

# Resettlement Plan

---

Project Number: 51036-002

July 2022

## Pakistan: Khyber Pakhtunkhwa Cities Improvement Project

Pedestrianization Of the Old City Commercial Area, Abbottabad

Prepared by Project Management Unit, Local Government, Elections and Rural Development Department, Government of Khyber Pakhtunkhwa for the Asian Development Bank.

This Resettlement Plan is a document of the borrower. The views expressed herein do not necessarily represent those of ADB's Board of Directors, Management, or staff, and may be preliminary in nature. Your attention is directed to the "terms of use" section of this website.

In preparing any country program or strategy, financing any project, or by making any designation of or reference to a particular territory or geographic area in this document, the Asian Development Bank does not intend to make any judgments as to the legal or other status of any territory or area.



**LOCAL GOVERNMENT, ELECTIONS &  
RURAL DEVELOPMENT DEPARTMENT  
GOVERNMENT OF KHYBER PAKHTUNKHWA**

**AN IMPLEMENTABLE RESETTLEMENT PLAN (RP) OF  
PEDESTRIANIZATION OF THE OLD CITY COMMERCIAL  
AREA, ABBOTTABAD**

---

**Project Number: Loan 6015**

**Grant 6016-PAK**

**PAK: KHYBER PAKHTUNKHWA CITIES  
IMPROVEMENT PROJECT (KPCIP)**

**May 2022**

**PREPARED BY:**

**Project Management Unit (PMU), Local Government Election and  
Rural Development Department, Khyber Pakhtunkhwa Cities  
Improvement Project (KPCIP) Peshawar**



**NOTES**

(As of 2 February 2022)

In this report “\$” refer to US dollars

\$1.00 = PKR176.0

This is a borrower's document. The opinions represented herein do not necessarily reflect the views of ADB's Board of Directors, Management, or employees, and are subject to change. The Asian Development Bank does not intend to make any judgments about the legal or other status of any territory or geographic area in preparing any country programme or strategy, financing any project, or making any designation of or reference to a particular territory or geographic area in this document.



## TABLE OF CONTENTS

A.	Background of the KPCIP .....	x
B.	Sub project Description .....	x
C.	Scope of Land Acquisition and Resettlement Impacts .....	x
D.	Summary of Socioeconomic Survey .....	xii
E.	Information Disclosure, Consultations and Participation .....	xii
F.	Entitlement Assistance and Benefits .....	xiii
G.	Livelihood Restoration and Rehabilitation .....	xiii
H.	Resettlement Budget and Financing Plan .....	xiii
I.	Grievances Redress Mechanism (GRM) .....	xiii
J.	Institutional Arrangements: .....	xiv
K.	Implementation Schedule .....	xiv
L.	Monitoring and Reporting.....	xiv
	CHAPTER 1 .....	15
	PROJECT DESCRIPTION .....	15
1.1	Description & Background of the Project .....	15
1.2	Subproject Description .....	15
1.3	Project Categorization.....	16
1.4	Efforts to Minimize Resettlement Impacts .....	17
1.5	Objectives of Resettlement Plan.....	17
1.6	Resettlement Plan Related Procedures and Conditionalities .....	17
	CHAPTER 2 .....	19
	SCOPE OF RESETTLEMENT IMPACTS.....	19
2.1.	Identified Impacts of the Subproject .....	19
2.2.	Impact Assessment Methodology .....	20
2.3.	Impacts on Building (Commercial Structure) .....	21
2.3.1.	Impacts on Extended-Iron-Shed of Shops.....	21
2.3.2.	Impacts on Extended-Fiber Glass-Shed of Shops .....	21
2.3.3.	Impacts on Extended Wooden-Iron Shed of Shops.....	21
2.3.4.	Impact on Livelihood .....	21
2.3.5.	Willingness of Shopkeepers of Extended Shades for Self-Removal & No Claim..	22
2.3.6.	Public Structure/Utilities .....	22
2.3.7.	Impact Severity .....	22
2.3.8.	Impact on Vulnerable Groups .....	22
2.3.9.	Indigenous Peoples (IPs).....	23
	CHAPTER 3 .....	24
	SOCIO ECONOMIC INFORMATION AND PROFILE .....	24
3.1	Methodology of Census and Socio-economic Survey .....	24
3.2	Identification of Displaced Persons.....	25
3.3	Administrative Set up .....	25
3.4	Population Profile.....	25
3.5	Household Size in the subproject area .....	25
3.6	Age Structure .....	26
3.7	Literacy rate and Education Level of Respondents .....	26
3.8	Housing Conditions .....	26
3.9	Toilet Facility .....	27
3.10	Household Income Sources.....	27
3.11	Household Income .....	27
3.12	Expenditure .....	27
3.13	Household Possessions.....	27
3.14	Access to Civic Facilities.....	28
3.15	Gender Situation/ Analysis.....	29
3.16	Women's Participation .....	29
3.17	Concerns and Suggestion of Women related to the subproject .....	29
	Chapter 4.....	31
	INFORMATION DISCLOSURE, CONSULTATION AND PARTICIPATION .....	31
4.1	Consultation with Stakeholders.....	31
4.2	Stakeholders' Perceptions about the Project.....	31



4.3	Signed of MoU with ATFA & an Individual Consent of Shopkeepers .....	32
4.4	Meetings with the Government Officials .....	35
4.5	Gender Involvement in the Consultation Process.....	35
4.5.1	Fears and Concerns about the subproject .....	35
4.5.2	Responses to the Fears and Concerns raised by women .....	35
4.6	Disclosure of RP .....	36
CHAPTER 5 .....		37
POLICY FRAMEWORK .....		37
5.1	National Legal Instruments .....	37
5.1.1	Constitution of the Islamic Republic of Pakistan .....	37
5.1.2	National Legislation.....	37
5.1.3	Pakistan's Law and Regulations on Land Acquisition and Resettlement .....	37
5.2	ADB's Safeguard Policy Statement 2009 .....	38
5.2	Comparison of Key Principles and Practices of Pakistan's LAA and ADB's IR Safeguards-SPS 2009 .....	40
5.3	Resettlement principles applicable to for Pedestrianizing of the old city commercial area Abbottabad .....	42
5.3.1	RP Procedure for Compensation Payment Disbursements .....	43
5.3.2	Verification of DPs .....	43
5.3.3	Payment of compensation .....	43
5.3.4	Evacuation of site.....	43
5.3.5	Absentee non-respondent DP.....	44
CHAPTER 6 .....		45
ENTITLEMENTS ASSISTANCE AND BENEFITS.....		45
6.1	Eligibility .....	45
6.1.1	Cut-off date .....	45
6.2	Entitlements .....	45
6.2.1	Compensation and Entitlement Policy .....	45
6.3	Mitigation of access restrictions .....	48
CHAPTER 7 .....		49
LIVELIHOOD RESTORATION AND REHABILITATION .....		49
7.2	Priority in Project Employment.....	49
7.2.1	Employment with Contractor.....	49
7.3	Training and Capacity Building .....	50
CHAPTER 8 .....		51
GRIEVANCE REDRESS MECHANISM.....		51
8.1	Introduction of GRM.....	51
8.2.	Nature/type of complaints .....	51
8.3	Contact information & Awareness.....	52
8.4	Privacy & anonymity .....	52
8.5	Reporting of grievances .....	52
CHAPTER 9 .....		54
INSTITUTIONAL ARRANGEMENTS.....		54
9.1	Introduction .....	54
9.2	Local Government and Community Development .....	54
9.3	City Implementation Unit.....	55
9.4	Construction Supervision Consultants.....	55
9.5	Grievance Redressal Committees (GRCs) .....	56
9.6	District Government .....	56
9.7	Contractor .....	56
9.8	ADB .....	56
9.9	Organizational Chart .....	56
CHAPTER 10 .....		58
RESETTLEMENT COSTS AND BUDGET .....		58
10.1	Resettlement Cost .....	58
CHAPTER 11 .....		60
IMPLEMENTATION SCHEDULE.....		60
11.1	Introduction .....	60
11.2	Sequence of activities for Resettlement Plan preparation and implementation ....	60
11.3	Implementation Schedule .....	61



CHAPTER 12 .....	62
MONITORING AND REPORTING .....	62



## **LIST OF FIGURE**

Fig. 1.1 Showing Location of Selected Area for Pedestrianization of Markets, Abbottabad .....	18
Fig. 9.1: Institutional set-up for the Implementation of Resettlement Plan .....	57
Fig. 11.1 RP Implementation Schedule .....	61

## **LIST OF TABLE**

Table 1: Street-wise extended encroached structures/ sheds of shops .....	19
Table 3.1: Age Distribution of Respondents of Affected Households.....	26
Table 3.2: Education Level of Members of Affected Households.....	26
Table 3.3: Monthly Income Category and Households .....	27
Table 3.4: Detail of Household Expenditures .....	27
Table 3.5: Possession of Household Goods.....	28
Table 3.6: Access to Social Amenities in the Sub-project Area .....	28
Table 4.1: Detail of Consultation Meetings .....	31
Table 4.2: Concerns of DPs and Responses by Consultant .....	33
Table 5.1: Relevant Sections of the Land Acquisition Act 1894 .....	38
Table .5.2: Measures to address gaps between LAA and SPS .....	41
Table 6.1: Eligibility and Entitlement Matrix .....	46
Table: 9.1: Roles and Responsibilities in RP Implementation.....	54
Table 10.1: Summary of Resettlement Cost.....	59
Table 11.1: RP Preparation and Implementation Activities/Schedule .....	60



## **LIST OF ANNEXURES**

<b>Annex-A:</b> List of 24 Subprojects of KPCIP .....	66
<b>Annex-B:</b> Name List of Owners of Shop's Extended Structures (Sheds) .....	67
<b>Annex-C:</b> MoU with ATFA for no Claim of Compensation against Impacts on Sheds .....	72
<b>Annex-D:</b> Shopkeeper's Individual Consent for no Claim of Compensation for Impacts on Sheds.....	73
<b>Annex-E:</b> Notification of Formation of GRC .....	86
<b>Annex-F:</b> Questionnaires Forms: Census of Business Owners (affected sheds), Socio-Economic Survey, Household Demographic Survey .....	93
<b>Annex-G:</b> Pictorial View of the Public Consultations, Transit Walk and Data Collection	101





## ABBREVIATIONS

ADB	-	Asian Development Bank
AIIB	-	Asian Infrastructure Investment Bank
AFs	-	Affected Families
CAP	-	Corrective Action Plan
CDIA	-	Cities Development Initiative for Asia
DDR	-	Due-diligence Report
DPs	-	Displaced Persons
EA	-	Executing Agency
EDCM	-	Engineering, Design, and Construction Management
GRC	-	Grievance Redress Committee
GRM	-	Grievance Redress Mechanism
IA	-	Implementing Agency
IRCB	-	Institutional Review and Capacity Building
IR	-	Involuntary Resettlement
IPs	-	Indigenous Peoples
IVS	-	Independent Valuation Study
KP	-	Khyber Pakhtunkhwa
KPCIP	-	Khyber Pakhtunkhwa Cities Improvement Project
LAA	-	Land Acquisition Act 1894
LAR	-	Land Acquisition and Resettlement
LGE&RDD	-	Local Government, Elections and Rural Development Department
MoU	-	Memorandum of Understanding
PAM	-	Project Administrative Manual
PKR	-	Pak Rupees
PMU	-	Program Management Unit
ROW	-	Right of Way
RP	-	Resettlement Plan
SDDR	-	Social Due Diligence Report
SES	-	Socio Economic Survey
SPS	-	Safeguard Policy Statement 2009
SSR	-	Social Screening Report
TMA	-	Tehsil Municipal Administration
TOR	-	Term of Reference



## GLOSSARY

<b><i>Displaced Household</i></b>	All members of a subproject affected household residing under one roof and operating as a single economic unit, who are adversely affected by the Project or any of its components; may consist of a single nuclear family or an extended family group.
<b><i>Displaced Persons</i></b>	In the context of involuntary resettlement, displaced 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.
<b><i>Compensation</i></b>	Payment in cash or in kind of the replacement cost of the acquired assets.
<b><i>Cut-of-Date</i></b>	The completion date of the census of project-displaced persons is usually considered the cut-off date. A cut-off date is normally established by the borrower government procedure that establishes the eligibility for receiving compensation and resettlement assistance by the project displaced persons. In the absence of such procedures, the borrower/client will establish a cut-off date for eligibility.
<b><i>Encroachers</i></b>	People who have trespassed onto private/community/public land to which they are not authorized. If such people arrived before the entitlements cut-off date, they are eligible for compensation for any structures, crops or land improvements that they will lose.
<b><i>Entitlement</i></b>	Range of measures comprising compensation, income restoration, transfer assistance, income substitution, and relocation, which are due to displaced persons, depending on the nature of their losses, to restore their economic and social base.
<b><i>Economic Displacement</i></b>	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.
<b><i>Involuntary Resettlement</i></b>	Land and/or asset loss, which results in a reduction of livelihood level. These losses have to be compensated for so that no person is worse off than they were before the loss of land and/or assets.
<b><i>Meaningful Consultation</i></b>	Is a process that (i) begins early in the project preparation stage and is carried out on an ongoing basis throughout the project cycle; (ii) provides timely disclosure of relevant and adequate information that is understandable and readily accessible to affected people; (iii) is undertaken in an atmosphere free of intimidation or coercion; (iv) gender inclusive and responsive, and tailored to the needs of disadvantaged and vulnerable groups; and (v) enables the incorporation of all relevant views of affected people and other stakeholders into decision making, such as project design, mitigation measures, the sharing of development benefits and opportunities, and implementation issues.
<b><i>Physical displacement</i></b>	Meaning relocation, loss of residential land, or loss of shelter 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.



<b>Rehabilitation</b>	Compensatory measures provided under the ADB Policy Framework on Involuntary Resettlement other than payment of the replacement cost of acquired assets.
<b>Relocation Assistance</b>	Support provided to people who are physically displaced by a project. Relocation assistance may include transportation, food, shelter, and social services that are provided to the displaced persons during their relocation. It may also include cash allowances that compensate displaced persons for the inconvenience associated with resettlement and defray the expenses of a transition to a new locale, such as moving expenses and lost work days.
<b>Replacement Cost</b>	The rate of compensation for acquired housing, land and other assets will be calculated at full replacement costs. The calculation of full replacement cost will be based on the following elements: (i) fair market value; (ii) transaction costs; (iii) interest accrued, (iv) transitional and restoration costs; and (v) other applicable payments, if any. In applying this method of valuation, depreciation of structures and assets should not be considered.
<b>Squatters</b>	Meaning those people who do not own the land but are possessing and using it for residential, commercial, agricultural or other economic purposes, and as such they usually not entitled to land compensation but sometimes provided with assistance if they are found vulnerable; they are, however, entitled to compensation for the loss of built-up structures, trees, crops and other assets.
<b>Vulnerable Groups</b>	Distinct group of people who may suffer disproportionately from resettlement effects. The ADB SPS 2009 defines vulnerable groups as households below the poverty line, the elderly, those without legal title to assets, landless, women, children and indigenous people.



## **EXECUTIVE SUMMARY**

### **A. Background of the KPCIP**

1. The Government of Khyber Pakhtunkhwa (Go-KP) has received loan from the Asian Development Bank (ADB) for the Khyber Pakhtunkhwa Cities Improvement Project under loan number 6015 and grant number 6016 PAK – Project Readiness Facility (PRF) (KPCIP). Water supply, drainage and sanitation, integrated solid waste management, urban livability, smart cities, and green parks in the five cities of KP namely Abbottabad, Kohat, Mardan, Mingora (Swat), and Peshawar. The Asian Infrastructure Investment Bank (AIIB) is one of the KPCIP co-financiers. A total of 24 subprojects have been approved by the project steering committee headed by the Provincial Additional Chief Secretary. The detailed engineering design has been completed. The project is expected to begin in the 2<sup>nd</sup> quarter of 2022. The Local Government Election and Rural Development Department (LG&RD) is the project executing agency (EA) while respective City Governments are the project implementing agencies. The project management unit has been established in July 2019 for day to day Project activities headed by Project Director under Local Government. The Government after loan signing with ADB and AIIB for KPCIP PC-I has established a new PMU for project implementation.

### **B. Sub project Description**

2. Pedestrianizing of the old city commercial area Abbottabad is one of the 24 subprojects selected under KPCIP. The subproject is located in Sadar Bazar, which is a busy marketplace with tiny old lanes in Union Council (UC) Abbottabad. Street lighting for 15 streets, street furniture (benches, planters, street name signs, set of recycling dustbins, etc., new awning (shade) and signage frames for around 810 shops are among the proposed interventions. Covering of open drains with slate stone stairs, RCC slabs and steel gratings, Slate stone sidewalks and shared pathways with ramps are being built, as are speed tables and zebra crossings on access roads. Improvements to the Gol mandi meat market, included the installation of a public bathroom and a prayer area for women, as well as the creation of a green parklet (Noordin Park) and Façade uplift through repainting.

### **C. Scope of Land Acquisition and Resettlement Impacts**

3. This Implementable Resettlement Plan (RP) submitted in July has been updated on the basis of available detailed engineering design to cover potential involuntary resettlement impacts from the proposed project interventions. The assessment of impacts has been done based on the final design for 15 streets possessing the ROW from 7 – 35 feet in the stretch of 6593 feet. As per the approved detailed design all the sub project activities have been limited to the government owned right of way (ROW), hence no land acquisition involved is in the scope of the sub project. The established businesses in the sub project streets comprises of selling garments clothes, shoes, Jewelers shops, fast-foods businesses, groceries, meat and pharmaceutical products. The temporary impacts (expected during construction) would be on the extended structures (sheds) of 128 shops that have encroached into the 13 out of 15 streets such as Alley 1-5, at Eid Gah Road, Masjid Road, Atta Mandi, Main Bazaar street, Gurdwara street, and Noor Din Mohalla and Sarafa Bazaar. Both static and mobile vendors were not found in these streets hence, no impact envisaged. Among the total 128 encroached structures (extended sheds of the shops), i.e., 75 sheds are made of Fiber Glass, 38 structures/ sheds of CGI Sheet (iron), 12 of combination of steel rod & fiber-glass and 3 structures/ sheds made of combination of wood & steel rods shade of the shops.



4. Despite the valuation of their extended structures, with the support of experienced engineer for fair prevalent market value compensation by the survey team, the shopkeepers desired and mutually made commitment that if the subproject has the similar provision of installation of new shades along with uniform new signage frames not only for the 128 shops but in fact for all the 810 shops then it is their moral responsibility that in return they will not accept/ claim any cash compensation for their extended structures (sheds). In this connection, the chairman & secretary of All Trade Federation Abbottabad (ATFA) also committed the same and extended a warm welcome to the proposed subproject intervention in their city. Further assured full support to PMU/ TMA, Project Management & Construction Supervision Consultant (PMCSC) and Civil Works Contractor during the project implementation phase. Besides, during the consultation meeting held on 26 January, 2022 at TMO Office, the ATFA briefed that after their thorough deliberation with 128 DPs, they have mutually agreed that they will not claim any cash compensation against their loss of extended structures (sheds). For further substantiating their commitment, the ATFA signed MoU in the presence of TMO for the record of all the concerned project staff, government officials, project donor and contractors. Additionally, all the 128 shopkeeper of extended structures (sheds) also provided their individual documented consent with their individual signatures.

5. The subproject activities may also impact the access and operations in the project area during construction phase. The disruption of access will need to be managed as part of the environment and social management plan (ESMP), however, in case there are unforeseen disruptions to businesses then additional compensation will be decided by EA/IA on a case-to-case basis which would be either compensation for the loss of business income during the disruption period or provision of business disruption allowance equivalent to 3 months of official minimum wage (whichever is higher). A provision for such losses will be covered by the contingency of the budget.

6. This Implementable Resettlement Plan (RP) has been prepared to address the involuntary resettlement impacts (particularly on the shops' extended sheds) to be caused by the pedestrianizing of the old city commercial area, Abbottabad subproject of KPCIP, in compliance with the national/provincial regulatory requirements and ADB Safeguard Policy Statement (SPS) 2009.

7. **Detailed Engineering Design (DED) of Subproject:** The DED of the subproject pedestrianizing of the old city commercial area Abbottabad was completed in January 2021. Bidding process for the subproject started in August 2021 and has been concluded. Letter of Award (LOA) has been awarded to the successful bidder. Implementation will start in Q3 of 2022.

8. **Resettlement Plan and its Updating:** The updated RP is based on the complete census and socioeconomic profile updated in January, 2022. The previously, incomplete census of 77 DPs who were absent at the time of preparation of draft RP is completed during the updating of RP in January, 2022. Hence, the census covered for all 128 DPs of encroached structures (shops' sheds). This RP has been updated to implementation-ready RP based on the census of 128 DPs on the basis of the following project readiness factors: such as conducted (i) final census of all DPs; (ii) final inventory of losses; and (iii) final entitlement matrix-impacts and entitlements including compensation and allowances.

9. **Initial Impacts Screening and Project Categorization (Involuntary Resettlement):** In terms of temporary impacts expected during the construction stage, the subproject has been categorized as Category B for involuntary resettlement (IR), with compliance to ADB SPS 2009, the reason that no displaced person (DPs) were observed to be displaced physically from housing and/or lose more than 10% of their productive assets,



though, this assessment and categorization is based on the census survey of all 128 DPs of encroached structures (shops' sheds). Hence the subproject categorization has been updated and reconfirmed after completion of full census of all and final DPs and impacts done based on the entire DPs/APs

10. **Indigenous Peoples (IPs):** The subproject area was surveyed for the presence of any indigenous people or groups having customary rights on use and access of land and natural resources, socioeconomic status, cultural and communal integrity and self-recognition as IPs. However, no such groups were found/present in entire subproject area. Local people do not recognize themselves as IPs as described above and in ABD'SPS 2009. Therefore, the subproject is categorized as "C" for IP safeguards and therefore, no Indigenous peoples plan is required for this subproject.

11. **Cut-Off Date:** The final DPs socio-economic survey and census of remaining 77 DPs conducted from 13-27 January, 2022, therefore January 27<sup>th</sup> 2022 will be considered as a final cut-off date is 27 January 2022 for updating of R, though the previous cutoff June 18<sup>th</sup> 2021 date was . . The initial socioeconomic survey and census of potential shopkeepers/vendors was conducted on 18 June 2021 but the surveys covered 51 of total 128 potential affected person (APs) as remaining 77 DPs were not identified at the time of surveys. During the updating of RP, the remaining 77 potential DPs are identified and surveyed successfully. The census of all final DPs updated and COD re-established and disseminated to final DPs during the public consultation meetings held from 13 – 27 January, 2022.

### **D. Summary of Socioeconomic Survey**

12. The socio-economic survey was conducted in January, 2022 for the previously remaining 77 DPs. The results of survey of 128 DPs indicate female and male ratio as 52:48; average household size of 6.2 persons; and literacy level of 67%. The monthly average income of DPs is pegged at PKR 33,426 and considering vulnerability e.g., elderly, those without legal title to assets, landless, women, children and indigenous people were not identified. In terms of access to social amenity, 100% (128) houses in the subproject areas are electrified. Potable drinking water supply is accessible to 94% (120) households, whereas 80% (102) of the households have access on the sewerage and drainage system. Health and education facilities are available to 90% (115) and 96% (123) households, respectively.

### **E. Information Disclosure, Consultations and Participation**

13. The participants were fully informed and consulted on the potential impacts and the mitigation measures adopted during detailed engineering design to be implemented as part of the subproject. Some of the stakeholders consulted were traders and business unions in the subproject area, affected persons, Tehsil Municipal Administration, District administration, visitors and users of the project corridor and other relevant stakeholders. Majority of the people showed their whole-hearted consent for the early implementation of the subproject activities as this will develop their area (under the subproject) for better business. The shopkeepers (DPs) of the extended sheds in joint collaboration/ understanding with members of AFTA committed that they will not claim any compensation as the same or even good quality uniform shed will be installed compensated in kind as proposed in the project provisions. Additionally, all the stakeholders appreciated the initiative to upgrade the streets to improve the quality of life and recognized that it will also improve the environment hazards. Some of the key concerns raised by the stakeholders were not to damage to private property (commercial structures) during sub project implementation and if





any damages accrued and or any unforeseen impact found the EA/IA will timely compensate such damages.

14. There are no women among the DP to be displaced during sub project implementation. Consultations were conducted with the women customers who frequently visit the markets for shopping purposes. Most of the women are very supportive of the subproject as they believe that this will provide them a safe and dignified and designated way of shopping. The DPs were informed about how their concerns have been addressed through design considerations and the same are incorporated in the safeguard documents. The consultation process will continue throughout the project implementation and the final RP will be made available to all the stakeholders and also disclosed on LGE& RD and ADB websites.

