plans with the approved uRPs, it can be seen that most of the compensation cost of the works increased. Specifically, the completed routes with rather large compensation cost increase are Thanh Nien road, road along Sepon river, road in cluster 4 and To Huu road. Even in some works, there is large number of households that have not yet approved with the compensation plans such as Ba Trieu road, Hoang Dieu road, Hung Vuong road (Km0 + 000 to Km2 + 000). The main reasons to the increase in compensation cost are: (i) increase in the number of affected households (Road from Ward 2 to Dong Luong - Dong Le, Ba Trieu road, Hoang Dieu road, the road along Sepon river, Cluster 4 road); (ii) increase in the compensation quantity (Thanh Nien road, Hamlet 4 road, road along Sepon river); and (iii) the compensation unit prices increase due to the long time project implementation in many years. The differences in the number of households and compensation values between uRPs/uREMDPs and compensation plans (CPs) are presented in Table 5 below.

Table 7: Difference between RP/REMDP budget and approved compensation plans

No.	Components	uRPs/uREMDPs		In Compensation Plans		Difference	
		HHs	Amount	HHs	Amount	HHs	Amount
I	Dong Ha city	1,143	296,546,789,000	1,088	283,337,684,000	-55	-13,209,105,000
1	Thanh Nien road and Ward 2 road to Dong Luong - Dong Le	368	83,000,009,000	384	104,885,889,000	16	21,885,880,000
2	Ba Trieu and Hoang Dieu road	467	135,023,156,000	517	143,753,821,000	50	8,730,665,000
3	Truong Chinh road	84	26,402,698,000	74	26,034,297,000	-10	-368,401,000
4	Le Thanh Tong road	59	36,201,596,000	0	0	-59	-36,201,596,000
5	Hieu River Embankment	165	15,919,330,000	113	8,663,677,000	-52	-7,255,653,000
II	Huong Hoa district	1,090	101,746,612,000	991	92,589,887,000	-99	-9,156,725,000
1	Sepon River road, Cluster-4 (Doan Khue and Truong Cong Kinh) and To Huu road	455	46,596,881,000	462	47,496,965,000	7	900,084,000
2	Hung Vuong road (Km0+00 - Km2+00) and Flooding roads	504	36,120,842,000	483	39,478,163,000	-21	3,357,321,000
3	Hung Vuong road (Km2+00 - Km5+179)	88	13,743,931,000	0	0	-88	-13,743,931,000
4	Solid waste collection and treatment system in Huong Hoa district	43	5,284,958,000	46	5,614,759,000	3	329,801,000
III	Construction of Bridge connecting the northern urban area of Hieu river with Dong Ha city center	12	18,757,014,000	0	0	-12	-18,757,014,000
Total		2,245	417,050,415,000	2,079	375,927,571,000	-166	-41,122,844,000

44. According to Table 7, we can see that the compensation cost has decreased by more than VND 41 billion. However, this is not the final data, because the reduction is mostly located in the routes that have not yet approved with compensation plans. Specifically, 03 routes: Le Thanh Tong road, Hung Vuong road (Km2 + 000 - Km5 + 179), Hieu river bridge and 62 households that have not approved with compensation plans of Hieu river embankment amount up approximate VND 76 billion. The detailed calculations, the increase

in the routes and the expected amount not yet approved (VND 70 billion) are summarized in the table below.

Amount according to uRP	Actual amount				Total expected increased amount
	Amount approved	Amount not yet approved	Amount increased at the routes approved with compensation plans	Total	
417,050,415,000	375,927,571,000	75,958,194,000	34,873,950,000	486,759,715,000	69,709,300,000

3.3.2.2. The payment of compensation, support

45. The total amount of compensation, support, and resettlement approved for 2,070 households of Quang Tri subproject has been **VND 375,927,571,000**, of which the compensation, support, and resettlement budget for all routes in Huong Hoa district is **VND 92,589,887,000** and Dong Ha city is **VND 283,337,684,000**. The details are shown in Table 8 below.

Table 8: Approved compensation values and payment status

Unit: VND

No.	Components	Practical implementation					
		Approved		Paid		Unpaid	
		HHs	Amount	HHs	Amount	HHs	Amount
I	Dong Ha city	1,088	283,337,684,000	1,076	273,950,624,000	12	9,387,060,000
1	Thanh Nien road and Ward 2 road to Dong Luong - Dong Le	384	104,885,889,000	384	104,885,889,000	0	
2	Ba Trieu and Hoang Dieu road	517	143,753,821,000	508	135,858,480,000	9	7,895,341,000
3	Truong Chinh road	74	26,034,297,000	74	24,542,578,000	3	1,491,719,000
4	Le Thanh Tong road	0	0	0	0	0	0
5	Hieu River Embankment	113	8,663,677,000	113	8,663,677,000	0	0
II	Huong Hoa district	991	92,589,887,000	981	82,693,540,000	10	9,896,347,000
1	Sepon River road, Cluster-4 (Doan Khue and Truong Cong Kinh) and To Huu road	462	47,496,965,000	457	41,491,277,000	5	6,005,688,000
2	Hung Vuong road (Km0+00 -	483	39,478,163,000	478	35,587,504,000	5	3,890,659,000

	Km2+00) and Flooding roads						
3	Hung Vuong road (Km2+00 - Km5+179)	0	0	0	0	0	0
4	Solid waste collection and treatment system in Huong Hoa district	46	5,614,759,000	46	5,614,759,000	0	0
III	Construction of Bridge connecting the northern urban area of Hieu river with Dong Ha city center	0	0	0	0	0	0
Total		2,079	375,927,571,000	2,057	356,644,164,000	22	19,283,407,000

46. Up to now, out of 2,079 households with approved compensation plans, 2,057 households have been paid. If only for households with approved compensation plans, 34 households have not yet received compensation money. The compensation payment under the approved compensation plans achieved 98.9%. However, if including households whose compensation plans have not been approved, 262 households (including 60 households on Le Thanh Tong road that could be removed from the project) have not yet received compensation.

