

Independent Resettlement Monitoring Report

Post Evaluation
August 2020

Viet Nam: Secondary Cities Development Project - Tam Ky Subproject

Prepared by External Resettlement Monitoring Consultant, for the Provincial People's Committee of Quang Nam Province and the Asian Development Bank.

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CURRENCY EQUIVALENTS

(As of February 2020)

Currency unit	–	USD (\$)
\$1.00	=	23,250 VND

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

DEFINITIONS OF TERMS

Affected person (AP)/Affected household (AH)	- Means any person, household, firm or private institution who, on account of changes resulting from the Project, or any of its phases or subprojects, will have its (i) standard of living adversely affected; (ii) right, title or interest in any house, land (including residential, commercial, agricultural, forest, salt mining and/or grazing land), water resources or any other moveable or fixed assets acquired, possessed, restricted or otherwise adversely affected, in full or in part, permanently or temporarily; and/or (iii) business, occupation, place of work or residence or habitat adversely affected, with or without displacement. In the case of affected household, it includes all members residing under one roof and operating as a single economic unit, who are adversely affected by a project or any of its components.
Detailed Measurement Survey (DMS)	- With the aid of the approved detailed engineering design, this activity involves the finalization and/or validation of the results of the inventory of losses (IOL), severity of impacts, and list of APs earlier done during RP preparation. The final cost of resettlement can be determined following completion of the DMS.
Compensation	- Means payment in cash or in kind to replace losses of land, housing, income and other assets caused by the Project. All compensation is based on the principle of replacement cost, which is the method of valuing assets to replace the loss at current market rates, plus any transaction costs such as administrative charges, taxes, registration and titling costs.
Cut-off date	- A date of completion of DMS, on which land and/or assets affected by the project are measured and valued. APs will be informed of cut-off date for each project component. Any person or assets residing in the project area after this date will not be compensated and assisted in accordance with the project policy.
Ethnic minority (EM)	- People with a group status having a social or cultural identity distinct from that of the dominant or mainstream society.
Entitlement	- Refers to a range of measures comprising compensation, income restoration support, transfer assistance, income substitution, relocation support, etc. which are due to the APs, depending on the type and severity of their losses, to restore their economic and social base.
Host community	- Means the community already in residence at a proposed resettlement or relocation site.
Income restoration	- This is the re-establishment of sources of income and livelihood of the AHs.
Income restoration program	- A program designed with various activities that aim to support affected persons to recover their income/livelihood to pre-project levels. The program is designed to address the specific needs of the affected persons based on the socioeconomic survey and consultations.

Inventory of Loss (IOL)	- This is the process where all fixed assets (i.e., lands used for residence, commerce, agriculture, including ponds; dwelling units; stalls and shops; secondary structures, such as fences, tombs, wells; trees with commercial value; etc.) and sources of income and livelihood inside the Project right-of-way (project area) are identified, measured, their owners identified, their exact location pinpointed, and their replacement costs calculated. Additionally, the severity of impact to the affected assets and the severity of impact to the livelihood and productive capacity of APs will be determined.
Land acquisition/site clearance	- Refers to the process whereby an individual, household, firm or private institution is compelled by a public agency to alienate all or part of the land it owns or possesses to the ownership and possession of that agency for public purposes in return for compensation at replacement costs.
Rehabilitation	- This refers to additional support provided to APs losing productive assets, incomes, employment or sources of living, to supplement payment of compensation for acquired assets, in order to achieve, at a minimum, full restoration of living standards and quality of life.
Relocation	- This is the physical relocation of an AP from her/his pre-project place of residence and/or business.
Resettlement and Ethnic Minority Development Plan	- A resettlement plan for EM communities, integrated between the Resettlement Plan and issues of EM groups relating to their interests and cultures.
Replacement cost	- The amount needed to replace an affected asset and net of transaction costs such as administrative charges, taxes, registration and titling costs.
Replacement cost survey	- This refers to the process involved in determining replacement costs of affected assets based on empirical data.
Resettlement	- This includes all measures taken to mitigate any and all adverse impacts of a project on AP property and/or livelihoods, including compensation, relocation (where relevant), and rehabilitation as needed.
Resettlement Plan (RP)	- This is a time-bound action plan with budget setting out compensation and resettlement strategies, objectives, entitlement, actions, responsibilities, monitoring and evaluation.
Severely AHs	- This refers to AHs who will (i) lose 10% or more of their total productive land and/or assets, and/or (ii) have to relocate.
Stakeholders	- Individuals, groups, or institutions that have an interest or stake in the outcome of a project. The term also applies to those potentially affected by a project. Stakeholders include land users, country, regional and local governments, implementing agencies, project executing agencies, groups contracted to conduct project activities at various stages of the project, and other groups in the civil society which may have an interest in the project.
Vulnerable groups	- These are distinct groups of people who might suffer disproportionately or face the risk of being further

marginalized by the effects of resettlement and specifically include: (i) female headed households with dependents, (ii) disabled household heads, (iii) households falling under the state poverty line, (iv) children and the elderly who are landless and with no other means of support.

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I. General information of the project

1. The Government of the Socialist Republic of Viet Nam has obtained a loan from the Asian Development Bank (ADB) towards the cost of the Secondary Cities Development Project. The project will finance urban environment improvement through 11 infrastructure subprojects in three secondary cities in central region of Viet Nam which are Buon Ma Thuot (Dak Lak province), Ha Tinh (Ha Tinh province), and Tam Ky (Quang Nam province).
2. These subprojects will cover (i) solid waste management (SWM) for improved environmental quality; (ii) urban road upgrading for improved connectivity and evacuation during disasters; and (iii) completion of flood dikes, drainage channels, and regulating basins for flood control. The project optimizes the investment efficiency by supplementing anti-flood infrastructure works in combination with the Central Region Urban Environment Improvement Project (CRUEIP) that has been implemented previously by the funding of the Asian Development Bank (ADB). The project aims to develop urban infrastructure and improved environmental sustainability to the effects of climate changes.
3. Tam Ky Sub-project: There are three packages: (i) Package TK-01: Ban Thach River Dyke; (ii): Package TK-02: Dien Bien Phu Road; and (iii) TK-03 Package: Construction of Strategic Road Development – Dien Bien Phu Road – Section 3B.

1. Project objectives

- ✓ Reducing the vulnerability by natural disasters through the investment in upgrading the infrastructure items to deal with natural disasters;
- ✓ Improving the management and flood control in flood-prone areas in Tam Key, which takes into account the increasing risks of climate change phenomena;
- ✓ Ensuring the enhancement of flood prevention, taking into account social factors in order that the vulnerable groups and poor populations in urban areas are also protected;
- ✓ Completing the new dikes built by the Central Region Urban Environmental Improvement Project (CRUIEP)¹;
- ✓ Supporting the expansion of Tam Key city as planned through the (a) development of residential areas; (b) economic development, promotion of economic efficiency of Chu Lai economic zone; (c) Development of culture/tourism/recreation as planned;
- ✓ Developing the strategic road connecting the highway with the coastal road (it is currently under construction);
- ✓ Improving disaster management infrastructures to connect urban areas of Tam Key (existing and proposed areas) with the coastal road.

2. Project components

4. Tam Ky subproject includes 3 packages as described below.

No.	Items	Project location	Descriptions
I	TK-01 Package: Construction of Ban Thach River Dike		

¹ ADB Project - Central Region Urban Environmental Improvement Project (CRUEIP) on prevention and flood drainage works.

No.	Items	Project location	Descriptions
1	Flood Management – Ban Thach Dyke Completion and Upgrading	Tan Thanh and Hoa Huong communes	<p>The total length of the dyke works is 9.7 km. The works will provide for flood protection between National Highway 1, at the north-western perimeter of the built-up area, and South Quang Nam Road at the south-eastern perimeter. There are four sections, which include new dyke works and the upgrading of existing dykes</p> <ul style="list-style-type: none"> • Section 1- National Highway 1 to Nguyen Van Troi Road, consisting of 2.5 km of new earth embankment to a crest level of 4.34 m ASL; • Section 2- Tan Thanh residential area to Number 6 residential area consisting of 0.7 km of new dyke and paved road not completed under CRUEIP. This section will be linked to the existing dyke, but will be raised by retaining wall and landscaping to 4.34m ASL. • Section 3 - Ton Duc Thang to South Quang Nam Road, consisting of 3.0 km of new earth embankment to a crest level of 4.28 m ASL. • Section 4 - Raising of existing dyke constructed under CRUEIP. Work will consist of 3.5 km from end of section 2 to Ton Duc Thang Road by retaining wall and landscaping to 4.34 m ASL.
II	TK-02 Package: Construction of Strategic Road Development – Dien Bien Phu Road		
2	Strategic Road Development – Dien Bien Phu Road	An Phu, Tam Phu, Phuoc Hoa, An My, An Xuan,	<p>The total length of road is 6.31 km including 3 bridges. It has 3 distinct sections:</p> <ul style="list-style-type: none"> • Section 1 – from Hung Vuong Road to Bach Dang

No.	Items	Project location	Descriptions
		Tan Thanh communes/wards	<p>Road Dyke, 1.06 km located in the built-up area within Tam Ky urban area. The total ROW is 60 m wide including 2 lanes (each 7.5 m) and 2 sidewalks (10 m each) (see Figure 1.3).</p> <ul style="list-style-type: none"> Section 2 – From the dyke to Le Thanh Ton (Chu Lai SEZ), 2.88 km road through rice fields. <p>The total ROW is 12 m wide including 2 lanes (each 2.5 m) and 2 shoulders (2.5 m each). This section includes two bridges: Ban Thach River Bridge (16 m wide with 153.7 m span) and Ky Phu River Bridge (16m wide with 172.5m span). See Figure 1.4</p> <ul style="list-style-type: none"> Section 3a – From Chu Lai SEZ to the national coastal road, 2.37 km through rice fields. <p>The total ROW is 12 m wide including 1 lane (each 3.5 m) and 2 shoulders (4.25 m each). This section includes one bridge: Canal bridge (12 m with 18 m span)</p>
III	TK-03 Package: Construction of Strategic Road Development – Dien Bien Phu Road – Section 3B		
	Strategic Road Development – Dien Bien Phu Road (extension)	Tam Phu, Tam Thanh communes	<ul style="list-style-type: none"> Section 3b: from the emergency escape road (129) to the Tam Thanh coastline with 1,8 km length (Km6+309.8 to Km8+106.22)

3. Scope of project impacts

5. Tam Ky subproject affects 8 communes/wards of Tam Ky city - Quang Nam province, including: Tan Thanh and Hoa Huong communes (Ban Thach river dike); An Phu, Tam Phu, Phuoc Hoa, An My, An Xuan and Tan Thanh communes/wards (Dien Bien Phu road); and Tam Phu and Tam Thanh communes (extended Dien Bien Phu road).

❖ Impacts on land

6. The total land area affected by 03 packages is 380,705 m², of which 354,648 m² is agricultural land (accounting for 93.15%) and of 26,057 m² is residential land (accounting for 6.85%). The impacts of land acquisition divided by the work-items and compared with the acquired area is shown in the RP in the following table:

Table 1: Land area affected

No.	Civil works/ Packages/ components/ subprojects	Permanently acquired land area (m2)								
		Actual implementation			uRP			Comparison		
		Residential land	Agricultural land	Total	Residential land	Agricultural land	Total	Residential land	Agricultural land	Total
1	TK-01: Ban Thach Dyke	2,579	176,242	178,821	2,244.3	97,395.0	99,639.3	334.7	78,847.0	79,181.7
2	TK-02: Dien Bien Phu Road	20,234	147,746	167,980	20,234.0	147,746.0	167,980.4	0	0	0
3	TK-03: Dien Bien Phu Road (extension)	3,244	30,660	33,904	3,227.1	28,675.8	31,902.9	16.9	1,984.2	2,001.1
Total		26,057	354,648	380,705	25,705.8	273,816.8	299,522.6	351.6	80,831.2	81,182.8

7. The actual land acquisition changed significantly compared to the RP data, increasing 81,182.4m², which is mainly due to the increase in acquired agricultural land with 80,831.2 m² (accounting for 99.56%), while acquired residential land increases 351.6 m² (less than 0.5% only). Also, as shown in this table, there are 2 works that increase land acquisition area, but the largest is by Ban Thach River Embankment with 79,181.7 m² (accounting for 97.54%), and Dien Bien Phu expansion road only increases 2,001.1 m² (accounting for more than 2%). The main causes of this increase are: (i) after the embankments and roads are built, they will divide people's access roads to their farmland, so they requested to be acquired their remaining land; (ii) the project duration is longer, resulting land fluctuations (for example, parents divided land for children to inherit).

