

Resettlement Plan

December 2021

Cambodia: Fourth Greater Mekong Subregion Corridor Towns Development Project Part 1

Kratie Solid Waste Management Subproject
Stung Treng Solid Waste Management Subproject

Prepared by the General Department of Resettlement of the Ministry of Economy and Finance.
This is an updated version of the drafts originally posted in May 2018 available on
<https://www.adb.org/projects/documents/cam-50099-002-rp> and
<https://www.adb.org/projects/documents/cam-50099-002-rp-0>

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Detailed Resettlement Plan

Project No. 50099-002
Loan 3686-CAM, Grants 0592-CAM and 0593-CAM
December 2021

CAM: Fourth Greater Mekong Sub-Region Corridor Towns
Development Project

Detailed Resettlement Plan

for

**Kratie Solid Waste Management Subproject
Stung Treng Solid Waste Management Subproject**

Prepared by the General Department of Resettlement of the Ministry of Economy and Finance.

CURRENCY EQUIVALENTS

as of 20 July 2021

Currency unit	–	riel (KR)
KR1.00	=	\$ 0.000248
\$1.00	=	KR 4,072

Source: National Bank of Cambodia

ABBREVIATIONS

ADB	–	Asian Development Bank
AH	–	affected household
AHH	–	affected household head
AP	–	affected person/people
DED	–	detailed engineering design
DMS	–	detailed measurement survey
DRP	–	Detailed Resettlement Plan
GDR	–	General Department of Resettlement
IOL	–	inventory of loss
IRC	–	Inter- Ministerial Resettlement Committee
IRP	–	Income Restoration Program
MEF	–	Ministry of Economy and Finance
MPWT	–	Ministry of Public Works and Transport
PDMPWT	–	Provincial Department of Ministry of Public Works and Transport
PGRC	–	Provincial Grievance Redress Committee
PMC	–	Project Management Consultant
PRSC	–	Provincial Resettlement Sub-Committee
RGC	–	Royal Government of Cambodia
RCS	–	Resettlement Cost Study
RF	–	Resettlement Framework
ROW	–	Right of Way
RP	–	Resettlement Plan
SES	–	Socio-Economic Survey
SWM	–	Solid Waste Management
TL	–	Team Leader
WG	–	working group

NOTES

- (i) The fiscal year (FY) of the Government of Cambodia ends on 31 December.
- (ii) In this report '\$' refers to US dollars.

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DEFINITION OF TERMS

Affected Household	<ul style="list-style-type: none">- In the case of an affected household (AH), it includes all displaced/affected persons residing under one roof and operating as a single economic unit, who are adversely affected by the project or any of its components.
Affected Persons	<ul style="list-style-type: none">- In the context of involuntary resettlement, affected persons are those who are physically displaced (relocation, loss of residential land, or loss of shelter) and/or economically displaced (loss of land, assets, access to assets, income sources, or means of livelihoods) as a result of (i) involuntary acquisition of land, or (ii) involuntary restrictions on land use or on access to legally designated parks and protected areas.
Compensation	<ul style="list-style-type: none">- Refers to payment in cash or in kind for an asset or resource that is acquired or affected by a Project at the time the asset needs to be replaced. 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. In applying this method of valuation, depreciation of structures and assets should not be considered.
Corridor of Impact	<ul style="list-style-type: none">- (i) Permanent. Is the area which is required to be permanently acquired by GDR for easement of the civil works and their unhindered operation & maintenance (O&M) in the future, and it is agreed and demarcated by the executing agency (EA). The exact location of the permanent boundaries of the easement may be required for formal confirmation of boundaries in the cadastral records.(ii) Temporary. Is the area within which the temporary construction activities and movements of equipment will take place during the Project implementation. The extent of the area is somewhat dependent on the types of construction method and machinery used by the contractor. Such impacts and associated remedial measures and costs are typically borne by the contractor at his own expenses depending on the contractual details.
Consultation	<ul style="list-style-type: none">- A process that (i) begins early in the project preparation stage and is carried out at different stages of the project and land acquisition and involuntary resettlement cycle; (ii) provides timely disclosure of relevant and adequate information in Khmer Language that is understandable and readily accessible to AP; (iii) is undertaken in an atmosphere free of intimidation or coercion with due regard to cultural norms; and (iv) is gender inclusive and responsive, and tailored to the needs of disadvantaged and vulnerable groups; enables to consider the incorporation of all relevant views of affected people and other stakeholders into decision making, such as project design, mitigation measures and implementation issues.
Cut-off date	<ul style="list-style-type: none">- This refers to the date after which people will not be eligible for compensation or assistance. Those persons occupying or using the project prior to the identified date are eligible to be categorized as AHs and to receive compensation and/or assistance. Persons

not covered in the census are not eligible for compensation and other entitlements unless they can show proof that (i) they have been inadvertently missed out during the census and the inventory of losses (IOL); or (ii) they have lawfully acquired the affected assets subsequent to the completion of the census and the IOL and before the conduct of the detailed measurement survey (DMS).

Detailed Measurement Survey	– With the aid of detailed engineering design, this activity involves the finalization of the inventory of losses, severity of losses, measurement of additional losses, and 100% coverage of Socio-economic Survey and 100% census of APs.
Displaced Household (DH)	– Any household, physically and/or economically directly affected because of land acquisition and involuntary resettlement. Household means all persons living and eating together as a single social unit.
Displaced Persons (DPs)	– In the context of involuntary resettlement, DPs are those who are physically displaced (relocation, loss of residential land, or loss of shelter) and/or economically displaced (loss of land, assets, access to assets, income sources, or means of livelihoods) as a result of (i) involuntary acquisition of land, or (ii) involuntary restrictions on land use or on access to legally designated parks and protected areas.
<p>The SPS uses the term 'affected person' (AP) in a broader sense in the context of consultations, disclosure, and grievance redress mechanism that includes persons not directly affected by an ADB project. However, the EA understands and uses the term AP as what the SPS calls DP. Accordingly, the term AP is used in this DRP.</p>	
Economic Displacement	– Refers to loss of land, assets, access to assets, income sources, or means of livelihood because of (i) involuntary acquisition of land, or (ii) involuntary restrictions on land use or on access to legally designated parks and protected areas.
Eligibility	– Refers to any person or persons, household, firm, private or public institution who has settled in the project area before the cut-off date, that (i) loss of shelter, (ii) loss of assets or ability to access such assets, permanently or temporary, or (iii) loss of income sources or mean of livelihood, regardless of relocation will be entitled to be compensation and/or assistance.
Entitlement	– Refers to a range of measures comprising compensation, income restoration support, transfer assistance, 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.
Grievance Redress Mechanism	– Refers to an established mechanism to receive and facilitate the resolution of affected persons' concerns and grievances/ complaints about physical and economic displacement and other project impacts, paying particular attention to the impacts on vulnerable groups.

Income Restoration	- Refers to re-establishing productive livelihood of the APs to enable income generation equal to or, if possible, better than that earned by the APs before the resettlement or of pre-project levels.
Inventory of Losses	- 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 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.
Involuntary Resettlement	- Refers to when displaced persons have no right to refuse land acquisition by the state that result in their displacement which occurs when land is acquired through (i) expropriation by invoking the eminent domain power of the state, or (ii) land is acquired through negotiated settlement when the pricing is negotiated, and the failure will result in expropriation through invoking the eminent domain of power of the state.
Land Acquisition	- Refers to the process whereby 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.
Major Impacts	- Refers to AHs who will (i) lose 10% or more of their total productive land and/or assets; (ii) have to relocate; and/or (iii) lose 10% or more of their total income sources due to the Project.
Physical Displacement	- Refers to relocation, loss of residential land, or loss of shelter because of (i) involuntary acquisition of land; or (ii) involuntary restrictions on land use or on access to legally designated parks and protected areas.
Relocation	- This is the physical relocation of a displaced person from their pre-project place of residence and/or business.
Replacement Cost	- Replacement cost involves replacing an asset at a cost prevailing at the time of its acquisition. This includes fair market value, transaction costs, interest accrued, transitional and restoration costs, and any other applicable payments, if any.

Depreciation of assets and structures should not be taken into account for replacement cost. Where there are no active market conditions, replacement cost is equivalent to delivered cost of all building materials, labor cost for construction, and any transaction or relocation cost.

Where land market conditions are absent or in a formative stage, the APs and host populations will be consulted with to obtain adequate information about recent land transactions, land value by types, land

titles, land use, cropping patterns and crop production, availability of land in the project area and region, and other related information.

Replacement Cost Study	<ul style="list-style-type: none">- This refers to the process involved in determining replacement costs of affected assets and land and performed by an independent qualified national consultant (firm or individual) with necessary expertise to carry out asset valuation.
Resettlement Framework	<ul style="list-style-type: none">- The Resettlement Framework sets out the criteria for screening subprojects on their resettlement impacts and provides guidance in preparing Resettlement Plans for eligible subprojects with insignificant resettlement impacts. It defines the objectives, principles, eligibility criteria and entitlements for displaced persons based on (i) Asian Development Bank's Safeguards Policy Statement, 2009; and (ii) the Royal Government of Cambodia laws, rules and regulations.
Resettlement Plan	<ul style="list-style-type: none">- This is a time-bound action plan, with budget, setting out the resettlement objectives and strategies, entitlements the income and livelihood restoration strategy, institutional arrangements, monitoring and reporting framework, budget, and implementation schedule. The outline Resettlement Plan is in Annex to Appendix 2 of the ADB Safeguard Policy Statement (2009).
Right-of-Way	<ul style="list-style-type: none">- It is a government owned strip of land following a centerline (such as for roads, canals, etc.) providing an area of access.
Vulnerable Groups	<ul style="list-style-type: none">- These are distinct groups of APs who are likely to be more adversely affected than others and who are likely to have limited ability to re-establish their livelihoods or improve their status and specifically include:<ul style="list-style-type: none">(i) all the household living below the national poverty rate established by the Government;¹(ii) female headed households with dependents living below the national poverty rate,(iii) disabled household heads with no other means of support,(iv) elderly households who are landless and with no other means of support,(v) landless poor living below the national poverty rate, and(vi) indigenous people or ethnic minorities (who often have traditional land rights but no formal titles).

¹ This includes squatters and those without land titles.

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I. EXECUTIVE SUMMARY

A. Project and Subproject Description

1. The Fourth Greater Mekong Subregion Corridor Towns Development Project (the Project) will support the governments of Cambodia and the Lao People's Democratic Republic (PDR) in enhancing the competitiveness of towns located along economic corridors in the Greater Mekong Subregion. In Cambodia, the Project aims to improve urban services and competitiveness in the participating towns of Kampong Cham, Stung Treng and Kratie. This will be achieved through improved and better integrated regional and local planning, and investments in basic urban infrastructure such as drainage, sanitation, solid waste management (SWM), and town center environmental enhancement.

2. The Stung Treng and Kratie subproject include the development of a lagoon-based wastewater treatment system, a solid waste management (SWM) subproject and associated equipment, and town center enhancements. In addition, support will be provided to enhance institutional capacities for regional economic connectivity.

B. Summary of Resettlement Impacts

3. This detailed resettlement plan (DRP) is prepared for the waste pickers working at the existing dumpsite in Stung Treng province and old and existing dumpsites in Kratie province who are subject to economic displacement. The existing and old dumpsites will be closed after the construction of the new SWM subprojects where no waste picking will be allowed. Therefore, the waste pickers will permanently lose their source of livelihood from waste picking from the closure of the existing and old dumpsites. The detailed measurement survey (DMS) was conducted by IRC-WG from 19-21 July 2021 in Stung Treng and Kratie provinces. The DMS results indicated no involuntary resettlement (IR) impacts will occur in Stung Treng or Kratie SWM Subprojects since the land is acquired is on the State land. However, a total of 14 affected households (AHs)/73 affected persons (APs) will be impacted from the closure to the existing and old dumpsites.² In Stung Treng and Kratie, 3 AHs/10 APs and 11 AHs/63 APs livelihoods will be impacted, respectively due to associated economic displacement from the closure of the existing and old dumpsites. A total of 26 waste pickers from the 14 AHs work at the three dumpsites. In Stung Treng, 6 waste pickers work at the existing dumpsite and in Kratie 20 waste pickers work at the old dumpsite during the wet season and the same 20 waste pickers work at the existing dumpsite during the dry season. The DMS/SES identified 6 AHs/25 APs as poor and vulnerable. Table 1 summarizes the impacts by subproject.

