



PAKISTAN WATER AND POWER DEVELOPMENT AUTHORITY

DASU HYDROPOWER PROJECT

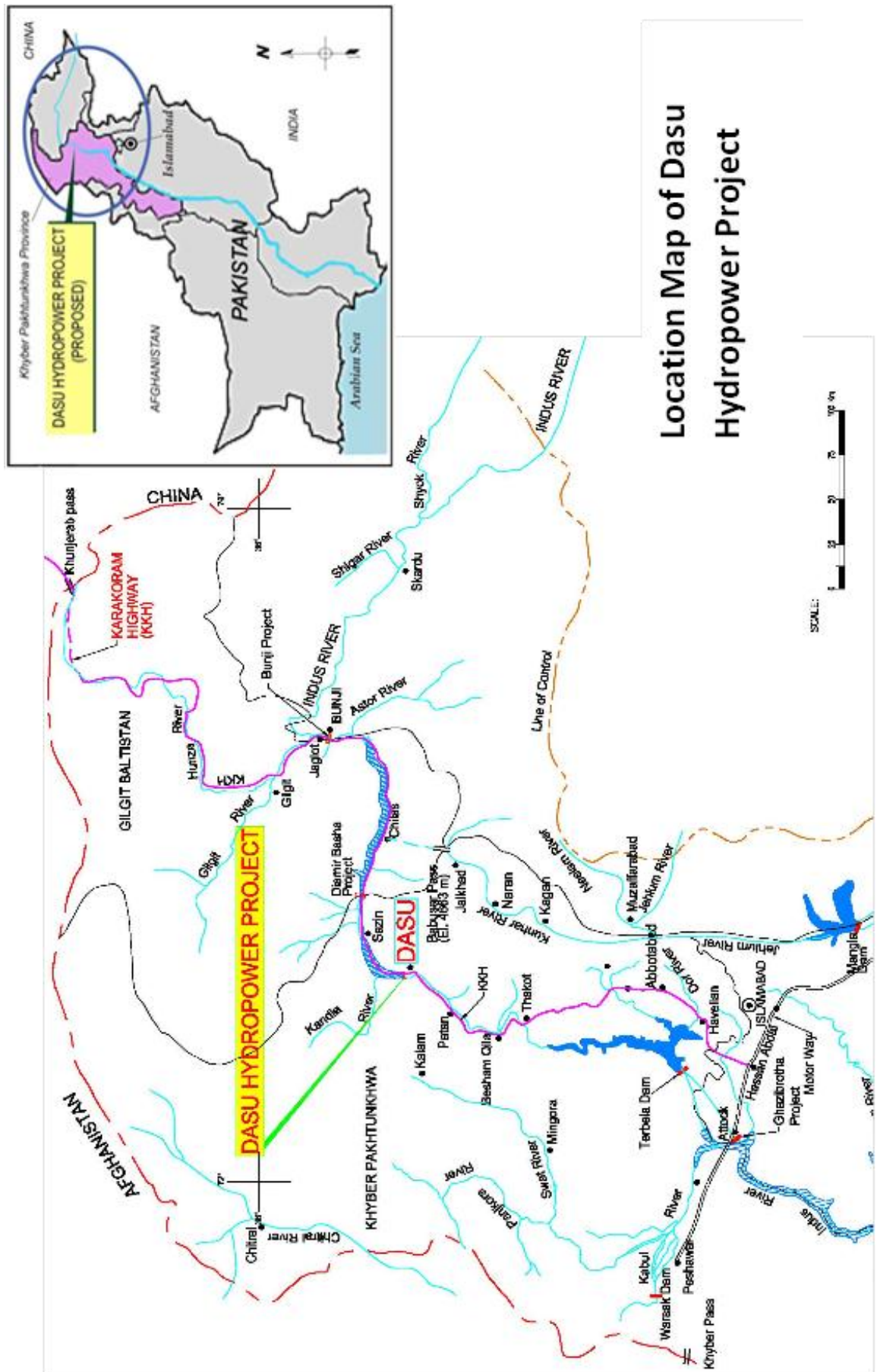


SOCIAL AND RESETTLEMENT MANAGEMENT PLAN

VOLUME 9: GRIEVANCES REDRESS PLAN

**General Manager (Hydro) Planning
WAPDA Sunny View Lahore Pakistan**

**Final Version
08 March 2014**



Location Map of Dasu
Hydropower Project

SOCIAL AND RESETTLEMENT MANAGEMENT PLAN

INDEX OF VOLUMES

Volume 1	Executive Summary
Volume 2	Socioeconomic Baseline and Impact Assessments
Volume 3	Public Consultation and Participation Plan
Volume 4	Resettlement Framework
Volume 5	Resettlement Action Plan
Volume 6	Gender Action Plan
Volume 7	Public Health Action Plan
Volume 8	Management Plan for Construction-related Impacts
Volume 9	Grievances Redress Plan
Volume 10	Communications Plan
Volume 11	Downstream Fishing Communities: Baseline and Impact Assessments
Volume 12	Area Development and Community Support Programs
Volume 13	Costs and Budgetary Plan
Volume 14	Safeguards Implementation and Monitoring Plan

ABBREVIATIONS

AAC	Additional Assistant Commissioner
AAM	Alternative Analysis Matrix
AH	Affected Household
CSC	Construction Supervision Consultants
C&W	Communication and Works Department of KPK
DC	Deputy Commissioner/Administrative Head of District
DD	Deputy Director
DHC	Dasu Hydropower Consultants
DMS	Detailed Measurement Survey
DPD	Deputy Project Director
EIA	Environmental Impact Assessment
EP	Entitled Person
EPA	Environmental Protection Agency
FGD	Focus Group Discussion
FHH	Female Headed Household
FRL	Full Reservoir Level
GAP	Gender Action Plan
GBHP	Ghazi Barotha Hydropower Project
GOP	Government of Islamic Republic of Pakistan
GRC	Grievance Redress Committee
GRP	Grievance Redress Plan
ICOLD	International Commission on Large Dams
IOL	Inventory of Losses