❖ Impacts on households

8. In total, 1,438 households are affected by 03 packages: TK- 01, TK-02 and TK-03. 100% of the affected households in the subprojects of Tam Ky province and Quang Nam province are permanently affected, and no households are temporary affected households.

9. Among 1438 affected households, there are 967 severely affected households (of which 613 households lose 10% of their productive land and 354 households must relocate) and 471 slightly affected households. The vulnerable households are 144 households, of which there are 24 poor households, 51 female headed households and 69 policy beneficiary households. The details of the actual number of affected households as well as the comparison with uRP versions are shown in Table 2.

Table 2: Number of affected households

Packages	Number of severely affected households			Lightly affected households	Business affected households	Number of vulnerable households				Total affected households
	Total	AH losing 10% or more of productive land	Relocation			Total	Poor households	Female headed households	Policy households	
I. Actual implementation										
TK-01: Ban Thach Dyke	265	245	20	147	0	49	13	16	20	412
TK-02: Dien Bien Phu Road	638	318	320	284	72	94	10	35	49	922
TK-03: Dien Bien Phu Road (extended)	64	50	14	40	0	1	1	0	0	104
Total	967	613	354	471	72	72	24	51	69	1.438
II. uRP										
TK-01: Ban Thach Dyke	201	181	20	64		49	13	16	20	265
TK-02: Dien Bien Phu Road	269	155	114	350		106	10	47	49	619
TK-03: Dien Bien Phu Road (extended)	57	42	15	8		1	1	0	0	65
Total	527	378	149	422	0	156	24	63	69	949
III. Comparison										
TK-01: Ban Thach Dyke	64	64	0	83	0	0	0	0	0	147
TK-02: Dien Bien Phu Road	369	163	206	-66	72	-12	0	-12	0	303
TK-03: Dien Bien Phu Road (extended)	7	8	-1	32	0	0	0	0	0	39
Total	440	235	205	49	72	-12	0	-12	0	489

10. The above table shows that the total number of project-affected households increases by 489 households against the uRPs (increase from 949 households to 1,438 households - 151%). Specifically, severely affected households increase by 440 households (increase from 527 households (according to uRPs) to 967 actual households - 183.5%). Slightly affected households also increase by 49 households. In addition, according to this table, business affected households were not listed in the previous uRPs but updated and supplemented by the PMU and stakeholders during the implementation process. Accordingly, the number of business affected households is 72 households. The number of vulnerable households reduces a little. In fact, the number of female-headed households decreases by 12 households, which is due to the inconsistent understanding of the concept of female-headed households. Specifically, this concept must be understood as female-headed households with dependent people.

11. The reasons of the increase of affected households and land acquisition area are alike as presented in paragraph 7, due to the acquisition of the remaining land area and household division for heritage.

❖ **Impacts on houses and structures**

12. 190 households are affected with houses. All of these houses were dismantled after they had been paid in full. According to the DMS results, each household consists of 2 to 3 smaller families, making the number of resettled households to be arranged in a resettlement area includes 343 households.

13. At the same time, 190 households are affected with main structures and temporary structures as gates, fences, floors, brick walls and others temporary structures.

14. Forty-five graves and one temple must be relocated.

❖ **Resettlement**

15. The total number of households that must relocate due to the project land acquisition includes 354 households. The details of relocated households by construction items are shown in Table 2.

❖ **Impacts on fields, crops and trees**

16. There are 124,707 m² of rice fields, 34,780 m² of crops and 44,687 trees of all kinds that were affected in total. Among these, 79,101 m² of rice fields, 482 m² of crops and 5,553 trees were affected under package TK-01; 37,479 m² of rice fields, 34,011 m² of crops and 33,482 trees were affected under package TK-02 and 8,127 m² of rice fields, 287m² of crops and 5,652 trees were affected under TK-03.

❖ **Impact on business**

17. There are 72 businesses in package TK-02 that were affected by the project. Most of them are small and medium retail businesses (mainly small family businesses located in the main house selling diverse types of food and beverages). All these businesses are unregistered.

4. Objective of resettlement evaluation

18. The resettlement evaluation report is the final report of the project. It will focus on evaluating the compliance with the ADB's social safeguard policies, the uRP as well as the regulations of the Government and Quang Nam province on compensation, support and resettlement.

19. In this report, we will focus on assessing the implementation process, satisfaction, living standards and income of affected households after the project implementation, in which the evaluation on severely affected households (displaced households or households losing 10% or more of their productive land or main sources of income) and vulnerable groups as defined by the ADB will be focal.

20. The assessment will be on the resettlement aspects. The specific tasks include the following:

- Assessing the resettlement implementation process, including consultation and participation of affected people and stakeholders in this process;
- Assessing compensation, assistance and resettlement program and rehabilitation measures and their effectiveness;
- Assessing the Resettlement Plan in all respects taking account the degree of achievement of the resettlement plan objectives;
- Assessing the Grievance Redress Mechanism and its effectiveness;
- Assessing levels of satisfaction of affected people on the resettlement program: including the implementation process, compensation unit prices, complaints, compensation payment as well as the living standards of affected people after the resettlement.

21. Through the evaluation of the resettlement program implementation, recommendations and lessons learned useful for the implementation of resettlement programs of future projects will be worked out.

II. Methodology and implementation organization

1. Methodology

1.1. Participatory approach

22. For the social and resettlement independent monitoring, the community participatory approach plays a very important role. It can influence the success of the project because communities are the most knowledgeable about the social conditions where they live and benefit or are affected negatively by the project.

23. To implement the participatory approach, the Consultant will use information collecting method through surveys, contacts and discussions with local authorities, local communities, mass organizations such as Fatherland Front, Youth Union, Women's Union, Farmers' Union, Veterans' Union... to assess their satisfaction and recovery of living standards after the resettlement program is implemented.

24. In the process of approaching communities, the Consultant keeps attention to the successful experiences in interacting with communities, their customs, traditions and knowledge to understand their needs and mobilize their highest participation.

25. The Consultant in close coordination with the project management and implementing units such as the PMU, local authorities in project wards and communes and the stakeholders to receive their active coordination and participation as well as the community coordination and participation during the task performance.

1.2. Quantitative combined qualitative method

Qualitative research:

26. Qualitative research is aimed at deepening the understandability of characteristics, properties and nature of research objects through reactions from inner thoughts and emotions of humans that produce different behaviors in life. In essence, qualitative research is about identifying aspects, causes of attitudes or reactions of such individual or groups of people.

Quantitative research:

27. Quantitative research tells us the extent of human reactions and attitudes to a problem in certain social contexts.

28. In quantitative research, people often use information collection methods with prepared questionnaires. It combines with closed and open-ended questions to collect information from a large number of research units within the sample structure of a overall study.

29. The results of quantitative research are often numbers that reflect the characteristics to be studied in the overall study. If qualitative research helps us to understand the insides of the study subjects, then quantitative research gives us a general overview, covering the entire study object.

30. The combination of qualitative and quantitative research is the best method for monitoring and evaluation. While qualitative research can support quantitative research by identifying appropriate issues for interviewing and further investigation, quantitative research can assist to generalize findings for a whole. Further, qualitative research can help explain relationships among the variables found in quantitative research.

2 Evaluation methods

2.1 Method of document review and analysis

- ✓ Analyze statistics, compensation and site clearance documents provided by the Compensation, Assistance and Resettlement Board (CARB) and the Provincial Project Management Units (PPMUs) found in the monitoring stages;
- ✓ Compare the implementation of the Resettlement Plan (RP) with the updated Resettlement Plan (uRP);
- ✓ Review internal monitoring reports made by the Project Implementation Assistance Consultant as well as the PMU.

2.2 Qualitative method

- ✓ Information is assessed through discussions and in-depth interviews with the staff of the PPMUs, staff and leaders of CARB and the wards/communes in relation to compensation, support and resettlement where AHs are located.
- ✓ Information is assessed through in-depth interviews with the PMU compensation staff, leaders and those who are directly involved in the compensation, support and resettlement, and commune/ward officials where there are AHs.
- ✓ Information is assessed through in-depth interviews with representatives of some AHs.

2.3 Sampling method

- ✓ Household survey by questionnaire. The questionnaire was designed with closed-ended questions - option answers and some open-ended questions to better obtain opinions of respondents;
- ✓ This method will be used to survey those who are directly affected by the project, especially severely affected cases (AHs who must relocate and losing from 10% of their productive land or income sources) and vulnerable cases;
- ✓ The questionnaire was conducted by surveyors using direct interview method;
- ✓ The data of the questionnaire is processed on Excel and SPSS software.

2.4 Direct observation method

31. During the survey and assessment, the resettlement specialists will visit AHs to examine their living stability and restoration. The focus is on the severely affected and vulnerable households.

3. Organization of implementation

32. The final evaluation of the implementation of the updated Project Resettlement Plan is implemented by the Project's independent resettlement consultants, with the support of the PMU and the relevant units, more importantly, the people's committees of the communes/wards and households in the project scope.

33. During the evaluation process, the Independent Resettlement Specialist conducted focus group discussions, in-depth interviews with project executives and communal mass organizations. For affected households, in addition to focus group discussions and in-depth interviews, the assessment will focus on questionnaire surveys with all severely affected households, vulnerable households and some slightly affected households.

34. Accordingly, 09 focus-group discussions were organized, of which 08 focus-group discussions were organized in 08 affected communes and 01 focus-group discussion was organized at the PMU and Compensation Committee. In-depth interviews were conducted with the PMU officers who are monitoring social issues, officers who directly conducted compensation of the Compensation Committee and leaders or officers who are directly monitoring compensation at the affected wards/communes.

35. As designed, the survey program by questionnaire is conducted for 1,182 AHs including 967 severely AHs (613 households losing from 10% of their productive land and 354 households have affected houses), and 215 slightly AHs (equivalent to 15% of the total AHs). During the implementation, the resettlement specialists surveyed 1,090 AHs (92.2% of the planned number and 75.8% of the total AHs), and the remaining of 92 households (7.8%) were not surveyed because we could not contact them who might go away or move to other localities. The actual number of surveyed households is shown in Table 3.

Table 3: Summary of actually surveyed households divided by packages

Packages		Severely AHs			Slightly AHs	Vulnerable households				Total surveyed households
		Total	Household lost 10% of productive land	Relocated households		Total	Poor households	Female headed households	Policy households	
TK-01: Ban Thach Dyke	HHs	250	233	17	62	44	12	15	17	356
	Percentage (%)	94.3	95.1	85.0	100.0	89.8	92.3	93.8	85.0	94.7
TK-02: Dien Bien Phu Road	HHs	582	295	287	138	84	10	31	43	804
	Percentage (%)	91.2	92.8	89.7	100.0	89.4	100.0	88.6	87.8	92.4
TK-03: Dien Bien Phu Road (extended)	HHs	59	47	12	16	1	1	-	-	76
	Percentage (%)	92.2	94.0	85.7	100.0	100.0	100.0	-	-	93.8
Total	HHs	891	575	316	216	129	23	46	60	1,236.0
	Percentage (%)	92.1	93.8	89.3	100.0	89.6	95.8	90.2	87.0	93.1

36. Through the review, we can say that among 1,327 households required for the survey by questionnaire, the Consultant should only survey 1,182 households because the majority of vulnerable households were in the same list with the severely affected and slightly affected households. In fact, the Resettlement Consultant conducted surveying 1,090 households (reaching 92.2% of the expected number and accounting for 75.8% of the total households affected by the project). The rest of 92 households (7.8%) were not surveyed because it was not able to contact to them as they were away from home or moved to other localities to live. The survey of 15% of the lightly affected households was fully complied with the total of 216 households.

