RESETTLEMENT CHALLENGES AND PROGRESS

“There is less congestion in the new site because of bigger plot sizes, improved health and hygiene due to living conditions, including sanitation facilities, security of tenure, and safety in the relocation site.”

-- Chea Daline, 26, affected person who moved to the Poipet relocation site.

- Prior to the project, affected people requiring relocation were landless, lacked security of tenure and were vulnerable to displacement. They also lacked basic facilities such as sanitation, and some were living in unsafe areas.

- As part of the project’s resettlement program, affected people requiring relocation are provided with the replacement cost of their previous structure including labor cost, with no deduction for salvaged materials. Affected households will also receive land titles five years after relocation, and are provided with toilets, and access to clean water and electricity.

- The five relocation sites also have proper access roads, internal roads, and drainage facilities.

- The relocation sites will be home to a varying number of affected households: Poipet (601), Battambang (48), Pursat (33), Phnom Penh (266), and Sihanoukville (33).
• Affected households who move to relocation sites also have access to the project’s income restoration program, which aims to enhance the ability of relocated persons to earn a living. To achieve this, the program provides training and loans for income generating activities and a safety net for vulnerable households. Please see Briefing Sheet 4, Extended Income Restoration Program, for more detail.

• Affected people have raised grievances, and the handling of these grievances is being continuously improved:
  o The Inter-ministerial Resettlement Committee and local authorities now have more knowledge about how to handle grievances, as well as more familiarity with ADB’s safeguards policy.
  o A grievance registry has been set up for proper recording and monitoring.
  o Access to grievance redress is now greater accessible, functional and responsive to complaints and requests from affected persons.
  o Posters and training pamphlets are now available and accessible to local authorities for guidance and reference.

• On 21 November 2011, ADB’s Office of the Special Project Facilitator (OSPF) — which facilitates solutions to concerns brought forward by persons affected by ADB-supported projects — received a complaint about resettlement under the project. On 11 January 2012, the complaint was deemed eligible for the consultation phase of the review and assessment process. This consultation phase aims to help people affected by ADB-assisted projects in finding solutions to their concerns and problems. It is led by ADB’s Special Project Facilitator, who reports directly to ADB’s President. The review and assessment of the complaint involves one-on-one interviews with persons affected by the project and other major stakeholders, and was concluded on 10 February 2012. OSPF revised the course of action proposed during the review and assessment to capture comments and recommendations received from different parties. The course of action was discussed and agreed in a multi-stakeholder workshop conducted by the OSPF on 22 August 2012 in Phnom Penh. The multi-stakeholder workshop included parties involved in the complaint: (i) complainant representatives from Poipet, Battambang, Sihanoukville and Phnom Penh (Toul Sangke, Trapeang Anh Chanh, and Samrong); (ii) Resettlement Department, Ministry of Economy and Finance; (iii) AusAID; and (iv)

1 OSPF has received complaints on 13 April 2011 and 25 February 2013 which were deemed ineligible. OSPF also received a complaint on 26 March 2013 and eligibility is currently being determined. More information is in http://www.adb.org/site/accountability-mechanism/problem-solving-function/complaint-registry-region?region=southeast
ADB. There are four activities in the course of action for four sites: (i) capacity building for affected people on problem solving; (ii) one-on-one sessions to discuss and resolve individual concerns; (iii) assessment and plan for addressing concerns related to infrastructure and services at the relocation sites; and (iv) planning for development activities including the income restoration program of IRC and the expanded income restoration program of ADB/AusAID.

The activities under the course of action have been implemented in (i) Poipet, (ii) Battambang, (iii) Sihanouk Ville, and (iv) Phnom between 28 August 12 October 2012. OSPF will continue to monitor activities relating to infrastructure concerns at the relocation sites until these are resolved.

- On 28 August 2012, a request for compliance review for the Project was received by the Compliance Review Panel (CRP) Secretariat. The request was registered and a notice of the registration was sent to the Requester on 4 September 2012. Under ADB’s Accountability Mechanism (2003), a requirement for registration is that the OSPF process agrees on the course of action (22 August 2012). In accordance with the Operating Procedures of the CRP, the CRP submitted to the ADB’s Board of Directors their review of the request of eligibility on 18 September 2012 and informed the Requester on 19 September 2012. The Board of Directors authorized the compliance review on 11 October 2012.