ILRP	Income and Livelihood Restoration Plan
KKH	Karakoram Highway
KPK	Khyber Pakhtunkhwa
LA	Land Acquisition
LAA	Land Acquisition Act
LAP	Land Acquisition Plan
LAR	Land Acquisition and Resettlement
LGO	Local Government Ordinance
LHV	Lady Health Visitors
LRW	Local Resettlement Workers
M&E	Monitoring and Evaluation
MDP	Mangla Dam Project
MDRP	Mangla Dam Raising Project
MIS	Management Information System
MOWP	Ministry of Water and Power
MPCI	Management Plan for Constructed-related Impacts
MPR	Monthly Progress Report
NARC	National Agriculture and Research Centre
NGO	Non- Governmental Organization
NRSP	National Rural Support Program
OP	Operational Policy
PAP	Project Affected Person
PATA/FATA	Provincially/Federally Administered Tribal Area
PCPP	Public Consultation and Participatory Plan
PCR	Physical Cultural Resources
PD	Project Director
PIC	Project Information Center
PKR	Pakistani Rupee
PMF	Probable Maximum Flood
IPOE	International Panel of Expert
PRO	Project Resettlement Office
PHAP	Public Health Action Plan
PMU	Project Management Unit headed by Project Director
PRA	Participatory Rapid Appraisal
RAP	Resettlement Action Plan

RCC	Roller Compact Concrete
RMU	Resettlement Monitoring Unit
R&R	Resettlement and Rehabilitation
SDF	Social Development Fund
SPT	Social Preparation Team
SRMP	Social and Resettlement Management Plan
TDP	Tarbela Dam Project
TGB	Target Group Beneficiaries
VH	Vulnerable Household
VC	Village Committee
WAPDA	Water and Power Development Authority
WCAP	Water Sector Capacity Building and Advisory Services Project
WB	World Bank

Units of Measurements

masl	Meter above Sea Level
MWh	Mega Watt Hour(Measuring Unit of Energy)
KWh	Kilo Watt Hour (Measuring Unit of Energy)
Ha	Hectares (Metric Unit of Area)
km	Kilometer (Unit of Length)
KW	Kilo Watt (Measuring Unit of Energy)