4. Data processing

37. The questionnaire inputs are processed on the SPSS software.

III. Evaluation results

1. The implementation of resettlement

1.1. Progress of social safeguard documents update

38. At the time of preparing this report, 01 policy framework for compensation, support and resettlement of the Secondary Cities Development Project in Quang Nam, Ha Tinh and Dak Lak was approved by the Prime Minister in July 2013, and one resettlement plan report (RP) for whole Tam Ky subproject was prepared and approved by the ADB in April 2013. The updated resettlement plan reports for QN-01 and QN-02 subproject packages were prepared and approved by the ADB in June 2015 and July 2016 accordingly. In addition, RP addendum for Dien Bien Phu extended road was prepared and approved by ADB on November 2017. The preparing of the project's social safeguard documents complied with the ADB regulations. These updated documents (uRPs) and RP addendum were completed before the PMU and the CARB developed and submitted the compensation plans. The progress of these documents is as shown in the table below.

Table 4: Progress of social safeguard documents update

No.	Work-items	Required social safeguard policy documents	Status of documents
1	Policy framework for compensation, support and resettlement of the Secondary Cities Development Project in Quang Nam, Ha Tinh and Dak Lak	RF	The Prime Minister approved on July 29, 2013
2	Two sub-components: (1) Flood Management – Ban Thach River Dyke Completion and Upgrading; (2) Strategic Roads Development – Dien Bien Phu Road in Tam Ky City	RP	ADB approved in 12/2015
3	Package TK-01: Constructing Ban Thach River Dike, Tam Ky City, Quang Nam Province	uRP	ADB approved on June 2015

No.	Work-items	Required social safeguard policy documents	Status of documents
4	Package TK-02: Dien Bien Phu Road, Tam Ky City, Quang Nam Province	uRP	ADB approved on July 2016
5	Package TK-03: Dien Bien Phu Road, Tam Ky City, Quang Nam Province (Section: Km6+309,8 – Km8+106,22) – section 3B	RP addendum	ADB approved on November 2017

39. The completion of safeguard documents updated and approved by the ADB and the People's Committee of Quang Nam province make basic for the PMU and the CARB to perform the compensation, support, resettlement to ensure the rights of affected people.

1.2. Institutional arrangement and implementation organization of uRP

The People's Committee of Quang Nam Province

40. The People's Committee of Quang Nam province (PPC) is the Project Executive Agency (EA) responsible for overseeing the entire subproject activities, including the implementation of uRPs/ RP addendum. The PPC is responsible for: (i) Monitoring the project implementation; (ii) Coordinating relevant agencies of Tam Ky city and the PMU during the project implementation; (iii) Approving important documents within its jurisdiction, including the approval of uRPs/ RP addendum. The PPC has established a Project Steering Committee headed by the PPC Vice Chairman and other members representing for the provincial departments and other leaders of Tam Ky city. The Steering Committee regularly monitors, directs and guides the policies during the project implementation.

41. During the project implementation, the PPC has promptly instructed and guided the implementation of the policies and approvals of uRPs/ RP addendum as the basis for compensation, support and resettlement.

Tam Ky City People's Committee

42. Tam Ky City People's Committee is the Implementing Agency (IA) for the project and oversees the entire subproject activities, including the implementation of the resettlement plans. It is also the agency that evaluates and approves compensation plans. It has been instructing the specialized agencies to appraise and issue decisions to approve compensation, support and resettlement plans and timely ensure the compensation schedule in particular and the project schedule in general.

Project Management Unit

43. Quang Nam Investment and Construction Project Management Unit (PMU) is the Representative Agency of the Project Owner to perform the management and operation of all project activities.

44. Regarding the resettlement, the PMU has been working closely with the relevant agencies such as the Land Fund Development Center, specialized departments of Tam Ky city and local authorities to promote the progress as well as the compliance with the project policies and Vietnamese laws on compensation, assistance and resettlement.

Government and mass organizations at the commune level

45. The authorities and commune mass organizations have highlighted their responsibilities and roles in the project implementation in general and compensation, support and resettlement in particular. These units have shown their positions and roles during the project implementation, especially in calling for community participation and advocacy.

46. The authorities and mass organizations at communal level have well implemented the community monitoring, ensuring compliance with the project policies and protecting the rights of affected people.

Project Implementation Consultant

47. The Resettlement Consultant has completed their tasks to assist the project in implementing compensation and at the same time supervise and consult the Project Management Unit and the parties to ensure the compliance with the project's compensation policies.

1.3. Information disclosure and community consultation

48. The information dissemination and community consultation are carried out continuously throughout the project implementation. All project important stages and project information are provided and consulted with AHs as well as the communities. The disclosure of documents includes basic general information about the project such as uRP, Vietnamese regulations on compensation, support and resettlement, DMS minutes, compensation, support and resettlement plans...

49. During the RP updating period, the Consultant has been organized with the AHs and the communities in all project communes/wards. The main contents of the consultations are publishing the ADB policies, the Vietnamese government's policies and laws on compensation, support and resettlement and the project policies and acquiring recommendations and opinions of the AHs as the basis for updating the RP.

50. During the compensation implementation period, the information disclosure process has been strictly complied in accordance with the provisions of the Vietnamese Law, i.e. Land Law 2013, and the execution guiding documents. Specifically, before the DMS, Tam Ky LFDC, through the CPCs, informed the AHs about the DMS schedule and requested them to be present to join the DMS. After the DMS was completed at site, the DMS minutes were passed on the same place with the household representatives then transferred to each household 01 copy for re-checking. The DMS minutes would be posted in public places. The times, contents and locations of the consultations are presented in Table 5 below.

Table 5: Summary of consultation meetings

No.	Date	Quantity	Content	Participants
I	Package TK-01: Ban Thach Dyke			
1.1	21/01/2015	01	Dissemination of information on project policies, compensation unit prices and support policies	PMU, CARB, affected households by Package TK-01
1.2	19/03/2015	02	Consultation on the IRP implementation	PMU, communal authorities, communal organizations and
1.3	19/03/2015			

No.	Date	Quantity	Content	Participants
I	Package TK-01: Ban Thach Dyke			
				affected households
II	Package TK-02: Dien Bien Phu Road			
2.1	21/01/2015	04	Dissemination of information on project policies, compensation unit prices and support policies	PMU, CARB, affected households by Package TK-02
2.2	06/03/2015			
2.3	07/03/2015			
2.4	07/08/2015			
2.5	10/01/2015	04	Consultation on the IRP implementation	PMU, communal authorities, communal organizations and affected households
2.6	14/01/2015			
2.7	17/08/2015			
2.8	18/08/2015			
III	Package TK-03: Dien Bien Phu Road (extended)			
3.1	10/01/2015	02	Dissemination of information on project policies, compensation unit prices and support policies	PMU, CARB, affected households by Package TK-03
3.2	14/01/2015			
3.3	17/08/2015	02	Consultation on the IRP implementation	PMU, communal authorities, communal organizations and affected households
3.4	18/08/2015			
Total		15		

51. The compensation, support and resettlement plans, after being made, were posted for each household and in public places in accordance with the duration prescribed by law. The plans were only preliminary and had not been approved. After announcing the draft compensation, support and resettlement plans, the LFDC would summarize comments and revise the plans according to the recommendations/opinions (if any) and submit them to the competent authorities for appraisal and approval.

52. Other issues such as schedules for compensation payment, handover of site and construction have been fully informed to the AHs.

53. According to the results of consultations and survey, all AHs basically understand the project basic contents such as Donor, capital sources, Project Owner, basic technical standards, and most importantly, they are aware of the regimes and policies applied to the project and the policies that households are entitled. In general, people are satisfied with the information they are disseminated. The survey results on the information dissemination and community consultation of the project are presented in Table 6.

Table 6: Evaluation results on information dissemination and community consultation

No.	Survey results	Number of households	Percentage (%)
1	Very pleased	316	29.03
2	Pleased	394	36.13

3	Acceptable	302	27.74
4	Unpleased	49	4.52
5	Very unpleased	28	2.58
Total		1,090	100.00

Source: Questionnaire survey results, 2020

54. As the result, more than 65% of the households engaged in the survey are at least pleased with the project information and community consultation, of which 29.03% are “very pleased” and 36.13% are “pleased”. In addition, 27.74% of the interviewed households said that information dissemination and community consultation are “acceptable”, except for 7% of the interviewed households which are “unpleased” or “very unpleased”.

1.4. Detailed measurement survey

55. The implementation of compensation, support and resettlement is implemented by Tam Ky LFDC and CARB. The compensation, support and site clearance include inventory and measurement of affected assets, preparation and submission of compensation, support and resettlement plans implemented by Tam Ky LFDC. The DMS is done by the CARB team, which compose of representatives of the PMU, CARB, CPCs, villages and households whose land and assets are affected.

56. The DMS was scheduled from the end of 2013 to the end of 2015 for 02 initial packages, and from 2016 to 2017 for the additional packages. The specific dates are provided in the table below.

Table 7: DMS implementation schedule of subproject

Packages	Start date	Completion date
TK-01: Ban Thach Dyke	2/2014	12/2015
TK-02: Dien Bien Phu Road	11/ 2013	8/2015
TK-03: Dien Bien Phu Road (extended)	10/2016	3/2017

57. The DMS was public and transparent. The DMS was witnessed by the heads of the AHs and representatives of local authorities (communes, villages/residential areas). Prior to the DMS, through the commune leaders, the LFDC informed household heads of the DMS schedule for them to proactively arrange full participation.

58. After the DMS, the DMS minutes were agreed at site and the parties signed in them. Each affected household was then provided with one (01) copy of the DMS minutes for further verification and comparison. In each DMS minute, there was a blank for household to review, compare and comment. After 20 days, the LFDC would take back the DMS minutes to update, supplement and revise according to the opinions of the AHs. On that basis the compensation and support plans were prepared.

59. During the monitoring of the DMS implementation, it can be noticed that most household representatives participated in the DMS. The questions and recommendations were resolved and explained at site. This has greatly reduced the number of complaints about the DMS process.

60. Following the DMS process, we noted that the vast majority of affected people believed that the DMS was completed and accurate. Mistakes and recommendations during the DMS process were recorded and handled promptly to ensure the rights and interests of the AHs.

61. The survey results on the satisfaction with the DMS process shows that the majority of the AHs are at least pleased with the DMS results. Specifically, among 1,090 interviewed households, as max as 80% accept the survey results, of which 14.84% are completely pleased, 21.94% are pleased, and 43.23% said that the DMS results are acceptable.

62. 20% of the respondents expressed their dissatisfaction about the DMS, of which about half express their dissatisfaction and the others expressed their very dissatisfaction.

63. The reasons of AHs who are not pleased with the DMS are: they disagree with land areas, types of land, quantity and types of structures, number and size of trees and crops. However, these unpleased recommendations and questions have been checked, reviewed and supplemented by the PMU and the LFDC to ensure their rights and entitlements.

Table 8: Detailed measurement survey (DMS)

No.	Survey results	Number of households	Percentage (%)
1	Very pleased	162	14.84
2	Pleased	239	21.94
3	Acceptable	471	43.23
3	Unpleased	120	10.97
5	Very unpleased	98	9.03
Total		1,090	100.00

Source: Questionnaire survey results, 2020

1.5. Compensation, support and resettlement plans

1.5.1. Legal basis for making compensation, assistance and resettlement plans

64. The compensation, assistance and resettlement plans were set up pursuant to the Vietnamese laws on compensation, assistance and resettlement (Land Law 2013 and guiding documents); (ii) ADB Policy (SPS 2009); (iii) Policies and regulations of the People's Committee of Quang Nam province; and (iv) project documents (uRPs/ RP addendum, replacement cost...), in addition to other policies of the State of Vietnam such as the multi-dimensional poverty and the vocational training and job introduction.