### **F. Entitlement Assistance and Benefits**

15. The project's cut-off date determines who is eligible for compensation and any resettlement assistance. The cut-off deadline for shopkeepers previously surveyed as part of the Draft RP was 18 June 2021, while the cut-off date for the updating of the RP was 27 January 2022. The proposed entitlements will ensure that displaced persons/affected persons are compensated for their losses and that their livelihoods are restored, regardless of their formal legal rights. The DPs are entitled to compensation for the loss of extended shop structures (sheds), business/livelihood loss, severity, and relocation allowance (unforeseen, if any encountered during the project implementation). DPs those are vulnerable will be eligible for a vulnerability allowance (if any identified during the sub project implementation). Priority employment to local community during construction and project implementation and opportunities for skills development is also included.

### **G. Livelihood Restoration and Rehabilitation**

16. A livelihood Restoration Plan (LRP) has been prepared by PMU with the objective to restore or improve the livelihoods of the DPs, conduct activities that will enable DPs to enhance their livelihoods, work out an implementable strategy and schedule for the different activities that fit within the allocated budget. The LRP will be implemented by a service provider (NGO) in coordination with PMU and CIU, this activity will include training/capacity building, transportation cost, lunch/tea whereas no DPs will not be entitled for cash compensation A tentative budget to meet the requirement of the planned activity including the hiring of service provider has been included in the summary of the Resettlement Budget.

### **H. Resettlement Budget and Financing Plan**

17. Based on the current market rates of 2022, The total cost has been estimated to be PKR 9,751,700 million (US\$ 0.055 million), including PKR 1.97 million cost of compensation for shopkeepers for shops' affected extended sheds, PKR 01 million amount for capacity building (IAs, TMA and relevant stakeholders), and PKR 01 million cost allocated for relocation of utilities, PKR 3 million cost added as Livelihood Restoration Plan (trainings and capacity building through Service Provider) and PKR 0.6965 million (10% of the total cost) as contingencies cost, PKR 0.6965 (10%) amount allocated for administrative & security & 20% (PKR. 1.3931 million) of the total cost fixed for monitoring & evaluation. This budget has been estimated based on the impacts of the subproject determined as per final design and detail impacts of the subproject on individual DPs and its census.

### **I. Grievances Redress Mechanism (GRM)**



18. A three-tier Grievance Redress Mechanism has been established at the project level. Three-tier GRM system is available at (a) the field level, (b) city level, and (c) PMU level. The GRM will ensure easy access to all stakeholders including DPs who wish to access the system for resolution of their concerns and grievances. The GRM is gender-sensitive, culturally appropriate, widely publicized, and well-integrated in the subproject's management system. The system considers recording and resolving any grievances by GRM within the allocated time of 7-21 days. All complainants will be timely logged in the project GRM and DPs will be informed time to time on the measures/efforts adopted by PMU/CIU for resolving the complaints adequately with consent of the complainants. The record for the complaints received and resolved will be well maintained through register that will be placed at city implementation unit. Irrespective the establishment of GRM, any DP can approach the court at any time in accordance with the applicable legal provisions under Pakistan law. The copy of the GRC Notification dated 16 June 2021 is attached as Annex-E.

### **J. Institutional Arrangements:**

19. The LGE&RDD is the subproject executing agency (EA). The PMU headed by Project Director is responsible for the day-to-day management of the subproject (through respective city implementation units-CIUs) which will be established in June 2022. The social safeguard staff including Resettlement Expert and other co-staff of the PMU is responsible to manage the Resettlement related-tasks and activities including handling/resolving of any complaints or grievances of those displaced by the subproject and fulfilling safeguard requirements.

### **K. Implementation Schedule**

20. The RP compensation payment is expected to commence in 3<sup>rd</sup> quarter of 2022 while the external monitoring report will be submitted immediately after the commencement of compensation / disbursement (expected in the last quarter of 2022).

### **L. Monitoring and Reporting**

21. Both internal and external monitoring will be carried out by the project. The internal monitoring will be the responsibility of PMU who with the support of CIU will be responsible for monthly and quarterly monitoring of the progress of resettlement activities. Any compensation made by the project will be validated by the external monitor through monitoring reports agreed between PMU and external monitor. The PMU will review the effectiveness of the monitoring arrangements quarterly and refine the arrangements accordingly.

22. The PMU with the support of CIU will hire the services of a firm, NGO or a qualified and experienced resettlement expert, to undertake external monitoring. The expert will be selected with concurrence of ADB and selection is expected in the August 2022. The objective of the external monitoring will be to determine the Project's achievement of resettlement activities in line with the objectives of this RP and identify any longer-term changes in livelihoods and socio-economic conditions of DPs (both negative and positive), any need for mitigation measures and lessons learned.





## **CHAPTER 1**

### **PROJECT DESCRIPTION**

#### **1.1 Description & Background of the Project**

23. The KPCIP project includes five major cities of KP namely Abbottabad, Kohat, Mardan, Mingora, and Peshawar with the aim to improve their access to quality urban services through two interlinked outputs: (i) enhanced municipal infrastructure and public urban spaces, and (ii) strengthened institutional capacities and efficiency of provincial, municipal and city governments and water & sanitation services. The Asian Development Bank (ADB) is assisting the Government in the preparation of the proposed KPCIP project through a Project Readiness Facility (PRF) that aims to fast-track project preparation including the detailed engineering designs and necessary due diligence assessments including safeguards, procurement, capacity development and other project preparatory works ahead of the approval of the ensuing KPCIP project loan. The Asian Infrastructure Investment Bank (AIIB) is also a co-financier for the KPCIP. Figure 1.1 provides the project map of KPCIP.

24. Initially, a comprehensive list of 62 potential subprojects was prepared for the project in consultation with various stakeholders mainly the Water and Sanitation Companies in all five project cities. These subprojects were initially proposed based on a Pre-Feasibility Study (PFS) of three cities in Khyber Pakhtunkhwa, i.e., Abbottabad, Mardan, and Peshawar, with support from the Cities Development Initiative for Asia (CDIA) in 2017. The study assisted the Government of Khyber Pakhtunkhwa (GoKP) in preparing an integrated, climate-resilient urban environmental infrastructure investment plan based on Pakistan's Vision 2030, KP's Integrated Development Strategy 2014-2018, and City Development Plans (CDPs). The initial list of subprojects was screened through i) engineering, hydrological, and topographic assessment of all subprojects concerning the end-to-end solution, i.e., to ensure that the selected subprojects can provide an end-to-end solution for service delivery benefits for end-users and ii) the subprojects were further assessed for ADB's safeguard requirements and to ensure that selected subprojects do not pose significant adverse impacts and can move to the design stage. Finally, a list of 24 subprojects (**Annex-A**) was agreed upon for completion of detailed design. The proposed Pedestrianizing of the old city commercial area Abbottabad is one of the 24 subprojects under KPCIP.

25. The draft Resettlement Plan (RP) has been prepared and approved by ADB in June 2021 while this updated resettlement plan will be shared with ADB CWRD for approval, implemented and verified by an External Monitor before commencement of civil works. The updated RP primarily will address the involuntary resettlement impacts that may accrued during the implementation of sub project Pedestrianizing of the old city commercial area under KPCIP, the report has been prepared compliance with the national/provincial regulatory requirements and ADB' Safeguard Policy Statement (SPS) 2009.

#### **Status of Detailed Engineering Design**

26. The detailed engineering design (DED) of the project has been finalized and approved in January 2021.

#### **1.2 Subproject Description**

27. **Pedestrianizing of the old city commercial area:** This sub-project is one of the 24 subprojects selected under KPCIP. The subproject is located in Sadar Bazar in Union



Council (UC) Abbottabad; it is a crowded marketplace with narrow historical streets. The proposed interventions includes;

- i) Street lighting for 15 Streets,
- ii) Street furniture (benches, planters, street names signs, set of recycling dustbins etc.),
- iii) New awning (shade) and signage frames for over 810 shops
- iv) Covering of open drains with slate stone steps
- v) RCC slabs and steel gratings
- vi) Construction of slate stone sidewalks
- vii) Shared pathways with ramps
- viii) Speed tables and zebra crossings on access roads
- ix) Up gradation of Gol Mandi Meat Market
- x) construction of public washroom & prayer area for women
- xi) Development of green parklet (Noordin Park)
- xii) Façade uplift through repainting

28. **Scope of Resettlement Impacts:** During the course of updating the draft RP, the impacts once again comprehensively re-assessed in light of the final design for 15 streets and draft RP. The project streets having the existing ROW ranging from 7 – 35 feet in the stretch of 6593 feet. As per the design all the activities will be limited to the government owned ROW, therefore no land acquisition is involved. The businesses established in these streets comprises of selling garments clothes, shoes, Jewellery shops, fast-foods businesses, groceries, meat and pharmaceutical products. Mobile vendors also roam these streets to sell their goods. The temporary impacts (expected during construction) would be on the extended structures (sheds) of 128 shops that have encroached into the 13 out of 15 streets such as Alley 1-5, at Eid Gah Road, Masjid Road, Atta Mandi, Main Bazaar street, Gurdwara street, and Noor Din Mohalla and Sarafa Bazaar. Both static and mobile vendors not found in these streets hence would not be affected. Among the total 128 encroached structures (extended sheds of the shops), i.e., 75 sheds are made of Fiber Glass, 38 structures/ sheds of CGI Sheet (iron), 12 of combination of steel rod & fiber-glass and 3 structures/ sheds made of combination of wood & steel rods sheds of the shops.

### **1.3 Project Categorization**

29. **Impacts screening and categorization for Involuntary Resettlement (IR):** As per ADB SPS 2009, the LAR impacts are considered significant if 200 or more persons experience major impacts which are physical displacement from housing and/or losing 10% or more of income-generating resources. As far as this Final RP is concerned, 128 businessmen identified and re-assessed (including 77 remaining DPs which could not surveyed previously at the time of preparation of draft RP) to be impacted but none of these DPs will be displaced from their shops/ business places. Likewise, all the surveyed 128 DPs are not losing 10% or more of their productive assets as only their extended structures/ sheds intruding in the ROW will be impacted. Thus, the impacts are believed as insignificant as compared to their whole shop's structures and have been classified as Category B for involuntary resettlement (IR) in accordance with the ADB SPS 2009.

30. **Impacts screening and categorization for Indigenous Peoples (IP):** In term of indigenous people category, the Kalash people have socio-economic and cultural characteristics of indigenous people as defined by the World Bank Policy on Indigenous People. They are identified as an indigenous community due to their distinct tribal customs, religion and a unique language. Kalash communities reside in Chitral District at the Kalash valley which is not covered by the project. In the same manner, the SDDR team carefully reviewed the project documents, visited the subproject areas, and conducted consultations with the project staffs, consultants and locals in the subproject areas to know the presence



of any IPs communities. It was found that the entire population is Muslims (no ethnic and religious minority exists) and they did not consider themselves to be called any other type of population such as Indigenous Peoples as the ADB's SPS 2009 description. As the Project does not entail any impact on indigenous peoples owing to the nonexistence of the IP in the project area, hence SR3 on IP is categorized "C". Therefore, an Indigenous Peoples Development Plan (IPDP) is not required for the KPCIP.

### **1.4 Efforts to Minimize Resettlement Impacts**

31. All possible efforts were made to minimize and or mitigate the resettlement related impacts by restricting the detailed engineering design to façade-to-façade improvements remaining within the government-owned ROW. The six (6) number of streets initially proposed (with significant LAR impacts) were also excluded to minimize the LAR impacts. Efforts were made to confine the project intervention within the available width of government owned ROW under the administration of different departments i.e. Tehsil Municipal Administration and Auqaf & Religious Affairs Department. This methodology has brought about in reducing the chances of acquiring any private structure or land.

### **1.5 Objectives of Resettlement Plan**

32. This RP has been prepared (updated) in accordance with ADB Safeguard Policy Statement 2009 (SPS) and Pakistan's laws and regulations. It outlines impacts, compensation policy, compensation and rehabilitation provisions, cost estimates, and an implementation schedule to compensate for the impacts caused by constructing of Pedestrianizing of the old city commercial area Abbottabad. The overall objective of this RP is to ensure that the livelihoods of all displaced persons are improved or at least restored to the pre-project levels and the standards of living of the displaced poor and other vulnerable groups are improved. With this objective in mind, following aspects of RP have been well taken into account for implementation:

- Avoid or minimize LAR impacts of on local communities.
- Ensure compensation for lost assets is based on current market rate taking into account and full replacement costs for all affected assets.
- Undertake meaningful consultations with DPs take their concerns into account and adopt all possible design and alternate options to appropriately and adequately address their concerns,
- Provide a time-bound plan for RP implementation without delays.
- Ensure disbursement of compensation to all DPs before their displacement and undertake monitoring of this process and validation of compensation disbursement through independent external monitoring consultant.

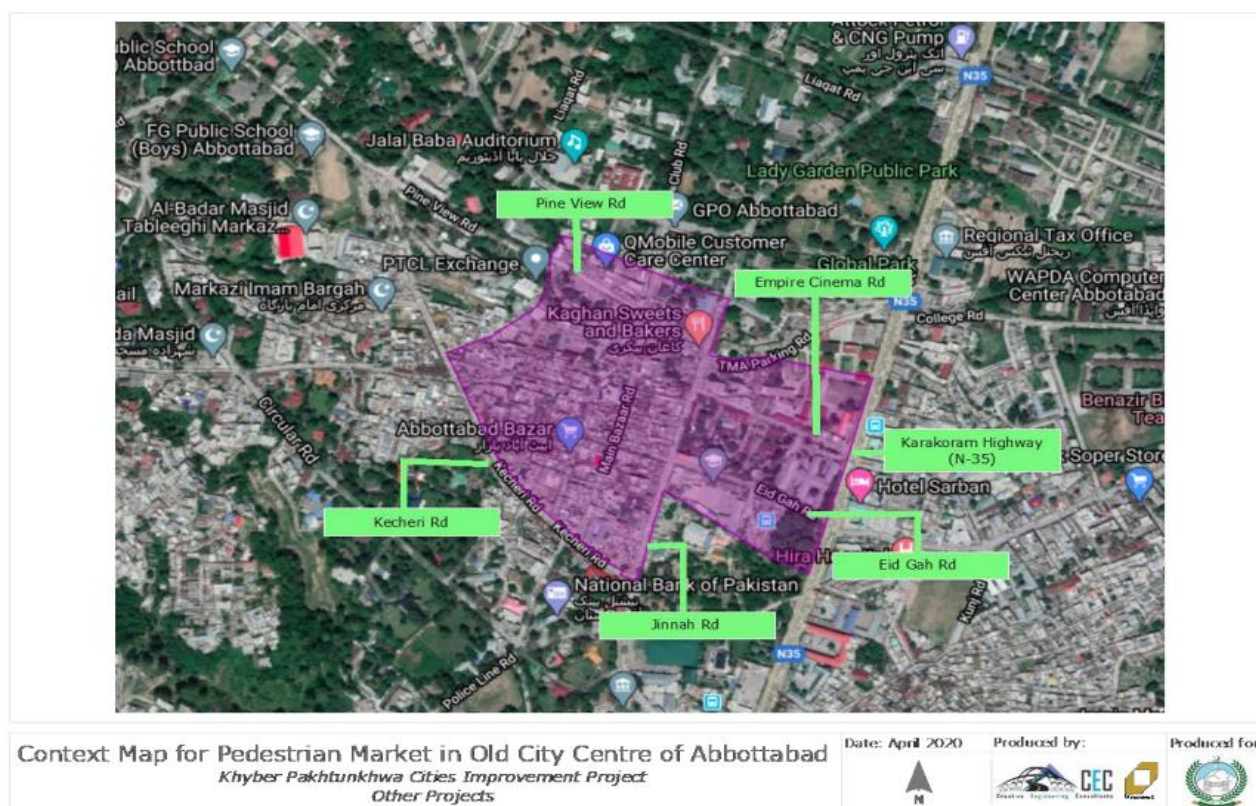
### **1.6 Resettlement Plan Related Procedures and Conditionalities**

33. This Resettlement Plan is updated on the basis of final detailed design and implementation of project is conditional to full implementation of ADB approved RP. The following LAR requirements will need to be fully complied during contract award, and construction:

- a. **Civil works contract award:** Conditional on acceptance or approval by ADB of the implementable RP updated based on the detailed engineering design, complete census of all DPs and inventory of losses based on final/actual impacts, final entitlements and compensation and itemized LAR budget at current market rates and timed implementation schedule of RP synchronized with construction plan.

- b. **Commencement of civil works:** Conditional upon (a) full disbursement of compensation and allowances to all DPs, (b) a comprehensive income and livelihood rehabilitation program in place, if required, issuance of compensation disbursement validation report by an independent monitoring expert and its acceptance by ADB. No part of right-of-way (full or partial) will be handed for construction before fulfilling the aforementioned requirements.

**Fig 1.1 Showing Location of Selected Area for Pedestrianization of Markets, Abbottabad**





## CHAPTER 2

### SCOPE OF RESETTLEMENT IMPACTS

34. During the course of updating the draft RP, the impacts once again comprehensively re-assessed in light of the final design for 15 streets. These streets are having the ROW from 7 – 35 feet in the stretch of 6593 feet. As per the detail design, all the activities will be limited to the government owned ROW, therefore no land acquisition is involved. The businesses prevalent in these streets consist of selling garments clothes, shoes, gold / silver Jewelry shops, fast-foods businesses, groceries, meat and pharmaceutical products. The impacts (figure out during construction) will be on the extended structures (sheds) of 128 shops that have identified encroached in 13 out of 15 streets subproject streets/ roads / alleys such as Alley 1-5, in Eid Gah Road, Masjid Road, Atta Mandi, Main Bazaar street, Gurdwara street, and Noor Din Mohalla and Sarafa Bazaar. Both static and mobile vendors not found in these streets hence would not to be affected. Among the total 128 encroached structures (extended sheds of the shops), i.e., 75 sheds are made of Fiber Glass, 38 structures/ sheds of CGI Sheet (iron), 12 of combination of steel rod & fiber-glass and 3 structures/ sheds made of combination of wood & steel rods shade of the shops.

35. The census & social impact assessment for this Final RP was undertaken in line with the detailed design of the subproject. The assessment exposed that the facade-to-façade Subproject activities would make impact on encroaching structures into the existing available width of the ROW in each project streets / roads / alleys. The final DP survey of remaining 77 DPs was conducted from 13 -27 January, hence January 27t 2022 will be considered as a final cutoff date for all DPs/APs.

#### 2.1. Identified Impacts of the Subproject

36. The detailed designed of the existing ROW has helped to eliminate the need for private land acquisition, it will cause impact on commercial structures (sheds) impinging on the ROW. Table 1 provides a summary of the foreseen street-wise impacts of the project.

**Table 1: Street-wise extended encroached structures / sheds of shops**

S. No	Name of Street/ Road/ Bazar/ Alley	Impact on No. of Shop Extended Structures/ Sheds
1	Gurdwara Street	9
2	Eid Gah Road	25
3	Sarafa Bazar	24
4	Moti Bazar	16
5	Main Bazar	17
6	Atta Mandi	4
7	Masjid Road	7
8	Noor ud Din Bazar	8
9	Alley 1	1
10	Alley 2	5
11	Alley 3	4
12	Alley 4	3
13	Alley 5	5
<b>Total Structures (sheds)</b>		<b>128</b>



37. The public utilities (Electric Poles/ Towers) will need to be relocated for which the relevant departments will be involved for relocation. The public utilities are located in the entire 15 streets and that is Electric Poles/ Towers.

38. The project activities may impact the access and operations in the project area during construction phase. These impacts will be managed as part of the environment management plan (EMP) so that no economic loss is incurred during this period. In case there are unforeseen disruptions to businesses then additional compensation will be decided by PMU, EA/IA on a case-to-case basis which would be either compensation for the loss of business income during the disruption period or provision of business disruption allowance equivalent to 3 months of official minimum wage (whichever is higher). A provision for such losses will be covered by the contingency of the budget. This draft RP updated at the completion of census for the remaining 77 DPs. Hence, the updated RP will be endorsed and disclosed publicly on the ADB, LGE&RDD websites. The summary of the RP will be translated in Urdu and distributed to the DPs.

### **2.2. Impact Assessment Methodology**

39. The methodology adopted by PMU for draft RP has been repeated in the write up of the final RP. Following approaches and methodology were adopted for conducting social impact assessment (of the remaining DPs) of and scope of Resettlement for Pedestrianizing of the old city commercial area Abbottabad:

- a. Review of Draft RP, Social Due Diligence Report (SDDR) of the overall KPCIP project, detailed engineering design (DED) and design parameters to identify any potential resettlement impacts.
- b. Field site visits along with the design team to identify assess and reconfirm the LAR impacts of the subproject.
- c. Public consultations with DPs and the general public on the measures adopted to minimize LAR impacts in the subproject.
- d. The consultations meetings with the relevant stakeholders of the subproject including ADB, EA/IA, District Administration and local community.,
- e. Multiple field site visits conducted to confirm whether the design-related measures and steps including alternatives considered adequately addressed (avoided or minimized) the LAR impacts.
- f. Recording the field observations, impacts and consultations as an evidence of the situation on ground, in order to respond to any objections and avoid any conflicts with communities of Pedestrianizing of the old city commercial area Abbottabad as well as any false claims of compensation.
- g. The collected data was processed according to separate category of the indicators for analysis purposes. All analysed data was tabulated for interpretation and deriving conclusions and recommendations.

### **Land Lease for Contractor's Camp and other Facilities**

40. The land needed for setting up the contractor's office, residential quarters for contractor's staff/workers, workshop of equipment, vehicles and borrow/spoils deposit areas will be taken by contractor through negotiation with the land owners in the form of lease agreement under the supervision and approval of the PMU. This implies that the land for the facilities of the contractor would be taken through a voluntary agreement which the landowner may refuse if s/he is dissatisfied with the terms offered. There are sufficient suitable alternative plots available for this purpose. The contractor will restore the land to its original condition before handing it back to the landowner after the completion of the contract agreement. The conditions to this extent will be made in the bidding document.



### **2.3. Impacts on Building (Commercial Structure)**

41. The subproject does not have any impact on the building structures. During the updating of RP a thorough assessment conducted throughout the subproject 15 streets/ roads along with the technical staff of PMU & PMCSC however, no such impacts figure out.

#### **2.3.1. Impacts on Extended-Iron-Shed of Shops**

42. The subproject has the impact on 38 shops have the extended iron shade those need to be removed owing to the construction activities particularly; installation of proposed new uniform awing (sheds) for all shops in the project streets/ roads. The average size of the existing extended iron shades is 10x3 (L x W) feet. These sheds will be removed and remain in the custody of the DPs. The removal of sheds will not cause livelihood loses nor business interruption for the shopkeepers. During the survey, the shopkeepers wished that they will self-remove their sheds from their shops at the time of project implementation. As during the consultation process they got aware that in the project deliverables, installation of new sheds are included.

#### **2.3.2. Impacts on Extended-Fiber Glass-Shed of Shops**

43. The subproject has the impact on 75 extended sheds (made of Fiber-Glass sheet) of shops in the streets/ roads and 12 other extended structures (sheds) of the shops made of combination of (steel & Fiber Glass-sheet) those need to be removed owing to the construction activities particularly, installation of proposed new uniform awing (sheds) for all shops in the project streets/ roads. The average size of the existing extended Fiber-Glass shades is also 10x3 (L x W) feet. These shades will be removed and remain in the custody of the DPs. Similarly, in view of installation of new uniform sheds for all shops included in the project activities, the shopkeepers are agree for self-removal of their shops' sheds at the time of project implementation.

#### **2.3.3. Impacts on Extended Wooden-Iron Shed of Shops**

44. The subproject has the impact on the 3 extended structures (sheds) of shops made of combination of wooden & Iron sheet. These structures (sheds) will also be removed due to construction activities. The subproject will not cause any impact on businesses of the shopkeepers owing to removal of these structures. The shopkeepers are also ready for self-removal of their shades in view of installation of new shades from project side.

#### **2.3.4. Impact on Livelihood**

45. The subproject will not cause the impact on the businesses of 128 shops/ shopkeepers due to removal of their extended structures (sheds) from their shops. This activity will not impact on their businesses as they can smoothly run their businesses. The shopkeepers will self-remove their shades at the time of implementation of the project activities. Similarly, they are aware of the project proposed provisions that they will be provided with new uniform shades even with uniform signages as well. So this RP is updated based on the complete assessment. Additionally, during the final assessment, the survey team with the support of technical expert assessed/ valued all the existing 128 shops' extended structures (sheds) in light of the prevalent market value for fair compensation. The list of shopkeepers of extended structures (shades) along with shades' size specification and valuation is provided as **Annex-B**.