GLOSSARY OF TERMS

Adequate	Enough to satisfy a need or meet a requirement.
Appropriate	Suitable for identified needs or requirements.
Baseline	A set of pre project conditions used as a basis for project.
Community	A group of individuals broader than the household, who identify themselves as a common unit due to recognized tribal social, religious, economic and traditional ties or a shared locality.
Comprehensive	All relevant components have been considered and addressed.
Compensation	Payment in cash or in kind for an asset or resource acquired or affected by the project.
Cultural Heritage	Attributes of a group or society that are inherited past generations, maintained in the present.
Customary Law	A law passed down through oral tradition, which has now been adopted by the community as <i>riwaj</i> (presently two different types of traditional laws operate in the project area with reference to use rights and management of natural resources).
Cut-off-Date	The date of start of census for all non-land related entitlements and for land, it is the date for announcement of Section 4 notification under the LA Act of 1894. Any person entering the project area after the cut-off date is not eligible to receive the agreed upon entitlements.
Directly Affected Area	The lands and settlements physically damaged due to construction of infrastructure and inundation after reservoir impounding.
Disclosure	Openly available for public.
Economic Displacement	A loss of productive assets or usage rights or livelihood capacities because such assets, rights or capacities are located in the directly affected area.
Entitlement Cut-off Date	Date notified by the concerned Civil Administration establishing a deadline for entitlement to compensation in the reservoir and dam construction area (later used term "Impact Area"). Upto and including that date, lands, structures and crops in the impact area are eligible for compensation and or resettlement assistance. Structures and crops established in the impact area after this cut-off date are not eligible for compensation and resettlement assistance.
Elderly	Persons over the age of 70 years (as per birth certificate).
Entitlement	Means the sum total of compensation and other assistance according to the status of each individual in impact area or related therewith and dependent thereon as assessed by the designated committee or any other such body.
Expert	A person who has a high degree of skills in or knowledge of certain subject and experience and or training in that subject.
Grievance Mechanism	This is a process by which PAPs can raise their concerns to project authority.
Hamlet	Locally refer to cluster of households, often related by kinship. Hamlets are small village settlement.
Head of household	The head of household according to <i>shariahis</i> principally the husband. In case the husband is dead or disabled, the widow / respective wife can act as 'Head of Household'. Head of the household will deal with all land acquisition / resettlement affairs including getting cash compensation for land, houses and other lost properties and assets.
House	A place of residence for one or more households, including a number of residential and non-residential structures within premises along with any ancillary structures and nonagricultural land around.
Household	A group of persons living together who share the same cooking

	and eating facilities, and form a basic socio-economic and decision-making unit. One or more households often occupy a house.
Impact Area	The area which is directly affected by project activities.
Independent Reviewer	A person who reviews project documents but not employed by DHC.
Indigenous	Customary, cultural, economic, social or political institutions those are separate from the dominant society and culture.
Indirectly Affected Area	The lands, settlements and infrastructure, though not lying within the impact area to be affected by the project construction / operation activities, which could be affected in the form of: social disturbance; denial of public amenities (education, health, utilities); and disruption of access (roads, bridges) and communication linkages.
Involuntary Resettlement	The process of resettlement without informed consent of the displaced persons or if they give their consent without having the power to refuse resettlement.
<i>Jirga</i>	An assembly of elder men/notable to discuss and decide about economic / social / cultural affairs of a village or community including dispute resolution between individuals. Established traditional judicial practice in the project area.
Land Acquisition	Means the process whereby a person is compelled under eminent domain by a public agency to alienate all or part of the land he owns or possesses, to the ownership and possession of that agency, for public purpose in return for compensation.
Land Holding	The basic unit mostly occupied by one household, consisting of: house(s); side building(s); land; trees; and irrigation facilities.
Land Owner	Anyone among the potentially Project Affected Peoples area who has the legal title or physical possession of the parcels of residential / cultivated lands/land or is living as absentee landlord due to historic rights on these parcels.
Landless People(s)	People(s) of the project area that do not own any parcel of residential or cultivated land or other type of land, but have close attachments with the landowners or businessmen to work as daily or casual laborers for their day-to-day earnings.
Livelihood	Means of resources required for living.
Living standards	Access to well-being indicators to individual, group or nation such as health, education drinking water, sanitation, employment, nutrition, housing, transport, electricity etc.
<i>Malik</i>	Head of tribe/sub tribe responsible for dealing at village level with the matters of land; law and order; benefits of community and community conflict.
Management Plan	It is tool use for managing particular issues and establishes the way to solves them.
Market Value	The value of asset determined by market transaction of similar assets and finally arrived at with the stakeholders, after taking into account the depreciated value of tangible assets.
Mitigation	Relief of a negative impact.
<i>Patwari</i>	An official of the District Administration from District Revenue Office deputed at village level that is responsible for all land and revenue related matters.
Physical Displacement	A loss of residential and related non-residential structures including physical assets due to location in the project impact area.
Poor	Those who are under the nationally defined poverty line
Process	A chain of actions bringing about a result.
Project Area	Means the area specified by the Project Director to DC and notified in the official Gazette.
Project Affected Area	The associated area affected by project interventions.
Project-Affected Household	All members of a household, whether related or not, operating as