47. The total amount according to the approved compensation plans is **VND375,927,571,000**. The amount paid to affected households is **VND356,644,164,000** (reaching 94.9%), the unpaid amount is **VND19,283,407,000**.

48. The compensation payment is normally made at the offices of the People's Committees of the communes/wards/towns or the cultural houses of the villages/groups/residential areas. Before paying the compensation, the PMU and the LFDC, through the People's Committees of the communes, send invitations to the affected households so that they can arrange their time and work to receive the money. The payment is under the supervision of commune and village officers to avoid confusion about who is receiving money. In general, through consultation with the affected households who have received the compensation, they believe that the payment was organized smoothly and scientifically and convenient for the them to fully receive money.

3.3.3. Compensation unit prices

49. The project's compensation and support plans have been built on the basis of replacement cost which was surveyed by Da Nang Price Valuation and Financial Services Joint Stock Company and approved by Quang Tri Provincial People's Committee. At present, there have been 05 replacement cost decisions approved by the People's Committee of Quang Tri province, including:

- (i) Decision No.1109/QD-UBND dated 24/5/2016 of the People's Committee of Quang Tri province on issuing specific land prices (replacement prices to calculate compensation and support when the State acquires land for the implementation the Greater Mekong Sub-region Corridor Towns Development Project - Quang Tri province;

- (ii) Decision No.2053/QD-UBND dated August 30, 2016 of the People's Committee of Quang Tri province on issuing specific land prices (replacement prices to calculate compensation and support when the State acquires land for the implementation the Greater Mekong Sub-region Corridor Towns Development Project - Quang Tri province (1st supplement);
- (iii) Decision No.2489/QD-UBND dated 12/10/2016 of the People's Committee of Quang Tri province on issuing specific land prices (replacement prices to calculate compensation and support when the State acquires land for the implementation the Greater Mekong Sub-region Corridor Towns Development Project - Quang Tri province (2nd supplement);
- (iv) Decision No.2347/QD-UBND dated August 28, 2017 of the People's Committee of Quang Tri Province on issuing specific land prices (replacement prices to calculate compensation and support when the State acquires land for the implementation the Greater Mekong Sub-region Corridor Towns Development Project - Quang Tri province;
- (v) Decision No.2428/QD-UBND dated August 30, 2016 of the People's Committee of Quang Tri province on issuing specific land prices (replacement prices to calculate compensation and support when the State acquires land for the implementation the Greater Mekong Sub-region Corridor Towns Development Project - Quang Tri province in Khe Sanh town, Huong Hoa districts.

50. For the details of compensation and support unit prices of the project, please see Appendix 5.6.

51. Through the monitoring and supervision, we realize that, the compensation unit prices are basically consistent with the market prices in normal condition and are basically sufficient to replace and compensate for damaged assets.

52. The project compensation prices are regularly updated and supplemented to suit the actual conditions and fluctuations of the market. Specifically, in addition to the approving decision of the initial replacement cost (Decision No.1109/QD-UBND) in 2016, over the years, the project compensation prices are updated and the final update is in September 2019.

53. Affected households basically agree with the project compensation prices. However, there are some households that disagree with the compensation prices for residential land. Specifically, at the intersection between Doan Khue Street and Truong Cong Kinh Street with Highway 9 or the intersection between Hung Vuong Street and Le Loi Street. At these locations, affected people believed that the compensation price for residential land is lower than the market price. These are locations that have existed with problems for a long time that cannot be completely resolved. In this regard, starting from the recommendations of people, the PMU has surveyed and approved additional compensation prices. However, at present, the households have not agreed.

3.4. Resettlement

54. The total number of relocated households is defined as 203 households, of which 142 are relocated on the remaining land and 61 households are relocated to new places.

55. They will be allocated land plots in resettlement sites with basic infrastructure that they can build houses and stabilize their lives.

56. There are 09 existing residential/resettlement sites to host these relocation AHs. These resettlement sites have a total of about 200 plots, it is enough to arrange resettlement for all relocation households.

57. The sites have basic civil infrastructures such as access roads, internal roads, water supply, power supply, drainage system. The sites are near the central city/town, and therefore, AHs can fast and easily access to public services like markets, schools, hospitals, and other public administrative services.

58. Currently, 100% of the households that resettle on-site have built or repaired houses and stabilized their lives.

59. For the households relocating into resettlement sites, 45/61 households have been allocated land and built new houses and 16 households are in the process of making land allocation procedures. It is expected that this activity will be completed by June 2020.

60. For households whose houses are affected, in addition to compensation, support according to the unit prices and the project's policies, households that do not have enough land to rebuild their houses on site will be arranged by the project in concentrated settlements. Assurances provided to resettled households in addition to compensation, include: Support for living stabilization, support for relocation, assistance for renting temporary houses.

3.5. Income Restoration Program

61. A separate Livelihood Restoration Program has been developed for Quang Tri GMS Subproject. Participants to the Livelihood Restoration Program are severely affected households (affected houses include relocated households and households who rebuild house on remaining land) or losing 10% or more of productive land), vulnerable households and affected business.

62. In addition to the implementation of compensation payment, the activities of the livelihood restoration program have been implementing. At present, the livelihood restoration program has been basically completed at all routes (a few households have not received compensation and material supports from LIRP; and other supports like training have been carried out), including: (i) The road along Se Pon river, To Huu road and Cluster 4 road; (ii) Hung Vuong road and flooded roads; (iii) Ba Trieu road and Hoang Dieu road; (iv) Thanh Nien road and Road from Ward 2 to Dong Luong and Dong Le; (v) Hieu river embankment; and (vi) construction and installation of solid waste collection and treatment system in Huong Hoa district. In addition, the activities relating to training, survey and demand assessment have been conducted at the areas affected by Le Thanh Tong and Truong Chinh roads. Livelihood restoration activities have not been conducted at Truong Chinh road and Le Thanh Tong road as it is unable to arrange capital for implementation during the policy change process by the Government of Vietnam, thus the GMS-PMU has collaborated with the People's Committees of the wards, local political and social organizations to review appropriate livelihood supports and propagate and mobilize the participation of the affected households.