### **2.3.5. Willingness of Shopkeepers of Extended Shades for Self-Removal & No Claim**

46. During the course of updating of RP, a series of consultations held with the shopkeepers, chairman & secretary of each project streets/ roads, TMA officials and All Trade Federation of Abbottabad from 16 – 27 January, 2022. The project stakeholders were thoroughly briefed about the project provisions particularly about provision of; street lights for 15 streets, street furniture and façade uplifting through repainting, new awing (shade) and signage frames for all 810 shops and covering of open drains with slate stone steps. With these provisions, the 128 shopkeepers have the impacts on extended structures (sheds) paid gratitude to the survey team, TMA and local government officials for the proposed interventions. They believed that the proposed provisions will develop the old commercial area of Abbottabad city and would become a source of uplifting of their businesses for good.

47. Despite the assessment/ valuation of their extended structures with the support of experienced engineer for fair prevalent market value compensation by the survey team, the shopkeepers desired and mutually made commitment that if the project has the similar provision of installation of new shades along with uniform new signage frames not only for the 128 shops but in fact for all the 810 shops then it is their moral responsibility that in return they will not accept/ claim any cash compensation for their extended structures (shades). In this connection, the chairman & secretary of ATFA also committed the same and extended a warm welcome to the proposed project intervention in their city. Assured full support to PMU/ TMA, PMCSC and contractor during the project implementation phase. Furthermore, during the consultation meeting held on 26 January, 2022 at TMO Office, the ATFA briefed that after their thorough deliberation with 128 DPs, they have mutually agreed that they will not claim any cash compensation against their loss of extended structures (shades). For further substantiating their commitment, the ATFA signed MoU in the presence of TMO for the record of all the concerned project staff, government officials, project donor and contractors. A copy of MoU is provided as **Annex-C**. In addition to this, all the 128 shopkeeper of extended structures (sheds) also provided their individual documented consent with their individual signatures. A copy of shopper's' individual consent for no claim for compensation for sheds is provided as **Annex-D**.

### **2.3.6. Public Structure/Utilities**

48. The subproject will require relocating of some of the public utilities located within the ROW of 15 streets, i.e., power and communication cables in the stretch of 6593 feet. Temporary suspension of services (planned or accidental) can affect the economy, businesses and residents' daily lives and will need to be managed in order to avoid serious impacts.

### **2.3.7. Impact Severity**

49. A total 128 businessmen/ shopkeepers to be impacted particularly by removal of extended structures/ shades impinging in the ROW but none of these DPs will be displaced from business locations/ shops. Furthermore, surveyed all DPs (128) are not losing 10% or more of their productive assets. Thus, the impacts are deemed as insignificant even at the updating stage RP and have been classified as Category B for involuntary resettlement (IR) in accordance with the ADB SPS.

### **2.3.8. Impact on Vulnerable Groups**

50. The policy defines vulnerable groups as households below the poverty line, the elderly, those without legal title to assets, landless, women, children and indigenous people.





As per socio economic survey and census of 128 DPs, the Pedestrianizing of the old city commercial area Abbottabad has impact no such vulnerable DPs (among the surveyed all 128 DPs) whose income might below the poverty line, i.e., PKR 21,000 per month, minimum wage rate fixed by the government for the year 2021-22.

### **2.3.9. Indigenous Peoples (IPs)**

51. In term of indigenous people category, the Kalash people have socio-economic and cultural characteristics of indigenous people as defined by the World Bank Policy on Indigenous People. They are identified as an indigenous community due to their distinct tribal customs, religion and a unique language. Kalash communities reside in Chitral District at the Kalash valley which is not covered by the project. In the same manner, the SDDR team carefully reviewed the project documents, visited the subproject areas, and carried out consultations with the project staffs, consultants and locals in the subproject areas to know the presence of any IPs communities. It was found that the entire population is Muslim (no ethnic and religious minority exists) and they did not consider themselves to be called any other type of population such as Indigenous Peoples as the ADB's SPS 2009 description. As the Project does not entail any impact on indigenous peoples owing to the nonexistence of the IP in the project area, hence SR3 on IP is categorized "C". Therefore, an Indigenous Peoples Development Plan (IPDP) is not required for the KPCIP.



## **CHAPTER 3**

### **SOCIO ECONOMIC INFORMATION AND PROFILE**

#### **3.1 Methodology of Census and Socio-economic Survey**

52. The process used to update the RP was the same as that used to prepare the draft RP. The survey tools used for the field studies are provided in **Annex-F**. In order to merge the databases of the two studies, it was necessary to employ the same survey techniques/tools. A careful desk analysis of subproject documents, draft RP, and secondary material, such as official records and statistics, academic and other subject matter reports, were all part of the survey approach. Population Census Report (2017) of district Abbottabad is one of the secondary sources of information/data/reports.

53. Focus Group Discussions (FGDs) were conducted with local families and the wider community, individual interviews with DPs and key informants, and a transect walk in the area were used as primary sources of information. Meetings were held with stakeholders at the district level, including the District Administration and others who were concerned. The following procedures were completed for the RP of commercial areas of Abbottabad in order to update the current data:

- Data was coded and verified and one database was established for the subproject,
- Name list and data collected in surveys were cross checked,
- Impacts were re-assessed in comparison to the impact of draft RP.

54. The below provided analysis is conducted using the combined database of the field works of preliminary and detailed design.

55. The decision was taken to undertake sample of 40% socio-economic survey of the project DPs, as DPs expressed excessive consultation fatigue during business hours when usually more customers on every shop. General consultation meetings with 10% & 15% of the total population were also conducted in affected communities during June 2020-21 & January 2022 respectively. In addition, a complete 100% census of all DPs was carried out (including the previously remained 77 DPs) by using pre-structured questionnaires. DP census survey undertaken 100% of all the 128 DPs, of the DPs of shop's extended structures (shades), included questions about socio-economic data. Therefore, the DP questionnaire results and the FDGs undertaken with extended structure shopkeepers provided sufficient information to outline all DPs socio-economic situations. The key variables covered in the surveys and qualitative interviews included the following:

- Identification of the affected population.
- Demography, Literacy level, Occupational structures,
- Income and expenses levels,
- Access to public services, Personal property,
- Education and Health
- Project's impacts on the poor, indigenous and/or ethnic minorities, and other vulnerable groups,
- Identification of gender and resettlement impact and
- Impacts, priorities and needs of the women.

56. The survey team keeping in view the previous limitations in the data collection conducted series of consultation meetings with shopkeepers in each project street / road and



specifically with association members of each streets so that to minimize challenges in data collection. During the consultation process, the survey team jointly with technical team explained about the project provisions with demonstrated drawings of each proposed activity so that to assure that the survey is merely for development of the old city and to get precise census & socio-economic information from each DP for fair compensation. As previously reported in draft RP, commonly, the people expressed distrust on the nature of the surveys and were hesitant to provide correct information especially regarding the income-related aspects of their businesses. Even some of the DPs refused to provide any information and/or take part in the survey exercise even left the place during the survey time. Some the specific challenges faced during data collection are as follows:

### **3.2 Identification of Displaced Persons**

57. Any person, whose land, asset/infrastructure, source of income or access to resources/ workplace is likely to be affected by the project's operations is a Displaced Person (DP). These includes the businessman, traders whose business is affected owing to the project implementation. No other category of DP is found in the project due to limited impact of the subproject. These are 128 DPs and 100% census was conducted of all the project DPs, similarly as per the request of street association and shopkeepers a 40% socio-economic survey was conducted for 128 DPs. During updating of RP, the formerly remaining 77 DPs were also surveyed with the support & close coordination with association members of each subproject streets. So, the updated RP is based on the complete census and socioeconomic profile updated in January, 2022.

### **3.3 Administrative Set up**

58. The subproject area is located in District Abbottabad of Hazara Division of Khyber Pakhtunkhwa (KP) province. It is surrounded by Haripur district in South West, Mansehra district in the North and Muzaffarabad and Rawalpindi districts in the East. At the district level, three-tier government system has been put in place, consisting of the district government, Tehsil Municipal Administration (TMA) and union council administration. The district is headed by a Deputy Commissioner (DC) who supervises and coordinates the functioning of all the provincial departments in the district. The District Officer Revenue (DRO) directly looks after the matters of the Revenue offices at tehsil level. Each tehsil (subdivision) has a Revenue setup consisting of Tehsildar and NaibTehsildar, who have a number of Quangos. Each Qanungo looks after the work of several Patwaries of his Patwar Circle. The Patwaries stay in their villages / mouzas and maintain and update the land record of their 'Mouzas'.

### **3.4 Population Profile**

59. According to latest census 2017, the total population of District Abbottabad is 1,332,912. Among the total population males are 49.04% while the females are 49.96%. The total population of DPs is 794, male population is slightly lower (48%) than the female population (52%).

### **3.5 Household Size in the subproject area**

60. The average household size is computed as 6.2 persons. It is observed that extended families are very common with siblings and parents continue living together in one family compound where the eldest son would typically become the household head. The head of household is responsible to look after all social matters including managing income and expenditures. The survey also reflect that the male siblings and male children are more



likely to stay together whereas the female members are likely to become part of the spouse's family after the marriage.

### 3.6 Age Structure

61. Age is another important demographic characteristic which has a bearing on employment and mobility. A study of distribution of heads of households by age will throw light on the type of strategies which may be helpful in raising their income and employment. The data regarding the distribution of heads of households by age categories are presented below.

**Table 3.1: Age Distribution of Respondents of Affected Households**

Age Distribution	Number	Percentage
Below 30 Years	14	11
31 – 45	21	16
31 – 60	31	24
61 and above	62	48
Total	128	100

*Source: Household Demographic Survey January 2022 by PMU Social Safeguard Team*

### 3.7 Literacy rate and Education Level of Respondents

62. Education is an essential component of human capital and it is very much effective in poverty reduction. As per field survey, (as given in Table 3.2 below) 33% of head of the households are illiterate and has never attended school, 29% & 24% have reported that they attended or completed the primary & secondary school respectively. Similarly 22% & 14 respondents have reported that they have attended or completed their Matriculation & Intermediate schools respectively. Approximately 6% of the adults stated that they have graduate or university degree. However, field survey also revealed that most of illiterate DPs are those in the age category of 61 and above (see Table 3.1).

**Table 3.2: Education Level of Members of Affected Households**

Education Level	Number	Percentage (%)
Illiterate	33	26
Primary	29	23
Middle	24	19
Matriculation	22	17
Intermediate	14	11
Graduate	06	05
Total	128	100

*Source: Household Demographic Survey January 2022 by PMU Social Safeguard Team*

### 3.8 Housing Conditions

63. Housing condition of the local community is classified into two categories i.e., "pacca", and "semi pacca" according to the type of structure. Pacca houses 85% (109) are constructed with bricks, cement and concrete having wooden and steel doors and windows. Semi pacca houses 15% (19) are made of bricks (joint with mud) and their roofs are mostly of wood, iron sheet and partially bricks. The field investigation shows that 95% (122) of the respondents live in their own self-made house, while 5% (6) live in rented houses. Field



investigation reveals that 100 percent of house property is allotted in the names of male family members. None of the women in the area owns any house.

## 3.9 Toilet Facility

64. According to the socio-economic survey, the toilet facility is available to 97% (124) of the households, while 3% (4) of the households use the open field for defecation purposes. Field investigation reveals that 96% (123) of the households have the flush latrine in their houses.

## 3.10 Household Income Sources

65. Numerous income-generating activities are practiced in the area as reported by the survey. These include employment in Government and private sector, wage labor, operating own business, shopkeeper, traders, plumber, and few are working abroad. The dominant source of income of the respondents was the shopkeepers.

## 3.11 Household Income

66. According to the census results presented in Table 3.3 shows the income analysis of 128 DPs of commercial area and their monthly average income is PKR 33,426. However, in term of income category, 48% (62) of the DPs have a monthly income PKR 30,001 – 50,000 and 33% (42) earn PKR 21,001 to PKR 30,000. While 19% (24) of the surveyed households' income is above PKR 50,000 per month.

**Table 3.3: Monthly Income Category and Households**

Serial #	Income Level (PKR /Month)	No. of Households	Percentage of Households (%)
1	21,001- 30,000	42	33
2	30,001- 50,000	62	48
3	Above- 50,000	24	19
Total		128	100

Source: DPs Census and Business Owner Survey January 2022 by PMU Social Safeguard team

## 3.12 Expenditure

67. The average monthly expenditures are calculated as PKR 27,511. These expenditures include food and non-food items like fuel, education, health, clothing, utility charges, and other miscellaneous expenditures. Table 3.4 below shows that the households with higher income have more saving capacity than the low income who hardly meet their expenses.

**Table 3.4: Detail of Household Expenditures**

S #	Description of Expenditure (PKR)	No. of Households	Percentage of Households (%)
2.	20001-30000	69	54
3.	30001-50,000	40	31
4.	Above-50,000	19	15
Total		128	100

Source: DPs Census and Business Survey January 2022 by PMU Social Safeguard team

## 3.13 Household Possessions



68. The possession and use of durable household goods have multiple effects and implications. For instance, access to a satellite dish or television helps household members to keep abreast about daily events, information, and educational materials. Similarly, a refrigerator prolongs food storage and keeps food fresh and healthy. Ownership of transportation allows greater access to services away from the local area and enhances social and economic activities. Table 3.5 presents the percentages of the surveyed households that possess various durable commodities and means of transportation. The table shows that televisions and mobile phones are common devices possessed by most of the households for information and communication. The households that possess mobile phones are 96% (123). The households are more likely to have a television 94% (120) and possession of a radio is 16% (20). Another indicator of household socioeconomic status is having the sewing machine owned by 61% (78) households, 58% (74) of the households have a computer and an Internet connection. A refrigerator is available in 46% (59) of the households. About 85% (109) of the households have a washing machine. Motorcycles are the most common means of transportation in the subproject area as 80% (106) of households own a motorcycle, whereas 35% (45) use a car for travelling purpose.

**Table 3.5: Possession of Household Goods**

Item	Households	Item	Households	Item	Households
Mobile Phone	96%	Television	94%	Car	35%
Sewing Machine	61%	Refrigerator	46%	Motorcycle	80%
Washing Machine	85%	Computer	58%	Radio	16%

Source: DPs SE Survey by PMU Social Safeguard team, January 2022

### 3.14 Access to Civic Facilities

69. Access to drinking water and sanitation is believed to be essential for health, security, livelihood, and quality of life, and is especially critical for women and children. Improved water supply and sanitation interventions could thus provide a wide range of benefits like longer lifespan, reduced morbidity and mortality from various diseases, and low health costs. Table 3.6 depicts the picture of available social amenities in the sub-project area.

**Table 3.6: Access to Social Amenities in the Sub-project Area**

S#	Social Amenities	Available to Household (No)	Available to Household (%)
1	Electricity	128	100%
2	Natural gas	113	88%
3	Water Supply	120	94%
4	Sewerage/Drainage	102	80%
5	Hospital	115	90%
6	School	123	96%
7	Road	113	88%

Source: DPs SE Survey by PMU Social Safeguard team, January, 2022

70. The above table indicates that 100% (128) houses in the subproject areas are electrified. However, the people are not satisfied about the power supply. Natural gas is available to 88% (113) of the households in the subproject area. Potable drinking water supply is accessible to 94% (120) of households with most of the people relying on spring water. Only 80% (102) of the households have access to the sewerage and drainage





system. Health and education facilities are available to 90% (115) and 96% (123) of the households, respectively. Surveyed households complained of the low-quality services provided in the Government hospitals and schools. Hence, they are forced to get the services from the private sources, which are more expensive. Local people are not happy on the available road infrastructure, as it mostly requires the extensive repair.

### **3.15 Gender Situation/ Analysis**

71. According to the World Economic Forum's Global Gender Gap Report 2015, Pakistan ranks 144 out of 145 countries worldwide and large gaps continue to exist between men and women in health, education, politics, and economic participation. Gender inequalities are deeply rooted in the country's social and cultural norms and practices, resulting in discrimination with women and girls, which affect quality of their life. Gender inequality in Pakistan in general and specifically in Khyber Pakhtunkhwa, is characterized by the society and thereby, men on average are better positioned in social, economic, and political hierarchies.

72. Gender roles are constructed on the concepts of production and reproduction. The unequal gender roles are reinforced and maintained, and influence male and female life circumstances. Women and girls experience differential access to food, education, medical care and access to resources and opportunities; their general and reproductive health is negatively affected due to restriction on decision making and their mobility. Most of the women's roles are limited to family and are excluded from main decision making at household and society level. Lack of sufficient time, gender bias, social and cultural norms as well as family responsibilities are the most significant challenges women face to achieve balance in a patriarchal society. The gender analysis of AHs revealed that female' domestic roles, strict cultural values and their early marriages is a great reason for low enrolment of female in the schools and higher-level education. At the micro level, the historical and contemporary conflicts have affected the lives of ordinary women and men and their children in KPK and FATA in fundamental ways, including altering community and family structures, gender relations, roles and norms, and affecting all aspects of human security.

73. Females in the subproject area have no recognized role in the authority structure of the subproject area. Most of the women stay at home and only travel outside the subproject area in case of visiting relatives, weddings and to hospitals in nearby towns and Abbottabad. However, the traditional attitude of not sending girls to school is changing now, because parents realize and understand that basic education is necessary for everyone without the discrimination of gender.

### **3.16 Women's Participation**

74. During consultation it was found that mostly decisions are taken by men. In educated families the decision is taking jointly particularly in younger generations. However, since women are not seen outside their houses, it is difficult to approach them for information dissemination or stakeholder engagement activities.

### **3.17 Concerns and Suggestion of Women related to the subproject**

75. The female pointed out the following major issues relating to subproject activities:
- Local women mobility will be restricted because of construction activities.
  - Timing of construction activities should be adjusted in such a way that it does not disturb the mobility of locals especially women and children during their routine activities (schools timing and working/ jobs timing);
  - In case of emergencies, women and children will have to go to hospitals for health care purposes so the subproject construction work should be completed as per schedule. Alternate route should be provided during construction in case



of blocked access; working women, school teachers/students of the area will feel uncomfortable for traveling/mobility during the construction activities.

- Office/ computer jobs should be provided to educated family members in project.
- Women demanded the compensation as per replacement value of the affected assets.





## Chapter 4

### INFORMATION DISCLOSURE, CONSULTATION AND PARTICIPATION

#### 4.1 Consultation with Stakeholders

76. To update RP visits were made by PMU, into relevant government and non-governmental offices covering the stakeholder engagement process. Individual and focus group discussions with DPs and officials from key departments, particularly the TMA, Building and Works, Land Revenue, and District Administration, were held during the preparation of this RP. These gatherings took place in January 2022. A total of 11 group meetings with the DPs were held almost in each sub-project street/road, with between 100 and 115 people (including DPs) in attendance. Separate sessions with the women were organized in accordance with local customs, allowing the ladies to freely express their ideas/opinions and concerns about the subproject. A summary of the consultations has been provided in Table 4.1. The subproject staff will continue these consultations throughout the subproject cycle.

#### 4.2 Stakeholders' Perceptions about the Project

77. The construction of Pedestrianizing of the old city commercial area Abbottabad will have impacts on the local population (of their shop's extended shades). Despite the impacts, the affected communities did not have a hostile attitude towards the subproject although there were some concerns regarding the compensation rate as the government rates are normally on the lower side and give them the permission to restart their business at the same place after the completion of the subproject.

78. The meetings were attended by the DPs. In addition, the individual meetings were held with the DPs for census, socio-economic survey, officials of TMA, and District Administration.

79. The consultation meetings for Pedestrianization of the old city commercial area Abbottabad were conducted during preparation of draft RP in June, 2021 and at the stage of update RP during January 2022. The consultation record of update RP as listed in Table 4.1.

**Table 4.1: Detail of Consultation Meetings**

S#	Date	Venue/ Street	No. of Participants	Remarks
1	13-01-2022	Gurdwara Street	11	Meeting with the DPs
2	13-01-2022	Eid Gah Road	10	Meeting with the DPs
3	14-01-2022	Alley 1 & Alley 2	12	Combined meeting with the DPs of both streets
4	14-01-2022	Alley 3 & Alley 4 & Alley 5	12	Combined meeting with the DPs of three streets
5	17 -01-2022	Sarafa Bazar	10	Meeting with project DPs
6	18 -01-2022	Main Bazar	11	Meeting with project DPs
7	19 -01-2022	TMA Office Abbottabad	11	Meeting with TMA, ADB mission officials, WSSA & Land Revenue Officers
8	20-01-2022	Masjid Road	10	Meeting with project DPs



9	21-01-2022	Atta Mandi	12	Meeting with project DPs
10	24-01-2022	Noor ud Din Bazar	11	Meeting with the DPs
11	25-01-2022	Moti Baraz	09	Meeting with the DPs
12	25-01-2022	GHSS No.3 Abbottabad	09	Meeting with available Professors & teaching staff
13	26-01-2022	TMA Office Abbottabad	11	Meeting with TMA & members of All Trade Federation of Abbottabad
<b>Total</b>			140	

80. The participants were encouraged to express themselves and engage in detailed discussion on impacts, compensation, consultation, and awareness. The concerns were raised by the participants, particularly not about compensation of their extended shades structures and any entitlement but in fact about commencement of the project as early as possible, any business disruption during the construction work in the streets, removal/ dismantle of their shops' shades by TMA in indecent way, drainage lines may not fully left open after the rehabilitation work which would get bed smell. The main concern was the government may not provide the same size of their shops' shades and signage as proposed in the project activities and during construction work the dust and material may not disrupt the flow of pedestrians/ customers, as summarized in **Table 4.2**.

## 4.3 Signed of MoU with ATFA & an Individual Consent of Shopkeepers

81. Series of consultations held with the shopkeepers, chairman & secretary of each project streets/ roads, TMA officials and All Trade Federation of Abbottabad. The project stakeholders were thoroughly briefed about the project provisions particularly about provision of; street lights for 15 streets, street furniture and façade uplifting through repainting, new awing (shade) and signage frames for all 810 shops and covering of open drains with slate stone steps. With these provisions, the identified 128 shopkeepers paid gratitude to the survey team, TMA and local government officials for the proposed interventions. The shopkeepers and ATFA believe that the proposed provisions will indeed develop the old commercial area of Abbottabad city and their businesses for good.



**Table 4.2: Concerns of DPs and Responses by Consultant**

S#	Concerns of DPs	Response from Consultant	Action to be Taken	Responsibility
1.	Old sheds' salvage material will be taken away by the government.	Owners of shed can dismantle and remove their sheds prior to the start of project activities.	<ul style="list-style-type: none"> <li>The salvage material would be the property of the shop/structure owners, according to ADB social safeguard policy. The DPs will be able to bring their salvaging materials with them (sheds). The procedure will be closely monitored and ensured.</li> </ul>	TMA, CIU & PMU
2.	Will Government arrange alternate shades for the DPs	Subproject will cause temporary impact on the extended shades which will be replaced with new shades as proposed in the Subproject activities.	<ul style="list-style-type: none"> <li>Consultations will continue with DPs throughout the subproject cycle. In case there is any permanent impact on structures and businesses during construction, it will be compensated as per approved RP in accordance with SPS.</li> </ul>	TMA, CIU & PMU
3.	The construction work is usually getting delayed; eventually their livelihood will be disturbed.	The contractor will be given the timeline to complete the work and will be supervised by the consultant and compliance will be ensured.	<ul style="list-style-type: none"> <li>The timeline will be strictly observed and in case of any delay in the completion of work, penalty will be imposed on the contractor.</li> </ul>	CIU, PMU, PMCSC & Contractor
4.	Provision of jobs for skilled and qualified local should be accepted as the right of inhabitants of Area	Priority of jobs will be given to local inhabitants on merit basis by following the codal procedures.	<ul style="list-style-type: none"> <li>Special clause will be added in the contract of contractor to ensure full compliance.</li> </ul>	TMA, CIU, PMU, PMCSC & Contractor



S#	Concerns of DPs	Response from Consultant	Action to be Taken	Responsibility
5.	Chances of some environmental effects like noise/ vibration and dust emissions to the nearby community	The contractor will be bound to implement the measures in this regard by putting clause in his contract	<ul style="list-style-type: none"> <li>Special clause will be added in the contract of contractor to ensure the full compliance. These issues are already included in the EIA and corresponding mitigation measures have been added.</li> </ul>	TMA, Contractor, CIU PMU, & Environment Expert
6.	Is there any forum for the complaint registration?	GRM will be addressed the complaints of the DPs who will have the complete access over it.	<ul style="list-style-type: none"> <li>A multi tiers GRM has been notified &amp; established. The detailed GRM procedure is given in section 9 of this RP document.</li> </ul>	TMA, Contractor, CIU & PMU
7.	The movement towards the Masjid, school, playground and hospitals should not be disturbed.	Special instructions will be given to the design consultant followed by the contractor to avoid the disturbance of these critical places.	<ul style="list-style-type: none"> <li>Alternate route will be provided to avoid the disturbance and the issue will be discussed in the construction management plan.</li> <li>GRM is established to address the local complaints</li> </ul>	TMA, Contractor, PMCSC, CIU, Environment Expert & PMU
8.	How much time will the Government give those (DPs) for safe removal of their extended shades/ structures? As the trade association members & shopkeepers are not asking for any compensation (as per agreed MoU)	The temporary relocation of fiber-glass is involved in this subproject. Those DPs will be given one-month notice for safe-removal of their shades/ structures/ assets after receiving their compensation,	<ul style="list-style-type: none"> <li>In light of MoU for not asking any compensation for removal of shades, PMU will give DPs 30 days' period as agreed here in the consultation meetings and that can be extended with consensus. Similarly, salvage material will be the property of the shop/ structure owner.</li> </ul>	TMA, Contractor, PMCSC, CIU & PMU
9.	The rehabilitated drains will open which could cause spreading of bed-smell in the streets.	As per design of covering of the drains, the most convenient, environment conducive drains covering will be installed	<ul style="list-style-type: none"> <li>To make the environment clean &amp; pleasant extra care will be taken to ensure the use of environment conducive structure/ rehabilitation of the drains.</li> </ul>	TMA, PMU & CIU



### **4.4 Meetings with the Government Officials**

82. A series of meetings throughout the subproject period were held at detailed design stage with the TMA, building and works and District administration for the following purposes:

- a) Losses assessment survey
- b) To estimate compensation cost of private assets (extended shades).
- c) Facilitation to conduct the consultation meetings with the DPs and
- d) Timely completion of compensation disbursement (if any, however, DPs have agree not to claim compensation against their lost extended shades, as the same will be provided.