65. The compensation, assistance and resettlement plans were calculated based on the replacement costs surveyed by the compentent unit and approved by Quang Nam Provincial People's Committee.

1.5.2. Making and approving compensation, assistance and resettlement plans

66. The project compensation, assistance and resettlement plans were prepared and submmited by Tam Ky LFDC based on DMS data, replacement costs, ADB policies, Vietnamese laws, and the annual compensation policy of the PPC.

67. After completing the publication of the DMS minutes, recording and correcting the recommendations of the AHs, the LFDC would apply compensation prices, assistance and prepare compensation, assistance and resettlement plans, which would be disclosed for the AHs as well as posted at the office of the W/CPCs or village/residential quarters for at least 02 times, after they would be completed.

68. How to make public posting of compensation, assistance and resettlement plans is that each household is provided with a copy of the respective compensation plan, and the compensation, assistance and resettlement plans are sent to local authorities for publicly posting in where people could view and search. At the first publication, compensation, assistance and resettlement plans have not been approved by the competent authorities. After the first publication of compensation plan to obtain opinions of the AHs, the LFDC will summarize, revise and supplement (if any) and publish them again for the 2nd time. After the 2nd publication, the compensation, assistance and resettlement plans will be finalized and submitted to the competent authorities for the final appraisal and approval.

69. Basically, the preparation and approval of the project compensation, assistance and resettlement plans complied with the Donor's policy, Vietnamese policies and laws, the regulations of Quang Nam People's Committee on compensation, assistance and resettlement, as well as the project documents and policies. The progress of preparing and approving compensation, assistance and resettlement plans was in compliance with the prescribed timetable. However, some of them faced prolonged formulation, appraisal and approval due to many reasons. E.g. DMS results were revised many times; the appraisal consisted of the combination of several agencies, making it difficult to arrange meetings for the Appraisal Committee.

70. The actual compensation funding according to the compensation plan decisions contains certain difference from the estimated cost in the uRPs. The funding in the uRPs included 10% of the contingency cost, but it is practically supplement to the cost for the compensation, assistance and resettlement.

Table 9: Summary of funding for uRP implementation

Currency: Dong

No.	Packages	uRP cost estimate	Actual cost
1	TK-01: Ban Thach Dyke	265,169,070,428.0	72,132,950,334.6
2	TK-02: Dien Bien Phu Road	44,375,918,789.0	251,046,689,532.1
3	TK-03: Dien Bien Phu Road (extended)	22,189,834,865.0	18,509,094,862.4
Total		331,734,824,082.0	341,688,734,729.1

71. The main reason for the compensation cost increase is the increase in the land acquisition area and the number of affected households due to household division, especially for the construction site of Dien Bien Phu Road.

1.5.3. Unit prices of compensation

72. The project's compensation unit prices were calculated on the basis of replacement costs, which were surveyed by the competent unit, and appraised and approved by the Provincial People's Committee. The list of decisions approving the replacement cost of the subproject is provided in Annex 5

73. During the applying compensation prices and assistance as well as the appraisal and approval of compensation, assistance and resettlement plans, the PMU, LFDC and the concerned implementing units basically complied with the unit prices and flexibly applied the project's policies to ensure the best interests of the AHs.

74. According to the consultation with local authorities as well as AHs, it can be seen that the AHs basically agreed with the compensation unit prices of the project. However, it is unavoidable for some questions about low unit prices, which happens at all routes but are not representative as a few households made questions about low unit prices.

Table 10: Compensation prices for affected land and assets

Survey results	Land compensation prices		Compensation prices for houses/structures		Compensation prices for crops and trees	
	HHs	(%)	HHs	(%)	HHs	(%)
Very pleased	161	14.77	205	18.81	233	21.38
Pleased	231	21.19	300	27.52	280	25.69
Acceptable	662	60.73	554	50.83	552	50.64
Unpleased	36	3.30	31	2.84	25	2.29
Total	1,090	100.00	1,090	100.00	1090	100.00

Source: Questionnaire survey results, 2020

75. Also, the household survey and assessment on the satisfaction with the project compensation unit prices for residential land, agricultural land, house and structures show people's concurrence, when more 80% of the interviewed households said that they chose "acceptable", "pleased" and "very pleased" options, in which the number of households that opt "acceptable" accounts for the highest, 50% to 60%. Among 3 consulted compensation unit prices, the concurrence with the compensation prices for houses and structures account for the highest when approximately 85% of the interviewed households are pleased with; the unit prices of crops and trees are rated the 2nd (84.15%) and finally the unit prices of types of land (80.7%).

76. Basically, people accept the project compensation prices. This is clear in the survey data when an average of 54.1% of the surveyed households think that the compensation prices of land, structures, crops are "acceptable", in which the rate of agreement on land compensation prices is the highest (60.7%), then the structures prices (50.8%) and the prices of crops and trees (50.7%).

77. The rating of AHs who are not satisfied with the compensation prices accounts for 16.6%, of which the "unpleased" rating is 9.4% and the "very unpleased" rating is 7.2%. Among the three surveyed types of compensation rating (land compensation prices, structure compensation prices, and tree and crop compensation prices), the highest is the "unpleased" rating with the land compensation prices (approximately 20%), the 2nd is the "unpleased" rating with the prices of trees and crops on affected land (approximately 16%), and the 3rd is the "unpleased" rating with the prices of houses and structures (14.6%). It is because AHs think that the land compensation prices are not equal to market prices.

78. The details of compensation rates for the project are shown in Table 10.

1.5.4 The amount of assistance

79. In addition to the compensation to ensure people's living standards which must be stable and at least equal to their living standards as before the project implementation, the process of compensation, assistance and resettlement of the project has been fully complied with the support policies mentioned in the uRP. The project main supports include: (i) Support for job change and job finding for the AHs whose agricultural land is acquired; (ii) Support for stabilization of living standards of severely AHs (households that are affected with houses and acquired from 10% of productive land); (iii) Support for relocation; and (iv) Support for vulnerable groups. In addition, eligible households will be participated in the Income Restoration Program (IRP).

80. During the implementation process, the PMU and the relevant agencies have fully complied and implemented the project support policies. The supports are paid to all AHs in cash.

81. According to the survey results, we can see that most of the AHs who received the project supports are completely satisfied with the support levels and the implementing process.

1.6. Payment of compensation and support

82. After the decisions on compensation plans were approved, the PMU would coordinate with the LFDC and the CPCs to pay compensation to the APs. The list of decisions approving the replacement cost of the subproject is provided in Annex 4.

83. As of May 2020, the total compensation and support amount for affected households of the project is VND 341,688,734,729 (1,438 affected households) as follows:

- Package TK-01: Ban Thach Dyke: The amount paid to 412 households is VND 72,132,950,335 (100% complete);
- Package TK-02: Dien Bien Phu Road: The amount paid to 922 households is VND 251,046,689,532 (100% complete);
- Package TK-03: Dien Bien Phu Road (extended): The amount paid to 104 households is VND 18,509,094,862 (100% complete).

84. The payment of compensation and support was directly made by the PMU with the participation of the representatives of the LFDC and the CPCs and village/residential area leaders. Before payment, AHs were informed of the times and places to receive compensation money. Normally, it is implemented at the headquarters of the commune/ward people's committees, community houses, or village cultural houses.

85. The compensation and support payments were made one time and direct to the AHs without any intermediaries. This will avoid the fact that some local authorities deduct a part of the compensation money to offset the tax debt, funds or local donations like some previous projects when the payment is via the commune/ward people's committees.

86. The compensation and support payment was made under the supervision of commune and village representatives. When taking compensation and support money, the affected household must submit ID cards to avoid confusion. For the cases of authorization, there must be authorization papers certified by the commune/ward people's committees.

87. The payment procedure was quick and convenient which minimized travel time and waiting of people

88. The payment time is usually from the approval of the compensation and support plans in compliance with the project uRP and the Vietnamese laws.

89. The payment of compensation, support and resettlement has been completed before the land acquisition and construction commencement.

90. Table 11 presents the detailed evaluations by AHs about the project compensation payment and support.

Table 11: Evaluation of compensation and support payment

No.	Survey results	Number of households	Percentage (%)
1	Very pleased	556	51.01
2	Pleased	443	40.64
3	Acceptable	84	7.71
4	Unpleased	7	0.64
Total		1,090	100.00

Source: Questionnaire survey results, 2020

91. People mostly show their very high agreement with the project's compensation and support payment. Among 1,090 respondents, 1,048 people (96.15%) selected the "acceptable", "pleased", and "very pleased" options, in which the "very pleased" option accounts for than 50%, and the "pleased" option accounts for 40%.

92. According to the observations by the resettlement consultants, commune leaders as well as AHs are satisfied with the payment method. They said that the payment was made quickly and scientifically, without troubles and harassment, causing difficulties for people.

93. Up to now, 100% of the project's AHs have received adequate compensation and assistance. The budget for compensation had been allocated in timely manner and full payment complete provided for AHs before AHs hand over land to subproject.

1.7. Resettlement for households who must relocate

94. Quang Nam subproject has 354 households affected with houses and relocated, of which 343 households received resettlement land and 11 households received money and resettled by themselves. The households received resettlement land (343 households) in 03 resettlement areas in Tan Thanh ward with adequate services and infrastructure as well as land-use right certificates. Self-relocating households have also rebuilt new houses.

95. At present, 100% of house-AHs have settled well in a new place of residence. All households have built new houses and have stabilized. As observed during the post-resettlement evaluation, all households are found building houses more spacious than their houses before being affected by the project.

96. In the consultations with the resettled households, all of them said that if building new houses with the same scale, the compensation and support are basically enough. However, most of them think that they should spend more money on building new houses because they want bigger and more beautiful houses than before.

97. The affected-resettled households also received project supports, including: (i) Relocation support; and (ii) Stabilization support (rice support is converted into cash according to family demographics at the compensation time).

98. The poverty survey with AHs shows that over 90% of the interviewed households are pleased with the compensation and support they received as well as satisfied with their current living conditions.

1.8. Livelihood restoration

99. Quang Nam subproject has 967 households eligible to the Income Restoration Program, of which 613 households loss from 10% of their productive land and 354 households are affected with houses. The project's vulnerable HHs consist of 144 households, however, they already belong to the severely affected households and households losing 10% or more of their productive land. Specifically, among 613 households losing 10% or more of their productive land, there are 106 vulnerable households, and 38 out of 354 relocated households are vulnerable.

100. One IRP has been developed for them to assist them to restore their lives after being affected by the project. The IRP includes agricultural extension training (fruit tree growing and animal husbandry techniques), vocational training, and loan financing.

101. As of May 2020, among 967 households eligible for the IRP engagement as mentioned above, 960 hhs have joined the IRP (99.28%). Particularly, 294 hh have joined the occupation training, 295 hhs have joined agricultural extension training, and 392 hhs have been supported with loans..

Table 12: Summary of IRP households

Years	Agricultural extension	Vocational training	Borrowing loans	Total
2015	39	33	41	113
2016	16	45	24	85
2017	39	15	12	66
2018	15	38	37	90
2019	117	96	185	398
2020	69	47	92	208
Total	295	274	391	960

102. Therefore, only 6 households do not participate in the Project IRP and we found that they are AHs with weak, old people or people with good jobs, so they have no needs to participate the IRP. However, they joined the training of the Government's occupation programs previously.

103. Accordingly, by the end of the project, the project IRP has been integrated with the agricultural extension training programs of the Agricultural Sector's and the vocational training support programs of the State. 100% of the households have participated in the IRP, agricultural extension training or vocational training courses. This has significantly contributed to their stable living conditions after the project land acquisition was implemented.

104. According to the assessment of the beneficiary households, the IRP has made part contribution to stabilizing and improving the lives and income of the post-resettled households, especially the vulnerable groups.