63. The Income Restoration Program for Hung Vuong road (section 2) and the Bridge connecting Hieu River northern urban area with Dong Ha city center is under development and the Project Onwner is advised to arrange funding for the implementation, ensuring the capital sources in accordance with the current regulations. Therefore, in the final 6 months of 2019, LIRP's main activities are monitoring livelihood practices that have been carried out before.

64. The details of households participating in the Livelihood Restoration Program are shown in the following table.

Table 9: Number of participants to the Livelihood Restoration Program by components

No.	Component			Vulnerable AHs	
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		Ho use AH s	AHs losing from 10% of land	Total	Poor	Female heads of households	Disabl- ed people	Helple- ss old people	Policy house- holds	Ethnic mino- rities	Busi- ness AHs	Tot al
I	Dong Ha city	83	100	72	25	13	12	6	16	0	77	332
1	Thanh Nien	3	7	19	3	2	5	0	9	0	13	42
2	Ward 2 to Dong Luong-Dong Le	28	15	26	13	4	4	3	2	0	0	69
3	Hoang Dieu	35	1	18	7	3	2	2	4	0	59	113
4	Ba Trieu	17	42	2	0	1	1				5	66
	Hieu river embankment		35	7	2	3	0	1	1	0	0	42
II	Huong Hoa district	51	38	140	14	41	7	6	16	56	5	234
1	Cluster 4 road	15	0	5	1	0	0	4	0	0	1	21
2	Hung Vuong road	28	19	4	2	2	0	0	0	0	4	55
3	To Huu, Se Pon roads	7	11	83	3	19	6	2	10	43	0	101
4	Flooded roads	1	0	33	5	20	1	0	6	1	0	34
5	Solid waste collection and treatment system	0	8	15	3	0	0	0	0	12	0	23
III	Construction of Bridge connecting the northern urban area of Hieu river with Dong Ha city center	3	0	0	0	0	0	0	0	0	0	0
Total		137	138	212	39	54	19	12	32	56	82	569

Note: HHs who houses are affected due to table 9 include 61 relocated households and 76 households who can rebuild houses on remaining land after the project land acquisition (on site resettlement).

65. The Livelihood Restoration Program consists of 02 main activities:

- (i) Training to raise the technical breeding relating to the allocated seeds; planning and launching small businesses and using reasonable compensation to invest in profits;
- (ii) Allocating goats and chicken to the households;

66. In addition to the training activities, capacity building, the project supports feeding animals for affected households under the Livelihood Restoration Program.

67. At present, the project has provided feeding animals for 10 components under 06 uRPs/uREMDPs (please see table 7). Accordingly, 566 HHs received feeding animals, of which 55 HHs are provided with goat cubs (43 Van Kieu EM - Ka Tup village and 12 households in Tan Thanh commune) and 473 HHs are provided with 13,658 feeding chickens and 193 goats. In addition, 35 households of the Hieu River Embankment are provided with production/business support tools. In addition to breeding chickens, the remaining

households are supported with other breeds as breeding pigs and meat breeds. The households affected by Truong Chinh road, which is a road located in the inner city, are provided with supplies to support labor and small businesses.

68. According to the program design, for the households which need to receive breeding chickens, each chicken-raising farmer will be provided with 30 or 23 chickens of 21-days-old and a feeder. The provision of feeding troughs is currently implemented for the construction road along Se Pon river and To Huu road, and for other construction works 30 breeding chickens were provided. In addition to support for breeding chickens, some remaining households are provided with breeding and fertilizing pigs and small business tools (furniture, electric cookers ...).

69. Particularly for ethnic minority household, who raise goats, will be provided with 2 pregnant goat or breeding chickens with an average weight of 1.5 kg/chicken with the same economic value as the households that are provided with goats.

70. The details of the number of seedlings are given in table 8.

Table 10: Number of households and number of raising animals supplied for participants

uRP/uREMDP	Chicken		Goat		Pigs		Notes
	Number of households	Number of seedlings	Number of households	Number of seedlings	Number of households	Number of seedlings	
Road along Sepon River, Duy Tan – Cao Viet – Tan Kim, Group 4 road	76	1,748	43	86			First delivery stage
			43	81			Second delivery stage
Hung Vuong road and Flooding roads	85	2,550					
Ba Trieu and Hoang Dieu roads	160	4,800					
Thanh Nien, Ward 2 to Dong Luong and Dong Le Wards)	137	4,110					
Hieu river embankment	7	210					
	Provide production tools for 35 households, worth 1,500,000 VND/household						
Huong Hoa solid waste collection and treatment system	8	240	12	26	2	3	
Total	473	13,658	55	193	2	3	

71. According to the initial evaluation, the program has brought certain effects. Most chicken-raising households have been harvested, contributing to the improvement of the household's economy. Some households are keeping investment in livestock production based on the project models.

72. However, the program shows certain constraints such as the high rate of ingrown or mortality animals. Some reasons are as follows: (i) the weather changes frequently, (ii) the pigsty is not secure, many grazed animals freely in gardens, roadsides when chickens are young with weak resistance to diseases, (iii) Some households have chicken bitten by rats.

73. In Ka Tup village, the goats almost died. The reason is determined by the prolonged bad weather and storms, long abdominal pain and death in large numbers. To overcome the damage, the GMS PMU worked with Construction Company 79 and Lao Bao town People's Committee to record losses and agreed to re-allocate the second time of goat cubs for the EM households.

74. However, some LIRP activities at some routes are still incomplete, including: Truong Chinh, Le Thanh Tong, Ward 02 road to Dong Le and Dong Luong, Hung Vuong road (Km2 + 000-Km5 + 179) and Construction of Bridge connecting the northern urban area of Hieu river with Dong Ha city center. The details are in Table 11 below.