83. **Outcome of the Meetings:** The support provided/to be provided by the government departments is as follows; i) Properly make the assessment survey, ii) determining compensation value as per replacement cost of the lost assets, iii) provided the support to field staff during the field survey, iv) timely disbursement of compensation payment to DPs (if any DP claim).

### **4.5 Gender Involvement in the Consultation Process**

84. For compliance with ADB's safeguard policy statement, consultation process must be gender inclusive and responsive for the needs of disadvantaged and vulnerable groups. To explore the gender related issues, female staff was included in the in the Project management unit headed by Director Gender. Formal meetings with the women were held to explore their needs, problems and priorities related to the sub- project execution. In addition, individual interviews were also held with the affected women to effectively involve them in the planning process. The Gender team of PMU will continue consultation with local women during project implementation

85. Women DPs actively participated in the meetings both during the draft RP and updated RP consultation and no vulnerable DPs observed, though some of women highlighted specific provision of facilities for the women in the subproject.

#### **4.5.1 Fears and Concerns about the subproject**

86. Some of the women DPs (among the affected households) were un-aware about the subproject. Their views are mentioned below.

- Special care/assistance should be provided to get the timely compensation of their lost assets (if any).
- Damage to private property (residential and commercial structures) should be avoided;
- The movement of the working women and female students will be disturbed during the construction work.
- Jobs to be provided to the local people during the construction, though their children are jobless.
- The compensation (if any) of the lost assets will not be provided as per the replacement cost.

#### **4.5.2 Responses to the Fears and Concerns raised by women**

87. According to SPS, 2009, the compensation will be provided as per the replacement cost of the lost assets. Regarding the local movement during the construction stage, alternate routes will be provided, and contractor will be bound to make compliance through the construction



management plan. Jobs will be provided to the local people on priority basis and the contractor will be contractually bound to make the full compliance.

### **4.6 Disclosure of RP**

88. The PMU and CIU will be responsible to ensure that all resettlement information is properly and timely disclosed to all the DPs in local language. .

89. For transparency in the RP implementation process and for further active involvement of DPs and other stakeholders, information will be disseminated through the disclosure of RP document in local language. The ABD SPS, 2009 requires that all reports are made available to subproject displaced persons and other stakeholders and to public at large. The RP will be available on the websites of PMU-LGE &RDD and ADB for disclosure purpose.

90. The following steps will be undertaken for disclosure of RP:

- The executive summary of the approved RP will be disclosed to DPs in local language.
- An information booklet containing summary of DPs compensation and assistance will be prepared specifically for this purpose. This information booklet will be translated into Urdu and distributed to all DPs and other stakeholders by the subproject EA/IA as and when approved by the ADB.
- Enable the DPs to read it by themselves and be aware of their entitlements, unit rates of compensation/income restoration and rehabilitation assistance and payment procedures available for various types of DPs as given in the Entitlement Matrix. In addition, the information regarding the GRM will be reflected in the booklet.
- A schedule explaining the date, time and venue for disbursement of compensation (if anyone claim) and livelihood assistance will be prepared in local language and distributed among all the DPs.



## **CHAPTER 5**

### **POLICY FRAMEWORK**

91. The only policy that is applicable in this case is the ADB safeguard policy statement 2009 which is discussed in detail below. Although, to avoid illegal encroachments from occurring following the implementation of the RP, the PMU in collaboration with the District Government will provide continuous oversight and reinforcement to facilitate the subproject to remain free from illegal encroachments as outlined in the KPK Public Property (Removal of Encroachment) Bill, enacted in 1977.

92. This section describes national laws and regulations that apply to the subproject and identify gaps between national laws and ADB's policy requirements relating to land acquisition and involuntary resettlement; and also discusses the subproject policy to be followed to address the involuntary resettlement impacts.

#### **5.1 National Legal Instruments**

##### **5.1.1 Constitution of the Islamic Republic of Pakistan**

93. The Constitution of Pakistan (1973) clearly addresses the protection of property rights (Article 24) that it includes “no person shall be compulsorily deprived of his property save in accordance with law” and “no property shall be compulsorily acquired or taken possession of save for a public purpose, and save by the authority of law which provides for compensation” therefore and either fixes the amount of compensation or specifies the principles on and the manner in which compensation is to be determined and given. Further, Article 4 (sub-clause/a of 1) reiterates the legislative right of the people by stating that: “No action detrimental to the life, liberty, body, reputation or property of any person shall be taken except in accordance with law.

##### **5.1.2 National Legislation**

94. In the absence of a specific resettlement policy, the Land Acquisition Act (LAA) of 1894 is the de-facto legal instrument governing resettlement and compensation to DPs. However, it does not provide consideration to social, cultural, economic, and environmental conditions associated with and affected by resettlement. Although LAA lays down detailed procedures for acquisition of private properties for public purposes and compensation, it does not extend to resettlement and rehabilitation of persons as required by donor agencies including the ADB. Further, experience in other projects has established that compensation stipulated in the law may not be adequate to provide for equal or enhanced living status to resettle DPs.

##### **5.1.3 Pakistan's Law and Regulations on Land Acquisition and Resettlement**

95. The LAA deals with matters related to the acquisition of private land and other immovable assets that may exist on it when the land is acquired for public purpose. The LAA lays down definite procedures for acquiring private land and payment of compensation. For the proposed subproject, land acquisition is not involved, hence LAA will not be applicable for the subproject. The LAA comprises 55 sections pertaining to area notifications and surveys, acquisition, compensation and apportionment awards and disputes resolution, penalties and exemptions. A few relevant sections, synthesized from the LAA, are summarized below (Table 5.1).





**Table 5.1: Relevant Sections of the Land Acquisition Act 1894**

<b>Sections of Act</b>	<b>Salient Features of the Sections</b>
Section 4	Publication of preliminary notification and power for conducting survey.
Section 5	Formal notification of land needed for a public purpose. Section 5a covering the need for enquiry
Section 6	The Government makes a more formal declaration of intent to acquire land.
Section 7	The Land Commissioner shall direct the Land Acquisition Collector (LAC) to take order the acquisition of the land.
Section 8	The LAC has then to direct the land to be marked out and measured
Section 9	The LAC gives notice to all DPs that the Government intends to take possession of the land and if they have any claims for compensation then these claims are to be made to him at an appointed time.
Section 10	Delegates power to the LAC to record statements of the DPs in the area of land to be acquired or any part thereof as co-proprietor, sub-proprietor, mortgage, and tenant or otherwise.
Section 11	Enables the Collector to make enquiries into the measurements, value and claim and then to issue the final "award". The award includes the land's marked area and the valuation of compensation.
Section 11 A	Enable the Collector to acquire the land through the private negotiation.
Section 16	When the LAC has made an award under Section 11, he will then take possession and the land shall thereupon vest absolutely in the Government, free from all encumbrances.
Section 17	This section allows government to acquire land through emergency or urgency procedure which is 17/4/6. However this will not be applicable to ADB funded projects including LFS Abbottabad due to its conflict with SPS principles for IR.
Section 18	In case of dissatisfaction with the award, DPs may request the LAC to refer the case onward to the court for a decision. This does not affect the Government taking possession of land.
Section 23	The Collector announces the award of compensation for the owners after necessary enquiries and compensation for acquired land is determined at its market value plus 15% in consideration of compulsory nature of the acquisition for public purposes.

## **5.2 ADB's Safeguard Policy Statement 2009**

96. The ADB's Safeguard Policy Statement (SPS) 2009 comprises three safeguard policies, including one on involuntary resettlement which aims to:

- Avoid involuntary resettlement wherever feasible
- Minimize resettlement where population displacement is unavoidable by exploring all viable





Project options. However, if resettlement is not unavoidable following careful consideration of all design options, the individuals or communities who lost their land, means of livelihood, social support systems, or way of life should be:

- Compensated for lost assets and loss of income and livelihood;
- Assisted for relocation
- Assisted so that their economic and social future will generally be at least as favorable with the project as without it;
- Provided with appropriate land, housing, infrastructure, and other compensation, comparable to the without-project situation;
- Fully informed and closely consulted on resettlement and compensation options

97. ADB's SPS also specifies that lack of formal legal title to land is not a bar to compensation, which is a distinct difference to the LAA, as outlined previously. The ADB's safeguard requirements on involuntary resettlement cover physical displacement (relocation, loss of residential land or loss of shelter) and economic displacement (loss of land, assets, access to assets, income sources or means of livelihoods) as a result of involuntary acquisition of land, involuntary restrictions on land use or on access to legally designated parks and protected areas. The SPS covers all affected people, whether the losses and involuntary restrictions are full or partial, permanent or temporary. The following principles are applied to reach the objectives:

- i. **Screen the project** early on to identify past, present and future involuntary resettlement impacts and risks.
- ii. **Determine the scope of Land Acquisition and resettlement planning** through a survey and/or census of displaced persons, including a gender analysis, specifically related to resettlement impacts and risks.
- iii. **Carry out meaningful consultations** with affected persons, host communities, and concerned non-government organizations. Inform all displaced persons of their entitlements and resettlement options. Ensure their participation in planning, implementation, and monitoring & evaluation of resettlement programs. Pay particular attention to the needs of vulnerable groups, especially those below the poverty line, the landless, the elderly, women and children, and Indigenous Peoples, and those without legal title to land, and ensure their participation in consultations. Establish a grievance redress mechanism to receive and facilitate resolution of the affected persons' concerns. Support the social and cultural institutions of displaced persons and their host population. Where involuntary resettlement impacts and risks are highly complex and sensitive, compensation and resettlement decisions should be preceded by a social preparation phase.
- iv. **Improve, or at least restore, the livelihoods of all displaced persons** through (i) land-based resettlement strategies when affected livelihoods are land-based where possible, or cash compensation at replacement costs for land when the loss of land does not undermine livelihoods, (ii) prompt replacement of assets with access to assets of equal or higher value, (iii) prompt compensation at full replacement cost for assets that cannot be restored, and (iv) additional revenues and services through benefit sharing schemes where possible.
- v. **Provide physically and economically displaced persons with needed assistance**, including the following: (i) if there is relocation, secured tenure to relocation land, better housing at resettlement sites with comparable access to employment and production opportunities, integration of resettled persons economically and socially into their host communities, and extension of project benefits to host communities; (ii) transitional



support and development assistance, such as land development, credit facilities, training, or employment opportunities; and (iii) civic infrastructure and community services, as required.

- vi. **Improve the standards of living** of the displaced poor and other vulnerable groups, including women, to at least national minimum standards. In rural areas, provide them with legal and affordable access to land and resources; in urban areas, provide them with appropriate income sources and legal and affordable access to adequate housing.
- vii. **Develop procedures** in a transparent, consistent, and equitable manner if land acquisition is through negotiated settlement to ensure that those people who enter into negotiated settlements will maintain the same or better income and livelihood status.
- viii. **Ensure that displaced persons without titles** to land or any recognizable legal rights to land are eligible for resettlement assistance and compensation for loss of non-land assets.
- ix. **Prepare a Resettlement Plan** elaborating on displaced persons' entitlements, the income and livelihood restoration strategy, institutional arrangements, monitoring and reporting framework, budget, and time-bound implementation schedule.
- x. **Disclose a resettlement plan** or the compensation matrix, eligibility criteria or rates determined for the affected land, structures, trees etc., including documentation of the consultation process in a timely manner, before project appraisal, in an accessible place and a form and language(s) understandable to affected persons and other stakeholders. Disclose the final land acquisition and resettlement plan and its updates to affected persons and other stakeholders.
- xi. **Conceive and execute involuntary resettlement as part of a development project or program.** Include the full costs of resettlement in the presentation of project's costs and benefits. For a project with significant involuntary resettlement impacts, consider implementing the involuntary resettlement component of the project as a stand-alone operation.
- xii. **Pay compensation and provide other resettlement entitlements before physical or economic displacement.** Implement the land acquisition and resettlement plan under close supervision throughout project implementation.
- xiii. **Monitor and assess resettlement outcomes,** their impacts on the standards of living of displaced persons, and whether the objectives of the land acquisition and resettlement plan have been achieved by taking into account the baseline conditions and the results of resettlement monitoring.
- xiv. Disclose monitoring reports

### **5.2 Comparison of Key Principles and Practices of Pakistan's LAA and ADB's IR Safeguards-SPS 2009**

98. Table 5.2 below discuss the reconciliation measures between two safeguard instruments.



**Table.5.2: Measures to address gaps between LAA and SPS**

<b>Pakistan LAA 1894</b>	<b>ADB SPS 2009</b>	<b>Measures to Address the Gap on ADB funded subproject</b>
Compensation for land and other assets is based on average values and department unit rates that do not ensure replacement market value of the property acquired. However, LAA requires that a 15% compulsory acquisition surcharge supplement the assessed compensation.	DPs are to be compensated for all their losses at replacement cost, including transaction cost and other related expenses, without deducting for depreciation.	Land valuation is to be based on current replacement (market) value with an additional payment of 15%. The valuation for the acquired housing land and other assets is the full replacement costs keeping in view the fair market values, transaction costs and other applicable payments that may be required.
No provision for resettlement expenses, income/livelihood rehabilitation measures or allowances for displaced poor and vulnerable groups.	Requires support for rehabilitation of income and livelihood, severe losses, and for vulnerable groups.	Provision will be made to pay for resettlement expenses (transportation and transitional allowances), compensate for loss of income, and provide support to vulnerable persons and those severely impacted (considered to be those losing more than 10% of their productive assets).
Lack of formal title or the absence of legally constituted agreements is a bar to compensation/rehabilitation. (Squatters and informal tenants/leaseholders are not entitled to compensation for loss of structures, crops)	Lack of formal title is not a bar to compensation and rehabilitation. All DPs, including non-titled DPs, are eligible for compensation of all non-land assets.	Squatters, informal tenants/leaseholders are entitled to compensation for loss of all non-land assets like crops, trees, structures, livelihood and for relocation assistance.



Pakistan LAA 1894	ADB SPS 2009	Measures to Address the Gap on ADB funded subproject
Land acquisition and compensation process is conducted independently by the Land Acquisition Collector following a lengthy prescribed legal and administrative procedure. There are emergency provisions in the procedure that can be leveraged for civil works to proceed before compensation is paid.	Involuntary resettlement is conceived, planned and executed as part of the project. Affected people are supported to re-establish their livelihoods and homes with time-bound action in coordination with the civil works. Civil works cannot proceed prior to compensation.	Respective EAs will prepare land acquisition and resettlement plans, as part of project preparation based on an inventory of losses, livelihood restoration measures, Pakistan law and principles enumerated in SPS. Where gaps exist in the interpretation of Pakistan law and resettlement practices, requirements of ADB's involuntary resettlement policy will prevail. Civil works may only proceed when the RP approved by ADB is fully implemented with all APs fully compensated and validated by an ADB acceptable independent/external monitoring consultant before the start of
No convenient grievance redress mechanism except recourse of appeal to formal administrative jurisdiction or the court of law	Requires the establishment of accessible grievance redress mechanisms to receive and facilitate the resolution of DPs' concerns about displacement and other impacts, including compensation	EAs will establish easily accessible grievance redress mechanism available throughout project implementation that will be widely publicized within respective project area and amongst the DPs.

## 5.3 Resettlement principles applicable to for Pedestrianizing of the old city commercial area Abbottabad

99. This draft RP for the subproject has been developed based on the national legal framework and ADB's SPS 2009. The core involuntary resettlement principles for this Project are:

- This draft RP for the Pedestrianizing of the old city commercial area Abbottabad subproject has been developed based on the national legal framework and ADB's SPS 2009.
- The core involuntary resettlement principles for this Project are:
- As required under SPS, 2009, the project objectives are to achieved, avoid, minimize or mitigate involuntary resettlement impacts causing physical and/or economic displacement.
- Meaningful consultations with all stakeholders are continued. Particular attention is paid to the needs of vulnerable groups, especially those below the poverty line, the landless,



- the elderly, women and children, and Indigenous Peoples, and those without legal title to land, and their participation in consultations is ensured.
- v. Final RP will be submitted to ADB for review/approval, endorsed by the borrower/client and after finalization it will be disclosed on the ADB website.
  - vi. A grievance redress mechanism with representation of all stakeholders will be established.

### **5.3.1 RP Procedure for Compensation Payment Disbursements**

100. Following procedure is suggested for the disbursement of compensation payments amongst the DPs.

### **5.3.2 Verification of DPs**

101. Verification of the DPs will be made through their National Identity Cards (NIC) numbers. All DPs must bring their original NIC and to enable a copy to be made of it at the time of receiving cheques. If a DP is below 18 years or does not have NIC, his identity will need to be verified in person by a minimum five DPs above the age of 18. The PMU and PMCSC's Resettlement Specialist will be responsible for the verification process.

### **5.3.3 Payment of compensation**

102. Payment to DPs will be made at least one month prior to actual possession of the space by TMA. The payments will follow a schedule issued separately upon approval of the updated RP. LGE&RD-PMU is responsible for timely provision of financing for RP implementation and for providing the compensation/resettlement funds into the Project's designated bank account, while the PMU will be responsible for disbursing the agreed amounts to the DPs. Allocations will be reviewed on a monthly and quarterly basis on the budget requirements in the updated RP.

103. Payment of compensation and resettlement assistance will be made one month prior to the possession of the ROW. The ROW will not be possessed by the PMU or handed over to contractors for the commencement of construction works without payments being made to the DPs, except for in circumstances of dispute that requires a lengthier time period. Whether disputes are solved by the GRC or the courts, the PMU will need to follow the decision taken. This will also be communicated to the DPs representatives. In case of a dispute, the final amount of compensation will be deposited in an escrow account until a decision from the GRC or respective court has been reached. In such cases, the PMU needs to suspend the civil works for that particular location until the issue has been resolved and the compensation payment has been completed. Grievances or objections will be redressed as per the grievance redress procedures outlined in Chapter 9.

### **5.3.4 Evacuation of site**

104. A one-month notice will be given to vacate the site to DPs to vacate when they receive their compensation payments, at which time the alternative vending sites will be made available. Following the one month notice the DP is expected to remove all business equipment and materials off the ROW. If a DP does not vacate the ROW after getting compensation within the one-month period, the PMU/CIU will submit an application to GRC if it cannot be resolved, the GRC will also decide on a course of action on a case-to-case basis in coordination with DPs'



representatives. However, the PMU/CIU reserve the right to remove structures, if a DP is not willing to move by the agreed deadline.

### **5.3.5 Absentee non-respondent DP**

105. The PMU will make all possible efforts to contact these non-respondents, any potential absent DPs who might surface as part of the finalization of the RP and any others who are listed as DPs but were found missing at the time of disbursement of payments. If not possible then the PMU will issue three consecutive official notices and a public notice in local newspaper informing the DPs to contact the PMU. Absent DPs may receive the compensation after the notified schedules of payments by providing genuine proof that s/he could not receive compensation during the announced timeframes. They will be eligible to receive payments before completion of the Project. The LGE&RDD will leave the deposited amount of money in a Project account until the Project is completed. Later the IA/EA will take all the good faith efforts in accordance with ADB guidance note "*social safeguard guidance note 2016*" for reaching out all the absent DPs and will appropriately the good faith efforts validated by the external monitor agency through agreed external monitoring reports. An escrow type on bank account for the unpaid or not available DPs for later disbursement after the DPs availability.





## CHAPTER 6

### ENTITLEMENTS ASSISTANCE AND BENEFITS

#### 6.1 Eligibility

106. Eligible for compensation, relocation and livelihood assistance entitlements are the persons who were on the subproject site prior to the cut-off date and who are physically and/or economically displaced due to permanent or temporary loss of land, structures and/or livelihood, whether full or partial, as a consequence of subproject execution. Such eligible DPs include the following:

- i. All owner of the structures losing structure, i.e., Iron shade and wooden stall whether covered by legal title or traditional land rights.
- ii. Non-titled occupants of land, such as squatters or encroachers are entitled to compensation of non-land assets only.
- iii. DPs losing the use of structures and utilities, including titled and non-titled owners, registered, unregistered, tenants and leaseholders plus encroachers and squatters.
- iv. Business owners DPs whether informal register or register under national law.
- v. Distinct group of people who may suffer disproportionately from resettlement effects. The SPS, 2009 defines vulnerable groups as households below the poverty line, the elderly, those without legal title to assets, landless, women, children and indigenous people. The vulnerable displaced persons were identified through the impact assessment.
- vi. In the event of relocation, all DPs will receive transitional and other support to re-establish shelter and livelihoods.

##### 6.1.1 Cut-off date

107. The census was completed on 27 January, 2022 hence 27 January, 2022 has been established as the cut-off date for all the 128 DPs

#### 6.2 Entitlements

##### 6.2.1 Compensation and Entitlement Policy

108. Compensation and entitlements have been determined on the basis of ADB SPS 2009. Table 6.1 provides an Entitlement Matrix for different types of losses assessed during the census survey, Inventory of the Losses and socio-economic survey. It also covers the provisions for any unanticipated impacts arising during subproject implementation. Compensation and other assistances will be paid to DPs prior to dislocation and dispossession from acquired assets. In case, the payment is delayed more than a year from the date of valuation, the values will be indexed annually before payment to DPs.