Project Affected Persons (PAPs)	a single economic unit, who are affected by the project. Are the peoples (households) adversely affected by any project related change or changes in use of land, water or other natural resources, or the person(s) who loses his/her/their asset or property movable or fixed, in full or in part including land, with or without displacement, after the commencement and during execution of a project.
Project Components	Project components include construction of right bank access roads RAR-01, RAR-02, RAR-03, construction of KKH-01 & KKH-02, project colony, disposal area, dam and quarry area, etc.
Project Resettlement Office (PRO)	WAPDA's organization responsible for implementation of the Resettlement Action Plan, including liaison with the related civil administration, affectees and other stake holders.
Relocation	Means physical movement to an alternate location of the assets and infrastructure permanently lost due to the project impact. It may include: houses; public service facilities; religious and other objects.
Replacement Cost	The amount of cash compensation determined on rate basis by District Collector after negotiation with affectees to replace the lost assets without taking into account any salvages value.
Reservoir	Any pond or lake used or created by project for the storage of water.
Resettlement Assistance	Support provided to the peoples who are physically displaced by a project, to enable smooth resettlement, including food, shelter, and social services. Assistance may also include cash allowances to compensate affected people for the inconvenience associated with resettlement at a new location.
<i>Shariah</i>	The Islamic Law as laid down in the Holy Quran and practiced by the Holy Prophet and his followers and covering all aspects of the human life.
Short-Term Significant Stakeholders	Means day to day related. Important with regard to impact. Include affected persons and communities, proponents, private businesses, NGOs, host communities, EPA's and other relevant local, provincial, federal departments and financing institutions.
Suitable <i>Tehsil</i>	Appropriate for the desired purpose, condition or occasion. Sub-district Administrative area/jurisdiction below a district (A district is divided into more than one Tehsil).
Tenant	A farmer who cultivates land of others on rent under the following two arrangements: 1) yearly cash payment (Kalang); and 2) share-cropping of agriculture produce with the owner on the basis of mutually agreed ratio.
Transparent	Availability of product/documents to be reviewed to the public on demand.
Tribe	A group of people defined in terms of common caste, sub-caste, descent, territory and culture .A tribe is often divided into sub-tribe bond on territory of leadership.
Union Council	Lowest tier in a sub-district of elected local bodies and responsible for planning / managing affairs at a group of village and hamlets level.
Vulnerable groups	Vulnerable groups include the very poor, marginalized, informal settlers, <i>Gujars</i> , <i>Soniwals</i> , elderly and female-headed households.

GRIEVANCES REDRESS PLAN

TABLE OF CONTENTS

EXECUTIVE SUMMARY	xi
1 PROJECT CONTEXT AND OBJECTIVES	1-1
1.1 THE PROJECT	1-1
1.2 PROJECT IMPACTS AND CONTEXT	1-1
1.3 MITIGATION POLICIES AND PLAN	1-1
1.4 RATIONALE AND OBJECTIVES OF GRP	1-2
1.5 OUTLINE OF THE GRP	1-2
2 POLICY, FRAMEWORK AND GRIEVANCE REDRESS PROCEDURES	2-1
2.1 LEGAL AND POLICY FRAMEWORK	2-1
2.2 GRC SCOPE – SOCIAL AND ENVIRONMENTAL SAFEGUARDS	2-1
2.3 GRIEVANCE REDRESS MECHANISMS	2-2
2.3.1 Composition of Village Level GRC	2-2
2.3.2 Composition of Union Council Level GRC	2-3
2.3.3 District-level GRC	2-4
2.3.4 Project-level Independent GRC	2-5
2.4 APPROVAL OF GRCs AND ENTITLEMENT OF GRC MEMBERS	2-6
2.5 TRAINING OF GRC MEMBERS	2-6
3 THE GRIEVANCE REDRESS PROCESS	3-1
3.1 FILING GRC CASES	3-1
3.2 HEARING OF CASES	3-1
3.3 GRIEVANCE REDRESS RECORDS AND DOCUMENTATION FILING	3-2
3.4 GRC OUTCOMES AND NOTIFICATION	3-2
4 MONITORING AND EVALUATION	4-1
4.1 MONITORING OF GR PROCESSES	4-1
4.2 EVALUATION OF GR OUTCOMES	4-1
4.3 IMPLEMENTATION SCHEDULE, COST AND BUDGET	4-1