Table 11: LIRP outstanding issues

Works	Implementation status	Remaining issues	Estimated completion
Truong Chinh road	<ul style="list-style-type: none"> - The consultations to assess demand to build LIRP have been implemented; - The training on (i) small-scale business planning; and (ii) using compensation for profitable investment options. 	<ul style="list-style-type: none"> - Distribution of tools to support small businesses 	<p>Considering and integrating into other existing livelihood restoration programs in the province are being implemented. Expected completion time is 30/6/2020.</p>
Le Thanh Tong road	<ul style="list-style-type: none"> - The consultations to assess demand to build LIRP have been implemented; - The training on (i) small-scale business planning; and (ii) using compensation for profitable investment options. 	<ul style="list-style-type: none"> - Technical training for households participating in the LIRP; - Delivery of livestock breeds. 	<p>Being considered to be removed from the project</p>
Ward 2 to Dong Luong and Dong Le	<ul style="list-style-type: none"> - The training and capacity building have been carried out for households participating in the LIRP; - Delivery of breeding chicken to 127/131 households. 	<ul style="list-style-type: none"> - 04 households have not yet received breeding chicken because they have not received compensation money. 	<p>Considering and integrating into other existing livelihood restoration programs in the province are being implemented. Expected completion time is 30/6/2020.</p>
Hung Vuong road (Km2+000-Km5+179)	Not yet implemented		<p>Expected completion time: 30/12/2019. However, these</p>

		activities have not been conducted. Expected completion time is 30/6/2020.
Construction of Bridge connecting the northern urban area of Hieu river with Dong Ha city center	Not yet implemented	Expected completion time: 30/6/2020.

3.6. Grievance Redress Mechanism

75. The settlement of complaints complies with uRPs/uREMDPs which were approved. The complaints are resolved promptly. However, there are still many obstacles even from the beginning of the project which cannot be solved. The number of complaints in the reporting period is as follows.

- Accumulated complaints in the reporting period : 32
- Complaints arising in the reporting period : 15
- Existing complaints : 17
- Complaints has been resolved : 05
- Complaints that are being resolved : 27

76. The complaint settlement is compliant with the RF and uRP/uREMDP which have been approved. However, land clearance is a very problematic issue and all these complaints are very difficult to solve as they are relating to the source of land use, disputes or requests for buying resettlement land. Details of grievance and redress state is presented in the Appendix 5.1.

Table 12. Complaints and Grievance Redress Mechanism

Types of complaints	Number	Required actions, responsibility	Completion date
Disagreement with compensation plans, compensation rate;	11	PMU, LFDC, Ward PC	6/2020
Complaints on type of acquired land	4	PMU, LFDC, Ward PC	6/2020
Complaints on on-land assets	2	PMU, LFDC, City PC	6/2020
Disputed land	1	PMU, LFDC, City PC, Ward PC	6/2020
Complaints on compensation	4	PMU, LFDC, City PC, Ward PC	6/2020
Recommend to allocate resettlement land	3	PMU, LFDC, Ward PC	6/2020
Recommend to check the area	5	PMU, LFDC, Ward PC	6/2020

Recommend to pay compensation incurred in construction	2	PMU, LFDC, City PC	6/2020
Total	32		

3.7. The next necessary actions

77. The implementation of the Resettlement Plan of Quang Tri subproject outstands some issues that need to be resolved such as: (i) There are 27 complaints of affected households; (ii) 22 households who have not received compensation which is prominent that some households have opinions on land prices at the intersection of the roads shall be address; (iii) Approval of compensation plans and payments in relation to all routes shall be continued. The details are shown in Table 13.

Table 13. RP-EMDP issues for further actions

Issues	Required action	Responsibility and timing	Status and Resolutions
Prepare and approve compensation plans and payment for Hung Vuong road (Km2+000 – Km5+179)	Progress acceleration	PMU, LFDCs, PCs of Dong Ha city and Huong Hoa district.	According to the plan, this work must be completed by the end of 2019, but up to now the compensation plans have not been approved due to no funding. As expected by the PMU, this activity was completed in June 2020. Therefore, it is necessary to allocate funds concurrently with the approval of the compensation and support plans now.
Continue to approve and make compensation payment for the remaining routes (Truong Chinh, Hoang Dieu, Ba Trieu, Road from Ward 2 to Dong Le-Dong Luong and Hieu river embankment)	Progress acceleration	PMU, LFDCs, PCs of Dong Ha city, Huong Hoa DPC.	These activities continue but have not yet been completed. Specifically, 62 households affected by Hieu river embankment have not been approved. It is expected that all activities will be completed by June 2020.
Completely resolve pending issues of households that have not received compensation money at Hoang Dieu, Ba Trieu, Truong Chinh, Hung Vuong road; Lao Bao landfill site	Convince AHs to receive compensation money	PCs of commune/ward, LFDCs, GMS PMU	Some cases have been resolved, but there are still gaps in most routes, including Ba Trieu, Hung Vuong and Cluster 4 roads.
Approve compensation plans and pay for households affected by the construction of the bridge connecting the northern urban area of Hieu river to the center of Dong Ha city.	Accelerate progress	PMU, LFDCs, Dong Ha City People's Committee.	This work belongs to the saving-fund component, approved by the ADB and the PPC. The approval of compensation plans and compensation payments must be carried out immediately in June 2019.
Continue to implement the Income Recovery Program	Implement now	PMU, local authorities	The Income Recovery Program in relation to Hung Vuong road