Table 1: Summary of Impacts by Subproject

Asset Type	Stung Treng SWM Subproject			Kratie SWM Subproject		
	Description of Impact	No. of AHs/APs	Note	Description of Impact	No. of AHs/APs	Note
Government Land (ha)	34.45	0/0		27.46	0/0	
Residential Land (ha)	None	0/0		None	0/0	
Agricultural Land (ha)	None	0/0		None	0/0	
Community Land (ha)	None	0/0		None	0/0	
Primary Structures (m ²)	None	0/0		None	0/0	
Secondary Structures (m ²)	None	0/0		None	0/0	
Trees (Nos.)	None	0/0		None	0/0	
Economic Displacement	Permanent loss of livelihood	3/10	Restore livelihood	Permanent loss of livelihood	11/63	Restore livelihood
Special Assistance to Poor and Vulnerable	Poor and vulnerable	3/10	Special Assistance	Poor and vulnerable	3/15	Special Assistance

Source: DMS Data July 2021

² There is one existing dumpsite in Stung Treng province and one existing and one old dumpsite in Kratie province.

C. Socio-economic Information and Profile of AHs

4. Socio-economic survey (SES) for the SWM Subprojects was conducted simultaneously with DMS from 19-23 to 23 July 2021 with a total of 14 affected households (AHs)/73 affected persons (APs), comprising 3 AHs/10 APs in Stung Treng province and 11 AHs/63 APs in Kratie province representing 100% of the AHs. The 14 AHs comprise 5 males and 9 females household heads and the 73 APs comprise 34 males and 39 females. The average AH size is 5.14 persons/AH. Majority or 11 AHHs (78.57%) are married and 3 AHHs or 21.43% are divorced. As for age of the AHHs, the largest group or 7 AHHs (50%) is over 60 years, 4 AHHs or 28.57% between 31-45 years and the remaining 3 AHHs or 21.43% between 46-60 years. Out of the total 14 AHHs, 6 AHHs or 42.86 % have no formal education while 5 AH heads or 35.71% have primary education, 1 AHH or 7.14% have secondary education and 2 AHHs or 14.29% have university education. With respect to the sources of livelihood, 7 AHHs (50.00%) are in waste picking followed by 4 AHs (28.57%) work as labours, 2 AHHs or 14.29% are construction works and 1 AHH or 7.14% engaged in farming. Based on the average annual income, 5 AHs or 35.71% have annual incomes below the national poverty rate of \$1,980 and a further 5 AHs or 35.71% have income between \$1,980-\$2,999, 1 AH or 7.14% has income between \$3,000-\$3,999 and the remaining 3 AHs or have income over \$4,000.

5. Out of the 14 AHs/73 APs, the DMS/SES identified that 6AHs are vulnerable of which 5 are females. There are no indigenous people or ethnic minorities living in the subproject areas and all AHs are of Khmer ethnicity.

D. Information Disclosure, Consultation and Participation

6. Consultations, public meetings and project and subproject discussions with the AHs and the local authorities were conducted (i) during project preparatory technical assistance (PPTA) stage of draft resettlement plan (RP) preparation, (ii) prior to DMS and (iii) during preparation of this DRP. The first public consultation at PPTA stage was conducted on 20 and 21 December 2017. Both public consultation meeting provided good opportunity to the AHs to express their concerns mainly about actual impacts on land and the viability of farming on marginal lands after acquisition, DMS, compensation payments, grievance redress costs. All issues were fully discussed and addressed. However, consultations with the waste pickers at the existing and old dumpsites were overlooked at PPTA stage but the consultations with the waste pickers have been conducted during the preparation of this DRP. Consultations will continue during implementation of the DRP, consistent with the Project's participatory approach.

7. During the subproject designs, the second public consultation was conducted prior to the commencement of the DMS/SES led by IRC-WG and assisted by PRSC-WG and local authorities from 19-21 July with 14 AHs/73 APs identified as waste pickers at the current dumpsites. Out of the 14 AHs, 5 are males and 9 are females and out of the 73 APs, 34 are males and 39 are females. The participants (5 males and 9 females) and the affected communities at the commune or village level were informed about the Project and subproject scope, entitlements, compensation for lost assets, GRM, including contact persons, and DMS/SES. The third consultation took place 6-7 September 2021 with the 14 AHs eligible and entitled to participate in the income restoration plan (IRP). The consultation included details of GRM, IRP eligibility and training programs, vocational training options, cash option, current employment opportunities in Stung Treng and Kratie provinces including under the Government's ongoing Cash for Work Program in both provinces and special support to vulnerable AHs.

8. For information disclosure, summary of the DRP will be translated in the Khmer language and posted at town and Sangkat offices for easy and free access to the 14 AHs and the affected communities. For illiterate people, suitable other communication methods will be used based on the discussion and in consultation with the 14 AHs. They will also be uploaded in websites of the MPWT both in Khmer and English. The updated public information booklet (PIB) was distributed explained in detail to the 14 AHs as well as posted at the Commune or Town Offices. The DRP approved by the IRC and concurred by ADB and updates, if any, a new RP, an updated RP, and

corrective action plan prepared during subproject implementation, if any; and semi-annual safeguards monitoring reports will be disclosed on MPWT and ADB websites.

E. Grievance Redress Mechanism

9. The grievance redress mechanism will follow the three-step structure as described in the May 2018 draft RPs and RF. The aggrieved AHs/APs can lodge a complaint at the District, GDR and Provincial levels to seek resolution. The authority is vested with the Provincial Grievance Redress Committee (PGRC) to make the final administrative decision in the event that AH/AP is not satisfied with the resolution at the District or GDR level. If the AH/AP is not satisfied with the decision of the PGRC, s/he is free to file a lawsuit in the competent Courts (Municipal or Provincial Court, as applicable). The details of GRM have been included in the updated PIB and distributed and explained in detail to the AHs during the DMS/SES.

10. The GRM was initiated by establishing the Provincial Grievance Redress Committee (PGRC) on 10 Jan 2019 in Stung Treng province on and on 31 December 2019 in Kratie province for the SWM subprojects through Decision No 021/19 SSR and 004/19 SSR, respectively. This mechanism will resolve concerns and complaints from AHs in an active and timely manner. The AHs have been made fully aware of their rights through verbal and written means during resettlement planning and updating. Updated copies of the PIB, which included detailed information on the GRM for the subproject, was distributed to each participant. In addition, the GDR conducted a comprehensive training workshop for the PGRCs in Stung Treng and Kratie and the other local authorities on the GRM on 21 and 22 September 2019, respectively to strengthen the capacity of the members of the PGRC for effective functioning of the GRM. The GRM has been operationalized and is functional.

F. Legal and Policy Framework

11. The Expropriation Law (2010) is the main legal framework that governs land acquisition and involuntary resettlement in Cambodia. Under the Article 3 of the Expropriation Law (2010) that governs the provision for projects financed by development partners in Cambodia, the RGC issued in 2018 the Standard Operating Procedures (SOP) for Land Acquisition and Involuntary Resettlement. The GDR of the Ministry of Economy and Finance is responsible for providing guidance and clarification to users of the SOP. Given that the Project is funded by the Asian Development Bank (ADB), the SOP is the guiding RGC sub-decree for land acquisition and should be read together with this DRP. This DRP also complies with the ADB Safeguard Policy Statements (SPS) 2009 on Land Acquisition and Involuntary Resettlement. There are some, but no significant gaps between the policies of the SOP and ADB's SPS, which are addressed and clarified in this DRP.

G. Entitlements, Assistance and Benefits

12. The AHs will be entitled to compensation based on the Entitlement Matrix in the approved May 2018 draft RPs and RF and updated as applicable in this DRP based on the DMS. For these two subprojects, the entitlements comprise (i) permanent loss of livelihood source; and (ii) support to vulnerable AHs. As per the approved draft May 2017 draft RPs, the cut-off dates for eligibility to the subproject entitlements in Stung Treng and Kratie provinces are 20 and 21 December 2017, respectively.

H. Relocation of Housing and Resettlement

13. There is no physical displacement of any AH under the subprojects. Therefore, there is no relocation of any waste pickers.

I. Income Restoration Program and Rehabilitation

14. A total of 6 AHs/25 APs will permanently lose their source of livelihood from waste picking. A further 8 AHs/48 APs who intermittently do waste picking to supplement their income will also permanently lose their secondary source of livelihood. All the 14 AHs are entitled to participate in the income restoration program (IRP) to re-establish their livelihoods. The program includes two components; (i) skills training; and (ii) financial support as a cash grant to assist re-establishment of the livelihood. They will be offered two (2) categories of program namely (i) Employment-Based Livelihood Restoration; and (ii) Business-Based Livelihood Restoration. The APs will be entitled to participate in any one of the two programs of their preferred choice. In lieu of training offered under the IRP, the AHs will be given an option to choose for cash assistance of \$500/AH. During the consultation of the IRP, all the 14 AHs confirmed that their preferred choice was to take cash assistance instead of attending training courses offered under the IRP.

J. Implementation Arrangements

15. The Project will be implemented by the Ministry of Public Works and Transport (MPWT) as the executing agency (EA) through a Project Management Unit (PMU), which will support the EA to undertake the overall oversight and management of the Project.

16. The Inter-Ministerial Resettlement Committee (IRC), through the General Department of Resettlement of the Ministry of Economy and Finance (GDR-MEF), are responsible for updating, implementing, monitoring and reporting on the DRP. At the provincial level, the MPWT and IRC are assisted by the Resettlement Subcommittee in the provinces and districts through the Provincial Resettlement Sub-Committee Working Groups (PRSC-WGs).

K. Implementation Schedule

17. The DRP has been prepared after the completion of DMS and SES conducted from 19-21 July 2021. The DRP will be implemented after its approval by IRC and clearance by ADB and after the approval of the budget by IRC and Ministry of Economic and Finance. The compensation payments of the waste pickers will be completed within one month after the approval of the budget. Civil Works under both SWM Subprojects can proceed as there are no IR impacts at the new SWM subproject sites.

L. Resettlement Budget

18. The total budget for resettlement is estimated at **\$30,675.00**. This includes: (i) \$10,675.00 as direct cost of compensation for affected household of waste pickers, vulnerable AHs for IRP skills training or cash assistance to AHs entitled to participate in IRP and special assistance to all vulnerable AHs; (ii) administrative cost of \$3,000.00, and (iii) contingency amount of \$17,000.00. The contingency amount also includes compensation payments for additional VAHs (para. 53) based on the new national poverty rate (footnote 7). The compensation and resettlement assistance under the subprojects will be financed from the national budget and no financing will be required from the ADB loan. The MEF will ensure that adequate budget will be allocated in timely manner for DRP implementation.

M. Monitoring and Reporting

19. **Internal Monitoring.** The Department of Internal Monitoring and Data Management (DIMDM) of GDR will be responsible for carrying out internal monitoring after the approval of the DRP. The objective of internal monitoring is to (i) measure and report on the progress in the implementation of the DRP; (ii) identify problems and risks, if any and the measures to mitigate them; and (iii) assess if the compensation and rehabilitation assistance are in accordance with the provisions under the DRP. DIMDM will also prepare a semi-annual monitoring report. The internal monitoring and semi-annual monitoring reports will be endorsed by the Director General of GDR prior to their submission to MPWT and ADB, respectively. **External Monitoring.** Given

that the subprojects have no involuntary resettlement impacts, no external monitoring will be required.