**Table 6.1 Eligibility and Entitlement Matrix**

S #	Category	Type of Loss	Entitled DP	Compensation Policy
1.	Loss of Structures	Permanent structures constructed	Compensation of lost structures.	<ul style="list-style-type: none"> <li>Cash compensation at replacement cost for the structures without deduction of depreciation costs.</li> </ul>
			Construction of replacement structures as per the same size and specification of the original structure.	OR Construction of structures by the project according to the same specification and standards before handing back the site to KGA
		Semi-permanent commercial & residential structures	Structure owners titled and non-titled.	<ul style="list-style-type: none"> <li>During detailed survey for updating the RP no impact on semi or permanent structures observed</li> <li>Though if any observed during the project implementation, will be considered under un-anticipated impact and the cost of the same will be bear under the project contingency.</li> </ul>
		128 Extended sheds of shops	75 DPs of Fiber-glass shed, 38 DPs of Steel- (CGI-sheet) shed & 12 DPs of Steel + Fiber-glass Shed & 3 DPs of Wood + Steel shed (titled and non-titled)	<ul style="list-style-type: none"> <li>Cash compensation at replacement cost (assessed on fair market value) for the portion of each affected shed structure will be paid to each DP losing the four different type of sheds in term of removing it and repairing of remaining structures as agreed during the consultation meetings. The removed sheds will be given back to DPs. And a new sheds will be provided as per proposed project provisions</li> </ul>
2.	Loss of business/ livelihood activities	Permanent loss of business work location within ROW	DP (titled or untitled)	<ul style="list-style-type: none"> <li>No impact or loss of business / livelihoods observed during the detailed survey for updating the RP</li> </ul>

## Pedestrianization of Old City Commercial Area Abbottabad, KPCIP



S #	Category	Type of Loss	Entitled DP	Compensation Policy
		Temporary loss of business work location within ROW		<ul style="list-style-type: none"> <li>No impact or loss of temporary business / livelihoods observed during the detailed survey for updating the RP</li> </ul>
3.	Loss of employment income	Permanent loss of employment income	DPs employed by the shopkeepers	<ul style="list-style-type: none"> <li>No loss of employment or income observed during detailed survey for updating the RP.</li> </ul>
4.	Temporary loss of employment income due to access disruption	Temporary loss of employment	DPs/ employees and workers of fixed shops and mobile vending structures.	<ul style="list-style-type: none"> <li>No impact or loss of temporary employment / income observed during the detailed survey for updating the RP</li> </ul>
5.	Vulnerable Groups	Stability	DPs identified in surveys or during constructions phase as vulnerable (Income equal to or below minimum wage of PKR 21000/month)	<ul style="list-style-type: none"> <li>No Vulnerable groups or DPs living below poverty line were observed during the detailed survey for updating the RP</li> </ul>
6.	Severely affected groups	Stability	DPs considered the sole household wage earner	<ul style="list-style-type: none"> <li>No Severely affected group / persons were observed during the detailed survey for updating the RP</li> </ul>
7.	DP livelihood restoration	Livelihood income	All vulnerable DPs	<ul style="list-style-type: none"> <li>A cost of PKR 3 million has been allocated in the Resettlement Budget for livelihood restoration (trainings, capacity building and hiring of service provider) of 128 DPs.</li> </ul>
8.	Public utilities	Shifting of electric poles, transmission lines, telephone poles and lines, water supply and drainage	Public utilities owning affected infrastructure	<ul style="list-style-type: none"> <li>EA/IA will pay the relocation cost to the relevant companies. A lump sum amount of PKR 1,000,000 is provided for the utilities identified as part of resettlement budget.</li> </ul>
9.	Restricted access to means of livelihood	Avoidance of obstruction by project facilities	All DPs and local population	<ul style="list-style-type: none"> <li>The EA/IA will ensure to avoid any restricted access to means of livelihoods during project implementation</li> </ul>
10.	Unidentified /unanticipated d impacts	Any unanticipated /unidentified losses or as and when identified	All DPs facing impact / Mitigation	<ul style="list-style-type: none"> <li>A 10% contingency amount of the overall resettlement budget is allocated for Unidentified /unanticipated d impacts</li> </ul>



### **6.3 Mitigation of access restrictions**

109. It is currently not foreseen that there will be any access restriction for businesses at the side of the ROW in each subproject street (which are the extended merely one or two access stair-step(s) to the shops identified in the RP) as the construction will be implemented with proper construction methodology and at no point will the streets/ roads/ bazar be completely closed off. The construction phase affecting the extended structures is when construction will start on the existing drains; however, even then it is not anticipated that shop fronts would be fully closed at any point. A contingency amount has however been provided for any DP (shop-keeper/ worker) to claim should their access be restricted beyond what is currently foreseen (refer to the resettlement costs and budget in chapter 10)



## **CHAPTER 7**

### **LIVELIHOOD RESTORATION AND REHABILITATION**

110. Livelihood restoration activities have been identified to assist DPs to maintain or improve their livelihoods following the economic displacement impacts caused as a result of the project. In addition to the livelihood support provided as part of the Resettlement Plan, a separate allocated PKR 3 million Livelihood Restoration cost has been added to the resettlement budget. An NGO will be hired as service provider for effective implementation of the livelihood restoration, details are given in Section 7.3 of this Chapter. This chapter discusses the guiding principles of the livelihood restoration program and the proposed activities.

#### **7.1 General Principles of Livelihood Restoration Plan**

111. The general principles for planning and implementation of livelihood restoration activities are:

- The livelihood restoration activities must comply with the World Bank and International Financial Cooperation (IFC) guideline, which requires improving, or at least restoring, the livelihoods of all displaced persons and improving the standards of living of the displaced poor and other vulnerable groups.
- The priority in provision of livelihood restoration assistance will be given to vulnerable groups within the DPs
- Participation of DPs or alternative household members in the livelihood restoration activities
- Participation of alternative female household members in livelihood restoration activities will be planned, implemented and facilitated to ensure they are able to benefit, if they wish to participate
- Use of available resources and incorporating government and NGO run programs.
- Development of livelihood restoration activities in close collaboration with DPs. Their suggestions and feedback will be integrated into the final program that is developed
- Making activities feasible, affordable and suitable to the needs of the DPs.
- The participation of the DPs is purely voluntary ▪ Transparent information disseminated to the livelihood restoration activities is required
- Monitoring and evaluation of the implemented activities and their resulting impacts will be recorded and reported
- Complaints and disputes are treated swiftly, fairly and transparently using the grievance redress mechanism.

#### **7.2 Priority in Project Employment**

112. Although project construction related employment is not a priority of the DPs as they are earning more than what the construction jobs pay, however, priority for project related employment has been provided to the DPs and their family members to enable them to diversify their overall household income. None of the APs/DPs are living below the poverty line.

##### **7.2.1 Employment with Contractor**

113. The contractors will be contractually bound to work with PMU and PMCSC to communicate the number of skilled and unskilled labor positions available. The resettlement specialist of the PMU through PMCSC will prepare the lists of eligible DPs who can be



employed and provide the list to the contractor for consideration. PMU and PMCSC will be responsible for monitoring the hiring of the DPs and employee data will be presented in the internal monitoring report and validated through external monitor agency EMA.

### **7.3 Training and Capacity Building**

114. PMU through PMCSC will identify a service provider, an NGO or a vocational training institute to provide training to the DPs. The final LR updated based on the entire impacts elaborate specific, detailed and committed arrangements in order to deliver this component of the livelihood restoration program. Workshops will be organized in coordination with the DPs in locations that are easily accessible possibly local government hall. Transportation costs will be reimbursed, Lunch and tea breaks will be provided and the course will be given at no charge to the participants. The course will be oral with no previous education required. The service provider will carry out 05 training sessions among the 128 DPs in the subproject area accessible to all DPs. An attendance certificate will be provided following the successful completion of the course. No cash compensation will be provided to DPs under this activity Some of the suggested training topics are described below:

- A) Employability Training
- B) Financial literacy training
- C) Vocational Trainings





## **CHAPTRE 8**

### **GRIEVANCE REDRESS MECHANISM**

#### **8.1 Introduction of GRM**

115. The grievance redress mechanism (GRM) is an essential fragment of the project's environmental and social management system. The project will implement various mitigation measures to reduce resettlement impacts caused by the construction and operation of the project. In spite of this, DPs other stakeholders may want to loud a grievance. A grievance can be defined as an actual or perceived problem that might give grounds for a claim. Anyone will be able to submit a grievance to the project if they believe their livelihood or quality of life has been detrimentally affected.

116. To address and resolve these grievances a GRM has already been established since June 16, 2021, in accordance with the requirements of the ADB SPS 2009. The GRM receive, evaluate and facilitate the resolution of DPs' complaints and grievances about the implementation of the resettlement measures established by the project. The GRM aim to provide a time-bound, transparent and fair resolution to resettlement related grievances. It is to mention that no such complaint so far received till today, i.e., February 10, 2022. Although in the consultation meeting DPs of affected structures (sheds) and general public were informed about the formation/ notification of the project based GRM.

117. ADB Policy (SPS 2009) requires establishment of a local grievance redress mechanism to receive and facilitate resolution of the Displaced/Affected Persons' concerns and grievances regarding the project's social, resettlement and environment performance. The measures have been identified to mitigate social and resettlement impacts to be caused due to implementation of Pedestrianization of the old City Commercial area Abbottabad subproject works. However, in spite of best efforts, there is every chance that the individuals/ households affected by the subproject or other stakeholders are dissatisfied with measures adopted to address adverse social impacts of the project. To address, such situation an effective Grievance Redress Mechanism (GRM) has been established to ensure timely and successful implementation of the project. It will also provide a public forum to the aggrieved to raise their objections and the GRM would address such issues adequately. The GRM aims to investigate charges of irregularities and complaints receive from the Displaced Persons and provide a time-bound early, transparent and fair resolution to voice and resolve social and environmental concerns link to the project.

#### **8.2. Nature/type of complaints**

118. It is anticipated that the nature/ type of such complaints will relate to damages, mobility and access issues of general public or disruptions of services during civil works related to the project functionaries. Some of the grievances that may arise are listed below:

- Losses (such as damage to assets or loss of income) may not identified owing to unforeseen at the time of updating of RP
- Problems in the relocation structures
- Any disruption by the civil works contractors
- Non-observance of project principles, by different parties, as laid down in the RP
- Any other issue arising during the project implementation



### **8.3 Contact information & Awareness**

119. The GRM was making known during the survey particularly during the consultation meetings held for the preparation / updation of this implementable RP in January 2022. The social safeguard Associates of PMU is taking care of the GRM in order to receive and manage grievances. GRM is also included in the information brochure (under process) and will be disseminated among DPs, stakeholders and general people in the vicinity before the commencement of project implementation phase.

120. Updated project contact details for the GRM and the project was disclosed to all DPs and will be circulated/ printed visibly on notice boards at the project site and at the offices of the contractor. PMU/ CIU will need to make the public aware of the GRM through public awareness campaigns. This will be done in accordance with the project's communication plan. Initially, the public awareness campaigns must include:

- The GRM being incorporated in e-newsletters and media stories.
- The GRM being published on the website;
- A viable and regular response mechanism provided on the GRM in a way that is easily accessible to DPs and other stakeholders.

121. Additionally, apart from consultations made with DPs during updating of this RP, the PMU and CIU will make the public aware of the GRM through public awareness campaigns particularly to DPs. The name of contact person and his/her phone number, PMU/ CIU contact numbers, will serve as a hotline for complaints and will be publicized through the media and placed on notice boards outside their offices, construction camps of contractors, and at accessible and visible locations in the project vicinity/area/ streets, and also shared with the DPs representatives. The project information brochure will include information on the GRM and will be widely disseminated in the project location/ streets/ area by the Social and Resettlement Staff in PMU/ CIU and PMCSC. Grievances can be filed in writing, via web based provision or by phone with any member of the PMU/ CIU.

### **8.4 Privacy & anonymity**

122. When asked, the project will endeavor to maintain a person's confidentiality and will provide anonymity in reporting. Individuals will be asked if they want to reveal their identities; however, grievances can also be made anonymously, with the option of having a third party communicates with the project if preferred. Investigations will be conducted in a way that is respectful to the offended party and the confidentiality principle. The offended party must understand that there may be circumstances in which identity revelation is required, and the project will identify these circumstances to determine whether the aggrieved person intends to continue with the investigation and resolution processes.

### **8.5 Reporting of grievances**

123. In a formal logging system, all resettlement grievances (both verbal and written) will be recorded. The project will handle grievance reporting from a central location. The complainant will receive a written explanation of the grievance review procedure, the conclusions, and any adjustments made to resolve their grievance (or an oral explanation if literacy is an issue). In some circumstances, project personnel will follow up with the person at a later date to see if the resolution or remedial activities are satisfactory.

124. During construction and bi-annually during operation, project employees shall summarize grievances, eliminating identifying information to protect the complainant's



confidentiality and ensure anonymity. The following components of progress on grievances will be included in the monitoring reports of the RP implementation:

- The number of cases filed with the Grievance Redress Committee (GRC);
- the level of jurisdiction (first, second, and third tiers—described in the following section); and
- The number of hearings held, decisions rendered, and the status of pending cases.

125. Information such as name, identity with a unique Project coded number, date of notice, date of application, date of hearing, decisions, remarks, actions taken to resolve issues, and status of grievance shall be included in lists of cases in process and already determined (i.e., open, closed, pending).

126. The grievance redress process will be organized into three levels: a field-level Grievance Redress Committee (GRC), a Deputy Commissioner-level GRC, and a PMU-level GRC. The GRM shall be gender sensitive, culturally suitable, and easily available to all stakeholders at no cost or obligation. The GRC creation has been notified and is available as Annex-E. To allow for the resolution of all issues, the GRM will be divided into three tiers.

127. **First-tier:** The first-tier of GRC will be chaired by the concerned Assistant Commissioner or the region as Chairman. The affected person(s) may submit an oral or written complaint to the GRC at Field Level. The GRC will log the complaint along with relevant details in the community complaint register. The displaced person(s) can directly approach GRC. For each complaint, the GRC must investigate the complaint, assess its appropriateness/eligibility, and identify an appropriate solution. It will provide a clear response within seven working days to the complainant, PMU/CIU and Contractor (where relevant). The GRC will, as appropriate, instruct the responsible entity to take corrective actions. The GRC will review the responsible entity's response and undertake additional monitoring as needed. During the complaint investigation, the GRC will work in close consultations with the Contractors, the Project Management & Construction Supervision Consultants (PMSCS), PMU/CIU and other relevant agencies. The responsible entity should implement the redress solution and convey the outcome to GRC within seven working days.

128. **Second-tier:** The second-tier of GRC will be chaired by the concerned deputy Commissioner of the respective region as chairman. If no solution can be identified by the GRC or if the complainant is not satisfied with the suggested solution under Stage 1, the complainant can approach to stage 2 at City Level (Deputy Commissioner Office). The committee will review the case and give the solution within seven days of its submission.

129. **Third-tier:** in case of dissatisfaction of the complainant at stage 2, he/she can approach to stage 3 at PMU level. Here, the GRC is headed by the Special Secretary Local Government Election & Community Development Department. The GRC at PMU level will resolve the complaint/grievance and the agreed action thus determined should be implemented within 21 days (if additional time is needed to implement the corrective action, it should be discussed and decided during the meeting). Detailed TORs and functions of the 03 tiered GRC is attached as **Annex-E**.

130. The contractor shall be contractually obligated to implement the GRC's decision.



## CHAPTER 9

### INSTITUTIONAL ARRANGEMENTS

#### 9.1 Introduction

131. This chapter outlines the institutional arrangements for RP implementation. The roles of the various organizations/departments involved in the implementation of the RP are as follows: The LGE&RDD of the GoKP is the executing agency for the project. A PMU has been established at provincial level while at city level, City Implementation Unit (CIU) will be established. The PMU is headed by a Project Director and supported by a team of specialists responsible for liaison and coordination with CIU.

132. PMCSC will be providing the additional support to the Project Management Unit and City Implementation Unit. The PMCSC will assist the PMU and CIU in project management, procurement, supervision and safeguard monitoring.

133. The roles and responsibilities for the planning, implementation and supervision of LAR functions of institutional actors (see Fig 9.1), are defined below:

#### 9.2 Local Government and Community Development

134. The EA/IA (project executing agency) has overall responsibility for resettlement functions including preparation, implementation, financing and supervision of all resettlement tasks and cross-agency coordination. EA/IA will exercise its functions through the PMU and CIU, to be tasked with daily RP implementation activities.

135. The coordination involved for various institutions for the implementation of RP include District government (including concerned DC). The detail of team is given below in Table 9.1.

**Table: 9.1 Roles and Responsibilities in RP Implementation**

S #	Institution	Roles and Responsibilities
1.	PMU	The overall coordination will be provided by Project Management Unit (PMU) at Peshawar (headed by the Project Director). The Social and Environment team under the PMU is already in place to manage the LAR-tasks and activities including handling/resolving any complaints or grievances of those displaced by the Project (DPs).
2.	CIU	CIU will manage the Project's day-to-day implementation, approval of project design, contract management and technical input of engineering design through TMA.
3.	TMA	TMA to assist CIU in the implementation of the project through the management of social safeguard activities.
4.	Contractor	Contractor is responsible for the construction works under the social and environment conditions.
5.	PMCSC	PMCSC is responsible for the overall supervision of the projects and ensure that RP is implemented in a smooth and timely manner in accordance with the provisions of the RP.
6.	District Government	Role of district administration is to provide full support and coordination to all stakeholders and keep law and order related to security measures.



S #	Institution	Roles and Responsibilities
7.	Community	Local Community is the affectees as well as beneficiary of the sub-project. Community is responsible to resolve social conflicts and to safeguard their rights.
8.	ADB	ADB is the donor of the subproject and has supervisory role.
9.	Revenue Department	District Collector/Deputy Commissioner is responsible for the evaluation of the lost assets and disbursement of the compensations to DPs for their lost assets.

### 9.3 City Implementation Unit

136. The scope of CIU will include on the following;

- Submit to PMU quarterly progress reports based on information provided by the consultants.
- Verify and process all invoices for the payment.
- Assist PMU, as needed, in the administration of other consultants' contract.
- Facilitate all monitoring requirements and reporting of GoKP and ADB.
- Support consultants in all survey, data provision, studies and provide office space as required.
- Ensure financial and safeguards compliance and reporting, in line with loan and grant agreements.
- Monitor and ensure preparation of the gender action plan.
- Support the City Governments in establishing and maintaining proper coordination with TMA.

### 9.4 Construction Supervision Consultants

137. The Construction supervision consultants will report to CIU/PMU and prepare the implementation program, quality of works, delivery of works, and certify the quantities of work carried out and the payments. The PMSCS will also help the PMU in project planning and management, quarterly progress reporting, procurement planning, contract management, financial management and overall project management. They will also be tasked to implement the RP prepared for the subproject. Their scope of work will include but not be limited to the following:

- Preparation of database of all the affected households and review their eligibility and entitlement based on the final RP;
- Assist in disbursement of compensation and ensure that affected persons are compensated as per the RP before commencement of civil works
- Undertake training workshops for the implementation of the RP to build the capacity of the PMU, CIU, TMA, contractors, service providers and relevant staff of other departments. The training will include the following elements and will be adjusted as necessary: i) Introduction of ADB SPS 2009 and its principles, ii) Introduction to the assessment of social impacts, iii) Introduction to the RP, its importance and step-by-step implementation of RP, iv) Consultation, participation and disclosure, v) Entitlements and compensation/resettlement and rehabilitation assistance, vii) Institutional arrangements, viii) GRM, and ix) Distribute the notices to the entitled DPs regarding their payment of compensation



- Provide proper guidance to DPs for the submission of their requests for compensation as per eligibility and entitlement
- Facilitate the DPs in compensation payment through the completion of necessary documentation to receive their entitled payments like payment vouchers, opening of bank account and formation of CNIC, etc.;
- Facilitate the DPs in term of resolving the legal and administrative impediments for the compensation payment;
- Help the DPs to put their complaints (if any) in front of GRCs;
- Conduct the community consultation and disclosure process throughout the sub-project cycle;
- Assist PMU/CIU in the preparation of progress and monitoring reports.
- Review, monitor and evaluate the effectiveness with which the RP is implemented, and recommend necessary corrective actions to be taken. Advise on corrective measures where necessary to the PMU;

### **9.5 Grievance Redressal Committees (GRCs)**

138. The notified Grievance redress mechanism (GRM) will further establish the Grievances Redressal Committees (GRC) at subproject level for addressing conflicts and appeal procedures regarding subproject design, compensation assessment, eligibility and entitlements followed in the implementation of resettlement activities, and impacts of construction work including the jobs to DPs and local population etc. GRCs will receive and facilitate the resolution of affected persons' concerns and grievances. It explains how the procedures are accessible to affected persons and are gender sensitive. The detail already discussed in the section 9 of this RP.

### **9.6 District Government**

139. District Government based agencies have jurisdiction over compensation activities. Functions pertaining to compensation of non-land assets rest on Provincial line agencies and their city level offices. The building structure will be assessed through the building and works department. The role of revenue department is not recognized here.

### **9.7 Contractor**

140. Contractors will be responsible for implementing the social mitigation clauses and RP provisions as part of the Project Contract Documents. The RP will be included in the tender and contract documents for civil works and service providers, and completion of implementation of mitigation measures will be linked to payment milestones.

### **9.8 ADB**

141. ADB will review RP and confirms their responsiveness to ADB's safeguards requirements. In cases where these do not meet ADB's requirements, additional assessment and improvement of the RP will be undertaken. ADB will also conduct periodic social safeguards reviews; to verify Resettlement planning and implementation is being carried out as agreed in this RP.

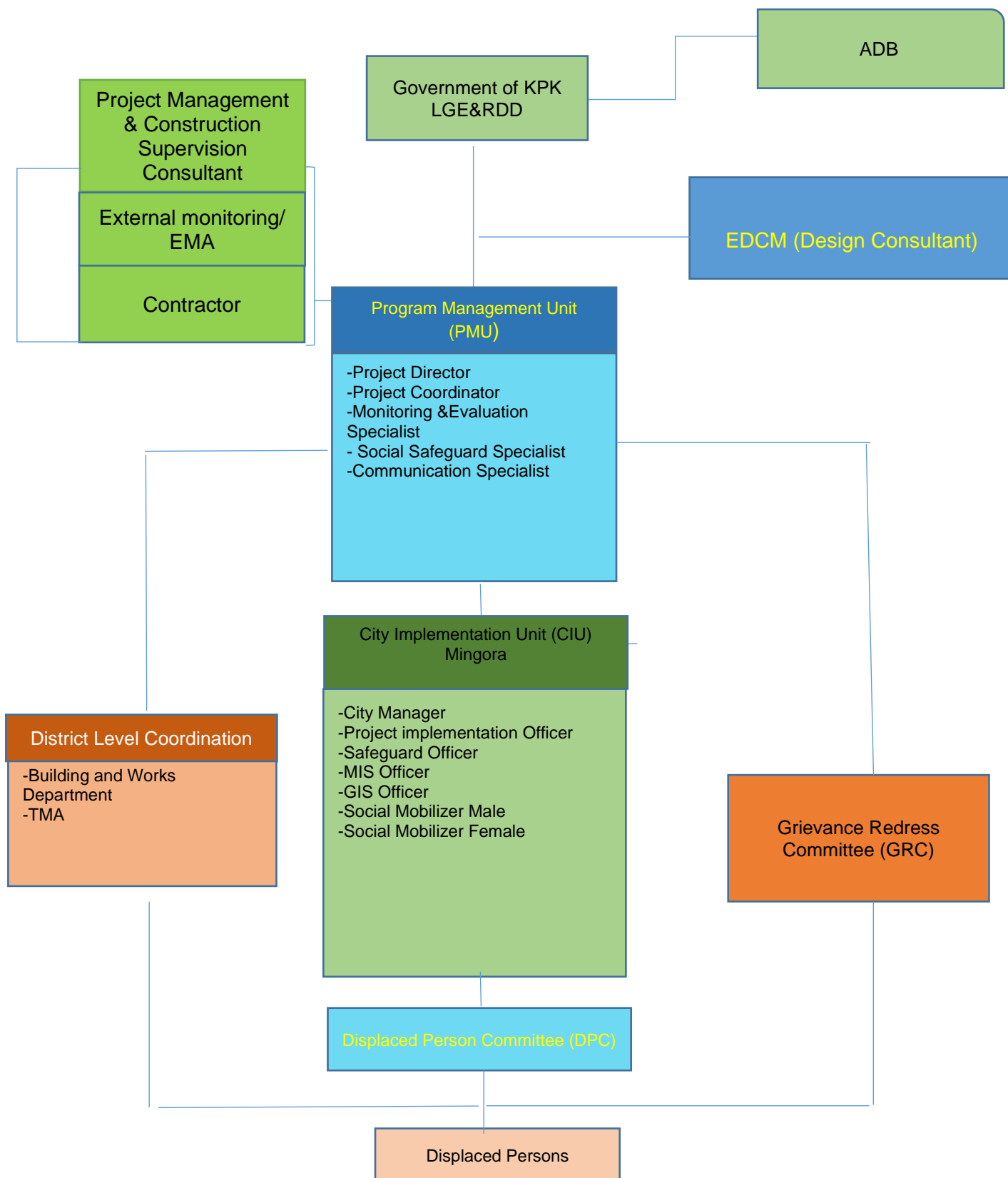
### **9.9 Organizational Chart**

142. An organogram showing the institutional arrangements for the implementation of RP



has been illustrated through a diagram presented in figure below (Figure 9.1).

**Figure.9.1: Institutional set-up for the Implementation of Resettlement Plan**





## **CHAPTER 10**

### **RESETTLEMENT COSTS AND BUDGET**

143. This chapter calculates the resettlement cost estimate for the Project, including all eligible compensation and allowances as outlined in the entitled matrix. The cost of resettlement will be included in the overall Project cost to be financed by ADB to support the implementing of the resettlement plan.

144. All resettlement funds will be provided by the GoKP. The EA will ensure to use these funds for the disbursement of compensation payment and other expenses. The project will also ensure that funds for entitlements under the RP are fully disbursed among DPs prior to the commencement of civil work.

145. The PMU will assist the EA in identifying additional loss/s of assets during construction and proposing entitlements for such DPs. These budget revisions will be approved by LGE&RDD with the concurrence of the ADB.

146. All payment to the displaced persons will be paid through crossed cheques. Vouchers for payment will be prepared in triplicate, for PMU and CIU. Payment will be made, and record maintained as per approved implementation guidelines. There is only one mode of payments, i.e., Compensation will be provided to the DPs by PMU/CIU with the support of TMA. The disbursement of compensation will be validated by external monitor agency in agreed monitoring reports between EMA and IA.

#### **10.1 Resettlement Cost**

147. Based on the current market rates of 2022, The total cost has been estimated to be PKR 9,751,700 million (US\$ 0.055 million), including PKR 1.97 million cost of compensation for shopkeepers for shops' affected extended sheds, PKR 01 million amount for capacity building (IAs, TMA and relevant stakeholders), and PKR 01 million cost allocated for relocation of utilities, PKR 3 million cost added as Livelihood Restoration Plan (trainings and capacity building through Service Provider) and PKR 0.6965 million (10% of the total cost) as contingencies cost, PKR 0.6965 (10%) amount allocated for administrative & security & 20% (PKR. 1.3931 million) of the total cost fixed for monitoring & evaluation. This budget has been estimated based on the impacts of the subproject determined as per final design and detail impacts of the subproject on individual DPs and its census. The cost of each project item is summarized in the following table 10.1.