105. The survey results on the satisfaction of the AHs on their current lives after being affected by the land acquisition and resettlement of the project show positive effects. The first thing we can easily realize is that no household assesses that their livelihoods and income are more difficult than theirs before the project implementation. Accordingly, up to 55.8 respondents said that their livelihoods and income become much better (18.3%) or slightly better than before the project implementation, and those who said their livelihoods and income is the same account for 44.2% only.

Table 13: Rehabilitation of livelihoods and income

No.	Survey results	Number of households	Percentage (%)
1	Much better	199	18.3
2	A little better	409	37.5
3	The same	482	44.2
Total		1,090	100.00

Source: Questionnaire survey results, 2020

106. With the above indicators, we believe that the Resettlement Program and the Income Restoration Program have achieved good results, gradually stabilizing and improving the living standards and income of AHs and contributing to the overall success of the subproject. For those who do not participate in the IRP, most of them had or are able to switch to other jobs to ensure their income. Through the consultation and evaluation process, we can see that their living conditions remain guaranteed to be as stable as before the project implementation.

1.9. Complaints and settlement of complaints

107. People's complaints and inquiries have been basically settled in compliance with the Grievance Redress Mechanism outlined in the uRP as well as the Vietnamese laws. Accordingly, at any time during the project implementation, if there are any complaints or questions, people can make in writing or orally to the competent authorities and the relevant authorities must respond to complainants within the time specified.

108. The main grievances and complaints of AHs were mainly relating to the DMS process such as tallying quantity (area, land, crops, trees and assets), identification of types of land and land origin. All these complaints and concerns were resolved before the submission of the compensation, support and resettlement plans for appraisal and approval.

109. At the present time, all complaints and queries in relation to Quang Nam subproject have been resolved.

Table 14: Evaluation of complaints and settlement of complaints

No.	Survey results	Number of households	Percentage (%)
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1	Very pleased	4	4.76
2	Pleased	40	50.79
3	Acceptable	15	19.05
4	Unpleased	15	19.05
5	Very unpleased	5	6.35
Total		78	100.0

Source: Questionnaire survey results, 2020

110. The survey results also show that most interviewed households agree with the process and method of making and resolving complaints when there are approximately 75% chose "acceptable", "pleased", and "very pleased" options, except 25% of the respondents chose the "unpleased" or "very unpleased" options, in which the "pleased" rating accounts for the highest (50.79%) in addition to the "acceptable" rating (19.05%) and "very unpleased" rating (4.76%).

2. Socio-economic situation after resettlement

111. To assess the socio-economic situation and living standards of affected households after the resettlement has been implemented, the Consultant made comparisons between the survey data during the evaluation period and the baseline data in the uRPs in terms of occupation, income sources and poverty. Accordingly, the changes in the occupations of affected households are shown in the following table.

Table 15: Comparison of job change before and after resettlement

Occupations	Ban Thach Dyke			Dien Bien Phu Road			Dien Bien Phu Road (extended)			Total		
	Before the project implementation	After the project implementation	Increase/decrease	Before the project implementation	After the project implementation	Increase/decrease	Before the project implementation	After the project implementation	Increase/decrease	Before the project implementation	After the project implementation	Increase/decrease
Agriculture	53.4	47.2	- 6.2	27.9	26.5	- 1.4	73.7	63.1	- 10.6	41.2	35.5	- 5.7
Government employment	14.4	15.5	1.1	27.6	28.9	1.3	3.3	7.1	3.8	20.7	18.6	- 2.0
Business and services	10.6	13.8	3.2	21.0	23.2	2.2	6.5	7.5	1.0	16.0	21.0	5.0
Workers	17.1	19.0	1.9	16.2	17.5	1.3	13.2	22.3	9.1	16.2	19.3	3.1
Retirement	4.5	4.5	-	7.3	3.9	- 3.4	-	-	-	5.8	5.6	- 0.2
Unemployment	-	-	-	-	-	-	3.3	-	- 3.3	0.2	-	- 0.2

112. Table 14 shows that the occupation change of affected people is clear in the direction of reducing agricultural labor (down 5.7%) and in increasing other occupations such as business and services (up 5.0% and workers (up 3.1%). The reduction in agricultural labor and increase in service labor and workers or government employment occur relatively evenly in relation to all work-items.

113. The change in household income as well as household per capita income is shown in Table 16 below.

Table 16: Income change before and after resettlement

Unit: VND/month

	Before the project implementation		After the project implementation		Increase/decrease	
	Main income	Extra income	Main income	Extra income	Main income	Extra income
Household income						
Lowest income	100,000	-	150,000	100,000	50,000	100,000
Highest income	60,000,000	15,000,000	90,000,000	15,000,000	30,000,000	-
Average income	5,757,213	2,382,623	7,577,000	2,516,900	1,819,787	134,277
Per capita income						
Lowest income	100,000	-	300,000	100,000	200,000	100,000
Highest income	10,000,000	7,500,000	30,000,000	10,000,000	20,000,000	2,500,000
Average income	1,087,276	499,969	1,300,000	600,000	212,724	100,031

114. Both main and secondary income sources as well as household income and per capita income have changed significantly. Accordingly, if calculated according to the household income, the main income source increases by VND 1,819,787/month and the secondary income source increases by VND 134,277/month; and if calculated according to the per capita income, the main income source increases by VND 600,000/month and the secondary income source increases by VND 100,031/month.

115. The change in occupation and income levels results in the reduction in the poor and near-poor households and the increase in the number of households with average or higher living standards.

Table 17: Changes in poor households before and after resettlement

Wards/co mmunes	Poor households			Near poor households			Standard living conditions		
	Before the project implem entation	After the project implem entation	Increase/decrease	Before the project implem entation	After the project implem entation	Increase/decrease	Before the project implem entation	After the project implem entation	Increase/decrease
An My ward	-	0	-	3.3	2.7	- 0.60	96.7	97.3	0.60
Phuoc Hoa ward	-	0	-	-	0	-	100.0	100	-
An Phu ward	2.2	1.7	- 0.5	7.1	5.6	- 1.50	90.7	92.7	2.00
An Xuan ward	8.1	4.5	- 3.6	3.0	2	- 1.00	90.9	93.5	2.60
Tan	1.9	1.5	- 0.4	3.5	2.3	- 1.20	93.4	96.2	2.80

Thanh ward									
Hoa Huong ward	2.2	1.9	- 0.3	7.1	4.5	- 2.60	86.6	93.6	7.00
Tam Phu ward	-	0	-	1.5	1.2	- 0.30	97.0	98.8	1.80

116. The data in Table 16 show that there is a change in the affected households towards reducing the percentage of poor and near-poor households and increasing households with the standard living conditions. However, the change in their living standards before and after the resettlement is not clearly because poor and near-poor households accounted for very low percentage previously; even in some wards, the percentage of poor and near-poor households is zero (0%). This also proves the success of the Resettlement Program.

IV. Conclusions and recommendations

1. Conclusions

117. Up to the present time, the compensation, support and resettlement of the Secondary Cities Development Project - Tam Ky subproject has been completed and the objectives of its Resettlement Program has been achieved, basically.

118. The Project's compensation, support and resettlement has been complied with the Safeguard Policy (SPS 2009) of the Asian Development Bank (ADB), the cone timerned policies and laws of the Government of Vietnam and the Provincial People Committees, and the uRP.

119. The total of 1,438 AHs received the project compensation and support. The payment was made publicly and transparently one time and in the hands of AHs.

120. The compensation unit prices of the subprojects were the replacement costs. In addition to the compensation based on the replacement costs, AHs were fully supported by the project's policies such as livelihood stabilization, job change and new job seeking, assistance in relocation, and support for vulnerable households.

121. The community consultation and information disclosure have been throughout the entire project process, from the preparation phase to the implementation phase. All issues relating to the compensation, support, resettlement and site clearance have been publicly and transparently informed and consulted with the AHs. The project information booklets (PIB) were distributed to the AHs and concerned people in the project area.

122. The AHs have either built new houses or upgraded their houses. All have stabilized their lives after the resettlement.

123. The living standards of AHs become stable and gradually improve when the majority of households are satisfied with their current living standards. Most of the interviewed households basically agree with the implementation of the Project's compensation, support and resettlement.

124. The Income Restoration Program (IRP) has been developed and deployed for the severely affected and vulnerable households. It composes of training in agriculture (cultivation, husbandry), vocational training, and capital lending. Together with the agricultural extension training programs of the Agriculture Sector and the Government's vocational training programs implemented locally, 100% of the households have participated

in training courses or borrowed loans of credit institutions. The project IRP has contributed significantly to stabilizing and improving people's lives.

2. Recommendations

125. The dissemination of information for affected people should concentrate in clarifying the differences in the implementation process as well as in the project compensation policy, especially the provisions on replacement cost and support policies for vulnerable groups.

126. The implementation of the Income Restoration Program should be paid more attention. To do this, the consultation and participation of affected people is very important. During the need assessment process as well as the program development, if the beneficiaries are involved in, it will be more successful.

3. Lessons learned

127. The disclosure of information is very important to the success or failure of the Resettlement Program. Tam Kỳ subproject has been well-done with this task. Therefore, the implementation process does not face many difficulties and obstacles.

128. In order to improve the efficiency of the IRP, training programs of the Agricultural Sector and Government's vocational training and job programs locally deployed should be integrated in the project IRP implementation.

V. Annexes

1. Annex 1: Household survey results and assessments

No.	Evaluation criteria	Surveyed HHs	Very pleased		Pleased		Acceptable		Unpleased		Very unpleased	
			HHs	Percentage (%)	HHs	Percentage (%)	HHs	Percentage (%)	HHs	Percentage (%)	HHs	Percentage (%)
1	Information dissemination and community consultation	1090	316	29.03	394	36.13	302	27.74	49	4.52	28	2.58
2	Detailed measurement survey	1090	162	14.84	239	21.94	471	43.23	120	10.97	98	9.03
3	Compensation prices	1090	77	7.10	141	12.90	549	50.32	239	21.94	84	7.74
5	Compensation prices for houses/structures	1090	76	6.96	322	29.57	521	47.83	114	10.43	57	5.22
6	Compensation price for crops and trees	1090	85	7.80	291	26.70	465	42.66	112	10.28	137	12.57
8	Compensation payment	1090	521	47.80	443	40.64	84	7.71	7	0.64	35	3.21
8	Complaints and settlement of complaints	78	4	4.76	40	50.79	15	19.05	15	19.05	5	6.35
9	Restoration of income and livelihoods	1090	145	13.30	234	21.50	604	55.40	72	6.57	35	3.23

2. Annex 2: Summary of impacts by Tam Ky subproject

2.1. Affected households

Component/ packages	Number of permanent AHs									Total AHs
	Severe AHs			Marginal AHs	Business AHs	Vulnerable AHs				
	Total	AHs losing 10% or more of agri. Land	Relocation AHs			Poor AHs	Ethnic minority AHs	Women headed AHs	Social policy AHs	
TK-01: Ban Thach Dyke	265	245	20	147	0	13	0	16	20	412
TK-02: Dien Bien Phu Road	638	318	320	284	72	10	0	35	49	922
TK-03: Dien Bien Phu Road (extension)	64	50	14	40	0	1	0	0	0	104
Total	967	613	354	471	72	24	-	51	69	1,438

2.2. Land area affected

No.	Civil works/ Packages/ components/ subprojects	Permanently acquired land area (ha)		
		Residential land	Agricultural land	Sum
1	TK-01: Ban Thach Dyke	2,579	176,242	178,821
2	TK-02: Dien Bien Phu Road	20,234	147,746	167,980
3	TK-03: Dien Bien Phu Road (extension)	3,244	30,660	33,904
Total		26,057	354,648	380,705

2.3. Affect houses and property

No.	Name of package	No. of HH affected on house	Affected house (m2)	Affected shops (AH)	Affected rice (m2)	Affected crops (m2)	Affected trees (tree)	Affected Structures (AH)	Affected graves (unit)
1	TK-01: Ban Thach Dyke	20	1,388.51	-	79,101	482	5,553	20	-
2	TK-02: Dien Bien Phu Road	155	9,974.92	36	37,479	34,011	33,482	155	-
3	TK-03: Dien Bien Phu Road (extension)	15	3,044.60	-	8,127	287	5,652	15	46
	Total	190	14,408.03	36	124,707	34,780	44,687	190	46