II. PROJECT AND SUBPROJECT DESCRIPTION

A. Project Background

1. ADB under the Loan 3686-CAM, and ADB Grant 0592-CAM and Grant 0593-CAM: Fourth Greater Mekong Subregion Corridor Towns Development Project (the Project) is supporting the Royal Government of Cambodia (RGC) to bring about inclusive growth and shared prosperity for its growing urban population by providing improved infrastructure and services in selected towns and urban centers in the country. The Project will result in improved urban services and competitiveness in the participating towns. To achieve this, the Project finances key urban environmental infrastructure, enhance climate resilience and enhance institutional effectiveness with a focus on private sector engagement and information and communication technology-based public management systems, and the policy and planning environment for regional economic connectivity.

2. The Project will operate in Kampong Cham, Kratie and Stung Treng, three of Cambodia's provincial cities located along the Mekong River. The Project outputs include: (i) separate the wastewater/sewage system and stormwater drainage facilities to improve sanitation and control flood risks, (ii) Wastewater Treatment Plant (WWTP) and drainage system, (iii) controlled landfills for improved municipal waste disposal, solid waste collection vehicles to enhance collection activities, and the closure of existing dumpsites (Stung Treng and Kratie), (iv) town centre landscaping and rehabilitation to create liveable public spaces that foster tourism benefits, (v) information and communications technology (ICT) based government systems to optimize operational transparency and resource efficiency in managing the new infrastructures, and (vi) provincial five-year socioeconomic development plans to promote regional economic connectivity and coordinate their strategies.

3. The Project is classified as Category B for involuntary resettlement impacts. The Project is also categorized to have medium safeguards risk as per Covid-19 risk screening (**Annex 1**). The loan and grants were approved on 01 August 2018 and became effective on 14 December 2018. The loan and grants will close on 30 June 2024. A map showing the location of the three cities is in Figure 1.

4. As per project administrative manual, the Project outputs are:

- (i) **Output 1 - Urban environmental infrastructure improved:** Construction of lagoon-based wastewater treatment plants (WWTP) and pipeline networks including trunk main and sewerage collection pipes, controlled solid waste management (SWM) sites and waste collection vehicles. Pavement improvement and pedestrian walk pavement rehabilitation with street landscaping.
- (ii) **Output 2 - Institutional effectiveness, and policy and planning environment for regional economic connectivity enhanced:** Consultant support for project management, capacity development for staff, and support to establishment of urban service units, preparation of urban development strategy and master plans.

Figure 1: Location of Subprojects



Source: Project management Consultants (PMC), 2021

B. Subproject Descriptions

5. Design and implementation of both Kratie and Stung Treng Wastewater and Drainage Subprojects has been delayed, whereas designs for Solid Waste Management (SWM) Subprojects are complete. Therefore, this DRP is prepared to avoid any delays in implementation of: (i) Kratie SWM and (ii) Stung Treng SWM Subprojects only. Table 2 summarizes the scope of works under these two Subprojects.

Table 2: Summary of Scope of Works under Subprojects

No	Subproject Name	Location	Descriptions
1	Kratie Solid Waste Management	Khsar Village, Dar Commune, Cheatr Borei Distric, Kratie Provincet	<ul style="list-style-type: none"> Controlled landfill with a volume capacity of 203,119m³ and waste collection vehicles and landfill equipment Construction of one controlled landfill cells out of a total of four cells, one hazardous waste landfill cell, hazardous waste storage building, a non-mechanical material recovery facility (MRF), and drainage, leachate collection, treatment, and recirculation system. Construction of weighbridge, office, staff dining and rest room (combined building); workshop, electrical and mechanical room; supply building, and car/vehicle washing facility Construction of 1,721m of concrete internal roads, with associated bunds and drainage, and wire mesh fencing, brick entrance wall, gate and security guardhouse. Provision of utilities, including construction of grid-tied solar system. Provision of operations & maintenance (O&M) equipment.

			<ul style="list-style-type: none"> • Closure of the existing waste dump at the new landfill site and relocation of up to 7,344 tonnes of waste to the new landfill cell. • Closure of the old waste dumpsite (old site location). • Access road upgrade for 2,020m to above flood level
2	Stung Treng Solid Waste Management	Ou Rai, Thala Baoivat & Anlong Svay, Ou Rei, in Thala Borivath	<ul style="list-style-type: none"> • Controlled landfill with a volume capacity of 181,230m³ including collection vehicles and landfill equipment • Construction of one controlled landfill cell out of a total of two cells, one hazardous waste landfill cell and a non-mechanical type material recovery facility. • Construction of drainage, leachate collection, treatment, and recirculation system. • Construction of weighbridge, office, staff dining and rest room (combined building); workshop, electrical and mechanical room; and supply building, wire mesh fencing, brick entrance wall, gate and security guardhouse, and car/ vehicle washing facility • Construction of 2,003 meters of concrete internal roads, with associated bunds and drainage. • Construction of hazardous waste storage building. • Provision of utilities, including construction of grid-tied solar system. • Provision of operations & maintenance (O&M) equipment (separate to the landfill project). • Closure of the existing waste dumpsite. • Access road upgrade for 1,450m to above flood level

Source: PMC, 2021

6. The draft resettlement plans (RP) were prepared and approved for both Kratie³ and Stung Treng⁴ Subprojects in May 2018. The resettlement framework (RF) for the Project was also prepared in May 2018.⁵ For Kratie new controlled landfills site was identified during the feasibility study at the project preparatory technical assistance (PPTA) stage. For Stung Treng, the site was identified but was confirmed after draft RP was prepared. The waste pickers were identified during IEE preparation at PPTA stage but they were not specifically consulted on the impacts on their livelihoods and entitlements that might result from the closure of the existing dumpsites in Kratie and Stung Treng during the preparation of the draft RPs at the PPTA stage.

(i) Kratie Solid Waste Management Subproject

7. The Kratie Solid Waste Management (SWM) Subproject includes a controlled landfill and associated landfill operations structures and equipment at a new site of 27.85 hectares (ha). The controlled landfill site is in Khsar Village, Dar commune, Cheatr Borei District, Kratie Province, approximately 15km from the Kratie City (Figure 2).

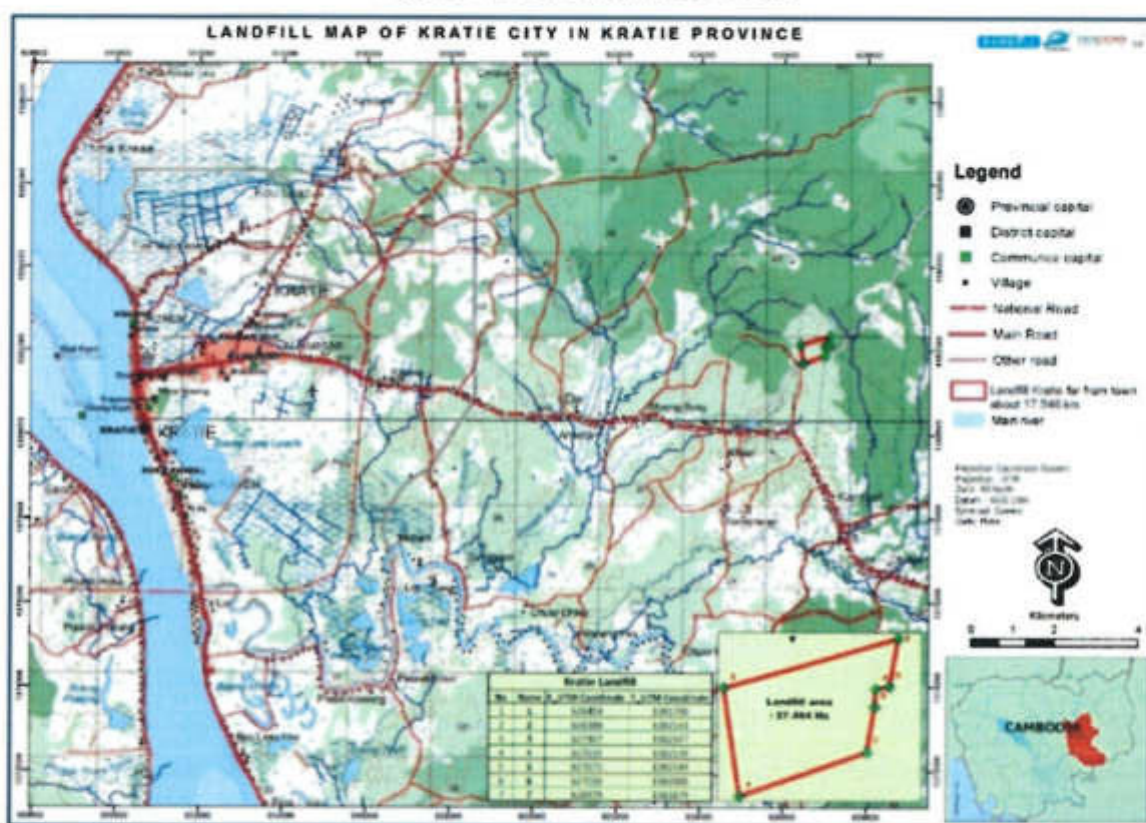
8. The site is 2km from Khsar village, Dar commune houses, pagoda, and other rural local utilities, 1.7km from a primary school southwest of the site and 350m from a stone quarry northwest of the site.

³ <https://www.adb.org/sites/default/files/project-documents/50099/50099-002-rp-en.pdf>

⁴ <https://www.adb.org/sites/default/files/project-documents/50099/50099-002-rp-en.pdf>

⁵ <https://www.adb.org/sites/default/files/project-documents/50099/50099-002-rf-en.pdf>

Figure 2: New Landfill Location



Source: PMC, 2021

9. The controlled landfill site was selected during the PPTA feasibility study. The site is covered with degraded forest and secondary shrub without economic or use value. The surrounding area is upland area with secondary forest/shrub and patches of agricultural land. The new landfill site is located on State owned public land. At first the land was State Forest land under Ministry of Agriculture Forestry and Fisheries (MAFF), a subsequently the control of the land was handed over the Provincial Department of Public Works and Transport (PDPWT) on 11 December 2018. The forest was cleared between 2013 and 2015 (prior to handing over). There are no overlapping claims on ownership, the site has no structures or economic activity, the site is not used by local communities except for dumping municipal waste, and hence the site has unencumbered access for construction. However, the new landfill site is already partially in use by the existing dumpsite.

10. The planning horizon for the new controlled landfill is until the year 2040, with initial construction of landfill cells to cover the period to 2030. The intended service area for the new landfill covers the four Sangkats of Kracheh, Krakor, Ou Ruessei, and Roka Kandal. Villages close to the City along National Road No. 7 to the north (Samret, Kou Loab, and Banteay villages) and along the road towards the new landfill site (Dar, Anh Chanh, Stueng Svay and Khsar villages) may also be included in the service area. Based on the 2019 census, the collection service area covering the main four mentioned Sangkats of Kratie and the additional villages have a population of just over 37,000. The collection service area is shown in Figure 3.

2
58

Figure 3: Solid Waste Collection Service Area



Source: PMC, 2021

11. The landfill site has a total area of 27.8 ha, with 8.3 ha designated as a buffer zone (Figure 4). The construction under the Subproject includes landfill cell 1, hazardous waste cell, leachate treatment ponds, installation of utilities, all buildings, fencing and walls around the entire site, and all roads and drainage associated with these facilities. Four landfill cells in total have been designed, with only cell one initially constructed for the 2030 period (and a small hazardous waste cell located in the building area), a second cell for 2040 to 2050, and further two cells beyond 2040 are left as reserve area to be constructed at later stage. The cells have a total design airspace of 300,196m³ equivalent to 330,216 tons of settled waste, which will be able to more than accommodate the estimated 214,533 tons of waste (equivalent to 210,319m³ of space for settled waste) forecasted to be collected up to 2040 including relocation of the waste in the existing onsite dumpsite, which is estimated to be around 7,344 tons. Therefore, total space for settled waste after relocation of the existing waste at the new landfill site is 203,119m³.