<p>in relation to Hung Vuong road (Km2 + 000-Km5 + 179), Truong Chinh Continue to implement the Income Recovery Program at Hung Vuong Roads (Km2 + 000-Km5 + 179), Truong Chinh and the Bridge connecting Northern Hieu river urban area with Dong Ha city center.</p>			<p>(Km2 + 000-Km5 + 179), Truong Chinh Continue to implement the Income Recovery Program at Hung Vuong Roads (Km2 + 000-Km5 + 179), Truong Chinh and the Bridge connecting Northern Hieu river urban area with Dong Ha city center.</p>
<p>Continue resolving complaints and grievances of APs and arising complaints, if any.</p>	<p>Settlement within the prescribed deadline of time</p>	<p>PMU, local government (city/district, commune/ward/town) and beneficiaries</p>	<p>In the final 6 months of 2019, there are 32 complaints recorded. The PMU and the stakeholders have resolved 05 cases, the remaining 27 cases are requested further settlement.</p>

IV. Conclusions and Recommendations

4.1. Conclusions

78. The delay in budget allocation in the implementation of resettlement issues has greatly affected the resettlement implementation progress of the Project. In many routes, although the DMS was completed, the compensation plans were completed but they have not submitted for approval because they do not have money to pay. This happened in Hung Vuong road (Km2 + 000-Km5 + 179), Hieu river embankment, Ba Trieu road and Hoang Dieu road as well as Hieu river bridge.

79. The progress in resettlement activities at all works is slower than the planned, which exists in most stages of the project: the DMS, the update of uRPs/uREMDPs, preparing and approving compensation and payment for households.

80. Letters of No Objection have been issued to 09 uRPs/uREMDPs by ADB. In which, compensation plans integrated in 07 uRPs/uREMDPs have been approved, the compensation plans in uRPs of Le Thanh Tong road, Hung Vuong road (section Km2+000 – Km5+179) have not been approved.

81. The implementation of settlement has been carried out at all routes. However, no uRPs/uREMDP has been fully completed except individual works like the flooding roads, To Huu road, and the road along Se-Pon River and Thanh Nien road.

82. In parallel with the implementation of the resettlement, the LIRP activities have been carried out. The LIRP include training on capacity building and delivery of breeds and production tools. Currently, it has been implemented for 8/10 households of 6/10 uRPs/uREMDPs (for the uRPs of Truong Chinh and Le Thanh Tong, training activities have been conducted but livestock breeds and livestock technical training have not yet provided). Livelihood restoration programs including training, animal husbandry practice have not been conducted in Hung Vuong road (Km2+000 –Km5+179) and Construction of Bridge connecting the northern urban area of Hieu river with Dong Ha city center.

83. The Livelihood Restoration Support Program has been complied with, bringing certain effects to affected people. However, the progress of LIRP implementation remains slow. The outstanding issues to be addressed are presented in Table 13.

84. The information disclosure and community consultation are throughout the project implementation. All issues relating to affected people such as SES, RPs/uREMDPs etc. were consulted with the communities.

85. Activities of income restoration programs, public consultations and information disclosure are not much implemented in this reporting phase.

86. Complaints, petitions and questions from people were resolved promptly. The remaining issues are now very difficult to solve because there is no consensus and cooperation of affected people.

87. The project complies with the Donor's safeguard policy, the uRP/uREMDP. The compensation prices were based on the replacement cost. The supports were in accordance with the uRP/uREMDP. In addition to the compensation, severely affected people and vulnerable groups, business households are also eligible for the Project Livelihood Restoration Program and the vulnerable households will receive an additional allowance of VND 7,000,000 per household.

4.2. Recommendations

88. The prerequisite is to accelerate the funding allocation for compensation and LIRP implementation.

89. Make compensation payment to households with approved compensation plans on Hieu river embankment and Hoang Dieu road.

90. Approve and make compensation payment to AHs on Truong Chinh road, Hieu river embankment, Hung Vuong road (Km2+000 - Km5+179) and Construction of Bridge connecting the northern urban area of Hieu river with Dong Ha city center as well as the pending issues of the remaining routes in Dong Ha city and Huong Hoa district.

91. Continue to implement the income restoration program, focusing on Truong Chinh and Hung Vuong roads (section 02) and Construction of Bridge connecting the northern urban area of Hieu river with Dong Ha city center.

V. Appendix

5.1. Appendix 1. Pending complaints

No	Works/Households with grievances	When the complaint was lodged	Grievance contents	Government agency/department is currently handling the case	Status	Target date for resolution
I.	Road from Ward 2 to Dong Luong, Dong Le wards	4				
1	Temple of Lap Thach Village	2018	Complain to receive the compensation with religious land for all land plots measured for the temple.	Dong Ha City People's Committee/Dong Le Ward People's Committee	Dong Ha City People's Committee instructs Dong Le Ward People's Committee to review and work with the local residents and disclose the origin of land use of the Village	15/3/2020
2	Households involved in shrimp ponds in Lap Thach Cooperative	2018	Complain about land compensation	Dong Ha City People's Committee/Dong Le Ward People's Committee	Dong Ha City People's Committee is reviewing and preparing documents submitting to PPC to receive guideline on other support policies.	30/4/2020
3	Nguyễn Văn Triều	2018	Complaint about compensation between garden and residential land.	Dong Ha City Court/Dong Ha City People's Committee	The case is being handled by Da Nang City Court. The provincial CLFD has submitted for approval of the compensation and support plan for Mr. Nguyen Van Trieu according to the decision of the Danang Court. After obtaining the opinions of the Appraisal Committee, the provincial CLFD is now publicizing the compensation and support plan for Mr. Trieu's household in accordance	30/4/2020