3. Annex 3: List of households in the Income Restoration Program

3.1. List of vocational training participants

No.	Full name	Address	Sex		Training aspiration	Year
			Male	Female		
1	Võ Thị Long			x	Cooking	2018
2	Võ Thị Bông			x	Cooking	2018
3	Nguyễn Thị Luyến			x	Cooking	2018
4	Nguyễn Thị Yến			x	Cooking	2018
5	Đoàn Thị Minh			x	Cooking	2018
6	Nguyễn Thị Lý Hoa			x	Cooking	2018
7	Lê Thị Sang			x	Cooking	2018
8	Bùi Thị Kim Đào			x	Cooking	2018
9	Nguyễn Thị Ánh Tuyết			x	Cooking	2018
10	Lý Thị Ngọc Điểm			x	Cooking	2018
11	Nguyễn Thị Thanh Hương			x	Cooking	2018
12	Huỳnh Thị Ngoan			x	Cooking	2018
13	Huỳnh Thị Sen			x	Cooking	2018
14	Lê Thị Tình			x	Cooking	2018
15	Đoàn Thị Ý			x	Cooking	2018
16	Văn Thị Mỹ Châu			x	Cooking	2018
17	Thái Thị Lệ Thu			x	Cooking	2018
18	Huỳnh Thị Xuyên			x	Cooking	2018
19	Nguyễn Thị Hồng Vân			x	Cooking	2018
20	Phan Thị Như Huệ			x	Cooking	2018
21	Đinh Thị Linh			x	Cooking	2018
22	Phạm Đan Thy			x	Cooking	2018
23	Nguyễn Thị Năm			x	Cooking	2018
24	Nguyễn Thị Thanh Tình			x	Cooking	2018
25	Võ Thị Thơm			x	Cooking	2018
26	Huỳnh Thị Ngọc Loan			x	Cooking	2018
27	Nguyễn Thị Hoa			x	Cooking	2018
28	Trần Thị Hiền			x	Cooking	2018
29	Nguyễn Thị Kim Hoàng			x	Cooking	2018
30	Trần Thị Thu Phương			x	Cooking	2018
31	Nguyễn Thị Sương			x	Cooking	2018
32	Đinh Thị Cẩm Vân			x	Cooking	2018
33	Phan Thị Phượng			x	Cooking	2018
34	Trần Thị Hương			x	Cooking	2018

No.	Full name	Address	Sex		Training aspiration	Year
			Male	Female		
35	Nguyễn Thị Túy Trâm			x	Cooking	2018
36	Nguyễn Thị Ngọt	Tan Thanh		x	Cooking	2019
37	Nguyễn Thị Luyến	Tan Thanh		x	Cooking	2019
38	Bùi Thị Trườn	Tan Thanh		x	Cooking	2019
39	Nguyễn Thị Thu	Tan Thanh		x	Cooking	2019
40	Nguyễn Thị Luyến	Tan Thanh		x	Cooking	2019
41	Trần Thị Thu Phượng	Tan Thanh		x	Cooking	2019
42	Trương Thị Yến Nhi	Tan Thanh		x	Cooking	2019
43	Nguyễn Thị Lệ Dung	Tam Phu		x	Techniques drinks mixing	2019
44	Nguyễn Thị Hưng	Tam Phu		x	Cooking	2019
45	Nguyễn Thị Huỳnh Mai	Tam Phu		x	Techniques drinks mixing	2019
46	Trương Thị Diễm	Tam Phu		x	Techniques drinks mixing	2019
47	Trần Thị Luận	Tam Phu		x	Techniques drinks mixing	2019
48	Trịnh Thị Hường	Tam Phu		x	Techniques drinks mixing	2019
49	Nguyễn Thị Thành	Tam Phu		x	Techniques drinks mixing	2019
50	Trịnh Thị Kim Kết	Tam Phu		x	Techniques drinks mixing	2019
51	Trương Thị Vĩnh	Tam Phu		x	Techniques drinks mixing	2019
52	Nguyễn Thị Hoa Bưởi	Tam Phu		x	Techniques drinks mixing	2019
53	Nguyễn Thị Cẩn	Tam Phu		x	Cooking	2019
54	Nguyễn Thị Tuyết	Tam Phu		x	Cooking	2019
55	Nguyễn Ngọc Lan	Tam Phu		x	Techniques drinks mixing	2019
56	Ngô Thị Xí	Tam Phu		x	Techniques drinks mixing	2019
57	Trần Thị Lài	Tam Phu		x	Techniques drinks mixing	2019

No.	Full name	Address	Sex		Training aspiration	Year
			Male	Female		
58	Ngô Thị Thuận	Tam Phu		x	Techniques drinks mixing	2019
59	Nguyễn Thị Phương	Tam Phu		x	Techniques drinks mixing	2019
60	Nguyễn Thị Thúy Dung	Tam Phu		x	Cooking	2019
61	Trương Thị Sơn Cước	Tam Phu		x	Cooking	2019
62	Trần Thị Cúc	Tam Phu		x	Cooking	2019
63	Trương Thị Mai	Tam Phu		x	Cooking	2019
64	Trương Thị Năm	Tam Phu		x	Cooking	2019
65	Lương Thị Lan	Tam Phu		x	Cooking	2019
66	Hồ Thị Trúc	Tam Phu		x	Cooking	2019
67	Võ Thị Thúy	Tam Phu		x	Cooking	2019
68	Nguyễn Thị Huệ	Tam Phu		x	Cooking	2019
69	Nguyễn Thị Hòa	Tam Phu		x	Cooking	2019
70	Võ Thị Xuân	Tam Phu		x	Cooking	2019
71	Đỗ Thị Tường	Tam Phu		x	Cooking	2019
72	Nguyễn Thị Kim Vang	An Phu		x	Cooking	2019
73	Nguyễn Thị Trang	An Phu		x	Cooking	2019
74	Nguyễn Thị Tuyết Xuyên	An Phu		x	Cooking	2019
75	Nguyễn Thị Ánh Tuyết	An Phu		x	Cooking	2019
76	Trần Thị Huệ	An Phu		x	Cooking	2019
77	Nguyễn Thị Nghệ	An Phu		x	Cooking	2019
78	Phan Thị Kiều Dung	An Phu		x	Cooking	2019
79	Nguyễn Đức Khiêm	An Phu		x	Cooking	2019
80	Nguyễn Thị Thủy	An Phu		x	Cooking	2019

2. List of agricultural extension training participants

No.	Full name	Address	Training	Year
I	Tam Phu commune			
1	Dương Văn Ánh	Tam Phu commune	Fruit-tree	2017

No.	Full name	Address	Training	Year
2	Phạm Công Cựu	Tam Phu commune	Fruit-tree	2017
3	Nguyễn Công Khanh	Tam Phu commune	Fruit-tree	2017
4	Nguyễn Văn Hồ	Tam Phu commune	Fruit-tree	2017
5	Nguyễn Thành Lân	Tam Phu commune	Fruit-tree	2017
6	Phạm Thị Nay	Tam Phu commune	Fruit-tree	2017
7	Nguyễn Thị Lệ Dung	Ngoc My, Tam Phu commune	Techniques of cattle breeding	2019
8	Trương Minh Cảnh	Ngoc My, Tam Phu commune	Techniques of cattle breeding	2019
9	Nguyễn Mạnh	Ngoc My, Tam Phu commune	Techniques of cattle breeding	2019
10	Nguyễn Thị Dương	Ngoc My, Tam Phu commune	Techniques of cattle breeding	2019
11	Nguyễn Thị Thành	Ngoc My, Tam Phu commune	Techniques of cattle breeding	2019
12	Trương Thị Vĩnh	Ngoc My, Tam Phu commune	Techniques of cattle breeding	2019
13	Nguyễn Thị Hoa Bưởi	Ngoc My, Tam Phu commune	Techniques of cattle breeding	2019
14	Trương Văn Hùng	Ngoc My, Tam Phu commune	Techniques of cattle breeding	2019
15	Nguyễn Phụng	Ngoc My, Tam Phu commune	Techniques of cattle breeding	2019
16	Nguyễn Kim Long	Ngoc My, Tam Phu commune	Techniques of cattle breeding	2019
17	Nguyễn Ngọc Tin	Ngoc My, Tam Phu commune	Techniques of cattle breeding	2019
18	Đinh Văn Cẩm	Ngoc My, Tam Phu commune	Techniques of cattle breeding	2019
19	Trương Công Cầu	Ngoc My, Tam Phu commune	Techniques vegetable cultivation	2019
20	Doãn Thị Kim Cúc	Ngoc My, Tam Phu commune	Techniques vegetable cultivation	2019
21	Nguyễn Văn Thư	Ngoc My, Tam Phu commune	Techniques vegetable cultivation	2019
22	Đỗ Văn Dũng	Ngoc My, Tam Phu commune	Techniques of cattle breeding	2019
II	Hoa Huong ward			

No.	Full name	Address	Training	Year
23	Nguyễn Huỳnh Nhiên	Huong Son, Hoa Huong ward	Techniques of cattle breeding	2019
24	Trần Tấn Hậu	Phu Trung, An Phu ward	Techniques of cattle breeding	2019
25	Trần Ngọc Hoàng	Huong Son, Hoa Huong ward	Techniques of cattle breeding	2019
26	Trương Văn Thuyết	Phu Phong, An Phu ward	Techniques of cattle breeding	2019
27	Trương Thị Hạnh	Phu Phong, An Phu ward	Techniques of cattle breeding	2019
28	Trần Tấn Hậu	Phu Trung, An Phu ward	Techniques of cattle breeding	2019
29	Trương Văn Thuyết	Phu Phong, An Phu ward	Techniques of cattle breeding	2019
30	Nguyễn Đức Kim	Phu Phong, An Phu ward	Techniques of cattle breeding	2019
31	Trương Thị Hạnh	Phu Phong, An Phu ward	Techniques of cattle breeding	2019

3. List of households borrowing loans

No	Full name	Year	VND	Group	Loan term	Interest rate per year	Loan
I	Tam Phu commune						
1	Trần Tấn Hậu	2018	12,000,000	Poor household	6.6%	5 years	Bank of Social Policy
2	Nguyễn Thị Lệ Dung	2019	20,000,000	Student	6.6%	5 years	Bank of Social Policy
3	Trương Minh Cảnh	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
4	Trương Công Cầu	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
5	Nguyễn Thị Dương	2019	20,000,000	Other	6.6%	5 years	Bank of Social Policy
6	Nguyễn Thị Thành	2019	15,000,000	Poor household	6.6%	5 years	Bank of Social Policy
7	Trương Thị Vĩnh	2019	50,000,000	Job creation	6.6%	5 years	Bank of Social Policy
8	Nguyễn Thị Hoa Bưởi	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
9	Trần Thị Hoa	2019	20,000,000	Other	6.6%	5 years	Bank of Social Policy
10	Nguyễn Văn Thư	2019	15,000,000	Poor household	6.6%	5 years	Bank of Social Policy
11	Trương Văn Hùng	2019	50,000,000	Job creation	6.6%	5 years	Bank of Social Policy
12	Nguyễn Kim Long	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
13	Nguyễn Ngọc Tín	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
14	Đinh Văn Cẩm	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
15	Đỗ Văn Dũng	2019	5,500,000	Student	6.6%	5 years	Bank of Social Policy
16	Nguyễn Thị Hà	2019	8,000,000	Poor household	6.6%	5 years	Bank of Social Policy
17	Trịnh Quang Trung	2019	27,200,000	Student	6.6%	5 years	Bank of Social Policy
18	Nguyễn Bá Sinh	2019	20,000,000	Other	6.6%	5 years	Bank of Social Policy
19	Ngô Thị Xí	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
20	Trần Thị Lại	2019	50,000,000	Job creation	6.6%	5 years	Bank of Social Policy
21	Ngô Thị Thuận	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
22	Nguyễn Thị Phượng	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
23	Nguyễn Thị Thúy Dung	2019	20,000,000	Student	6.6%	5 years	Bank of Social Policy