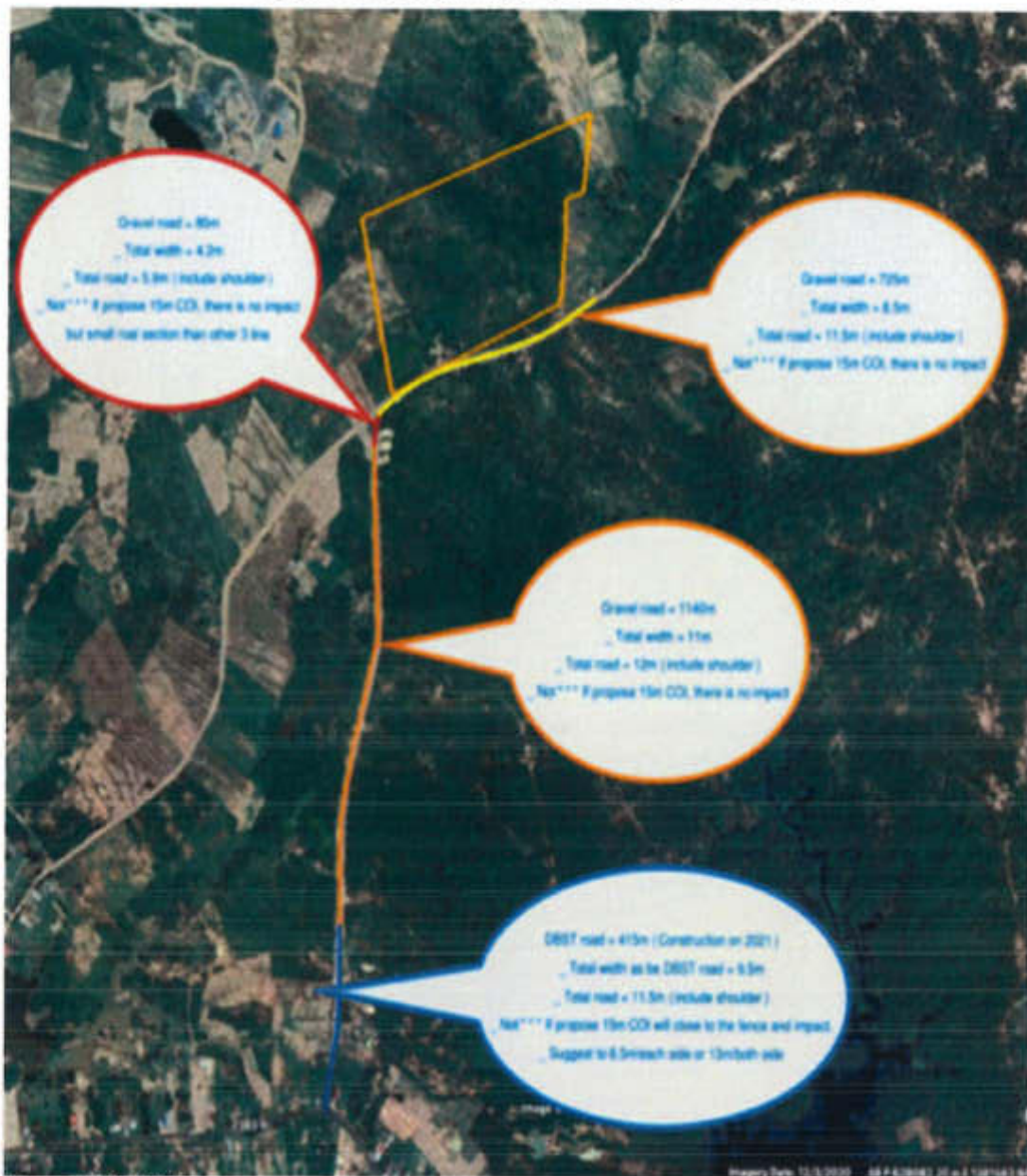
Figure 4: New Landfill Site Layout



Source: PMC, 2021

12. The access road to the new controlled landfill will be improved and surfaced for a length of 2,020m. The existing right-of-way (ROW) of the access road is 20m in total (10m either side of centerline). For the first 415m length from the NR7 (blue section – Figure 5), there is no road widening to be done as this length is already improved and DBST surfaced by a Provincial road improvement project (see below for **Picture 1** of before and after rehabilitation). The blue section will be re-surfaced after all the construction works at the new landfill site along with the remainder of the access road are completed. The remaining 1,605m of the access road, orange and red sections (Figure 5), will be widened to total width of 15m (including carriageway, shoulders and slopes) and the access road widening is done completely within the existing ROW. The access road is free of encumbrances and has no impact on private land, structures, trees, crops or livelihoods. Detailed access road maps are included in **Annex 2**.

Figure 5: New Landfill Site Access Road Overview



Source: PMC, 2021

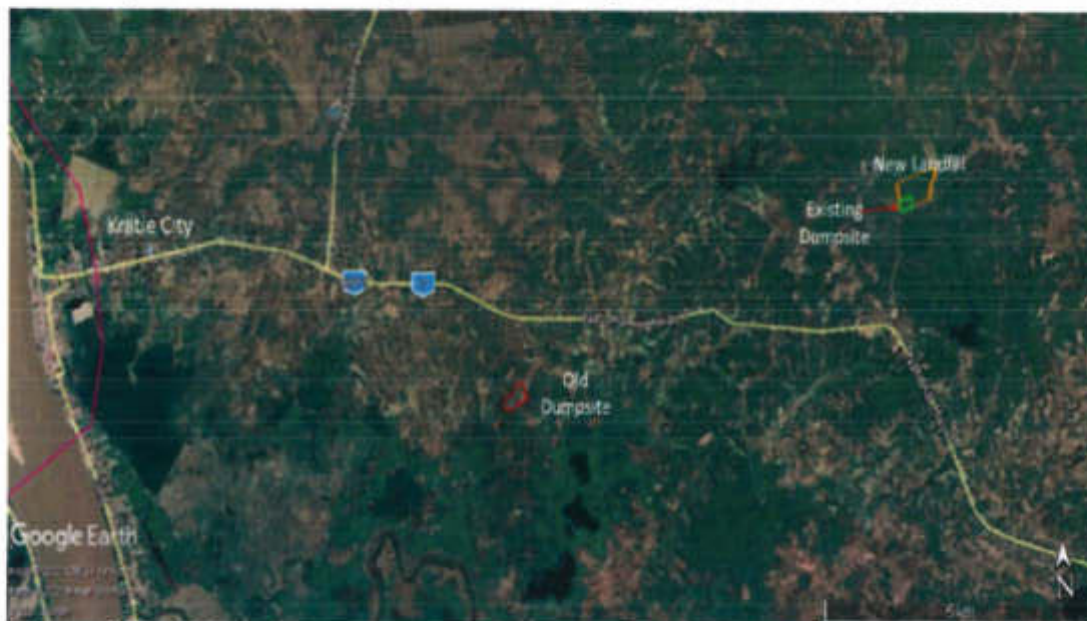
Picture 1: New Controlled Landfill Access Road First Part Before and After Improvement



Source: PMC, 2021

13. In Kratie province there are two existing waste dumpsites known as “the old dumpsite” located about 8 km east of the city and “the existing dumpsite” located within the new landfill site about 15 km from Kratie City centre (Figure 6). These are classified as associated and existing facilities as per ADB SPS. Therefore, these two dumpsites will be closed under the Subproject. Both old dumpsite and the existing dumpsite are in active use and have originally been approved by the Kratie Provincial Authorities for daily operation. The old dumpsite is the preferred of the two, especially during the wet season, for the Kratie City residents as it is located closer than the existing dumpsite. Due to accessibility, the existing dumpsite is mostly used during the dry season.

Figure 6: Overview Map of the Old Dumpsite and the New Landfill Site



Source: PMC, 2021

14. The dumping of waste at the new landfill site has been done since 2015 in an area of approximately 3.6 ha and the waste is deposited at estimated 1.0m to 2.5m depth (see **Picture 2**). Waste pickers are collecting the recyclable materials as their source of livelihood. The site will be closed by relocating the existing waste into the new landfill cell as soon as the cell is ready to receive waste. The dumping area will then be backfilled and rehabilitated to become part of the

landfill operation area. Details of the closure procedures are given in EMP. The cadastral map of new landfill site is in **Annex 3**.

Picture 2: New Controlled Landfill Site (Source: PMC, 2021)



15. The old dumpsite is also located on State owned public land. The site is 1.3km to nearest village along National Highway No. 7 and about 4.5km from the runway of Kratie Airport. The old dumpsite site covers approximately 10 ha with depth of several meters. The site has been operational since 2006, but officially closed in 2015 due to complaints of the residents near-by. However, the dumpsite still receives waste transported by a private Tuk Khun Company as it is easily accessible during the wet season. Overall, the site appears not to be managed and operated properly. There is open burning and waste is not covered with soil, while it appears that the waste is being pushed downslope. Recycling is solely done by the informal sector, i.e. waste pickers collecting recyclable materials as their source of livelihood (see **Picture 3**). There are buildings next to the dumpsite and housing structures along the access road, but none within the dumpsite to be closed. There is no-one living at the existing dumpsite, and therefore nobody is physically relocated. The site is covered with degraded forest and secondary shrub. The surrounding area is secondary forest/shrub in-between areas of agricultural land. The final decision on the remediation and closure will be done after additional physical investigations as detailed in EMP and IEE. The options under consideration for the closure of the old dumpsite include:

- Closure by removing the waste from the dump and disposing it at the new landfill;
- In-place closure by capping the waste;
- Closure by upgrading into a controlled engineered landfill; or
- Isolation of waste from groundwater, using drainage/ engineered containment.