No	Works/Households with grievances	When the complaint was lodged	Grievance contents	Government agency/department is currently handling the case	Status	Target date for resolution
					with the regulations before submitting to the City People's Committee for approval.	
4	Lê Thị Loan (bought land of Nguyễn Thế Kỳ)	2019	Request for land compensation	Dong Ha City People's Committee/Dong Ha Land Fund Development Center (LFDC)/Dong Le Ward People's Committee	The City People's Committee is assigning Dong Ha Department of Natural Resources and Environment to preside over, advise and propose solutions.	30/4/2020
II.	Hoang Dieu road	4				
1	Nguyễn Đức Quang and Trần Thị Thận	2017	Complaint about compensation between garden and residential land.	Dong Ha City People's Committee/ Dong Ha Land Fund Development Center (LFDC)	Through the process of using land for households who is not included in land register book, as a result, when calculating land compensation for the ratio of garden and residential land will be different from other households so that the households have not agreed. Dong Ha LFDC, Dong Thanh Ward People's Committee and the PMU has repeatedly convinced and explained the households. At present, Dong Ha LFDC advised Dong Ha City People's Committee to submit to the PPC for receiving separate support policy if possible	30/4/2020
2	Phan Quốc Sành and Trần Thị Tinh	2017	Complaint about compensation between garden and residential land.	Dong Ha City People's Committee/ Dong Ha LFDC		30/4/2020
3	Nguyễn Thị Sen	2018	Complain about land compensation plan	Dong Ha City People's Committee/ Dong Ha LFDC	Dong Ha LFDC and Dong Ha City People's Committee has repeatedly convinced and	30/4/2020

No	Works/Households with grievances	When the complaint was lodged	Grievance contents	Government agency/department is currently handling the case	Status	Target date for resolution
					explained, however, the households still have not agreed.	
4	Phạm Thị Xuân	2018	Complain about land compensation plan	Dong Ha City People's Committee/ Dong Ha LFDC		30/4/2020
III.	Ba Trieu road	10				
1	Nguyễn Đăng Thời	2017	Complain about on compensation plan and request for allocation of land	Dong Ha City People's Committee/ Provincial LFDC	Provincial LFDC and Dong Ha City People's Committee has repeatedly convinced and explained, however, the households still have not agreed.	30/4/2020
2	Nguyễn Thị Thèo	2017	Complain about on compensation plan	Dong Ha City People's Committee/ Provincial LFDC		30/4/2020
3	Nguyễn Văn Phụng	2017	Complaint about compensation between garden and residential land.	Dong Ha City People's Committee/ Provincial LFDC	Through the process of using land, Mr. Phung household who is not included in land register book, as a result, when calculating land compensation for the ratio of garden and residential land will be different from other households so that the household has not agreed. Provincial LFDC, Ward 3 People's Committee and the PMU has repeatedly convinced and explained the household. At present, Provincial LFDC are reporting to PPC for receiving separate support policy.	30/4/2020
4	Phạm Thị Trọng, Nguyễn Văn Đông,	2019	Complaint about compensation	Dong Ha City People's Committee/ Provincial LFDC	Evaluation of land acquisition records and compensation plans is being implemented.	30/04/2020

No	Works/Households with grievances	When the complaint was lodged	Grievance contents	Government agency/department is currently handling the case	Status	Target date for resolution
			between garden and residential land.			
5	Nguyễn Đăng Hào; Nguyễn Đăng Điền; Nguyễn Đăng Đông;	2019	Request for compensation, support for houses and structures	Dong Ha City People's Committee/ Provincial LFDC	- The province has coordinated with the relating parties in reviewing assets and dialogue with households to implement the next steps. - The landmarks were checked and the acquisition scope was adjusted. - Not yet arranged resettlement	30/04/2020
6	Nguyễn Đức Hàn;	2019	Request checking the area	Dong Ha City People's Committee/ Provincial LFDC	The affected area and assets have checked and re-measured; the implementing units have met to explain the household many times but they have not agreed.	30/04/2020
7	Nguyễn Văn Kiến	2019	Request for resettlement land	Dong Ha City People's Committee/ I LFDC	The PMU has sent a dispatch to the City People's Committee and the CLCD to consider the arrangement of a resettlement lot for households.	30/04/2020
8	Trần Văn Đản	2019	Request for resettlement land	Dong Ha City People's Committee/ I LFDC	Waiting for Dong Ha LFDC to provide resettlement land	30/04/2020
9	Nguyễn Đăng Nghĩa	2019	The remaining land is located under the electric corridor so it is not safe to rebuild house, it is recommended to arrange 01 land plot with payment.	Dong Ha City People's Committee/ I LFDC	Land acquisition records are being prepared	30/04/2020

No	Works/Households with grievances	When the complaint was lodged	Grievance contents	Government agency/department is currently handling the case	Status	Target date for resolution
10	Households relating to the land use of Mr. Nguyen Nhan before	2017	Households requested to divide compensation amount of Mr. Nhan to them	Dong Ha City People's Committee/ Provincial LFDC	Ministry of Natural Resources and Environment (MoNRE) issued written replies and guideline for resolution. Department of Natural Resources and Environment (DONRE) has advised the PPC to consider and provide guideline	30/04/2020
IV.	Truong Chinh road	4				
1	Đào Thị Hồng and Đỗ Đình Vy	2017	Complaint about land compensation plan	Dong Ha City People's Committee/ Dong Ha LFDC	Dong Ha LFDC checked the compensation plan and jointly worked with Ward 5 People's Committee to repeatedly convince and explain the households. However, the households have not agreed to receive the compensation amounts.	Quarter I/2020
2	Đào Văn Quế	2017	Complaint about land compensation plan	Dong Ha City People's Committee/ Dong Ha LFDC		Quarter I/2020
3	Nhan Ngọc Hải	2018	Complain about compensation plan of assets on land.	Dong Ha City People's Committee/ Dong Ha LFDC		Quarter I/2020
4	Lê Đình Thanh	2019	It is recommended to check again the land area to be recovered and increase the compensation price	Dong Ha City People's Committee/ Dong Ha LFDC	The land area was measured and mapped again at the request of the family and the land acquisition dossiers are currently being submitted to the relevant authorities	Quarter I/2020
V.	Hung Vuong road (km0+000-km2+000)	1				
1	Lê Quang	2017	Complain about low compensation unit price of land	PPC/Huong Hoa District People's Committee	Huong Hoa District People's Committee submitted to the Provincial Valuation Council to adjust specific land prices at connecting locations in Khe Sanh town (including households who have not received	Quarter I/2020