No	Full name	Year	VND	Group	Loan term	Interest rate per year	Loan
24	Đỗ Văn Dung	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
25	Trần Thị Cúc	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
26	Trương Thị Mai	2019	20,000,000	Student	6.6%	5 years	Bank of Social Policy
27	Trương Thị Năm	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
28	Lương Thị Loan	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
29	Hồ Thị Trúc	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
30	Võ Thị Thúy	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
31	Nguyễn Thị Huệ	2019	5,500,000	Student	6.6%	5 years	Bank of Social Policy
32	Nguyễn Thị Hòa	2019	8,000,000	Poor household	6.6%	5 years	Bank of Social Policy
33	Võ Thị Xuân	2019	27,200,000	Student	6.6%	5 years	Bank of Social Policy
34	Đỗ Thị Tường	2019	20,000,000	Other	6.6%	5 years	Bank of Social Policy
II	Hoa Huong commune						
35	Lê Văn Diễm	2017	12,000,000		6.6%	5 years	ADB
36	Huỳnh Văn Thương	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
37	Trần Đình Giáo	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
38	Nguyễn Thị Nghiêm	2019	20,000,000	Student	6.6%	5 years	Bank of Social Policy
III	Tam Thanh commune						
IV	An Xuan commune						
39	Lại Thế Khuê	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
40	Nguyễn Tấn Thuận	2019	20,000,000	Student	6.6%	5 years	Bank of Social Policy
V	Phuoc Hoa commune					5 years	
41	Phùng Văn Thành - Thái Thị Bê	2017	36,000,000	Other	6.6%	5 years	Bank of Social Policy
42	Thái Liều- Trần Thị Hạnh	2017	20,000,000	Other	6.6%	5 years	Bank of Social Policy
43	Thái Thị Thanh Hồng- Nguyễn Thái Lý Hải (con)	2018	35,000,000	Other	6.6%	5 years	Bank of Social Policy
44	Lý Thị Thu Thủy	2018	10,000,000	Other	6.6%	5 years	Bank of Social Policy
45	Lý Thị Thu Thúy- Nguyễn Quang Lâm	2018	10,000,000	Other	6.6%	5 years	Bank of Social Policy

No	Full name	Year	VND	Group	Loan term	Interest rate per year	Loan
VI	An My ward						
46	Vũ Thành Công	2016	5,500,000	Student	6.6%	5 years	Bank of Social Policy
47	Hà Đức Sơn	2016	8,000,000	Poor household	6.6%	5 years	Bank of Social Policy
48	Trần Thị Lệ Thủy	2016	27,200,000	Student	6.6%	5 years	Bank of Social Policy
49	Đặng Vũ Hòa	2017	20,000,000	Other	6.6%	5 years	Bank of Social Policy
50	Nguyễn Phụng - Võ Thị Quý Ngọc	2017	15,000,000	Poor household	6.6%	5 years	Bank of Social Policy
51	Hồ Văn Hòa	2018	50,000,000	Job creation	6.6%	5 years	Bank of Social Policy
52	Bùi Thị Xuân Thịnh	2018	400,000,000	Other	6.6%	5 years	Bank of Social Policy
53	Nguyễn Thị Thu Thủy	2018	13,000,000	Job creation	6.6%	5 years	Bank of Social Policy
54	Huỳnh Thị Vân	2018	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
55	Nguyễn Lai	2018	400,000,000	Other	6.6%	5 years	Bank of Social Policy
56	Lê Thủy	2018	13,000,000	Job creation	6.6%	5 years	Bank of Social Policy
57	Vũ Thành Công	2018	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
VIII	An Phu commune						
58	Trương Văn Lào	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
VIII	Tan Thanh ward						
59	Uông Thị Cúc	2019	20,000,000	Student	6.6%	5 years	Bank of Social Policy
60	Nguyễn thị Ngọt	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
61	Trần Lực	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
62	Bùi Viết Doãn	2019	20,000,000	Other	6.6%	5 years	Bank of Social Policy
63	Bùi Đức Tuấn	2019	15,000,000	Poor household	6.6%	5 years	Bank of Social Policy
64	Bùi Xuân Khiêm	2019	50,000,000	Job creation	6.6%	5 years	Bank of Social Policy
65	Nguyễn Thị Diêm	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
66	Mai Thị Huệ	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
67	Nguyễn Thị Xuân	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy

No	Full name	Year	VND	Group	Loan term	Interest rate per year	Loan
68	Nguyễn Tấn Tiến	2019	5,500,000	Student	6.6%	5 years	Bank of Social Policy
69	Tăng Thị Thu	2019	8,000,000	Poor household	6.6%	5 years	Bank of Social Policy
70	Lê Thị Thìn	2019	27,200,000	Student	6.6%	5 years	Bank of Social Policy
71	Bùi Văn Lâm	2019	20,000,000	Other	6.6%	5 years	Bank of Social Policy
72	Trần Lâm	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
73	Nguyễn Thị Thanh Tùng	2019	50,000,000	Job creation	6.6%	5 years	Bank of Social Policy
74	Nguyễn Thị Dương	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
75	Nguyễn Khương	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
76	Nguyễn Cường	2019	20,000,000	Student	6.6%	5 years	Bank of Social Policy
77	Bùi Văn Lanh	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
78	Huỳnh Văn Tùng	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
79	Bùi Thị Như	2019	20,000,000	Other	6.6%	5 years	Bank of Social Policy
80	Bùi Thị Tịnh	2019	15,000,000	Poor household	6.6%	5 years	Bank of Social Policy
81	Mai Thị Huệ	2019	20,000,000	Other	6.6%	5 years	Bank of Social Policy
82	Nguyễn Văn Quang	2019	20,000,000	Other	6.6%	5 years	Bank of Social Policy
83	Bùi Viết Kim	2019	20,000,000	Student	6.6%	5 years	Bank of Social Policy
84	Trần Tấn Kim	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
85	Bùi Viết Thành	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
86	Hà Thị Ngọc Anh	2019	20,000,000	Other	6.6%	5 years	Bank of Social Policy
87	Bùi Viết Bửu	2019	15,000,000	Poor household	6.6%	5 years	Bank of Social Policy
88	Bùi Văn Bộ	2019	50,000,000	Job creation	6.6%	5 years	Bank of Social Policy
89	Nguyễn Thị Phương Lan	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
90	Bùi Viết Tường	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
91	Bùi Văn Kiều	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy

No	Full name	Year	VND	Group	Loan term	Interest rate per year	Loan
92	Trương Văn Giảng	2019	5,500,000	Student	6.6%	5 years	Bank of Social Policy
93	Nguyễn Thị Thu	2019	8,000,000	Poor household	6.6%	5 years	Bank of Social Policy
94	Trần Ngọc Thu	2019	27,200,000	Student	6.6%	5 years	Bank of Social Policy
95	Trần Thị Lục	2019	20,000,000	Other	6.6%	5 years	Bank of Social Policy
96	Bùi Thị Hạnh	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
97	Bùi Văn Chuẩn	2019	50,000,000	Job creation	6.6%	5 years	Bank of Social Policy
98	Trần Thị Kim Dung	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
99	Trần Xuân Khanh	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
100	Trần Văn Tiến Sỹ	2019	20,000,000	Student	6.6%	5 years	Bank of Social Policy
101	Trần văn Ước	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
102	Trần Tấn Hữu	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
103	Mai Thị Phòng	2019	20,000,000	Other	6.6%	5 years	Bank of Social Policy
104	Trần Tấn Kế	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
105	Trần Quốc Trúc	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
106	Nguyễn Hường	2019	5,500,000	Student	6.6%	5 years	Bank of Social Policy
107	Võ Thị Lê	2019	8,000,000	Poor household	6.6%	5 years	Bank of Social Policy
108	Bùi Đình Thanh Sơn	2019	27,200,000	Student	6.6%	5 years	Bank of Social Policy
109	Nguyễn Tuấn Anh	2019	20,000,000	Other	6.6%	5 years	Bank of Social Policy
110	Doãn Duy Quang	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
111	Doãn Thị Hồng Tâm	2019	50,000,000	Job creation	6.6%	5 years	Bank of Social Policy
112	Trần Thị Minh Hải	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
113	Nguyễn Thị Thu Hà	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
114	Bùi Thị Xuân Anh	2019	20,000,000	Student	6.6%	5 years	Bank of Social Policy
115	Bùi Thị Vinh	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy

No	Full name	Year	VND	Group	Loan term	Interest rate per year	Loan
116	Nguyễn Minh	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
117	Phạm Thị Ngọc Lan	2019	20,000,000	Other	6.6%	5 years	Bank of Social Policy
118	Nguyễn Văn Thanh	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
119	Nguyễn Văn Niệm	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
120	Nguyễn Văn Cường	2019	5,500,000	Student	6.6%	5 years	Bank of Social Policy
121	Nguyễn Văn Quốc	2019	8,000,000	Poor household	6.6%	5 years	Bank of Social Policy
122	Nguyễn Thị Hạnh	2019	27,200,000	Student	6.6%	5 years	Bank of Social Policy
123	Nguyễn Mộng Đạt	2019	20,000,000	Other	6.6%	5 years	Bank of Social Policy
124	Nguyễn Trao	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
125	Kiều Thị Xuân	2019	50,000,000	Job creation	6.6%	5 years	Bank of Social Policy
126	Nguyễn Hoàng Tân	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
127	Nguyễn Thị Bích Phượng	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
128	Nguyễn Năm	2019	20,000,000	Student	6.6%	5 years	Bank of Social Policy
129	Nguyễn Thị Thịnh	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
130	Nguyễn Thị Trà	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
131	Kiều Thị Hạnh	2019	20,000,000	Other	6.6%	5 years	Bank of Social Policy
132	Nguyễn Thanh Châu	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
133	Nguyễn Thị Mến	2019	5,500,000	Student	6.6%	5 years	Bank of Social Policy
134	Nguyễn Thị Thu Thủy	2019	8,000,000	Poor household	6.6%	5 years	Bank of Social Policy
135	Trần Phương	2019	27,200,000	Student	6.6%	5 years	Bank of Social Policy
136	Nguyễn Thị Phú	2019	20,000,000	Other	6.6%	5 years	Bank of Social Policy
137	Nguyễn Quốc	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
138	Nguyễn Tư	2019	50,000,000	Job creation	6.6%	5 years	Bank of Social Policy
139	Nguyễn Thị Nguyên	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy

No	Full name	Year	VND	Group	Loan term	Interest rate per year	Loan
140	Nguyễn Quang Vinh	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
141	Doãn Trọng Phụng	2019	20,000,000	Student	6.6%	5 years	Bank of Social Policy
142	Doãn Đức	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
143	Doãn Quốc Hoàng	2019	50,000,000	Job creation	6.6%	5 years	Bank of Social Policy
144	Nguyễn Thị Triều	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
145	Nguyễn Thị Thu Hà	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
146	Nguyễn Thị Ngân	2019	20,000,000	Student	6.6%	5 years	Bank of Social Policy
147	Nguyễn Hoàng Vũ	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
148	Diệp Tư	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
149	Trần Đình Huân	2019	20,000,000	Other	6.6%	5 years	Bank of Social Policy
150	Nguyễn Thị Thu	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
151	Đoàn Văn Sang	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
152	Doãn Trung Hòa	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
153	Bùi Văn Nhẫn	2019	20,000,000	Student	6.6%	5 years	Bank of Social Policy
154	Đoàn Văn Nương	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
155	Nguyễn Thị Định	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
156	Nguyễn Thị Hằng	2019	20,000,000	Other	6.6%	5 years	Bank of Social Policy
157	Huỳnh Ngọc Thương	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
158	Huỳnh Thị Xuân	2019	20,000,000	Student	6.6%	5 years	Bank of Social Policy
159	Huỳnh Thị Phi	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
160	Huỳnh Thị Thanh Thủy	2019	50,000,000	Job creation	6.6%	5 years	Bank of Social Policy
161	Trương Văn Thiệt	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
162	Nguyễn Thị Luân	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
163	Bùi Văn Thái	2019	20,000,000	Student	6.6%	5 years	Bank of Social Policy