**Table 10.1: Summary of Resettlement Cost**

S#	Description	Qty / Nos.	DPs	Unit Rate	Total Cost	PKR
				(PKR)	(PKR)	(Million)
1	Compensation of Fiber Glass Shade	75	75	Variable	1,261,000	1.261
2	Compensation of Steel (CGI sheet) Shade	38	38	Variable	514,500	0.515
3	Compensation of Steel + Fiber Glass Shade	12	12	Variable	152,000	0.152
4	Compensation of Wooden + Steel Shade	3	3	Variable	38,000	0.038
5	Relocation of utilities (Electricity poles)	Lump sum Amount			1,000,000	1
7	Capacity building	Lump sum amount			1,000,000	1
8	Livelihood restoration plan	Lump sum amount			3,000,000	3
	Sub-Total				<b>6,965,500</b>	<b>3.97</b>
8	Monitoring and Evaluation @ 20% of the Total Cost				1,393,100	1.3931
9	Administrative & Security Cost @ 10% of the Total Cost				696,550	0.6965
10	Contingencies @ 10 % of the Total Cost				696,550	0.6965
	<b>Total</b>				<b>9,751,700</b>	<b>9.751</b>
	<b>Total in US\$ (Million) @ PKR 176.000= 1\$</b>				55,407	0.055

*Monitoring and Evaluation will cover the cost of External Monitoring Agent (EMA) while the implementation support will be from the administrative and contingency cost.*



## CHAPTER 11

### IMPLEMENTATION SCHEDULE

#### 11.1 Introduction

148. The implementation schedule has been formulated (in consultation with EA/IA) to accommodate different activities of the subproject and therefore a timeline given in the Table 11.1 for implementation of RP. Social preparation, particularly information dissemination and maintaining a constant dialogue with the DPs, will be continued by the Executing Agency (EA), Project Management Unit (PMU), and City Implementation Unit (CIU) till the completion of sub-project.

#### 11.2 Sequence of activities for Resettlement Plan preparation and implementation

149. ADB will issue a no objection certificate for the initiation of civil works once the payment of compensation to the DPs is confirmed by the external monitor. The Project will need to complete all payments of compensation and resettlement assistance prior to the commencement of all civil works that cause impacts on DPs. Consultations with DPs and stakeholders as well as internal monitoring and grievance redress will be undertaken throughout the Project duration. For a clear and transparent resettlement process the following sequence of activities as described in Table 11.1 is to be ensured by the PMU-LGE&RDD.

**Table 11.1: RP Preparation and Implementation Activities/Schedule**

S#	Activity	Responsibility	Schedule
1.	Finalization of Detailed Design	PMU & EDCM Consultant	Done
2.	Census, LAR impact inventory with extent of loss to each DP prepared, compensation, and entitlements finalized.	PMU	Done
3.	Preparation of Implementable RP	PMU	Done
4.	Notification of GRC	PMU	Done
5.	Updated of socio economic and census survey	PMU	Done
6.	ADB reviews and comments on RP	ADB	June 2022
7.	Institutional arrangements put in place for RP implementation	PMU -LGE&RDD	June 2022
8.	Arrangement of resettlement Budget	PMU-LGE&RDD	June 2022
9.	Distribution of executive summary of RP, and notices to receive DPs for compensation payment	PMU	RP will be disclosed after approval by ADB and notices will be served until August 2022
10.	Completion of payment of compensation according to the procedure provided in the RP	PMU & CIU	October 2022



S#	Activity	Responsibility	Schedule
11.	Submission of RP implementation compliance report	EMA	October 2022
12.	Issuance of no-objection for contract award and commencement of civil works for Pedestrianizing of the old city commercial area Abbottabad	ADB	RP implementation/External Monitoring report will identify the status of compensation payment and other livelihood assistances expected to be commenced on November 2022
13.	Semi-annual social monitoring during subproject implementation	PMU	Bi annual basis
14.	Final Report (Social External Monitoring Report)	PMU	After completion of Disbursement in all LAR impact subprojects

### 11.3 Implementation Schedule

150. The commencement of civil work will be subject to the satisfactory implementation of final Resettlement Plan including payment of compensation and livelihood assistance and redress of community concerns. Based on the implementation experience of previous projects, it is expected that the implementation of final RP for the Pedestrianizing of the old city commercial area Abbottabad be completed till last quarter of 2022. The detail of proposed schedule is presented below.

**Fig 11.1: RP Implementation Schedule**

S#	Items	Status	Year 2022						Responsibility
			Jul	Aug	Sep	Oct	Nov	Dec	
1	Socio economic, gender survey and census of DPs	Done							
2	Conducting public Consultations and Disclosure	Continuous process							PMU & Consultant
3	Formation of GRC: Complaint from Aggrieved DPs, Investigation and Actions & Monitoring Resolution of Complaint	Notification Done							PMU
4	Preparation of a final RP and Disclosure	Under process							PMU & Consultant
5	Compensation Payment: Compensation payment for wooden stalls & iron shades	Not Yet							PMU, WSSC & Revenue
6	Monitoring and Reporting: Review of RP Implementation & If RP Implementation found satisfactory, notice to proceed for Civil works is issued	Not Yet							EMA
7	Contractor mobilization/ commencement of civil works	Not Yet							PMU, CIU & Contractor



## **CHAPTER 12**

### **MONITORING AND REPORTING**

#### **12.1 Monitoring and Reporting**

151. This section provides a description of the monitoring and reporting that will be carried out for the Project. Monitoring involves periodic checking to ascertain whether activities are progressing as per the Project schedule and following the required standards, while reporting is summing up and assessing performance at the end of the Project. The objectives of M&R are to identify any problems or improvements needed in the RP implementation, with the aim to allow changes to be made to improve the implementation as early as possible and ensure that DPs are settled and better off at the new locations with their standard of living restored or improved.

#### **12.2 Internal monitoring**

152. The roles and responsibilities for internal monitoring involve:

- a. The PMU/CIU with the support of the consultant will be responsible for monthly monitoring of the progress of resettlement activities
- b. The PMU will review the efficacy of the monitoring arrangements quarterly and refine the arrangements accordingly
- c. Six monthly monitoring reports will be submitted to ADB by PMU/CIU with the inputs from Consultant.

153. Specific internal monitoring benchmarks will include the following:

- d. Number of consultation meetings and activities with DPs and stakeholders carried out
- e. Status of the compensations, resettlement and rehabilitation assistance
- f. Selection and distribution of relocation areas for vendors
- g. Livelihood restoration activities carried out
- h. Problems encountered and actions taken
- i. Number and type of resettlement grievances received, how they are being addressed and how long they take to be closed out.

154. Currently all the DPs registered to date are male. If, upon updating the RP, female DPs are identified, the reporting of internal and all other M&E activities will present gender disaggregated data. Where livelihood restoration activities target or include women, gender disaggregated data will be collected and reported.

#### **12.3 External monitoring**

155. PMU with the support of CIU will hire the services of a firm, NGO or a qualified and experienced resettlement expert, and will finalize the selection in July 2022 to undertake external monitoring. The expert will be selected with concurrence of ADB. The objective of the external monitoring will be to determine the Project's achievement of resettlement activities in line with the objectives of this RP and identify any longer-term changes in livelihoods and socio-economic conditions of DPs (both negative and positive), any need for mitigation measures and lessons learned.

156. Key external monitoring tasks will include to:





- Review and verify internal monitoring reports
- Review socio-economic baseline and household asset census survey information of pre-displaced persons
- Identify and select impact indicators
- Assess impact through formal and informal surveys with the DPs
- Consult with DPs, officials, community leaders for preparing monitoring report
- Assess the efficiency, effectiveness, impact and sustainability of resettlement, drawing lessons learned for future resettlement activities.
- Efforts taken by IA for unpaid DPs
- To verify efforts made by IA for unavailable DPs as per ADB guidance notes

### **12.4 External evaluation**

157. The external monitor to be recruited on July 2022 who will conduct a close out evaluation of overall RP implementation following its completion, to determine whether the standards of living of the DPs have been maintained, improved or diminished and planned activities achieved their intended objectives or not. The evaluation will concentrate on following parameters:

- Efficacy of mechanisms and indicators for internal and external monitoring
- Mechanisms used for disclosure of information, consultation and participation of DPs
- Effectiveness and efficiency of the PMU/CIU in RP implementation
- Assessment of the resettlement efficiency, effectiveness, impact and sustainability for drawing lessons for future resettlement policy formulation and planning
- Evaluation of adequacy of compensation given to DPs and livelihood opportunities as well as the quality of life of DPs from project-induced changes
- Evaluation and assessment of the adequacy and effectiveness of the consultative process with DPs, particularly those are vulnerable, including the adequacy and effectiveness of livelihood activities, grievance procedures and legal redress available to the affected parties, and dissemination of information about these
- Institutional arrangements
- Level of satisfaction of DPs in the post resettlement period

### **12.5 Reporting requirements**

158. PMU/CIU will submit the RP internal monthly monitoring reports to the ADB, which will cover the status of RP implementation in terms of required mitigation measures and necessary remedial actions to effectively address social and resettlement impacts due to Project implementation, status of implementation of livelihood activities, status of capacity building activities and documentation of complaints received and corresponding actions taken. The Resettlement Specialist of the PMU will maintain up-to-date records of RP implementation and other social safeguard activities and will provide findings of monitoring activities in the monthly progress reports.

159. In addition, a completion report on payments of compensation, allowances and clearing of the site will be prepared by the PMU with the support of PMSC prior to mobilization of civil works, which will be verified by an external monitoring expert/agency at till the sub project RP is fully implemented



160. The PMU will be required to submit external monitoring reports to ADB for review, to be disclosed on the ADB, LGE&RD websites. Relevant information from the monitoring reports will also be disclosed to the DPs upon submission, including information on financial progress/disbursement and progress on livelihood/income restoration, relocation, resettlement assistance and rehabilitation and grievances.



# ANNEXURES



**Annex-A: List of 24 Subprojects of KPCIP**

<b>S#</b>	<b>Subprojects</b>	<b>City</b>
1	New Surface Water Treatment Plant (WTP) and Intake structure	Abbottabad
2	Rehabilitation and upgradation of water supply system connected to the WTP: a. Rehabilitation or provision of water storage reservoirs b. New distribution network and water metering system	Abbottabad
3	Integrated solid waste management system including landfill	Abbottabad
4	Pedestrianization of Old City Commercial Area Abbottabad	Abbottabad
5	Urban/Green Space initiatives - Shimla Hill Urban Forest Abbottabad	Abbottabad
6	Urban/Green Space initiatives - Remediation of Solid Waste Dump & Conversion into Park	Abbottabad
7	New Sewage Treatment Plant (STP) at KDA	Kohat
8	Water supply improvements in Kohat city. a. Rehabilitation or provision of water storage reservoirs b. New distribution network and water metering system c. Solarization of existing tube wells	Kohat
9	Integrated solid waste management system including landfill	Kohat
10	Women Business Development and Community Center	Kohat
11	Urban/Green Space initiatives - Sports Complex Kohat	Kohat
12	Operationalization & upgrade of Sewage Treatment Plant (STP)	Mardan
13	Integrated solid waste management system including landfill	Mardan
14	Urban/Green Space initiatives - Ring Road Green Belt Mardan	Mardan
15	Urban/Green Space initiatives - N-45 National Highway Mardan	Mardan
16	Urban/Green Space initiatives - Ghulam Nabi Park Mardan	Mardan
17	Urban/Green Space initiatives - Ladies Park Mardan	Mardan
18	Mingora Greater Water Supply Scheme including new Water Treatment Plant (WTP), Intake Structure, transmission and distribution systems.	Mingora
19	Integrated solid waste management system including landfill	Mingora
20	Development of Neighborhood Park on Old Slaughter House Site	Mingora
21	Water supply system improvements in city a. Rehabilitation or provision of water storage reservoirs b. New distribution network and water metering system	Peshawar
22	Integrated solid waste management system including landfill	Peshawar
23	Urban/Green initiatives - Hayatabad Besai Park Peshawar	Peshawar
24	Urban/Green initiatives - Bagh-e-Naran Park Extension Peshawar	Peshawar



**Annex-B: Name List of Owners of Shop's Extended Structures (Sheds)**

S.#	Name of owner of extended Shed	Father Name	CNIC#	Contact#	Shop Name/ Type of Business	Location/ Street Name	Estimated Replacement Cost (Rs.)
1	Shaukat Ali	Gul Hassan	13101-5269712-1	0300-5622230	New Variety Shoes	Gurdwara Street	4,000
2	Shaukat Rehman	Fazal Rehman		0316-5252012	Shaukat Shoes	Gurdwara Street	12,000
3	Nauman	Not available at the time of survey			Naumani Shoes	Gurdwara Street	12,000
4	Liaqat Hussain	M Ibrahim	13101-0895340-1	0333-5034024	Al-Abid garments	Gurdwara Street	3,000
5	Taj Wali	Yar Muhammad	21103-8439509-9		Mohsin Tuck Shop	Gurdwara Street	6,000
6	Muhammad Atif	Abid Rehman		0345-9592771	Atif Shoes	Gurdwara Street	3,000.00
7	Sher Agah (Afghani)	M Gul Khan	PoR# CUC-Isu112175	0322-9910254	Fruit shop (3 shops)	Gurdwara Street	6,000
8	Haji ayaz	Haji muhammad Aslam	13101-8833011-1	0345-9559795	anayat shoes	Gurdwara Street	10,000
9	Kaka	muquram habib		0300-5331541	kaka meat shop	Gurdwara Street	7,000
10	Ali Shehzad	Ghulam Akbar	136302-3155731-7	0301-8176720	Baba Pakwan Shop	Alley 5	1,500
11	Muhammad Fayyaz	Safdar Khan	13101-4201958-3	0311-5389523	Fayaz Fish Shop	Alley 5	4,000
12	Mehtab Ahmad	Wali daad	13101-7902196-3	0345-9588414	Aftab Sweets Palace	Alley 5	24,000
13	Zulqarnain	Haji Muhammad Bota		0346-5265236	Sialkot Hair Dresser	Alley 5	6,000
14	Shoaib Iqbal	Muhammad Iqbal		0346-9577005	Iqbal Sweets Palace	Alley 5	10,000
15	Kukab Hafeez	Hafeez Rehman	13101-0840029-5	0321-9848315	Abdul Rafi Jewellery	Alley 2	16,000
16	Rashid	M Azam	13101-6341612-1	0341-9064553	Ahsan Awan Jewellery	Alley 2	4,000
17	Khaista Khan	Ayat Khan	13101-9852255-7	0342-5385140	Karachi Abaya Centre	Alley 2	15,000
18	Zulqarnain	Amjid Farooq		0311-5565252	Mehmood Jewellery	Alley 2	18,000
19	Nazar	Akber Khan		0315-5003000	Nazer Jewellers	Alley 2	6,000
20	Wajid	Abdul Khalil		0333-5037137	Mangal khan Garments	Eid Gah Road	25,000
21	Muhammad Imran	Muhammad Akhtar		0312-5015050	Hafiz Foods	Eid Gah Road	20000
22	Iqbal	Yar Muhammad	21103-6235140-5	0303-8121305	Pakistan Shoe's	Eid Gah Road	15,000
23	Mumtaz	Yar Muhammad		0301-8142235	Servics Shoe's	Eid Gah Road	15,000
24	Huzaifa Maqsood	Maqsood		0335-4206489	Bata Shoe's	Eid Gah Road	30,000

# Pedestrianization of Old City Commercial Area Abbottabad, KPCIP



25	Sheikh Aftab	Shiekh Muhammad Afzal	13101-2641622-3	0333-5064401	Shoail Sports Shop	Eid Gah Road	15,000
26	Haji Farooq	Abdul Rehman	13101-9235225-7	0341-5945262	Farooq Fashion	Eid Gah Road	2000
27	Shabir Ahmad	Malik Haider Zaman		0336-9916070	Nafees Shoe's	Eid Gah Road	6000
28	Ajmal Hussain	Muhammad Hussain		0333-5053379	Ajmal Cloth House	Eid Gah Road	12,000
29	Shafiullah	Khan Bahader	21105-1294395-9	0301-8000400	Khan Café store	Eid Gah Road	25,000
30	Umer Khalid	M Khalid	13101-0465708-7	0321-9813114	Arsheen Cloth Fashion Paradise	Eid Gah Road	15,000
31	Baber Sheikh	Sheikh Sohail	13101-8221036-7	0311-8515758	Sheikh Cloth	Eid Gah Road	30,000
32	Maqsood Rehman	Noor Muhammad	13101-5413411-5	0310-5033583	Maqsood Cloth	Eid Gah Road	12,000
33	Shafqat Ali	Shams Rehman	13101-6377603-9	0333-5904592	Shakir Shoes	Eid Gah Road	16,000
34	M Sultan Mehmood	Abdur Rehman	13101-1675817-5		Sultan Store	Eid Gah Road	6,000
35	M Asif	M Arshad	13101-0967868-9	0300-5617125	Grace Shoes	Eid Gah Road	13,000
36	M Nazir	Ghulam Serwar	13101-7713665-3	0301-6651246	Ajmeri Biryani Centre	Eid Gah Road	5,000
37	Raja Waqar	Raja Ishtiaq	42101-6870080-3	0347-9853083	Prince Bakery	Eid Gah Road	18,000
38	Adnan Iqbal	M Iqbal	13101-3796382-7	0334-1560292	Café Qabal Jan	Eid Gah Road	22,000
39	Faraz	Shaukat Ilahi	13101-0926615-7	0312-5004646	Madina Milk-shake Shop	Eid Gah Road	4,000
40	Yasir Azeem	Azeem Bakhsh	13101-6762374-3	0315-1582921	Shalimar Market	Eid Gah Road	8,000
41	Faisal	M Azeem	13101-4032433-1	0343-9011451	Madina Fabrics	Eid Gah Road	8,000
42	Rafiullah	Hameed	Refused to give CNIC#		Hameed Garments	Eid Gah Road	7,000
43	M Sadiq	M Muqeem		0346-9582822	Crescent Cloth	Eid Gah Road	10,000
44	M Arif	Zareen Khan	13101-1512163-3	0347-9867265	Ahmad Fabrics	Eid Gah Road	30,000
45	Faizan Javed	Tanveer Javed	13101-0585899-9	0332-8931617	Tanveer Dawakhana	Sarafa Bazar	20,000
46	Furqan Khalid	Khalid Azmat	13101-7544849-1	0301-8700990	Irfan Dawakhana	Sarafa Bazar	15000
47	Ajmal Khan	Kala Khan	13101-2721266-5	0314-9366090	Galiyat Jewellers	Sarafa Bazar	4,000
48	Abdul Salam	Khurshid Salam		0303-8028025	Khwaja Mehmood Saraf	Sarafa Bazar	4,000
49	Ibrar Arif	Muhammad Arif	13101-4990559-7	0300-5630130	M Arif Saraf	Sarafa Bazar	25,000
50	Munir Akber	Alhaj Ali Akber	13101-0865175-1	0344-9443929	Saleem Akber Saraf	Sarafa Bazar	15,000
51	M Haroon	M Yousaf	13101-0978046-3	0333-5076985	Baber Jewellers	Sarafa Bazar	30,000
52	Arsalan	Aslam		0308-5494453	Arsalan R Sehra	Sarafa	20,000

# Pedestrianization of Old City Commercial Area Abbottabad, KPCIP



						Bazar	
53	Shakeel Akber	Alhaj Ali Akber	13101-0865176-7	0992-330613	Alhaj Ali Akber & sons	Sarafa Bazar	30,000
54	Awais	M Arshad		0333-5038992	Imtiaz Jewellers	Sarafa Bazar	20,000
55	Wahid Gul	Haji Ghulam Muhammad	13101-0326882-7		Wahid Jewellers	Sarafa Bazar	15,000
56	Fawad Ghani	Abdul Ghani	13101-7084787-1		Farhat Jewellers	Sarafa Bazar	30,000
57	Rashid Mehmood	Wali Ahmad	13101-9333270-9	0321-9800001	M Naeem Saraf	Sarafa Bazar	17,000
58	Nasim Gul Awan	Ghulam Ahmad	13101-4272922-9	0321-9674079	Naseem Jewellers	Sarafa Bazar	20,000
59	Raheel Khan	Ajoon Khan	13101-6363559-1	0321-9812503	Raheel Jewellers	Sarafa Bazar	18,000
60	M Riaz	Ghulam Muhammad	13101-4461682-3	0336-5649233	M Riaz & Sons	Sarafa Bazar	18,000
61	Ghulam Rehmani	Faiz Ashad	13101-1014758-9	0992-333409	Qureshi Jewellers	Sarafa Bazar	14,000
62	M Khalil	Faiz Ashad	13101-7289362-9	0314-5013314	Qazim Jewellers	Sarafa Bazar	14,000
63	Aamir	Abdul Qayyum	13101-5148291-9	0313-5896854	Jewellers House	Sarafa Bazar	15,000
64	Zia	Khalid		0315-5560771	Khalid Jewellers	Sarafa Bazar	15,000
65	Afaq Ali	Iftikhar Hussain		0333-5037147	Bughdad Jewellers	Sarafa Bazar	15,000
66	Saifullah Naseem	Naseem	13101-7645592-9	0333-9990774	Taha Naseem Jewellers	Sarafa Bazar	16,000
67	Saqib	M Yousaf	13101-7850414-1	0334-8952144	Saqib Jewellers	Sarafa Bazar	12,000
68	Bilal Saeed	Haji M Saeed	13101-9718484-9	0333-5441102	Bilal Jewellers	Sarafa Bazar	12,000
69	Malik Asad	Malik Farid	13101-750571-5	0347-9455471	Madina Zaree	Moti Bazar	12,000
70	Tanveer	Abdul Latif	13101-9359436-7	0314-5020603	Shaheen market	Moti Bazar	13,000
71	Aamir Ali	Feroz Din		0314-9363787	Umer Cloth & Abaya Collection	Moti Bazar	55,000
72	Shehzad	M Younis		0333-5064919	Al-Faisal Jewellers	Moti Bazar	30,000
73	Junaid	Abdul Jalil	13101-8420552-7	0314-4998910	Al-Jalil Fabrics	Moti Bazar	15,000
74	Dilawar	Abdul Latif		0313-5932024	Raj Garments	Moti Bazar	5,000
75	Atiq	Saeed ur Rehman		0322-5742132	Moti Garments	Moti Bazar	5,000
76	Usman	M Sadiq	13101-1142088-9	0344-9424214	M.S. Garments	Moti Bazar	4,000
77	Zaryaab	Saif ur Rehman		0313-5057359	Nadeem Jewellers	Moti Bazar	10,000
78	Jamil	M Arshad	13101-0891186-9	0315-6222170	I.B. Garments	Moti Bazar	10,000
79	Qais Khan	Ghulam Rasool	13101-3583705-7	0315-5855548	Pappu Khan Garments	Moti Bazar	10,000
80	Naseer	Abdur Rehman	17201-6010181-9	0314-9355955	Naseer Jewellers	Moti Bazar	5000