Picture 3: Old Dumpsite (Source: PMC 2021)



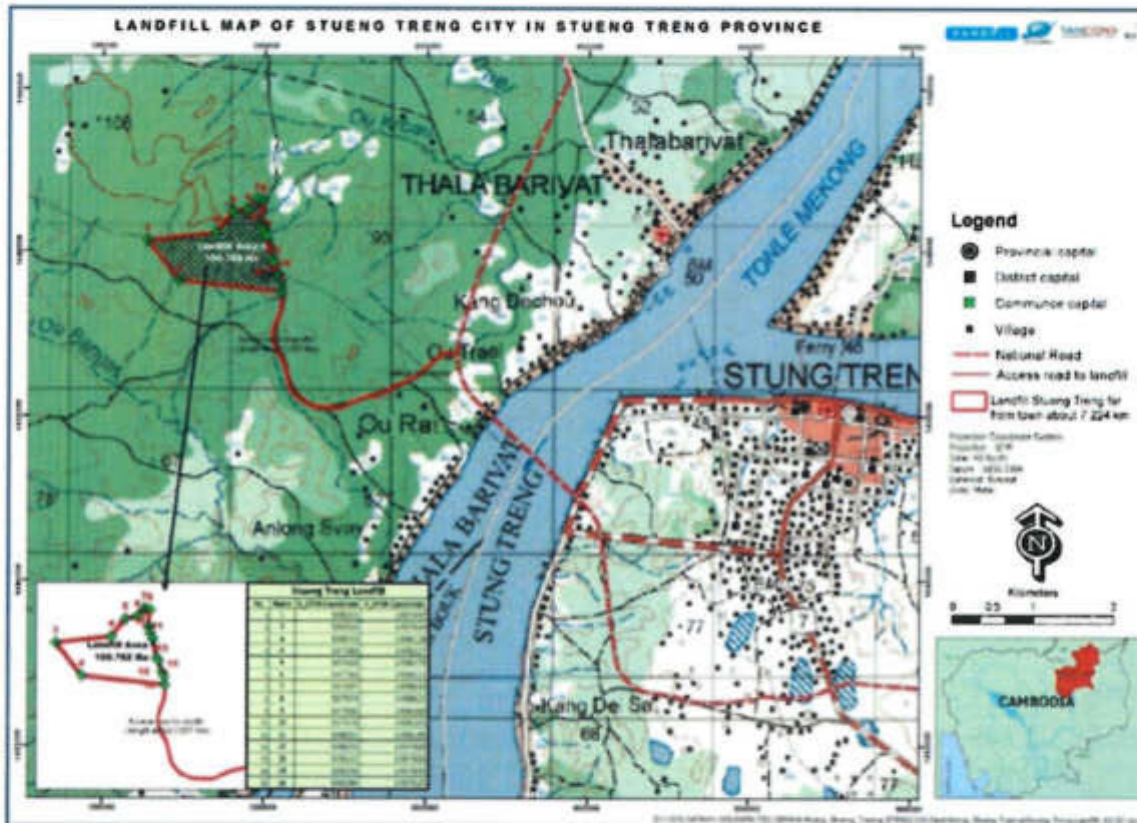
16. Total of 20 waste pickers from 11 AHs/63 APs were identified as working at the old and existing dumpsites. During the wet season these waste pickers work at the old dumpsite and during the dry season, the same waste pickers work at the existing dumpsite. The new SWM site will be controlled and there will no opportunity for the waste pickers to continue with their livelihood. Waste picking is their main source of income and therefore they will be compensated for loss of livelihoods and eligible for participation on an income restoration program. Official public consultations and DMS/SES with waste pickers have been conducted and reported in detail under MEF/GDR supervision during the preparation of this DRP.

(ii) Stung Treng Solid Waste Management Subproject

17. The Stung Treng Solid Waste Management (SWM) Subproject includes a controlled landfill and associated landfill operations structures and equipment at a new site of 34.45 ha. The controlled landfill site is in Anlong Svay village, Or Rai and Thala Barivat Commune, Thala Barivat District, Stung Treng Province, approximately 5 km from the Stung Treng City (Figure 7). The site is about 4km by road from National Road No. 9, about 3.5km from the bank of Mekong River, and 2.5km from the nearest small cluster of houses/buildings southeast of the site close to National Road No. 9.

18. The controlled landfill site was identified during the PPTA feasibility study and was confirmed after completion of the PPTA. The site is covered with shrub regrowth and the surrounding area in a 2.5km radius is dominated by shrub land with patches of agricultural land. The site is located just inside a Key Biodiversity Area. The new landfill site is on State owned public land. At first the land was State Forest land under the MAFF, and subsequently the control of the land was handed over the PDPWT in December 2018. The forest was cleared prior to 2013. There are no overlapping claims on ownership, the new landfill site has no structures or economic activity, the site is not used by local communities, and hence the site has unencumbered access for construction.

Figure 7: New Landfill Location



Source: PMC 2021

19. The planning horizon for the project is until the year 2040, with initial construction of landfill cells to cover the period to 2030. The subproject is designed to cover the main urban areas of Stung Treng. There are four Sangkats in the Stung Treng municipality, namely Stung Treng, Preah Bat, Srah Ruessei, and Sameakki. However, as Sameakki is a large rural Sangkat it would not be practical to provide collection services for the whole of this area. The service in this Sangkat will only cover the two villages on the north side of the National Road No.7 bridge, namely Hang Ko Suon and Hang Ko Barn. The other three Sangkats will be provided with collection services. The collection service area is shown in Figure 8.

20. There may be scope to include some other settlement areas close to the route from the municipality to the landfill site. These are the villages on the western side of the Mekong River in Thala Bharivat District, with access from National Road No.9.

21. The population to be serviced by the Subproject over the period from 2023 to 2040 has been estimated under the Detailed Engineering Design based on a 2018 baseline population of 31,000 people and using a medium annual average growth rate of 2% during the years 2020-2030 and 1.5% for the years 2031-2040. The estimated population growth until 2040 and the gradual increase in service coverage from 82% at the baseline to 95% by 2040. Total serviced population by 2040 is 42,275 people.

Figure 8: Solid Waste Collection Service Area

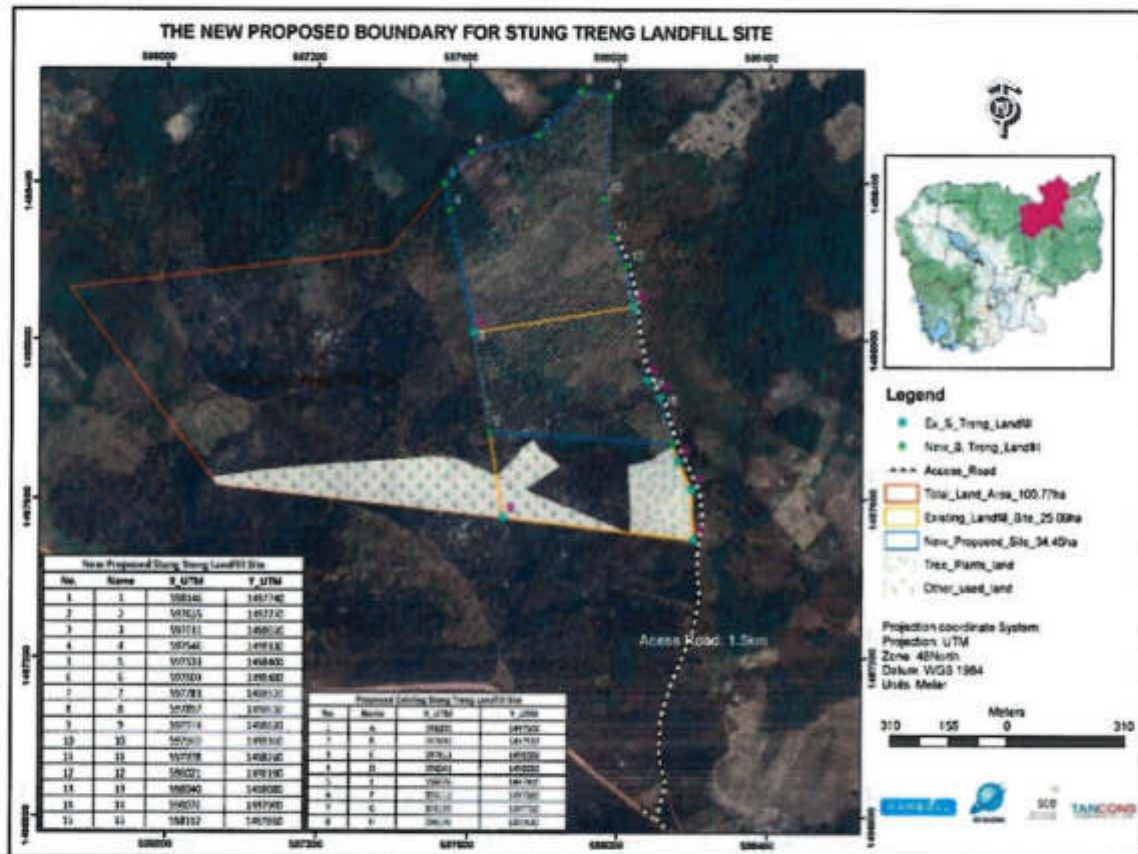


Source: PMC 2021

22. The Provincial Government has an area of 100 ha in this location of which an area of 34.45 ha has been set aside for the landfill, contained within the north-eastern corner of the larger area

23. Initially an area of 25 ha in the south-eastern corner had been selected, but to avoid impacting on recently established cashew nut farms in that area, which could not be relocated, the MPWT decided to move the location of the landfill to the north-eastern part of the land, which is free of encumbrances and has no economic activities.

Figure 9: SWM Site Current Land Use



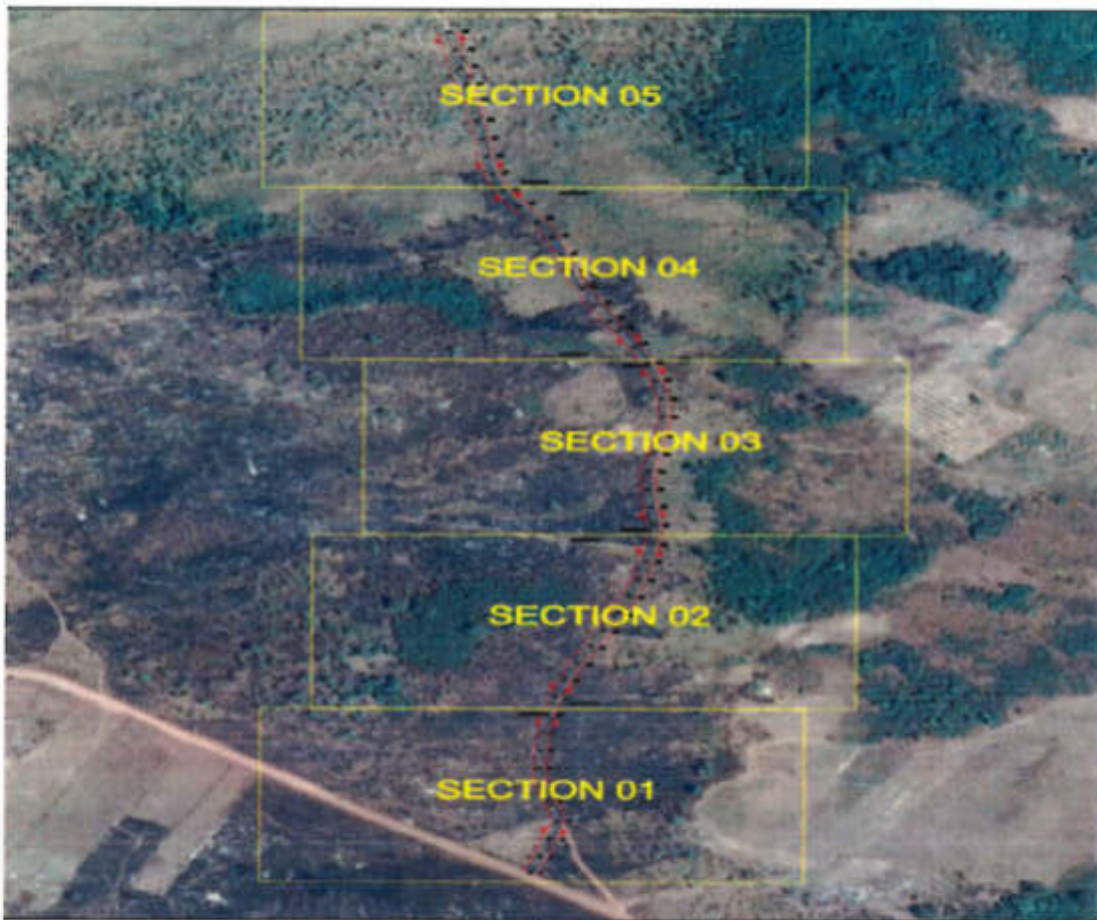
Source: PMC, 2021

24. The landfill site has a total area of 34.45 ha, of which 20.8 ha will be utilized for this phase of the landfill Subproject with space for two identical landfill cells (**Figure 10**) for future expansion. The initial construction includes a landfill cell-1, a hazardous waste cell, leachate treatment ponds, installation of utilities, all buildings, fencing and walls around the entire site, and all roads, drainage associated with these facilities. The cells have a total design airspace of 274,832m³ equivalent to 283,200 tonnes of settled waste, Cell-1 will provide capacity beyond 2030, potentially to 2037, The life span of this cell will also depend on any requirements to accommodate waste that is transferred from the existing waste dumpsite. Cell-2 will accommodate 43,551 tonnes of waste during the 2040 planning horizon, with room for approximately a further 100,000 tonnes. The cadastral map of new landfill site is in **Annex 5**.