No	Full name	Year	VND	Group	Loan term	Interest rate per year	Loan
164	Bùi Đức	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
165	Bùi Viết Kỳ	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
166	Bùi Viết Hiếu	2019	20,000,000	Other	6.6%	5 years	Bank of Social Policy
167	Đỗ Thị Nguyên	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
168	Bùi Viết Kỳ	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
169	Ung Thị Khoa	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
170	Bùi Văn Tư	2019	20,000,000	Student	6.6%	5 years	Bank of Social Policy
171	Bùi Viết Toại	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
172	Trần Thị Thu Phương	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
173	Võ Thị Ngọc Phương	2019	20,000,000	Other	6.6%	5 years	Bank of Social Policy
174	Nguyễn Thị Hiền	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
175	Phạm Thị Giàu	2019	5,500,000	Student	6.6%	5 years	Bank of Social Policy
176	Trương Công Bân	2019	8,000,000	Poor household	6.6%	5 years	Bank of Social Policy
177	Bùi Viết Hải	2019	27,200,000	Student	6.6%	5 years	Bank of Social Policy
178	Trương Thị Yến Nhi	2019	20,000,000	Other	6.6%	5 years	Bank of Social Policy
179	Nguyễn Thị Nữ	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
180	Nguyễn Đình An	2019	50,000,000	Job creation	6.6%	5 years	Bank of Social Policy
181	Bùi Văn Thắng	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
182	Lương Thị Sáu	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
183	Trương Công Hội	2019	20,000,000	Student	6.6%	5 years	Bank of Social Policy
IX	Hoa Thuan ward						
184	Đỗ Thị Bền	2019	20,000,000	Student	6.6%	5 years	Bank of Social Policy
185	Nguyễn Đình Giảng	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
186	Bùi Ngọc Trung	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy

No	Full name	Year	VND	Group	Loan term	Interest rate per year	Loan
187	Nguyễn Thị Bửu	2019	20,000,000	Other	6.6%	5 years	Bank of Social Policy
188	Nguyễn Văn Cường	2019	15,000,000	Poor household	6.6%	5 years	Bank of Social Policy
189	Trần Văn Hùng	2019	50,000,000	Job creation	6.6%	5 years	Bank of Social Policy
190	Trần thị Vương	2019	20,000,000	Student	6.6%	5 years	Bank of Social Policy
191	Nguyễn Hoài Linh	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
192	Nguyễn Thị Sin	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
193	Bùi Viết Hời	2019	20,000,000	Other	6.6%	5 years	Bank of Social Policy
194	Đặng Thị Hiệp	2019	15,000,000	Poor household	6.6%	5 years	Bank of Social Policy
195	Nguyễn Thị Ngân	2019	50,000,000	Job creation	6.6%	5 years	Bank of Social Policy
196	Trần Xuân Quế	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
197	Huỳnh Văn Hải	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
198	Trần Văn Tiến	2019	20,000,000	Job creation	6.6%	5 years	Bank of Social Policy
199	Phan Thị Lan	2019	5,500,000	Student	6.6%	5 years	Bank of Social Policy

4. Annex 4: Household questionnaire

Code

District.....

AFFECTED HOUSEHOLD QUESTIONNAIRE

Final evaluation of resettlement implementation

Secondary Cities Development Project – Tam Ky Subproject

Q1_Full name of interviewee:

Q2_Village/group:

Q3_Commune:

Q4_District:

Q5_Province:

Q6_Which of the following AHs does the household belong to?

1. 1. Loss of 10% or more of productive land/assets;
2. Loss of less than 10% of productive land/income-generating assets;

3. Must be resettled;

Q7. 1. Poor households (having poverty book issued by the ward).

2. Families of war invalids, martyrs, revolutionary elders, meritorious services to the country, Vietnamese heroic mothers.

3. Women-headed households with dependents (with small children, husbands without work capacity, old people, disabled people).

5. Helpless old people headed households

6. Ethnic minority (specify).....

7. Other (specify).....

8. Not belong to any households listed above

A. SOCIO-ECONOMIC INFORMATION OF THE HOUSEHOLD

1. Information about household members

Code	Relationship to the household head	Male/ Female	Date of birth	Religion	Level of Education	Main occupation before the land acquisition	Main occupation after the land acquisition	Reason for changing job
1	Household head							
2	Spouse of household head							
3								
4								
5								
6								
7								
8								
9								
10								

Note:

- The interviewer specifies the main occupation before and after the land acquisition. If after the land acquisition, they no longer do previous occupation, ask carefully why and specify.
- Main occupation is the occupation accounting for 50% or more of working time

2. How does your family's current income (including income of all family members from all sources, including part-time jobs) change compared before the land acquisition? (Specify in the boxes corresponding to: 1 = increase, 2 = decrease, 3 = no change)

Main sources of income	Income status	Explain the reasons for increase/decrease
From salary (including daily hired employees)		
From agriculture-forestry-fishery		
From breeding		
From trading/service		
Other (specify).....		

3. Does your family save any money each month?

1. Yes 2. No

4. Does your family currently have debt?

1. Yes, Explain the reason for the loan:.....
2. No

5. What is the difference between your current house and your house before the land acquisition? (Put an X in the box corresponding to the answer)

Kinds of houses	Before land acquisition	After land acquisition
1. Solid house with cement roof or floors		
2. House built with bricks, corrugated metal or fibro cement roof		
3. Temporary house with corrugated metal and bamboo leave roof		
4. No house, have to rent or stay with relatives. Why?.....		

B. COMPENSATION AND SITE CLEARANCE

6. Which assets of the family are affected by the project? (Circle the answers)

1	Residential land
2	Garden land
3	Agricultural land (rice land, forest land/field, aquaculture land)
4	Other land (specify)
5	Suffer partial demolition of house but not moving
6	Partial demolition of house and moving
7	Demolition of shops/workshops
8	Relocation of graves
9	Clearance of trees/crops
10	Losing job, changing job
11	Other (specify).....

7. Are you satisfied with the project information dissemination (circle the option)?

1. Very pleased 2. Pleased 3. Unpleased
4. Do not know because do not participate

8. How do you evaluate the DMS of the affected assets of your family? (Circle all answers)

1. Exact (quantity, type, grade ...) 2. Inexact
3. Publicity and transparency; 4. No publicity; 5. Do not know because do not participate

9. How do you assess the prices of compensation for your affected properties at the time of compensation? (Put an X in the box corresponding to the answer)

	Close to market price	Acceptable	Slightly lower	Much lower
	1	2	3	4
Residential land price				
Agricultural land price				
Housing price				
Prices of plants/crops				
Do not know				

10. When did you receive compensation and support? (Circle one option)

1	Get paid in full before handing over the site
2	Get paid in full right after handing over the site
3	Partially paid, the rest is paid immediately after handing over the site
4	Paid but not yet received because of a complaint
5	Other (specify).....

11. In addition to compensation and support, do you participate in the income restoration program? (Select the options and put an X in the box corresponding to the answer)

1. No → Skip to question 13

2. Participated (Put an X in the box corresponding to the answer)

		Participated	Invited but not participated	Not invited	No suitable because not eligible to participate
1	Training on farming techniques				
2	Training on breeding techniques				
3	Provided with plants and animals				
4	Job training				
5	Loan borrowing				
6	Provided with free medical insurance				
7	Granted with school fee for children				
8	Cash support				
9	Other (specify).....				

12. How do you think about this program?

1. Very effective

2. Being effective

3. Ineffective;

Why it is not effective?.....

13. Can you tell us if the compensation and support you received are sufficient to restore the affected assets and/or income at the time of compensation? (Circle the appropriate answer)

1. Saving

2. Enough

3. A little lack

4. Much lack

5. Do not know

If they are not resettled households, then skip to question 17

C. FOR RESETTLED HOUSEHOLDS

14. Do you rebuild house on the remaining land or move to another place?

1. On the remaining land
place

2. Move to resettlement area

3. Move to another place

15. Are compensation and support at the time of payment sufficient for you to rebuild house with a structure similar to the demolished house? (Choose only one option and circle corresponding to the answer)

1. Saving

2. Enough

3. A little lack

4. Much lack

16. How does your living condition in your new home compare with your previous home? (Put an "X" in the corresponding box to the answer)

	Better	No change	Worse	Explanation
	1	2	3	
Housing conditions				
Environment, hygiene				
Clean water for living				
Electricity				
Children's learning conditions				
Medical examination and treatment conditions				

Conditions of production, business and employment				
Relationships with relatives, friends				
Integration with the new community				
Security and order				
From the above comments, what is your general assessment on the living conditions at the new place.				
Do not know				

17. Do you have any complaints about the compensation?

1. Yes 2. No —————> Skip to question 22

18. What did you complain about? (Circle the answers)

1	
2	Improper measurement, inventory and classification of affected assets
3	Land compensation price is lower than actual transaction price
4	Compensation prices for houses and other assets are lower than market prices
5	Some affected assets are not compensated yet
6	Land is not compensated because it cannot be legalized
7	Compensation is not 100% of the value because house was built on illegal land.
8	Compensation is not fair compared to other AHs
9	Lack of supports to be entitled (specify):.....
9	Other (specify):.....

19. Which agency have you submitted your complaint to?

1. Commune People's Committee 2. District People's Committee 3. Compensation Committee
 4. PMU
 5. Provincial People's Committee 6. Provincial Court 7. Other (specify).....

20. Do you have any difficulty making a complaint? (Circle the answers)

1	Complaint procedure is complicated and unclear
2	Travel many times, causing cost
3	There was not well reception and guidance for complaint
4	It takes a long time to resolve
5	Pay the complaint fee
6	Other (specify).....
7	No difficulty

21. Are your complaints resolved promptly and satisfactorily? (Circle one option)

1	Resolved timely but not satisfactorily
2	Resolved timely and satisfactorily
3	Unsolved
4	It is not accepted, why?.....

D. SATISFACTION OF AFFECTED HOUSEHOLD ABOUT COMPENSATION, SUPPORT AND RESETTLEMENT

22. How satisfied are you with the project's compensation, support and resettlement? (Put an "X" in the boxes corresponding to the answers)

	Very pleased 1	Pleased 2	Acceptable 3	Unpleased 4	Very unpleased 5
Dissemination of information and consultation with AHs					
Detailed measurement survey					
Compensation price for residential land					
Compensation price for agricultural land					
Compensation price for					

	Very pleased	Pleased	Acceptable	Unpleased	Very unpleased
houses/structures					
Payment of compensation					
Resettlement area					
Complaints and settlement of complaints					
Support for income restoration and livelihoods					
Coordination among relevant agencies in the implementation of compensation					
Monitoring of the implementation of compensation, support and resettlement of relating agencies					
From the above comments, what is your general assessment on the project implementation of compensation.					

E. LEVEL OF HOUSEHOLD LIVELIHOOD RESTORATION

23. How your family's living standard changes after the land acquisition?

	Level	Explain the reason
1	Increase	
2	The same	
3	Decrease	

24. How do you think that your family's living condition change on some of the following aspects compared to your living condition before the land acquisition? (Circle the boxes corresponding to the answers)

	Better	The same	Worst	Do not know	Explain the reason
House condition	1	2	3	5	
Family income	1	2	3	5	
Job search opportunities	1	2	3	5	
Traffic condition	1	2	3	5	
Production condition	1	2	3	5	
Product consumption	1	2	3	5	
Trading/services	1	2	3	5	
Children's learning conditions	1	2	3	5	
Security	1	2	3	5	
Other (specify)	1	2	3	5	
From the above assessments, how do you think about your family's living condition after the project implementation?					

25. Your suggestions to the project and authorities at all levels:

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Thank you very much for your cooperation!