## **Pedestrianization of Old City Commercial Area Abbottabad, KPCIP**

81	Farhan Ali	Abdul Waheed	13503-6985336-1	0333-5032928	Farhan Jewellers	Moti Bazar	10000
82	Adnan	Muhammad Javed	13101-0387628-9	0314-5020594	Master Pico	Moti Bazar	16,000
83	Faizan Ali	Abdul Waheed	13101-8340778-1	0333-5739017	Faizan Jewellers	Moti Bazar	12,000
84	Banaras Awan	M Khan		0334-9661418	Makka Garments	Moti Bazar	10,000
85	Yousaf	Haider Ali	13101-2008533-7	0334-8486384	Tayyab Sons	Main Bazar	12,000
86	Imran Qureshi	Abdul Rahim		0333-5033690	M. Rehmatullah & Medical Sons Store	Main Bazar	13,000
87	Mustafa Hassan	Fakhruddin		0312-5166651	Lazeeza Foods	Main Bazar	15,000
88	Maqbool Ahmad	Manzoor Ahmad		0321-9675263	Manzoor Cloth House	Main Bazar	25,000
89	M Almas	M Arshad		0333-3355575	Fabricano	Main Bazar	15,000
90	Naeem	Salah ud Din		0333-5059703	Rashim Cloth	Main Bazar	22,000
91	Sajid	M Ayub	13101-7144530-3	0316-4111777	Sapna Shop	Main Bazar	20,000
92	M Naseer	M Rushtam	13101-0966544-7	0316-5309548	Awan Fashion	Main Bazar	22,000
93	Zahid Saleem	M Saleem	13101-2622653-3	0312-9001999	Tahir Cloth	Main Bazar	22,000
94	Waheed Ahmad	Shaukat Saeed Ahmad		0345-5654241	Billa Cloth	Main Bazar	18,000
95	Shaukat Nawaz	Ghareeb Nawab	13101-0982329-3	0333-5056410	Ghareeb Nawab Corcrey Store	Main Bazar	15,000
96	Zahid	Wali Ahmad		0336-8106392	Saba Shoes	Main Bazar	25,000
97	Shakeel	M Mansoor		0315-7555987	New Charsadda Shoes	Main Bazar	15,000
98	Naveed	M Maqsood	13101-894592-9	0321-9821795	Kashi Collection	Main Bazar	18,000
99	Anjum Iqbal	M Iqbal	13101-3995781-7	0331-9058307	Royal Decoration	Main Bazar	26,000
100	Akash	Khurshid Ahmad		0345-9542501	Akash Shopping Centre	Main Bazar	18,000
101	Malik Banaras	Malik Kala Khan	13101-5313411-7	0346-9529993	Banaras Stationery	Main Bazar	26,000
102	Shaukat Awan	Abdul Shakoor	13101-5339107-3	0315-5455047	Al-Awan Chicken Shop	Atta Mandi	10,000
103	Nasir	M Jan		0316-5132145	Shoaib Chicken Shop	Atta Mandi	3,000
104	Nadeem Ahmad	Dost Muhammad		0335-9444875	Nadeem Foods	Atta Mandi	15,000
105	Haji Maqbool	Noor Alam		0992-336862	Haji Maqbool & Sons	Atta Mandi	20,000
106	Aftab Ahmad	M Shafi	13101-0990487-7	0312-9015577	Abdullah Medical Store	Masjid Road	3,000
107	Rashid	Zain Khan	13101-8560586-9	0314-5000506	Rashid Meat Shop	Masjid Road	6,000
108	Abdul Rashid	Mehruddin		0314-5705111	Banno Shop/Market	Masjid Road	10,000

## Pedestrianization of Old City Commercial Area Abbottabad, KPCIP




109	Umair	Abdul Hameed	13101-7835252-1	0334-8666557	Al-Samad Cosmetics Banno Market	Masjid Road	15,000
110	Haji Ghulam Haider	Abdul Qadir		0316-8831275	K-Collections	Masjid Road	18,000
111	Malik Muhammad Nawaz	Gul Zaman		0310-2885992	Gul Botique Shop	Masjid Road	12,000
112	M Sajjad	Ali Abidullah		0347-9826820	Yadgaar Collection	Masjid Road	8,000
113	Bilal Sadiq	Ajmal Ilahi		0300-5630414	Bilal Hardware & Paint Shop	Noor ud Din Bazar	25,000
114	M Jamal	Abdul Jalal	13101-8335052-7	0300-9113051	Bashid & Sons	Noor ud Din Bazar	8,000
115	Wajid	Yousaf		0314-9669666	Sialkot Hair Dresser	Noor ud Din Bazar	60,000
116	Shakeel	M Ashraf	13101-0492790-3		Shakeel Corporation	Noor ud Din Bazar	8,000
117	Ghulam Dastagir	Hassanuddin		0312-5620514	Roshanuddin Hardware	Noor ud Din Bazar	12,000
118	Ashfaq	Muhammad Din		0315-4686528	Rehmani Shop	Noor ud Din Bazar	8,000
119	Aqeel Ahmad	Fazal ur Rehman		0310-0868401	Dubai Sale Mela	Noor ud Din Bazar	35,000
120	Sultan Pasha	Mohabat Khan		0310-5045787	Karach Sale Center	Noor ud Din Bazar	35,000
121	Arshad Khan	Amir Awan	13101-3603532-3	0313-5857759	Mardan Dupatta	Alley 3	45,000
122	Nazeer Ahmad	Abdul Aziz	13101-40269177	0321-9986322	Anayat Pico	Alley 3	20,000
123	Waqas	Muhammad Aslam	13101-3193342-3	0343-1928772	Shukat Dupatta	Alley 3	15,000
124	Ibrar Ali	Abdul Wadood		0333-737777	Javid Jewellers	Alley 3	15,000
125	Osama	Muhammad Nawaz	13101-8814613-7		Pakistan Mobile	Alley 4	20,000
126	Adil	Muhammad Shafi		0345-9472888	Adil Electronics	Alley 4	10,000
127	Altaf	Arshad		0310-1871720	Saif Electronics	Alley 4	12,000
128	Robash Ali Awan	Azhar Shaheen	13101-7859522-5	0313-5844801	Robash Jewellers	Alley 1	18,000

**Annex-C: Copy of MoU with ATFA for no Claim of Compensation against Impacts on Sheds**

**ALL TRADE FEDERATION ABBOTTABAD (Regd)**

**Sardar Shah Nawaz**  
President  
All Trade Federation Abbottabad (Regd)  
Vice President  
Anjuman-e-Tajaran KPK (Regd)  
Cell # 0313-1809191




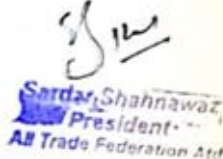
**Sajjad Khan Jadoon**  
General Secretary  
All Trade Federation Abbottabad (Regd)  
President  
Gami Adda Mall Road Abbottabad  
Cell #: 0313-5871958, 0321-9810561

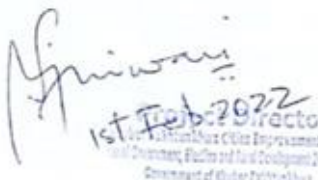
Ref No: \_\_\_\_\_ Date: 26-01-2022

On 25/01/2022, a meeting was held in the office of Administrator/TMO TMA Abbottabad regarding KPCIP Subproject namely "Pedestrianization of the Old City Commercial Areas of Abbottabad" in the presence of Rep: of KPCIP, TMO Abbottabad, All Trade Federation of Abbottabad. The Rep of KPCIP briefly described the project salient features & objectives of the meeting. Certain key issues regarding execution of project also came under consideration & after threadbare discussion following decision taken in the interest of Abbottabad & successful execution and completion of project.

- 1- All Trade Federation of Abbottabad committed to extend cooperation to the project team and contractor during implementation in pedestrianization of proposed 15 Streets.
- 2- KPCIP team will be authorized to take all such appropriate steps as deem necessary for completion of work according to approved scope.
- 3- All Trade Federation on behalf of all the shopkeepers ensured that all such cooperation will be rendered for safe removal of sign board, sheds in front of shops, access steps of shops (if any) & smooth implementation of other project related activities.
- 4- The KPCIP/Contractor will certainly ensure all the repairing/replacement of access steps, sheds & sign boards etc during the process of pedestrianization and also will have to bear all the cost relevant to the mentioned activities.
- 5- Master Plan & other relevant documents will be shared with the All Trade Federation for better understanding and strong bonding for successful implementation & completion of project.

  
SAJJAD KHAN JADOON  
General Secretary  
All Trade Federation  
Abbottabad

  
Sardar Shah Nawaz  
President  
All Trade Federation Attd

  
1st Feb 2022  
Director  
National Urbanization Policy Implementation Project  
National Urbanization Policy and Land Development Department  
Government of Khyber Pakhtunkhwa

Head Office: 202, Iqbal Shopping Complex, Mall Road, Abbottabad  
Phone #: 0992-331111 Email: alltradefederation@gmail.com



**Annex-D: Copy of Shopkeeper's Individual Consent for no Claim of Compensation for Impacts on Sheds**

1

**VOLUNTEER CONSENT OF OWNERS OF SHOP'S EXTENDED STRUCTURES (SHEDS)**

Reference to the Consultation Meeting with members of All Trade Federation of Abbottabad, KPCIP team & TMO at TMA office held on Wednesday 26<sup>th</sup> January, 2022. The following table depicts the individual consent of owners of shops for no claim (at any stage of the project) against safe removal of their extended sheds right before the commencement of project implementation phase. The consent was voluntarily offered once the members of All Trade Federation of Abbottabad and shop-owners comprehended during the consultation meetings conducted from 5<sup>th</sup> to 31<sup>st</sup> January, 2022 that the project has the improved proposed provisions of alternate uniform extended structures (sheds) and uniform signages etc for all shops in the project streets.

S.#	Name of owner of extended Shed/ structure	Father Name	CNIC#	Contact#	Shop Name/ Type of Business	Location/ Street Name	Signature/ Thumb Impression (as consent of no claim for removal of shop's shed)
1	Shaukat Ali	Gul Hassan	13101-5269712-1	0300-5622230	New Variety Shoes	Gurdwara Street	Shaukat Ali
2	Shaukat Rehman	Fazal Rehman	13101-0972737-7	0316-5252012	Shaukat Shoes	Gurdwara Street	Shaukat Rehman
3	Nauman	Not available at the time of survey	13101-4021876-3	0315-5085519	Naumani Shoes	Gurdwara Street	Nauman
4	Liaqat Hussain	M Ibrahim	13101-0895340-1	0333-5034024	Al-Abid garments	Gurdwara Street	Liaqat Hussain
5	Taj Wali	Yar Muhammad	21103-8439509-9	0303-5751552	Mohsin Tuck Shop	Gurdwara Street	Taj Wali
6	Muhammad Atif	Abid Rehman	13101-0915206-9	0345-9592771	Atif Shoes	Gurdwara Street	Muhammad Atif
7	Sher Agah (Afghani)	M Gul Khan	PoR# CUC-Isu112175	0322-9910254	Fruit shop (3 shops)	Gurdwara Street	Sher Agah

①



# Pedestrianization of Old City Commercial Area Abbottabad, KPCIP



2

8	Haji ayaz	haji muhammad aslam	13101-8833011-1	0345-9559795	anayat shoes	Gurdwara Street	Homad
9	<del>Makram Ameer</del> Kaka	<del>M-USMAN</del> muquram habib	<del>13101-6493659-9</del>	0300-5331541	kaka meat shop	Gurdwara Street	ککا
10	Ali Shehzad	Ghulam Akbar	136302-3155731-7	0301-8176720	Baba Pakwan Shop	Alley 5	آلی
11	Muhammad Fayyaz	Safdar Khan	13101-4201958-3	0311-5389523	Fayaz Fish Shop	Alley 5	فایز
12	Mehtab Ahmad	Wali daad	13101-7902196-3	0345-9588414	Aftab Sweets Palace	Alley 5	Mehtab Ahmad
13	Zulqarnain	Haji Muhammad Bota	<del>34303-7327121-9</del>	0346-5265236	Sialkot Hair Dresser	Alley 5	آسر
14	Shoab Iqbal	Muhammad Iqbal	<del>13101-9124029-1</del>	0346-9577005	Iqbal Sweets Palace	Alley 5	Shoab
15	Kukab Hafeez	Hafeez Rehman	13101-0840029-5	0321-9848315	Abdul Rafi Jewellery	Alley 2	کوکاب
16	Rashid	M Azam	13101-6341612-1	0341-9064553	<del>آسان آوان</del> Ahsan Awan Jewellery	Alley 2	آسان آوان
17	Khaista Khan	Ayat Khan	13101-9852255-7	0342-5385140	Karachi Abaya Centre	Alley 2	کھایستا خان
18	Zulqarnain	Amjid Farooq	<del>13101-8370632-5</del>	0311-5565252	Mehmood Jewellery	Alley 2	محمود

(2)

# Pedestrianization of Old City Commercial Area Abbottabad, KPCIP



3

19	Nazar	Akber Khan		0315-5003000	Nazer Jewellers	Alley 2	انٹاری ہیں
20	Wajid	Abdul Khalil	13101-0841426-5	0333-5037137	Mangal khan Garments	سین بازار Eid Gah Road	Wajid.
21	Muhammad Imran	Muhammad Akhtar	13101-2294262-5	0312-5015050	Hafiz Foods	Main Bazar Eid Gah Road	
22	Iqbal	Yar Muhammad	21103-6235140-5	0303-8121305	Pakistan Shoe's	سین بازار Eid Gah Road	
23	Mumtaz	Yar Muhammad ZAR	1350306809947	0301-8142235	Servics Shoe's	سین بازار Eid Gah Road	
24	Huzaifa Maqsood	Maqsood	13101-0313390-9	0335-4206489	Bata Shoe's	Eid Gah Road	
25	Sheikh Aftab	Shiekh Muhammad Afzal	13101-2641622-3	0333-5064401	Shoail Sports Shop	Eid Gah Road	
26	Haji Farooq	Abdul Rehman	13101-9235225-7	0341-5945262	Farooq Fashion	Eid Gah Road	A-BID
27	Shabir Ahmad	Malik Haider Zaman	13101-2132644-1	0336-9916070	Nafees Shoe's	Eid Gah Road	M-S-A
28	Ajmal Hussain	Muhammad Hussain	<del>13101-3762025-9</del>	0333-5053379	Ajmal Cloth House	Eid Gah Road	Ajmal Hussain

3



# Pedestrianization of Old City Commercial Area Abbottabad, KPCIP



4

29	Shafiullah	Khan Bahader	21105-1294395-9	0301-8000400	خوری Khan Gafé store	Eid Gah Road	شفیع اللہ
30	Umer Khalid Umer Khalid	M. Khalid M. Khalid	13101-0465708-7	0321-9813114	Arsheen Cloth Fashion Paradise	Eid Gah Road	Umer
31	Baber Sheikh	Sheikh Sohail	13101-8221036-7	0311-8515758	Sheikh Cloth	Eid Gah Road	Sheikh
32	Maqsood Rehman	Noor Muhammad	13101-5413411-5	0310-5033583	Maqsood Cloth	Eid Gah Road	Maqsood
33	Shafqat Ali	Shams Rehman	13101-6377603-9	0333-5904592	Shakir Shoes	Eid Gah Road	Shakir
34	M Sultan Mehmood	Abdur Rehman	13101-1675817-5	0323-9830527	Sultan Store	Eid Gah Road	Sultan
35	M Asif	M Arshad	13101-0967868-9	0300-5617125	Grace Shoes	مین بازار Eid Gah Road	Arshad
36	M Nazir	Ghulam Serwar	13101-7713665-3	0301-6651246	Ajmeri Biryani Centre	Eid Gah Road	Ajmeri
37	Raja Waqar	Raja Ishtiaq	42101-6870080-3	0347-9853083	Prince Bakery	Eid Gah Road	Prince
38	Adnan Iqbal	M Iqbal	13101-3796382-7	0334-1560292	Café Qabal Jan	Eid Gah Road	Qabal

5



# Pedestrianization of Old City Commercial Area Abbottabad, KPCIP



39	Faraz	Shaukat Ilahi	13101-0926615-7	0312-5004646	Madina Milk-shake Shop	Eid Gah Road	5
40	Yasir Azeem	Azeem Bakhsh	13101-6762374-3	0315-1582921	Shalimar Market	Eid Gah Road	
41	Faisal	M Azeem	13101-4032433-1	0343-9011451	Madina Fabrics	Eid Gah Road	
42	Rafiullah شفیق الرحمہ	Hameed	21105-7053688-3 Refused to give CNIC# ↑	03000822960	Hameed Garments	Eid Gah Road	
43	M Sadiq محمد صدیق	M Muqeem محمد مکین		0346-9582822	Crescent Cloth	Eid Gah Road	
44	M Arif	Zareen Khan	13101-1512163-3	0347-9867265	Ahmad Fabrics	Eid Gah Road	
45	Faizan Javed	Tanveer Javed	13101-0585899-9	0332-8931617	Tanveer Dawakhana	Sarafa Bazar	
46	Furqan Khalid	Khalid Azmat	13101-7544849-1	0301-8700990	Irfan Dawakhana	Sarafa Bazar	
47	Ajmal Khan	Kala Khan	13101-2721266-5	0314-9366090	Galiyat Jewellers	Sarafa Bazar	
48	Abdul Salam	Khurshid Salam		0303-8028025	Khwaja Mehmood Saraf	Sarafa Bazar	
49	Ibrar Arif	Muhammad Arif	13101-4990559-7	0300-5630130	M Arif Saraf	Sarafa Bazar	

# **Pedestrianization of Old City Commercial Area Abbottabad, KPCIP**



6

50	Munir Akber	Alhaj Ali Akber	13101-0865175-1	0344-9443929	Saleem Akber Saraf	Sarafa Bazar	
51	M Haroon	M Yousaf	13101-0978046-3	0333-5076985	Baber Jewellers	Sarafa Bazar	
52	Arsalan <i>ASLAM</i>	Astam <i>Noor Allahi</i>	<i>13101-42472543</i>	0308-5494453	<i>ASLAM</i> Arsalan R Sehra	Sarafa Bazar	
53	<i>SALEEM</i> Shakeel Akbgr	Alhaj Ali Akber	13101-0865176-7	0992-330613	Alhaj Ali Akber & sons	Sarafa Bazar	
54	Awais	M Arshad		0333-5038992	Imtiaz Jewellers	Sarafa Bazar	
55	Wahid Gul	Haji Ghulam Muhammad	13101-0326882-7		Wahid Jewellers	Sarafa Bazar	
56	Fawad Ghani	Abdul Ghani	13101-7084787-1	<i>0992-332848</i>	<i>Fayazat</i> Fayazat Jewellers	Sarafa Bazar	
57	Rashid Mehmood	Wali Ahmad	13101-9333270-9	0321-9800001	M Naeem Saraf	Sarafa Bazar	
58	Nasim Gul Awan	Ghulam Ahmad	<i>13101-4272292-9</i> <i>131014272292-9</i>	0321-9674071	Naseem Jewellers	Sarafa Bazar	
59	Raheel Khan	Ajoon Khan	13101-6363559-1	0321-9812503	Raheel Jewellers	Sarafa Bazar	

6

# Pedestrianization of Old City Commercial Area Abbottabad, KPCIP



7

60	M Riaz	Ghulam Muhammad	13101-4461682-3	0336-5649233	M Riaz & Sons	Sarafa Bazar	
61	<i>Rabbani</i> Ghulam Rehmani	<i>AHMED</i> Faiz Ashad	13101-1014758-9	0992-333409	Qureshi Jewellers	Sarafa Bazar	<i>Qureshi</i>
62	<i>SALEEM</i> M. Khalid <i>Mohammad</i>	<i>QURESHI</i> Faiz Ashad <i>AHMED</i>	13101-7289362-9	0314-5013314	<i>K</i> Qazim Jewellers	Sarafa Bazar	<i>M. J.</i>
63	Aamir	Abdul Qayyum	13101-5148291-9	0313-5896854	<i>Khalid Jew</i> Jewellers House	Sarafa Bazar	<i>Khalid</i>
64	Zia	Khalid	<i>13101-3143212-5</i>	0315-5560771	Khalid Jewellers	Sarafa Bazar	<i>Zia</i>
65	Afaq Ali	Iftikhar Hussain		0333-5037147	Bughdad Jewellers	Sarafa Bazar	<i>I. J.</i>
66	Saifullah Naseem	Naseem <i>Gul Awan</i>	13101-7645592-9	0333-9990774	Taha Naseem Jewellers	Sarafa Bazar	<i>Taha</i>
67	Saqib	M Yousaf	13101-7850414-1	0334-8952144	Saqib Jewellers	Sarafa Bazar	<i>Saqib</i>
68	Bilal Saeed	Haji M Saeed	13101-9718484-9	0333-5441102	Bilal Jewellers	Sarafa Bazar	<i>B. Saeed</i>
69	Malik Asad	Malik Farid	13101-750571-5	0347-9455471	Madina Zaree	Moti Bazar	<i>Alaism</i>
70	Tanveer	Abdul Latif	13101-9359436-7	0314-5020603	Shaheen market	Moti Bazar	<i>Tanveer</i>

(7)



# Pedestrianization of Old City Commercial Area Abbottabad, KPCIP



8

71	Aamir Ali	Feroz Din		0314-9363787	Huma Umer Cloth & Abaya Collection	Moti Bazar	
72	Shehzad	M Younis		0333-5064919	Al-Faisal Jewellers	Moti Bazar	
73	Junaid	Abdul Jalil	13101-8420552-7	0314-4998910	Al-Jalil Fabrics	Moti Bazar	 انعام الحق جہا
74	Dilawar	Abdul Latif		0313-5932024	Raja Raj Garments	Moti Bazar	
75	Atiq	Saeed ur Rehman		0322-5742132	Moti Garments	Moti Bazar	
76	Usman	M Sadiq Siddique	13101-1142088-9	0344-9424214	M.S. Garments	Moti Bazar	
77	Zaryaab	Saif ur Rehman	131017635889	0313-5057359	Nadeem Jewellers	Moti Bazar	 ذریاب امر حیات
78	Jamil	M Arshad	13101-0891186-9	0315-6222170	I.B. Garments	Moti Bazar	
79	Qais Khan	Ghulam Rasool	13101-3583705-7	0315-5855548	Pappu Khan Garments	Moti Bazar	 جاسم جہا
80	Naseer	Abdur Rehman	17201-6010181-9	0314-9355955	Naseer Jewellers	Moti Bazar	
81	Farhan Ali	Abdul Waheed	13503-6985336-1	0333-5032928	Farhan Jewellers	Moti Bazar	

8

# Pedestrianization of Old City Commercial Area Abbottabad, KPCIP



							9
82	Adnan	Muhammad Javed	13101-0387628-9	0314-5020594	Master Pico	Moti Bazar	Adnan
83	Faizan Ali	Abdul Waheed	13101-8340778-1	0333-5739017	Faizan Jewellers	Moti Bazar	Faizan
84	Banaras Awan	M Khan	13101-0998477-3	0334-9661418	Makka Garments	Moti Bazar	Ban
85	Yousaf	Haider Ali	13101-2008533-7	0334-8486384	Tayyab Sons	Main Bazar	Yousaf
86	Imran Qureshi	Abdul Rahim	13101-6568899-7	0333-5033690	M. Rehmatullah & Medical Sons Store	Main Bazar	Imran
87	Mustafa Hassan	Fakhruddin		0312-5166651	Lazeeza Foods	Main Bazar	Mustafa
88	Maqbool Ahmad	Manzoor Ahmad		0321-9675263	Manzoor Cloth House	Main Bazar	Maqbool
89	M Almas	ASHRAF M. Ashraf	82203-1178085-7	0333-3355575	Fabricano FABRIND	Main Bazar	M. Almas
90	Naeem	Salah ud Din		0333-5059703	Rashim Cloth	Main Bazar	Naeem
91	Sajid	M Ayub	13101-7144530-3	0316-4111777	Sapna Shop	Main Bazar	Sajid





10

92	M Nazeer	M Rushtam	13101-0966544-7	0316-5309548	Awan Fashion	Main Bazar	وفاقی بھائی
93	Zahid Saleem	M Saleem	13101-2622653-3	0312-9001999	Tahir Cloth	Main Bazar	طایر بھائی
94	Waheed Ahmad	Shaukat Saeed Ahmad		0345-5654241	Billa Cloth	Main Bazar	بھائی
95	Shaukat Nawaz	Ghareeb Nawab	13101-0982329-3	0333-505 <sup>5</sup> 410	Ghareeb Nawab <sup>2</sup> Corcrey Store	Main Bazar	بھائی
96	Zahid	Wali Ahmad	13101-0461559-7	0336-8106392	Saba Shoes	Main Bazar	بھائی
97	<del>YASIR</del> Shakeel	<del>M Mansoor</del> MISKEEN M Mansoor	13101-9942852-5	0315-7555987	New Charsadda Shoes	Main Bazar	بھائی
98	Naveed	<del>M Maqsood</del> MISKEEN M Maqsood	13101-894592-9	0321-9821795	Kashi Collection	Main Bazar	کاشی علی بھائی
99	Anjum Iqbal	M Iqbal	13101-3995781-7	0331-9058307	Royal Decoration	Main Bazar	بھائی
100	Akash	Khurshid Ahmad	13101-5502352-9	0345-9542501	Akash Shoping Centre	Main Bazar	بھائی
101	Malik Banaras	Malik Kala Khan	13101-5313411-7	0346-9529993	Banaras Stationery	Main Bazar	بھائی

10



11

02	Shaukat Awan	Abdul Shakoor	13101-5339107-3	0315-5455047	Al-Awan Chicken Shop	Atta Mandi	Sul.
103	Nasir	M Jan	13101-0144157-5	0316-5132145	Shoaib Chicken Shop	Atta Mandi	Ahmad
104	Nadeem Ahmad	Dost Muhammad	Cu 10531927601	0335-9444875	Nadeem Foods	Atta Mandi	Nadeem
105	Haji Maqbool	Noor Alam	13101-9259179-3	0992-336862	Haji Maqbool & Sons	Atta Mandi	Maqbool
106	Aftab Ahmad	M Shafi	13101-0990487-7	0312-9015577	Abdullah Medical Store	Masjid Road	Abdullah
107	Rashid	Zain Khan	13101-8560586-9	0314-5000506	Rashid Meat Shop	Masjid Road	Rashid
108	Abdul Rashid	Mehruddin		0314-5705111	Banno Shop/Market	Masjid Road	Banno
109	Umair	Abdul Hameed	13101-7535252-1	0334-8666557	Al-Samad Cosmetics Banno Market	Masjid Road	Al-Samad
110	Haji Ghulam Haider	Abdul Qadir	13101-0725803-5	0316-8831275	K-Collections	Masjid Road	K-Collections