[illegible]

25. The access road to the new controlled landfill will be improved and surfaced for a length of 1,450m. The existing right-of-way (ROW) of the access road is 40m in total (20m either side of centerline). The access road (Figure 11 and Picture 4) will be widened to total width of 10.5m-18m (including carriageway, shoulders, and slopes) depending on the topography and unencumbered COI available. The access road widening is done completely within the existing ROW. The access road COI is free of encumbrances and has no impact on private land, structures, trees, crops or livelihoods. Detailed access road maps are included in **Annex 4**.

Figure 11: New Landfill Site Access Road Overview



Source: PMC, 2021

Picture 4: New Controlled Landfill Site Access Road



Source: PMC, 2021

26. The existing waste dumpsite is about 14km northeast of Stung Treng urban area in Sameakki Sangkat (**Figure 12**). This is classified as associated and existing facility as per ADB SPS. Therefore, the dumpsite will be closed under the Subproject. The total land area of the dumpsite is approximately 10 ha, however, the area where waste has been dumped is about 3

ha. There is one wooden house is just outside the dumpsite and is occupied by a caretaker assigned by the government. There are no structures or encumbrances within the dumpsite area.

Figure 12: Overview Map of the Old Dumpsite and the New Landfill Site



Source: PMC, 2021

27. The old dumpsite began operating in 2011 and is managed by Stung Treng City Hall, with technical support provided by the Department of the Environment. The dumpsite is being operated as an uncontrolled dump, with limited environmental controls, and is likely cause significant socio-environmental impacts, particularly as there is a residential area in the proximity. The dumpsite is about 3.5km from the Stung Treng RAMSAR site, which is also a National Protected Area. The dumpsite area currently being used is about 3 ha in size with waste dumped all over the place within this area and dumped alongside its access road (see **Picture 5**). The waste has not been profiled, compacted, or covered with soil, being simply left exposed and often is also burned.

28. The existing dumpsite has originally been approved by Strung Treng Provincial Authorities for daily operation. However, the actual implementation and operation of the dumpsite is not consistent with the relevant regulations and guidelines (lack of daily management, lack of leachate control, lack of waste compaction and daily cover, indiscriminate dumping and spreading of waste, lack of fire control, lack of access control, no fencing). Therefore, the site will be closed by relocating the existing waste into the new landfill cell as soon as the cell is ready to receive waste. The closure details are detailed in EMP and IEE.

Picture 5: Old Dumpsite



Source: PMC, 2021

29. A total of 6 waste pickers from 3 AHs/10 APs identified as working at the existing dumpsite. The new SWM site will be controlled and there will no opportunity for the waste pickers to continue with their livelihood. Waste picking is their main source of income and therefore they will be compensated for loss of livelihoods and eligible for participation in an income restoration program. Official public consultations and DMS/SES with waste pickers have been conducted and reported in detail under MEF/GDR supervision during the preparation of this DRP.

(iii) Due Diligence of Social Impacts

30. As per para. 48 of the Project RF, a Social Impact Assessment (SIA) is required for assessing the past, present and future potential social impacts and gender analysis. For any Subproject that involves LAR impacts, a socioeconomic survey (SES) and a census has been carried out, with the appropriate socioeconomic baseline data collected to identify all persons who will be displaced by the Subprojects and to assess the Subprojects socioeconomic impacts on them at the detailed engineering design stage. The SES and census have been conducted for both Subprojects as part of the DMS/SES.

31. No land acquisition is required for the SWM Subprojects since the land for the controlled landfill construction in both Kratie and Stung Treng are on State owned public land. The sites are free of encumbrances and have no economic activities. However, in both Kratie and Stung Treng the existing dumpsites are located on public land and therefore are classified as associated facilities. Therefore, waste pickers currently working on the current dumpsites and who lose permanent livelihoods are compensated for loss of livelihoods as per the Entitlement Matrix.

C. Measures Adopted to Minimize Resettlement

32. PMU with PIU and PMC's resettlement specialists and engineering design team on the ground have assessed the subprojects sites to avoid and mitigate IR impacts for the SWM Subprojects. The impact mitigation and avoidance conducted during the preparation of DED

allowed the anticipated impact based on outline design to be completely avoided. The avoidance and mitigation were done as detailed in Table 3.

Table 3: Impact Avoidance and Mitigation

No	Province	Expected Impact	Avoidance/mitigation Measures Applied
1	Kratie	Access road to impact 4 AHs fences and trees	Access road COI narrowed for a length of 415m to avoid all impact to private assets and trees
2	Stung Treng	SWM site going to impact 2 AHs plantations and crops	SWM site moved within State land plot from Southwest corner to Northeast corner to avoid all impact to private assets and crops
3	Stung Treng	Access road to impact 3 AHs fences and trees	Access road COI narrowed in two locations for approximately 350m distance to avoid all impact to private assets and trees

D. Focus of the Detailed Resettlement Plan

33. This detailed resettlement plan (DRP) for the Stung Treng and Kartie SWM Subprojects should be read in conjunction with the May 2018 draft resettlement plans (RPs) of the two subprojects and resettlement framework (RF) of the Project that the ADB and IRC agreed with. The social impact that is the focus of this DRP is to mitigate any potential impacts of economic displacement on waste pickers that currently support their livelihood at the current dump sites that will be closed. This DRP will focus on the socioeconomic impacts of the waste pickers working at the existing dumpsites which will be closed by the construction of the new controlled SWM Subprojects. The closure of the existing dumpsites will cause the permanent loss of livelihoods or economic displacement of the 14 AHs/73 APs. These 14 AHs/73 APs were overlooked for consultation, eligibility for compensation, entitlements, and resettlement allowances due to them during the feasibility study at the PPTA stage. These 14 AHs/73 APs will be entitled to participate in the income restoration program.

III. SUBPROJECT IMPACTS

34. As indicated in para. 28, no land acquisition is required for both subprojects and the sites are free of encumbrances and have no economic activities. The public consultations conducted at the current dumpsites in Stung Treng and Kartie on 20 and 21 July 2021, respectively with the 26 waste pickers from 14 AHs/73 APs (6 waste pickers from 3 AHs/10 APs in Stung Treng and 20 waste pickers from 11 AHs/63 APs in Kratie) dumpsites were informed about the (i) project and subprojects; (ii) detailed design of the subprojects; (iii) conduct of detailed measurement survey (DMS) and socioeconomic survey (SES), (iv) land acquisition and compensation process, (v) policy on cut-off-date for eligibility to subproject entitlements; (vi) grievance redress mechanism processes; and (vii) the roles and responsibilities of the IRC-WG, PRSC-WG and the PGRC. In the meeting it was confirmed that the new SWM Subprojects will be constructed on state-owned public land and no private land acquisition will be required. Therefore, there are no impacts on any private assets or land.

35. During 20 and 21 July 2021, the IRC-WG and PRSC-WG conducted the DMS/SES for both SWM subprojects. There are no affected private land, residential land, agricultural land and community land. Similarly, there are no primary, secondary and other structures affected. No crops and trees are affected.

36. However, there are 26 APs (11 males and 15 females) who work as waste pickers to sort waste at the old and current dumpsites will have their livelihoods affected from the closure of the current dumpsites once the new SWM controlled subprojects are completed. The construction of the new SWM controlled subprojects will impact their current waste picking and future waste picking activities. Due to the closure of the current dumpsites and no waste picking will be allowed at the new SWM controlled subprojects. The 26 waste pickers belong to 14 households. These 14 households have 73 members out of which 34 are males and 39 are females.

37. Among the 26 waste pickers, 20 are from Kapo1 village, Orusey commune, Kratie district, Kartie Province and 6 are from Kilo 8 village, Samki commune, Stung Treng district, Stung Treng Province. For Kartie, there are two dump sites (old dump site and existing dump site). The old dumpsite is located 8 km east of the city and 1.3km from the Kapo village and 4.4km from the runway of Kratie Airport. The existing dump site is within the new SWM subproject site and about 15km east of the city and 5km from Kyar village (Figure 6). Both the existing and old dump sites are in active use (Pictures 2 and 3). There are 20 waste pickers work at the existing dumpsite during the dry season and at the old dump sites during the wet season. The dumping of solid waste at the old dump site started in 2006 and at the existing dump site in 2015. The waste picking at the old and existing dump sites originally started in 2006 and 2015, the years that the landfill began its service.

38. For Stung Treng, the existing dump site is located 14km from northeast of Stung Treng urban area in Sameakki Sangkat (Figure 12) and 3km from Kilo 8 village. The site started operating in 2019. There are 6 waste pickers at the existing dump site.

39. Amongst the 26 waste pickers from 14 AHs, 14 waste pickers from 6 from 6 AHs started waste picking during 2006-2016 and another 11 waste pickers from 7 AHs started during 2016-2020. Recently or in 2021 1 waste picker from the remaining 1 AH joined other waste pickers.

40. Most of them collect waste every month of the year. They get higher volume of waste during November–May and less volume during June–October. For Stung Treng, there are 2 buyers from Kilo 8 Village, Sameakki Sangkat. 3 households sell waste 2 times a month. For Kratie, there are 2 buyers from Kapo and Orusey Village, Kratie commune. 11 AHs sell waste 2 times a month. A total of 7 AHs claimed that their income from waste-picking command majority of their household income, whereas the remaining 7 households claim that to be about 50% of their household income.

41. All waste pickers have their own protective gear; boots, gloves, hats, and masks, but these are not always regularly used. None of them have never received training on hygiene or any relevant health and safety issues. Among 26 waste pickers, 21 are regular whereas the other 5 are intermittent due to their farming and work schedules. The average age of the waste pickers is 50 years; with the eldest 73 years and the youngest 13 years. Majority of them are aged between 40-60 years. Average age of the women is 55 years and average age of the men is 45 years.

42. Table 4 summarizes the impacts under both subprojects.

Table 4: Summary of Impacts by Subproject

Asset Type	Stung Treng SWM Subproject			Kratie SWM Subproject		
	Description of Impact	No. of AHs/APs	Note	Description of Impact	No. of AHs/APs	Note
Government Land (ha)	34.45	0/0		27.46	0/0	
Residential Land (ha)	None	0/0		None	0/0	
Agricultural Land (ha)	None	0/0		None	0/0	
Community Land (ha)	None	0/0		None	0/0	
Primary Structures (m ²)	None	0/0		None	0/0	
Secondary Structures (m ²)	None	0/0		None	0/0	
Trees (Nos.)	None	0/0		None	0/0	
Economic Displacement	Permanent loss of livelihood	3/9	Restore livelihood	Permanent loss of livelihood	11/63	Restore livelihood
Special Assistance to Poor and Vulnerable	Poor and vulnerable	3/10	Special Assistance	Poor and vulnerable	3/15	Special Assistance

Source: DMS data, July 2021

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IV. SOCIO-ECONOMIC INFORMATION AND PROFILE

A. Methodology

43. A full census and socio-economic survey (SES) of the 14 AHs/73 APs or 100% in the Stung Teng and Kratie Solid Waste Management (SWM) Subprojects was conducted by IRC-WG using the DMS Questionnaire.⁶ The SES respondents consisted of affected household heads (AHHs). The SES focused on collecting data on demographic variables (age, marital status, employment, and gender of respondents), means of employment of AHs, households' monthly income through house-to-house interviews. The necessary data and information collected was used to establish baseline information on key socio-economic status of the AHs/APs in gender disaggregate format.