No	Works/Households with grievances	When the complaint was lodged	Grievance contents	Government agency/department is currently handling the case	Status	Target date for resolution
					compensation amounts at Road in Quarter 4 and Hung Vuong road). Currently, the Department of Finance (DoF) is planning to appraise the compensation plans.	
VI.	Lao Bao Landfill	4				
1	Lê Thu	2018	Complain about compensation unit price of land	Huong Hoa District People's Committee /the PMU for Investment Construction and Land Fund Development in Huong Hoa District (formerly called Huong Hoa District LFDC)	The PMU for Investment Construction and Land Fund Development in Huong Hoa District has jointly worked with relevant agencies and Tan Thanh Ward People's Committee to convince and explain the household.	Quarter I/2020
2	03 persons: father and sons of Pa Rieng household: Ho Dinh (son), Ho Sa Ly/Ho Van Noa (son) and Ho Pa Rieng (father)	2019	Request compensation as the leveling process of the construction unit affects land flowing to the fields of people outside the scope of land clearance	Huong Hoa District People's Committee /the PMU for Investment Construction and Land Fund Development in Huong Hoa District (formerly called Huong Hoa District LFDC)	Compensation plans have been established but the households still disagree.	Quarter I/2020
	TOTAL	27				

5.2. Appendix 2. Form of household survey questionnaire

SURVEY QUESTIONNAIRE OF AFFECTED HOUSEHOLDS

PART A. GENERAL INFORMATION

Work: Ward/commune Quarter/Village.....

Full name of the householder:

Full name of the householder's spouse:

Full name of the respondent:

Relationship to the householder:

Question 1: Information about affected household members.

No.	1.Relationship to the householder 1 = Householder 2 = Husband/wife 3 = Father/mother 4 = Children 5 = Grandchildren 6 = Other	2.Gender (1 = Male 2 = Female)	3.Age	4.Ethnic group (1=Kinh 2=Other)	5.Occupation (1 = Worker 2 = Staff 3 = Businessperson/rader 4 = Farmer 5 = Fisherman 6 = Unstable job 7 = Pupil/Student 8 = Other)	6.Education level (1 = Illiteracy/Primary education not completed 2 = Primary school 3 = Secondary school 4 = High school 5 = Intermediate school/College/University 6 = Above University)
1	Householder					
2						
3						
4						
5						
6						
7						
8						
9						
10						

Question 2: Living conditions of the household

1	Lighting energy (<i>many options available</i>):	1. National grid 2. Generator/Battery	4. Gas 5. Charcoal/Firewood
2	Cooking energy (<i>many options available</i>):	3. Kerosene/Candles	6. Other
3	Source of domestic water (<i>many options available</i>):.....	1. Rain water 2. Dug/drilled well	3. Tap water 4. Canal/river/pond 5. Buying water 6. Other
4	Toilet:	1. Septic toilet	2. Two-compartment, one-compartment toilet 3. None

Question 3: Income and expenditure of the household

3.1. Income

Question 7. What is the extent of damage to your family in the project?

1. Heavy (losing over 30% of the total agricultural land area or having to resettle)
2. Light

Question 8. How do your family receive compensation?

1. Receiving compensation money
2. Receiving equivalent property
3. Both of the above

Question 9. The value of compensation that your family receives is:

1. Money (dong):
2. Apartment (m²):.....
3. Land (m²):.....

Question 10. How do your family receive compensation and support money?

1. Received all in one time
 2. Received in many times
 3. Not received
- 10.1. Has your family handed over the site to the Project?

1. Handed over
2. Not handed over

Question 11. When will your family receive compensation?

1. Before construction
2. During construction
3. After construction

Question 12. How long did it take your family from the time of inventorying to receiving compensation?

1. From 1-2 months
2. From 3-6 months
3. From 6-12 months
4. Over 12 months

Question 13. Is your family satisfied with compensation?

1. Yes(move to question 14)
2. No

13.1. If **No**, why?

Question 14. For what purposes does your family use compensation money?

1. Rebuilding houses in resettlement areas/building and repairing affected architectural objects
2. Shopping for living facilities (television, refrigerator, motorbike ...)
3. Depositing money to a bank for interest
4. Procuring trees and breeding animals for production
5. Traveling, visiting, visiting relatives and friends
6. Eating and drinking daily
7. Investing in education
8. Other

Question 15. What support did your family receive from the Project?

1. Resettlement support
2. Life stabilization support
3. House lease support
4. Support for job change
5. Business support
6. Special social support
7. Loan support
8. Rewards (handover on schedule, Tet...)
9. Support for inflation
10. Other support:.....

Question 16. How is the living standard of your family compared to before site clearance (or resettlement)?

1. Better
2. The same
3. Worse

15.1. If **Worse**, please tell me the reason?

Question 17. In your opinion, how is the procedure for to receive compensation for affected assets?

1. Complicated, confusing
2. Simple, easy to understand

Question 18. What documents did your family receive from the project staff?

1. Notice of consultation meeting
2. Detailed inventory and measurement records
3. Record of compensation price calculation
4. Receipt of payment of compensation and support money
5. Other

Question 19. Are you satisfied with the documents you received?

1. Yes (move to question 19)
2. No

19.1. If **No**, then why?...

PART C. FOR RESETTLEMENT HOUSEHOLDS

Question 1. Are you consulted to get opinion on resettlement organization?

1. Yes (move to question 2)
2. No

1.1. If **No**, then why?

Question 2. How many meetings held by the Project did you attend?.....meeting(s)

Question 3. Where are meetings usually held?

1. Commune/ward People's Committee
2. Community cultural house
3. Houses of local people
4. Other.....

Question 4. Has your family been notified of resettlement site location before moving to?

1. Yes
2. No

4.1. What is the resettlement method of your family?

1. Receiving resettlement land
2. Receiving apartments
3. Resettlement on site
4. Other

Question 5. Does your family know about the new resettlement place?