12

111	Malik Muhammad Nawaz	Gul Zaman		0310-2885992	Gul Botique Shop	Masjid Road	
112	M Sajjad	AFSAR Ali Abidullah		0347-9826820	Yadgaar Collection	Masjid Road	
113	<i>siddique</i> Bilal Sadiq	AZMAT ELLahi Ajmal Ilahi	13101-0228729-5	0300-5630414	Bilal Hardware & Paint Shop	Noor ud Din Bazar	
114	M Jamal	Abdul Jalil	13101-8335052-7	0300-9113051	Bashir & Sons	Noor ud Din Bazar	
115	Wajid	Yousaf		0314-9669666	Sialkot Hair Dresser	Noor ud Din Bazar	
116	Shakeel	M Ashraf	13101-0492790-3	0342-5050006	Shakeel Corporation	Noor ud Din Bazar	
117	<i>Arslan Ahmad</i> Ghulam Dastagir	Hassanuddin	13101 91487775	0312-5620514	Roshanuddin Hardware	Noor ud Din Bazar	
118	<i>M. ARIF</i> Ashfaq	Muhammad Din	131010-345956-3	0315-4686528	Rehmani Shop	Noor ud Din Bazar	
119	Aqeel Ahmad	Fazal ur Rehman	13101-4602809-9	0310-0868401	Dubai Sale Mela	Noor ud Din Bazar	

12

# Pedestrianization of Old City Commercial Area Abbottabad, KPCIP



13

120	Sultan Pasha	Mohabat Khan	13101-0894943-7	0310-5045787	Karach Sale Center	Noor ud Din Bazar	
121	Arshad Khan	Amir Aman	13101-3603532-3	0313-5857759	Mardan Dupatta	Alley 3	
122	Nazeer Ahmad	Abdul Aziz	13101-40269177	0321-9986322	URGENT Anayat Pico	Alley 3	
123	Waqas	Muhammad Aslam	13101-3193342-3	0343-1928772	Shukat Dupatta	Alley 3	
124	Ibrar Ali	Abdul Wadood	13101-0993136-7	0333-737777	Jawad Javid Jewellers	Alley 3	
125	Osama	Muhammad Nawaz	13101-8814613-7	0313-5971186	Pakistan Mobile	Alley 4	
126	Adil	Muhammad Shafi		0345-9472888	Adil Electronics	Alley 4	
127	MAZHAR ALI Altaf	Arshad	13101-0860061-1	0310-1871720	Saif Electronics	Alley 4	
128	Robash Ali Awan	Azhar Shaheen	13101-7859522-5	0313-5844801	Robash Jewellers	Alley 1	

13



## Annex-E: Notification of Formation of GRC



**GOVERNMENT OF KHYBER PAKHTUNKHWA**  
**PROJECT MANAGEMENT UNIT**  
**KHYBER PAKHTUNKHWA CITIES IMPROVEMENT PROJECT**  
**LOCAL GOVERNMENT, ELECTIONS &**  
**RURAL DEVELOPMENT DEPARTMENT, PESHAWAR**

Ground Floor, Afzal Apartments, Jamrud Road, Phase-3 Chowk, Hayatabad  
Peshawar, ☎ +92 91 5854555 ✉ pdkpcip@gmail.com



No: LGE&RD/KPCIP/2021/ 523 -549

Dated: 16 June 2021

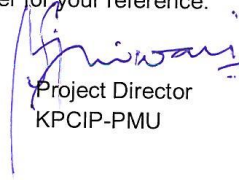
To

The Deputy Commissioner

1. Abbottabad
2. Kohat
3. Mardan
4. Swat
5. Peshawar


**SUBJECT: NOTIFICATION OF GRIEVANCES REDRESSAL COMMITTEES FOR**  
**KPCIP SUB-PROJECTS**

The competent authority is pleased to notify the Grievances Redressal Committee (GRC) at field level for the 05 Cities namely Abbottabad, Kohat, Mardan, Mingora (Swat), and Peshawar under Khyber Pakhtunkhwa Cities Improvement Project (KPCIP). Official notification of the GRC is attached with this letter for your reference.

  
Project Director  
KPCIP-PMU

Copy to:

- PS to Secretary LGE&RDD – for information
- PS to Sp. Secretary LGE&RDD
- Project Coordinator (PMU)
- PA to The Concerned Assistant Commissioner
- City Manager(CIU) Concerned WSSC/TMA/PDA (Peshawar)
- M&E Specialist
- Resettlement Expert
- Social Safeguard Expert
- Gender Expert
- Environmental Expert
- Concerned Tehsildar District/ Tehsil
- Rep of AC office (Concerned Patwari)
- Public Representative (Councilor/Nazim/Naib Nazim)
- Sardar/Malik of Concerned Locality
- Concerned RE
- File

  
Project Director  
KPCIP-PMU



## TIER 1



**GOVERNMENT OF KHYBER PAKHTUNKHWA  
PROJECT MANAGEMENT UNIT  
KHYBER PAKHTUNKHWA CITIES IMPROVEMENT PROJECT  
LOCAL GOVERNMENT ELECTIONS AND RURAL  
DEVELOPMENT DEPARTMENT**



Ground Floor, Afzal Apartments, Jamrud Road, Phase-3 Chowk, Hayatabad Peshawar  
+92 91 58545 pdkpcip@gmail.com

### COMMITTEE NOTIFICATION

**Grievances Redressal Committee at Field Level for all cities (Peshawar, Mardan, Mingora, Kohat, and Abbottabad) involved all sub-projects under KPCIP (1<sup>st</sup> Tier)**

Proposed composition of the GRC at Field level is as follows:

Sr. No.	OFFICIAL DESIGNATION	COMMITTEE DESIGNATION
1	Concerned Assistant Commissioner	Chairman
2	City Manager(CIU) Concerned WSSC/TMA/ PDA (Peshawar)	Secretary
3	Resettlement Expert	Member
4	Gender Expert	Member
5	Environmental Expert	Member
6	Rep of AC office (Concerned Patwari)	Member
7	Public Representative (Councilor/Nazim/Naib Nazim)	Member
8	Sardar/Malik of Concerned Locality	Member

#### ***TOR Grievances Redressal Committee:***

- This GRC will work closely with the Communities and CIU at field level
- To receive and facilitate the application and grievances of Affected/ displaced persons.
- To explain how the procedures are accessible to DPs.
- The committee will give resolution of the dispute within 10 days of complaint registration.
- To inform the displaced persons of their rights and of the procedures for addressing complaints whether verbally or in writing during consultation, survey, and time of compensation.
- To inform the DPs that they can register their complaints in the register placed at CIU (WSSC/TMA & PDA) office, (Abbottabad, Kohat, Mardan, Mingora and Peshawar), PMU office and Contractor Office at site.
- To enter the complaint on community complaint register (CCR) consisting the minimum information of name and address of complainer, description of complaint, action taken, status of resolution of complaints and other necessary information/ record and reasons in case the issue is not satisfactorily resolved.



**GOVERNMENT OF KHYBER PAKHTUNKHWA  
PROJECT MANAGEMENT UNIT  
KHYBER PAKHTUNKHWA CITIES IMPROVEMENT PROJECT  
LOCAL GOVERNMENT ELECTIONS AND RURAL  
DEVELOPMENT DEPARTMENT**



Ground Floor, Afzal Apartments, Jamrud Road, Phase-3 Chowk, Hayatabad Peshawar  
+92 91 58545 pdkpcip@gmail.com

- viii. Proper consideration will be given to avoid the grievances rather than going through a redress process.
- ix. To ensuring full participation and consultation with the DPs/general public and by establishing extensive communication and coordination between the community and PMU.
- x. To inform the displaced persons about GRC and mechanism by pasting the information at prominent places. Names and contact numbers of the members of the GRC members and will be disseminated to DPs through information brochures.
- xi. The issues/ community concerns relating to the land will be addressed by the revenue department (LAC)/ and or can be referred to GRC, while issues other than land will be directly addressed by the CIU/PMU (through concerned department) and can be placed with GRC at project level to resolve the community issues.
- xii. Inform the DPs on the status of resolution of their complaints and the way forward.
- xiii. Documentation and collection of all investigations including field visits, consultation with the DPs and audio-visual evidence.
- xiv. Preparation of a final report with recommendations and solutions and submission of the same to PD PMU.

Note: The Chair may co-opt any other member(s) if it considers appropriate.

  
**PROJECT DIRECTOR (KPCIP)  
LGE&RD DEPARTMENT**

**C.C:-**

A copy is forwarded for information and further necessary action to:-

1. Project Coordinator, PMU, KPCIP
2. M&E Specialist, PMU, KPCIP
3. Head CIU, Concerned City
4. PA to The Concerned Deputy Commissioner
5. PA to The Concerned Assistant Commissioner
6. All Members of Committee
7. Office file



## TIER 2



**GOVERNMENT OF KHYBER PAKHTUNKHWA  
PROJECT MANAGEMENT UNIT  
KHYBER PAKHTUNKHWA CITIES IMPROVEMENT PROJECT  
LOCAL GOVERNMENT ELECTIONS AND RURAL  
DEVELOPMENT DEPARTMENT**



Ground Floor, Afzal Apartments, Jamrud Road, Phase-3 Chowk, Hayatabad Peshawar  
+92 91 585455 pdkpcip@gmail.com

### COMMITTEE NOTIFICATION

**Grievances Redressal Committee at Deputy Commissioner Office Level, (Peshawar, Abbottabad, Kohat, Mardan, & Mingora) (2nd Tier)**

In case of dissatisfaction of the DP, his complaint will be referred by GRC to second level of GRC within 07 days after communication of decision by the GRC of 1<sup>st</sup> tier.

Proposed composition of the GRC at Deputy Commissioner level is as follows:

Sr.No.	OFFICIAL DESIGNATION	COMMITTEE DESIGNATION
1.	Deputy Commissioner	Chairman
2.	Project Coordinator (PMU)	Secretary
3.	Assistant commissioner/LAC	Member
4.	Head CIU/City Manager (concerned city)	Member
5.	Resettlement Expert(PMU)	Member
6.	Gender Specialist (PMU)	Member
7.	Environment Specialist (PMU)	Member
8.	Concerned Tehsildar District/Tehsil	Member
9.	Others (Concerned Department Rep of District Administration)	Member
10.	Rep of DP's/Sardar/Malik	Member
11.	Concerned RE to be notified	Member

***TORs of Grievances Redressal Committee:***

- The PMU will acknowledge the complainant,
- Will scrutinize the record of the GRC,
- Work closely with CIU and GRC at field level.
- Investigate the remedies available and request the complainant to produce any record in favour of the claim. After thorough review and scrutiny of the available record on complaint,
- Visit the field and collect additional information and hear the complainant if required.
- Once the investigations are completed the PMU shall forward recommendations through Project Director (PD) PMU to the CIU headed by City manager for implementation and



**GOVERNMENT OF KHYBER PAKHTUNKHWA  
PROJECT MANAGEMENT UNIT  
KHYBER PAKHTUNKHWA CITIES IMPROVEMENT PROJECT  
LOCAL GOVERNMENT ELECTIONS AND RURAL  
DEVELOPMENT DEPARTMENT**



Ground Floor, Afzal Apartments, Jamrud Road, Phase-3 Chowk, Hayatabad Peshawar  
+92 91 58545 pdkpcip@gmail.com

- vii. Communicate to the complainant accordingly within 21 days of receipt of the complaint regarding the status and the proposed solutions to address the complaints.
- viii. To facilitate the Affected/ displaced persons to appeal against any decision, practice or activity arising from land or other assets compensation.
- ix. Closure of the complaint process: upon implementation of GRC decision, the GRC with consultation of complainant recorded and signed-off by the complainant and Project GRC will close the complaint in register after approval by the PD PMU.

Note: The Chair may co-opt any other member(s) if it considers appropriate.

\_\_sd\_\_

**Secretary  
LGE&RD DEPARTMENT**

**C.C:-**

A copy is forwarded for information and further necessary action to:-

1. Project Director, PMU KPCIP
2. City Manager, CIU Concerned
3. M & E, PMU, KPCIP
4. PA to Concerned Deputy Commissioner
5. PA to concerned Assistant Commissioner
6. All Members of Committee
7. Office File





## TIER 3



**GOVERNMENT OF KHYBER PAKHTUNKHWA  
PROJECT MANAGEMENT UNIT  
KHYBER PAKHTUNKHWA CITIES IMPROVEMENT PROJECT  
LOCAL GOVERNMENT ELECTIONS AND RURAL  
DEVELOPMENT DEPARTMENT**



Ground Floor, Afzal Apartments, Jamrud Road, Phase-3 Chowk, Hayatabad Peshawar  
+92 91 585455 pdkpcip@gmail.com

### COMMITTEE NOTIFICATION

**Grievances Redressal Committee at Local Government Election and Rural Development Department (LGE&RD) Level(3rd Tier)**

Proposed composition of the GRC at Local Government Election and Rural Development Department Level as follows:

Sr.No.	OFFICIAL DESIGNATION	COMMITTEE DESIGNATION
1	Special Secretary LGE&RD	Chairman
2	PD, KPCIP	Secretary
3	Deputy Commissioner of concerned district	Member
4	City Manager, CIU (PDA, TMA & WSSC), KPCIP	Member
5	M&E Specialist, KPCIP	Member
6	Resettlement Specialist, KPCIP	Member
7	Social Safeguard Specialist, KPCIP	Member
8	Gender Specialist, KPCIP	Member
9	Environment Specialist, KPCIP	Member
10	Representative of Concerned department	Member

***TORs of Grievances Redressal Committee:***

This GRC-3rd tier, through authorized representative, will acknowledge the complainant about his complaint, scrutinize the record of the GRC, investigate the remedies available and request the complainant to produce any record in favor of his claim. Once the investigations are completed, the GRC-HQ shall give decision within 21 days of receipt of the complaint. If the complainant is still dissatisfied with the decision, he can go to the court of law, if he/she wishes so

- This GRC, through authorized representative, will acknowledge the complainant about his complaint,
- PMU to facilitate the DP in resolving the grievance to the extent possible.
- Project Director who will then organize a special meeting to address the problem and identify a solution
- Scrutinize the records, investigate the remedies available and request the complainant to produce any record in favour of his claim (if required).



**GOVERNMENT OF KHYBER PAKHTUNKHWA  
PROJECT MANAGEMENT UNIT  
KHYBER PAKHTUNKHWA CITIES IMPROVEMENT PROJECT  
LOCAL GOVERNMENT ELECTIONS AND RURAL  
DEVELOPMENT DEPARTMENT**



Ground Floor, Afzal Apartments, Jamrud Road, Phase-3 Chowk, Hayatabad Peshawar  
+92 91 585455 pdkpcip@gmail.com

- v. The GRC may plan the field visit and collect additional information, (if required). The committee after thorough review and based on the field visit identify responsibilities and an action plan.
- vi. Once the investigations are completed the PMU shall forward recommendations through Project Director (PD) PMU to the CIU headed by City manager for implementation and
- vii. Communicate to the complainant accordingly regarding the status and the proposed solutions to address the complaints. The agreed action thus determined should be implemented within seven working days (if additional time is needed to implement the corrective action, it should be discussed and decided during the meeting).
- viii. In case, the grievance redressal system does not satisfy the Affected/ displaced persons, then they can pursue further by submitting their case to the appropriate court of law as per the process set out in Section 18 to 22 of the LAA 1894.
- ix. In such cases, the PMU will also inform the Bank Team of persistent problems and/or where solutions need to be found at higher levels of government.
- x. To facilitate the Affected/ displaced persons to appeal against any decision, practice or activity arising from land or other assets compensation.

Note: The Chair may co-opt any other member(s) if it considers appropriate.

**Issuing Authority**

**C.c:-**



**Annex-F: Questionnaires Forms**

**Khyber Pakhtunkhwa Cities Improvement Project (KP-CIP)**  
Local Government KP

Resettlement Plan

**SOCIO-ECONOMIC SURVEY OF THE DISPLACED PERSONS**

**A. IDENTIFICATION**

Sr. No. \_\_\_\_\_ Date: \_\_\_\_\_  
Interviewer: \_\_\_\_\_ Name of  
Respondent/DP: \_\_\_\_\_  
S/o: \_\_\_\_\_ Caste: \_\_\_\_\_  
Union Council: \_\_\_\_\_ Location: \_\_\_\_\_  
Residential Address: \_\_\_\_\_ Cell No: \_\_\_\_\_  
Age: \_\_\_\_\_ years Marital Status: \_\_\_\_\_  
Education: \_\_\_\_\_ Profession: \_\_\_\_\_  
Category of DP: \_\_\_\_\_ DP-ID: \_\_\_\_\_

**B. Household / Family Profile of the Displaced Persons**

Sr. No.	Name	Relationship with House.Head	Age	Marital Status	Education	Occupation/Income Status				Total Monthly Income (PKR)
						Major		Minor		
						Occupation	Income Monthly (Rs)	Occupation	Income Monthly (Rs)	
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										
11										
12										



13									
----	--	--	--	--	--	--	--	--	--

**Q.1.**How much is your landholding? \_\_\_\_\_ Acres

**Q.1.1:** How much is located in the project area: \_\_\_\_\_ Acres and  
how much is outside the project area: \_\_\_\_\_ acres

**Land Utilization**

Land	Acre	Kanal	Marla
Total Area owned			
Total Cultivated Area			
Area Under Rabi( winter) Crops			
Area Under Kharif (summer) Crops			
Uncultivated Area			
Waste land			
Area Under Farm Houses			
Barren Land			

**Q.2.**How much is your average H.H. monthly expenditure? PKR \_\_\_\_\_

**Q.3.** What is type of your family system? 1. Joint 2. Nuclear

**C. HOUSING/ HOUSEHOLD ITEMS**

**Q.4.** What is type of your household structure?

1. Pucca 2. Semi Pucca 3. Kacha

**Q.5.** What is the type of ownership of your house?

1. Owned 2. Rented 3. Any other: \_\_\_\_\_

**Q.6.** Possession of Household Items?

Sr. No.	Household Item	Yes/No	Sr. No.	Household Item	Yes/No
	Television			Truck	
	Refrigerator			Motorcycle	
	Computer			Rickshaw	
	Smart phone			Other	
	DVD player				
	Electric cooker				
	Washing machine				
	Electric fan				
	Iron				
	Misc. items				



	Car/jeep				
--	----------	--	--	--	--

**D. LIVESTOCK POSSESSION**

**Q.7.** Details about Livestock

Sr. No.	Household Item	Yes/ No
1	Cow	
2	Buffalo	
3	Sheep	
4	Chicks	
5	Goats	
6	Other	

**E. DRINKING WATER**

**Q.8.**What is the source of drinking water?

1. Municipal Tap Water                      2. Hand Pump                      3. Water carrier  
4. Any Other: \_\_\_\_\_

**Q.9.** Are you satisfied with quantity and quality of drinking water?

1. Satisfied                      2. Not Satisfied

If Not, Then what are the reasons\_\_\_\_\_?

**F. FUEL SOURCES FOR COOKING**

**Q.10.**What are the sources of fuel for cooking purpose?

1. Sui gas                      2. Gas cylinder                      3. Coal/ wood

**G. COMMUNICATION SYSTEM**

**Q.11.** What do you use as source of communication system?

1. Mobile Phone                      2. Both Mobile Phone & Landline                      3. No Phone  
4. Internet

**H. SOLID WASTE**

**Q.12.** Is there any collection system of solid waste in your community?

1. Collected by the government                      2. No collection service                      3. Society own collection system



**I. EDUCATIONAL FACILITIES**

**Q.13.** Which of the following Educational Facility is available in or nearby your residential area?

SR. No.	Educational Facility	Yes	Number	No
1	Religious Institute			
2	Primary School			
3	Middle School			
4	High School			
5	Vocational School			
6	College			
7	University			
8	Private schools			

**J. MEDICAL FACILITIES**

**Q.14.** Are you or any of your family members is suffering from any disease?

1. Yes 2. No

**Q.15.** If yes, then who and what kind of disease(s)

---



---



---

**Q. 16.** No. of visits to health care facility during last three months?

No. of Visits: \_\_\_\_\_

**Q.17.** Which of the following Health Facility is present in or nearby your residential area?

Sr. No.	Health Facility	Yes	No
---------	-----------------	-----	----



Sr. No.	Health Facility	Yes	No
1	Basic Health Unit (BHU)		
2	Dispensary		
3	Rural Health Unit (RHU)		
4	Hospital		
5	Clinic/ Private Practitioner/ Hakeem		
6	Homeopathic Practitioner		

**Access to Social Amenities (Tick)**

Social Amenities	Available	Satisfactory	Non-Satisfactory	No Access
Electricity				
Sui Gas				
Water Supply				
Telephone				
Sewerage/Drainage				
BHU				
School				
Others				

**K. CREDIT**

**Q.18.** Did you borrow money during the last one year?

1. Yes      2. No

**Q.19.** If yes, for what purpose

1. For Business      2. For other family needs

How much amount did you borrow: \_\_\_\_\_

**Q.19A.** What was the source of loan?

1. Bank      2. Relatives      3. Friends





### Social Organizations

Specify the existing village/social organizations in your area and state their functional status?

Sr. No.	Name of Organization	Category	Registered/ Unregistered	Functions
1		Religious		
2		Educational		
3		Skill Development		
4		Social Welfare		
5		Women Organization		
6		Other		

### Perceptions of Respondents for Action Associated with the Project

	Increase	Decrease
Employment opportunities	<input type="text"/>	<input type="text"/>
Marketing facilities opportunities	<input type="text"/>	<input type="text"/>
Living standard	<input type="text"/>	<input type="text"/>
Unemployment	<input type="text"/>	<input type="text"/>
Income generating activities	<input type="text"/>	<input type="text"/>
Mobility (Access to Resources)	<input type="text"/>	<input type="text"/>
Quality of drinking water	<input type="text"/>	<input type="text"/>
Agriculture water	<input type="text"/>	<input type="text"/>
Trend of fish farm	<input type="text"/>	<input type="text"/>
Other specify _____		

**Signature of the Interviewer:** \_\_\_\_\_



## Extended Structure Summary Questionnaire

*Pedestrianizing of the Old City Commercial Area Abbottabad, KPCIP*

January, 2022

ID # [ ] Date: / /

### LOCATION

Time of Interview:

Street Name	Landmark (name & type of shop/ in front of)

### IDENTIFICATION

Name	Father/Husband Name	Gender: Male--- Female-
Ethnic Identity	CNIC No.	Cell No
Has the person already been enumerated:	Yes	No

### BUSINESS TYPE:

Category of  
Affected  
Person: (Tick  
one)

Commercial /Business	Owner	Tenant
Whether premises is used as residential purpose for the owner or Workers	Yes	No

Type of  
Land  
Ownership  
and Working

Type Of Land Ownership		
Title Holder	Encroacher	Land Lease /Tenancy
Rent Amount / Month-----	Other -	
Working on Encroached Area		
1. Structure always remain at sight	2. Removed / withdrawn after work hours	
3. Goods/ eateries prepared at sight Y-No -----		

### WORKER DETAILS

Serial number	Worker (Type)	Name	Father's Name	Age	Wage payments	Contact number



**EXTENDED STRUCTURE**

Nature of Extension	Type of Structure and material	Size Sq. Feet
Structure prepared by	Cost of Structure (Owners Estimates	Rs.
Has the person already been enumerated:	Enumerators Estimate	Rs.
Can extended Structure be integrated into Permanent Structure		Yes-----No.-----
Manageable to continue operation during construction phase:		Yes-----No.-----

**VULNERABLE (DP only):** Yes [ ☐ ], No [ ☐ ]

Description of Vulnerability: Sick ( ☐ ) Very old ( ☐ ) Widow ( ☐ ) Disability ( ☐ ) Very poor ( ☐ ) HIV/AIDS ( ☐ ) Disability ( ☐ ) other (e.g language, ethnicity, legal status):

**ECONOMIC STATUS (DP only):**

(Well off/ middle/ poor/ very poor/ destitute/if other specify):

**GENERAL OBSERVATIONS OF INTERVIEWERS**

**Interviewer's name, Signature and Date** \_\_\_\_\_

**Checked by (Name):** \_\_\_\_\_ **Signature:** \_\_\_\_\_ **Date** \_\_\_\_\_

**Annex-F: Pictorial View of the Public Consultations, Transit Walk and Data Collection**



**A meeting with TMO & All Trade Federation Abbottabad for signing of MoU**



**Transit Walk-Assessment of Project Impacts**



**View of Consultation with Shopkeepers & members of ATFA**



**View of data collection, Assessment of structures (sheds) & Consultation**