B. Demographic Profile of Affected Households

44. A total 14 AHs/73 APs will be affected by the two subprojects. A total of 3 AHs/10 APs and 11 AHs/63 APs will be affected by the Stung Teng and Kartie subprojects, respectively. Out of the 14 AHs, 9 AHs or 64.29% are female headed, while remaining 5 AHs or 35.71% are male headed. With respect to the APs, 34 APs or 47.22 % are male and 39 APs or 52.78 % are female. The average AH size is 5.15 members/AH. Table 5 summarizes the affected persons and affected household heads by subproject.

Table 5: Summary of Affected Persons and AHHs by Subproject

Description	Stung Treng SWM Subproject				Kratie SWM Subproject				Total				Combined Total	
	M	%	F	%	M	%	F	%	M	%	F	%	M & F	%
No. of APs	4	40.00	6	60.00	30	47.61	33	52.38	34	46.57	39	53.42	73	100.00
No. of AHHs	1	33.33	2	66.67	4	36.36	7	63.63	5	35.71	9	64.29	14	100.00

Source: SES Data July 2021.

45. Out of the total of 14 AHHs, 11 AHHs or 78.57% are married and 3 AHHs or 21.43% are widows. Out of the 11 AHHs married, 5 AHHs or 35.71% and 6 AHHs or 42.85% are male and female headed households, respectively. All the 14 AHs/73 APs are of Khmer ethnicity. Regarding the age of the AHHs, none of them are below 30 years old. However, 7 AHHs or 50% are over 60 years old, 4 AHHs or 28.57% are between 30 to 45 years of age and the remaining 3 AHHs or 21.43% are between 46 to 60 years old. Out of the 7 AHHs over 60 years old, 5 AHHs are female. Table 6 summarizes the demographic profile of the AHHs by subproject.

Table 6: Summary of Demographic Profile of AHHs by Subproject

Description	Stung Treng SWM Subproject				Kratie SWM Subproject				Total				Combined Total	
	M	%	F	%	M	%	F	%	M	%	F	%	M & F	%
Marital Status														
Not Married													0	0.00
Married	1	33.33	1	33.33	4	36.36	5	45.45	5	35.71	6	42.85	11	78.57
Divorced														
Widowed			1	33.33			2	18.18			3	21.42	3	21.43
Total	1	100.00	2	100.00	4	100.00	7	100.00	5	35.71	9	64.28	14	100.00

⁶ The DMS Questionnaire includes SES Questionnaire.

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Ethnicity														
Khmer	1	71.42	2	28.57	4	36.36	7	63.63	5	35.71	9	64.28	14	100.00
Total	1	100.00	2	100	4	100.00	7	100.00	5	35.71	9	64.28	14	100.00
Age (years)														
20 to 30													0	0.00
31 to 45					2	18.18	2	18.18	2	14.28	2	14.28	4	28.57
46 to 60					1	9.09	2	18.18	1	7.14	2	14.28	3	21.43
Over 60	1	71.42	2	28.57	1	9.9	3	27.27	2	14.28	5	35.71	7	50.00
Total	1	100.00	2	100.00	4	100.00	7	100.00	5	35.71	9	64.28	14	100.00

Source: SES Data July 2021.

C. Educational Attainment

46. Out of the 14 AHHs, 6 AHHs or 42.86 % have not attained formal education while 8 AHHs or 57.14% have attained some form of formal education. For male AHHs, 1 AHH or 7.14 % have not attained formal education while 4 or 28.57 % have some form of formal education. For female AHHs, 5 AHHs or 35.71 % have not attained formal education while 4 AHHs or 28.57 % have attained some form of formal education. None of the AHHs have attained university or vocational education. Table 7 summarizes the attainment of the education levels of the AHHs by subproject.

Table 7: Summary of Attainment of Educational Levels of AHHs by Subproject

Education Levels	Stung Treng SWM Subproject				Kratie SWM Subproject				Total				Combine Total	
	M	%	F	%	M	%	F	%	M	%	F	%	M & F	%
None			1	33.33	1	9.09	4	36.36	1	7.14	5	35.71	6	42.86
Primary	1	33.33	1	33.33			3	27.27	1	7.14	4	28.57	5	35.71
Secondary					1	9.09			1	7.14			1	7.14
University					2	18.18			2	14.28			2	14.29
Vocational													0	0.00
Total	1	33.33	2	66.67	4	36.36	7	63.63	5	35.71	9	64.28	14	100.00

Source: SES Data July 2021.

D. Livelihood

47. The main source of livelihood of the majority of AHHs is from waste picking with 7 AHHs or 50.00% involved in waste picking at the existing dumpsites. A total of 4 AHHs or 28.57 % work as laborers followed by 2 AHHs or 14.19% as construction workers and the remaining AHH or 7.14% does agricultural farming. Female AHHs mainly depends on waste picking for their livelihood. Table 8 summarizes the main sources of livelihood of the AHHs by subproject.

Table 8: Summary of Main Source of Livelihood of AHHs by Subproject

Source of Livelihood	Stung Treng SWM Subproject				Kratie SWM Subproject				Total				Combined Total	
	M	%	F	%	M	%	F	%	M	%	F	%	M & F	%
Agriculture							1	9.09			1	7.14	1	7.14
Construction Worker					2	18.18			2	14.29			2	14.29
Laborer			1	33.33	1	9.09	2	18.18	1	7.14	3	21.43	4	28.57
Waste Picker	1		1	33.33	1	9.09	4	36.36	2	14.29	5	35.71	7	50.00
Total	1	33.33	2	66.67	4	36.36	7	63.64	5	35.72	9	64.28	14	100.00

Source: SES Data July 2021.

48. A total of 13 out of 14 AHHs or 92.86% have secondary sources of livelihood. Only one AHH or 7.14% does not have secondary source of livelihood. Table 9 summarizes the secondary sources of livelihoods of the AHHs by subproject.

Table 9: Summary of Secondary Source of Livelihood of AHHs by Subproject

Source of Livelihood	Stung Treng SWM Subproject				Kratie SWM Subproject				Total				Combined Total	
	M	%	F	%	M	%	F	%	M	%	F	%	M & F	%
No Occupation							1				1	7.14	1	7.14
Agriculture					1		3	9.09	1		3		4	28.57
Children Support	1	33.33	1	33.33					1		1		2	4.29
Waste Picker			1	33.33	3		3		3		4		7	50.00
Total	1	33.33	2	66.67	4		7		5		9		14	100.00

Source: SES Data July 2021.

49. Out of the 14 AHs, 5 AHs or 35.71 % (one male and 4 female AHs) have annual average incomes below the national poverty rate of \$1,980 for an average family size of 5 APs. Only one AH or 7.14% has annual average income of more than \$4000. 5 AHs or 35.71% and 3 AHs or 21.43% have annual average incomes between \$1,980-\$2,999 and \$3,000-\$3,999, respectively. The annual average income of all AHs also includes the income from waste picking. Table 10 summarizes the annual average income of AHs by subproject.

Table 10: Annual Average Income of Affected Households by Subproject

Annual Income	Stung Treng SWM Subproject				Kratie Treng SWM Subproject				Total				Combined Total	
	M	%	F	%	M	%	F	%	M	%	F	%	M & F	%
<\$1980			1	33.33			4	36.36			5	35.71	5	35.71
\$1980 - \$2999	1	33.33			2	18.18	2	18.18	3	21.42	2	14.28	5	35.71
\$3000 - \$3999			1	33.33	2	18.18					1	7.14	1	7.14
>\$4000							1	9.09	2	14.28	1	7.14	3	21.43
Total	1	33.33	2	66.67	4	36.36	7	63.63	5	35.71	9	64.28	14	100.00

Source: SES Data July 2021.

50. With respect annual average income from waste picking, out of the 14 AHs, 8 AHs or 57.14% income is less \$200 whereas the remaining 6 AHs or 42.85% have income between \$200-\$500. No AH has annual average income more than \$500. Table 11 summarizes the annual average income of AHs from waste picking by subproject.

Table 11: Annual Average Income from Waste Picking by AHs by Subproject.

Annual Income	Stung Treng SWM Subproject				Kratie SWM Subproject				Total				Combined Total	
	M	%	F	%	M	%	F	%	M	%	F	%	M & F	%
<\$200	1	33.33	1	33.33	1	9.09	5	45.45	2	14.28	6	42.85	8	57.14
\$201- \$500			1	33.33	3	27.27	2	18.18	3	21.42	3	21.42	6	42.85
\$501-800														
Total	1	33.33	2	66.66	4	36.36	7	63.63	5	35.71	9	64.28	14	100.00

Source: SES Data July 2021.

Note: National Poverty Rate is based on \$33/month per person and average household size of 5 persons.

Source: SES Data July 2021

E. Vulnerability

51. Special attention is paid to identifying vulnerable groups that will be affected by the Project during the resettlement planning stage. Specific concerns expressed during the one to one and house to house consultations with these groups of displaced persons have been taken into account in targeted measures to avoid or mitigate adverse impacts. These groups were informed that they will receive special cash assistance of a lump sum amount equivalent to 3 months of income based on the official poverty rate established by RGC calculated as **\$33 x Number of Members in AH x 3.**⁷ VAH losing their source of income permanently will also be provided with special assistance under the income restoration program (IRP) i.e **double of cash grant** under the income restoration program i.e. from \$200 to \$400 under land-based and business-based livelihood restoration and lump sum cash grant from 3 months to 6 months of income based on official poverty rate under employment-based livelihood restoration and priority for employment opportunities under the subprojects. The key objective is to improve their status and livelihood sources as much as possible through additional compensation package for livelihood restoration.

52. A total of 6 AHHs of which 5 AHHs are females have been identified as being vulnerable. The types of vulnerable groups identified are (i) households living below the poverty rate as established by RGC; (ii) female headed household with dependents living below the poverty; (iii) landless households with no means of support; (iv) elderly headed households with no means of support; (v) disabled headed households; and (vi) indigenous peoples (who often have traditional land rights but no formal titles). All the vulnerable AHHs will be provided with special assistance as per the Entitlement Matrix. Table 12 summarizes the vulnerable household heads by subproject.

Table 12: Vulnerable Household Heads by Subproject

Type of Vulnerability	Stung Treng SWM Subproject		Kratie SWM Subproject		Combined Total
	Male AHHs	Female AHHs	Male AHHs	Female AHHs	
Households living below the poverty rate as established by RGC					
Female headed households with dependents living below the poverty rate*		1		1	2
Landless households with no means of support					
Elderly headed households with no means of support	1	1		2	4
Disabled headed households					
Indigenous People					
Total	1	2		3	6

* Denotes: Female headed households with dependents living below the poverty rate is not included under Households living below the poverty rate established by RGC to avoid double counting.

Source: SES Data July 2021.

F. Gender Considerations

53. Out of the 14 AHHs/73 APs, there are 9 AHHs/39 APs who are females affected by the two subprojects. Both men and women attended the consultation meetings. Women AHHs and female APs affected by the subprojects are 66% and 53% respectively. The vulnerable women

⁷ Cambodia uses an absolute poverty line definition. In 2013, the Ministry of Planning (MOP) introduced new poverty lines. The revisions to the poverty lines include (a) food poverty line based on 2,200 calories per person per day (up from 2,100); and (b) a non-food component that is estimated separately for Phnom Penh, other urban, and rural areas. Cambodia Socioeconomic Survey 2014 identified those who earned less than \$33 per person per month considered living under poverty line for other urban area. The MOP announced the latest poverty rates as 2020 on 17 November 2021. The MOP is yet to officially communicate the new poverty rates to MEF/GDR. For this DRP, a \$33/person/month poverty line is applied. If the MOP officially notifies the new poverty rates to MEF/GDR after DRP approval, they will be applied during contract offer stage.