5.1. Has the compensation board arranged to build resettlement area for people?

1. Arranged
2. Not arranged

5.2. Name of the resettlement area your family will/is/has moved to.....

5.3. Method to choose residential land/apartment at the new resettlement place?

1. Project's designation
2. Selection/draw
3. Self-agreement among affected households
4. Other

5.4. How far is the resettlement house/new apartment from your old house?km

5.5. How wide is the new area of accommodation?m².

5.6. How is the area of new resettlement land/apartment at resettlement site compared to the old land?

1. Bigger
2. The same
3. Smaller

5.7. Has your family moved to the new place?

1. Moved to
2. Not moved to

5.7.1. If not moved to, please explain why.....

5.8. Has the new residential land been issued with a land use right certificate?

1. Already have
2. Procedures for issuing in progress
3. Not yet

5.9. Has the family been contracted to receive an apartment/residential land?

1. Already have
2. Contract is being made
3. Not yet

Question 6. What works have been built in the resettlement area?

1. Electric system
4. Schools
7. Playground, park

- 2. Internal roads
- 3. Water supply and drainage system
- 5. Market, shops
- 6. Hospital, health station
- 8. Cultural house
- 9. Other

Question 7. How is the security order in the resettlement area compared to the old residence?

- 1. Better
- 2. The same
- 3. Worse

Question 8. How is the environmental sanitation in the resettlement area compared to the old residence?

- 1. Better
- 2. The same
- 3. Worse

Question 9. Is the new residence convenient for living and working, producing?

- 1. Yes
- 2. No

Question 10. Is your family receive technical support and guidance for building houses in new resettlement areas?

- 1. Yes
- 2. No (move to question 11)

10.1. If **Yes**, specify

Question 11: How do you assess the situation of restoring the living standards of your family compared to those before the Project performance?

No.	1. Condition	2. Assessment (1. More favorable; 2. The same; 3. More difficult)
1	Integration in a new residence	
2	Household income	
3	Clean water	
4	Natural environmental conditions	
5	The situation of travel	
6	Access to social services (health, education...)	
7	Other:	

Question 12. Does the family receive any support from the Project on income and employment?

- 1. Yes
- 2. No

12.1. If **Yes**, what are the forms?

- 1. Vocational training
- 2. Introduction of employment
- 3. Borrowing credit capital
- 4. Other (specify):

Question 13. Will the compensation/support amount ensure your family to settle down in a new residence?

- 1. Yes
- 2. No

13.1. If **No**, then why.....

Question 14. Does your family have to change to a new job after getting affected by the Project?

- 1. Yes
- 2. No (move to question 15)

14.1. If **Yes**, how is income from the new job compared to the previous job?

- 1. Higher
- 2. The same
- 3. Lower

Question 15: Situation of career change of affected households.

No.	1. Criteria	Selection	2. Agricultural household	3. Business household
14.1	Has your family lost your place of production/business due to the Project?	1. Yes 2. No (move to question 15)		

14.2	Does your family have a new place of production/business?	1. Already had 2. Not had (<i>move to question 14.2.2</i>)				
14.2.1	If Yes : What is your current status of production/business place?	1. Buying	2. Leasing	3. Borrowing		
14.2.1.1	How far is it from your home to your new production site compared to the distance from your home to your old production site?	1. Farther 2. The same 3. Closer				
14.2.1.2	Is your travelling to a new place of production/business convenient and easy?	1. Yes 2. No				
14.2.2	If Not , then why?	1. Can't buy/lease a land 2. No employees 3. Having changed jobs 4. Other:				

Question 16. Does your family have any ideas about the project?

5.3. Appendix 3. In-depth interview guide

CONTENT OF IN-DEPTH INTERVIEW FOR STAFF

The content of this questionnaire is for navigational only. Therefore, during the interview process, the Consultant will be flexible and can develop new questions if needed. In addition,

the order of the questions may be changed if the change is reasonable or does not interfere with the collection of information from other questions.

I. Information about the interviewees:

- General information about interviewees:
- Name/Age/Occupation/Education.
- Current positions/ How long are the positions held?

II. The basic content to interview:

1. Planning.

Information dissemination:

- What is the common form? (meeting people, loudspeakers, leaflets, posters, banners...)
- The intensity of information dissemination?
- Who disseminates information?
- When is the time to disseminate information?
- What do people think about information dissemination? (clear, transparent, easy to understand...)
- Percentage of people who are aware of this project (including compensation, resettlement policies, rights and obligations of affected households, land use plan/planning, etc.)

People's participation:

- What are the participants of meetings with people?
- Percentage of ethnic minority and poor households participating
- What percentage of people participate in village meetings compared to the total population in the village and the ratio of men/women?
- How is the participation of people like? What problems do they often focus on?
- Where is the meeting place for people?
- Attitudes of people in meetings?
- Frequently asked questions in the people attending the meetings?
- Who is the person who answers questions for people in the meetings?
- How satisfied are the people with the answers?

2. Inventory and measurement

- Participants in the measurement inventory?
- Tools used in measurement inventory?
- Signing in the tally record?

3. Payment and compensation.

- How is the compensation for resettlement done?
- Time, progress of paying compensation?
- What are the problems in implementing compensation and resettlement? Solution?
- How satisfied are people with the compensation?
- How is compensation price applied?

4. Vocational training

- What training courses have been organized?
- What are the contents of these training courses?
- Who are the trainers?
- How many days do the training courses usually last?

- Number of people participating in the training courses
- Is the training content based on common opinions and is it appropriate for the current situation?
- What is your assessment of such training classes?
- The importance and significance of those training classes?
- What are the impact of vocational training on people's economic life in the future?

5. Answering questions and complaints

- What are the common people's questions and complaints focused on?
- Measures for resolving complaints?
- Time to resolve complaints?
- What are the people's feedbacks on complaints?

6. Coordination

- The coordination of the concerned agencies, functional departments and officials and local people (the coordination of the departments such as: clearance compensation board, PMU staff)

7. Good experiences in the performance process

8. Recommendations