AHHs will receive special assistance and mentioned in para. 52 above. In addition, MPWT will encourage the contractor to have preference for temporary employment opportunities for women during construction of the subprojects. In addition, IRC-WG during the implementation stage of the approved DRP will inform the relevant authorities help women to gain access to employment under government's ongoing Cash for Work Programs currently being implemented in the two provinces. However, the decision on granting employment will be made at the sole discretion of the relevant authorities in accordance with regulations on Cash for Work Program. The day-to-day implementation of the programs are under the responsibilities of the PDMPWT and PDMOWRAM. The IRC will formally inform the PMU to liaise with the two provincial departments in the monitoring and reporting on engagement of women and/or vulnerable AHs/APs under the subprojects in these programs. The PMU will report on them in the project quarterly progress report.

G. Resettlement Assistance Options

54. The SES collected information and data on the preferences of the 14 AHHs regarding the type of compensation they would like to receive. All the 14 AHHs affected by loss of income from waste picking preferred cash assistance.

V. INFORMATION DISCLOSURE, CONSULTATION AND PARTICIPATION

55. Public consultation and participation aim to develop and maintain avenues of communication between the Project, stakeholders, and AHs. To ensure that the views and concerns of the AHs are considered in Project/subproject preparation and implementation and to reduce or offset adverse impacts and enhance benefits from the Project/subproject, a strategy of meaningful participatory has been adopted by and implemented under the Project for information disclosure, consultation and participation. All consultations have been presented verbally in Khmer language for all AHs to fully understand and be able to participate, while using visual tools such as maps and design drawings. During the consultations, the IRC-WG and PIU team from PDMPWT explained the project/subproject scope and distributed and explained/read out the updated PIBs, including the detailed engineering designs (DED), cut-off dates for eligibility, entitlements, compensation, DMS Questionnaire and GRM processes so the AHs are fully informed and understand them.

A. Consultation and Participation

(i) Before DMS

56. The **first public consultation** in Stung Treng and Kratie subprojects was conducted in during the feasibility study under the PPTA stage by the consultants in August 2017. The waste pickers were identified during IEE preparation at PPTA stage, but they were not specifically consulted on the impacts on their livelihoods and entitlements that might result from the closure of the existing dumpsites in Kratie and Stung Treng during the preparation of the draft RPs at the PPTA stage. However, the IRC-WG and PIU team from PDMPWT conducted **second public consultation** specifically with all the waste pickers comprising 14 AHs (5 males and 9 females)/73 APs in a public building close to the current dumpsites in Stung Treng and Kratie from 19-23 July 2021. During this second public consultation meeting the 14 AHs were informed about the Project and subproject scope, DED, cut-off date for eligibility, entitlements, and compensation for lost assets, the options available for the income restoration program (IRP), GRM, including contact persons, and DMS/SES. The updated PIB (**Annex 6**) which included the entitlements, on GRM steps and key contact persons on GRM were distributed and read out and explained to all attendees. The Minutes of the Meeting, Attendance List and Photographs taken during the meeting are in **Annex 7**. Major issues raised and responses provided is summarized in Table 13.

Table 13: Key Issues Raised and Responses

No.	Issues Raised by AHs	Response
1	When will the government close old dumpsites?	The old dumpsites will not be closed but when the construction of the new SWM subprojects are completed there will be no more rubbish transferred to the old dumpsites. Therefore, there will be no waste for collection anymore. So your livelihood will be permanently lost

57. The available options for livelihood restoration program were informed to the AHs during the consultation meeting on 19 July 2021 before the start of the DMS and the AHs opted for doing business of raising chicken for which the provincial authorities were providing free training programs through the commune councils. The **third public consultation** was conducted to specifically discuss the IRP on 6 September 2021 and 7 September 2021 in Kratie and Stung Treng, respectively covering the 14 waste pickers (5 males and 9 females) by the IRC-WG and PRSC-WG assisted by local authorities. The consultation included details and options of IRP and eligibility, vocational training options on skills development courses such as soy source production, stock raising, construction, air condition repair, welding, small business, electrician and tourism and hospitality current employment opportunities in Stung Treng and Kratie, opportunities of employment under the government Cash for Work Program, and special support to vulnerable AHs. The AHs were also informed that there was cash option for each AH who choose not to attend the training under the IRP. At this consultation meeting the AHs opted for doing business of raising chicken for which the provincial authorities were providing free training programs through the commune councils. With the chicken farming training at localized level and the cash grant to buy the necessary inputs, there is very little risk of failure in restoring lost income. It should be noted that the waste picking is not the main livelihood sources for all the AHs (para. 47 and Table 8). The AHs raised no further issues and the Minutes of Meeting, Attendance List, preferred choice of IRP and Photographs taken during the meeting is in **Annex 8**. The details of consultation and options of IRP discussed are in Chapter X of this DRP.

(ii) After DRP Approval and Implementation

58. A follow up consultation will be conducted after approval of this DRP to disclose the information in the DRP, and in preparation of the compensation payments. It will be undertaken jointly by the IRC-WG and PRSC-WG. The meeting will be held in a public place at the commune or village for all AHs and commune/village representatives and the PIB for compensation package will be provided and explained to all AHs. All consultations and disclosure during implementation will be presented verbally in Khmer for illiterate to fully understand and be able to participate. The schedule for AHs contract signing with deadlines and the legal requirements to receive the compensation (national ID) will also be explained. Each AH will be provided with the draft contract and the compensation amounts explained to the satisfaction of the AH on one-to-one basis. The AHs will be given option to sign the contract there and then or given 3 working days to submit the signed contract to the IRC-WG through the village council office. For those AHs who are unable to participate in the meeting, best efforts will be made to visit them at their houses or seek the assistance of the village office to contact them.

59. The final consultative meeting will be conducted when the compensation payments are ready to be disbursed and will be undertaken jointly by IRC-WG and PRSC-WG. The schedule for compensation payments will be informed to all the AHs at least one week in advance through the commune and village offices. The meeting will be held in the commune or village and prior to the commencement of compensation payment, all AHs will be again informed about the GRM under the subprojects, the setup of the local GRM committees in their province and the procedures that will be followed in case they have any complaints about the compensation payments. Compensation payments will be made on household-to-household basis and each AH will be provided an opportunity to seek clarifications about the compensation package prior to receiving the payment.

B. Information Disclosure

60. The approved draft RPs and RF were not disseminated to the 14 AHs in May 2018 but these were disclosed in public together with the PIBs. This DRP will be translated in the Khmer language and posted at town and Sangkat offices for easy and free access to the 14 AHs and the affected communities. For illiterate AHs, suitable other communication methods such as reading out the materials will be used based on the discussion and in consultation with the AHs. The DRP will also be disclosed on website of the MPWT both in Khmer and English.

61. Public information and disclosure about the subprojects will be continued during the DRP implementation in the Subproject areas. Particular attention in disclosure will be given to women, the poor and other vulnerable AHs. All consultation and disclosure activities will be properly documented; minutes of meetings, photos, and attendance sheets will be prepared and recorded.

62. For these subprojects, the GDR will submit the following documents to the ADB for disclosure on ADB's website after their approval by IRC and the ADB are obtained:

- (i) This DRP approved by the IRC and concurred by ADB;
- (ii) DRP updates, if any; and corrective action plan prepared during project implementation, if any; and
- (iii) Semi-annual resettlement safeguards monitoring reports

VI. GRIEVANCE REDRESS MECHANISM

63. A well-structured and functioning grievance redress mechanism (GRM), as outlined in the May 2018 draft RP and Project RF, has been established at the local level following standard government procedures to resolve grievances and complaints in a timely and satisfactory manner as required under the ADB SPS (2009). The Expropriation Law of the RGC provides for a Grievance Redress Committee (GRC) to handle complaints with the additional provision for the AHs to seek judicial redress in case they dispute the decision of the GRC. Details of the GRM has been included in the PIBs and distributed to the AHs during the consultations with them.

64. The AHs' complaints can be expressed verbally or in written form. In the case of verbal complaints, the committee on grievance at any stage in the GRM process will be responsible to document this during the first meeting with the AHs and keep this in its file.

65. A Provincial Grievance Redress Committee (PGRC) has been established in Stung Treng and Kratie Provinces for the respective SWM Subprojects or for any other subprojects to be financed and implemented under the Project in both Provinces on 10 January 2019 and 31 December 2019 through Decision No 021/19 SSR and 004/19 SSR, respectively (**Annex 9**). The PGRC comprise representatives from the relevant provincial authorities and MEF and the composition of PGRC for Kratie and Stung Treng are in Tables 14 and 15, respectively. There has been no change in PGRC membership and no refresher training courses on GRM have been provided. However, DIMDM is in the process of formally writing to the Provincial Governors to conduct a refresher training course on GRM. The individual complaints forms, registration/logbooks and recoding of responses of complaints are in place

Table 14: Composition of PGRC of Stung Treng

No.	Name	Position	PGRC position assigned
1	Excellency, Mom Savern	Provincial Governor	Chair

2	Mr. Minh Sichay	Director of Provincial Department of Land Management, Urban Planning and Construction	Vice Chair
3	Mr. Kheng Tith Syna	Director of Provincial Department of Economic and Finance	Member
4	Mr. Say Kosal	Governor of Steoung Treng City	Member
5	Mr. Chan Bun Dom	Chief Law Office and Public Safety of Stung Treng Administration	Member
6	Mr. Kheng Bun Heng	Cambodian Rural Development Team (CSO)	Member

Source: Letter No. 021/19 SSR dated 10 January 2019 from Governor on PGRC, Stung Treng.

Table 15: Composition of PGRC of Kratie

No.	Name	Position	PGRC position assigned
1	H.E. Va Thorn	Provincial Governor	Chair
2	Dr. Kao Madylane	Director of Provincial Department of Land Management, Urban Planning and Construction	Vice Chair
3	Mr. Tuy Bunsereythomy	Director of Kratie Provincial Administration	Member
4	Mr. Ouch Sopano	Director of Provincial Department of Economy and Finance	Member
5	Mr. Hong Chandy	Governor of Chet Borey District	Member
6	Mr. Thon Sonic	Chief Law Office and Public Safety of Kratie Administration	Member
7	Mr. Mao Ya	Director of Environment Protection and Development Organization (CSO)	Member

Source: Letter No.004/19SSR dated 31 December 2019 from Governor on PGRC, Kratie

66. The grievances will be handled thorough a 3 Step formal approach detailed in the approved RF for the Project. However, prior to the First Step, the AH may informally seek the assistance of the commune chief or a community elder to discuss and find an amicable solution to the grievance with the leader of the PRSC-WG. This is done verbally and informally, and no recording is required, and moreover its aim is to resolve the matter to avoid lodging formal written complaints. If this problem solving does not resolve the complaint to the satisfaction of the AH, s/he can seek the formal route for lodging the grievance as explained as below:

(i) **First Step:** The aggrieved AH can lodge a written complaint to the Head of the District Office where the subproject is located. The AH can bring a **community elder or representative** to mediate in the matter at the District level. The IRC-WG will appraise the Head of the District Office about the matter. The conciliation meeting must be held, and a decision taken within **15 working days** after the date of registration of the complaint by the District Office. If the complaint is resolved at the District Level to the satisfaction of the AH, the IRC-WG will inform GDR's Department of Internal Monitoring and Data Management (DIMDM), which will review and seek the approval of the Director General, GDR for appropriate remedial action. The AH will be informed in writing by the GDR of the decision and the remedial action that will be taken within **15 working days** from the receipt of the letter from the District Office. If the complaint is rejected at this stage, the District Office will inform the AH in writing and if the AH is not satisfied with the result, s/he can proceed to the next step and lodge a written complaint to the GDR for resolution.

(ii) **Second Step:** The GDR through its DIMDM will carry out a holistic review of the complaint and submit a report on its findings with the relevant recommendations, if any, to the Director General, GDR for a decision. It may also conduct a field visit to meet the aggrieved AH and the IRC-WG to gather the relevant details. The final report must be completed **within 30 working days** from the date of receipt of the complaint and submitted to the Director General, GDR for a final decision within **5 working days** of receipt of the final report. In the event that the subject

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