LIST OF TABLES

Table 2.1:	Composition of the Village-level GRC	2-2
Table 2.2:	Composition of the Union Council-level GRC	2-3
Table 2.3:	Composition of the District-level GRC	2-4
Table 2.4:	GRC at the Project-level.....	2-5
Table 3.1:	Grievance Redress Procedures	3-2
Table 4.1:	GRC Implementation Schedule (2013-2019).....	4-1
Table 4.2:	GRP Costs.....	4-2

LIST OF APPENDICES

Appendix A:	Entitlement Matrix
Appendix B:	Sample Grievance and Resolution Form

EXECUTIVE SUMMARY

PROJECT CONTEXT AND IMPACTS

The Dasu Hydropower Project (the Project) will be constructed about 8 km upstream of Dasu Bridge near Dasu town in district Kohistan of Khyber Pakhtunkhwa (KPK) province. The aim of the Project is to generate 4320MW of electricity by constructing a 242 m high dam on the river Indus. The project will be operated on a “run of river” basis. The Project area is a mountainous, remote and least developed region in the country. The population in the Project area belongs to many tribes and sub-tribes, who migrate seasonally up and down the mountains for livelihoods and to raise their herds. Land is communally owned and land rights are traditionally recognized by tribal and customary laws. Each tribe/sub-tribe is headed by a leader called *malik*. Local disputes are resolved through the traditional *Jirga* system attended by tribal elders.

The construction of the hydropower project will bring development opportunities and long-term positive benefits – for example, employment, electricity, improved social infrastructure and transportation to local communities. However, the Project will lead to significant social and environmental impacts. The reservoir upstream will affect 34 hamlets/villages from both banks of the Indus displacing 767 households (6,953 persons). The project area will experience other impacts such as environmental and public health due impacts on local ecology and submergence, influx of thousands of in-migrants and construction workers during the construction and operation phase of the Project. The potential environmental and social impacts of the Project have been comprehensively documented with appropriate mitigation measures in the Social and Resettlement Management Plan (SRMP) and Environmental Management Action Plan (EMAP).

RATIONALE AND PURPOSE OF GRP

The Grievances Redress Plan (GRP) is one of 14 volumes of reports prepared under the SRMP. A key objective of the GRP is to establish procedures for filing any grievances and disputes on social and environment safeguards and other entitlement issues arising out of the implementation of SRMP and EMAP. In view of the impacts and the number of affected persons, grievances and disputes over various entitlements are very likely to arise due to – for example, (i) lack of land record systems in Kohistan district; (ii) titles over communal lands; (iii) unintended errors in establishing Inventory of Losses (IOL); (iv) exclusion of legitimate affected households due to migration to higher elevations; (v) gaps in the legal/policy framework regarding socially and legally identified owners of land; (vi) lack of adequate safety in the construction areas and/or unanticipated impacts; and (vii) waste disposal by the contractors. The scope and mandate of Grievances Redress Committees (GRCs) to be established under the Plan shall include any grievances or disputes related to policy and/or measures in the Project social and environmental plans.

LEGAL AND POLICY FRAMEWORK

The legal and policy framework of GRP is derived from the Land Acquisition Act (1894), which allows for “objections” or “reference” to Court under Section 18 against any “award” of compensation by the Collector, requiring further review of the award. However, in case of grievance arising from “non-land” impacts and issues there are no statutory mechanisms provided in the LA Act 1894. In the context of Dasu Hydropower Project, grievances would likely be more on resettlement and other issues as contained in the Resettlement Action Plan (SRMP Vol.5). The basis for grievances redress is therefore derived from World Bank OP 4.12 Involuntary Resettlement (IR) and the Resettlement Framework (SRMP Vol.4) of the Project. The World Bank IR Policy requires establishment of affordable and accessible procedures for third-party settlement

of disputes arising from resettlement, including availability of judicial recourse and community and traditional dispute settlement mechanisms.

FOUR-TIER GRC SYSTEM

A four-tier “bottom up” system of GRC has been established in the Project, starting with (i) Village Level GRC, (ii) Union Council Level GRC, (iii) District-Level GRC and (iv) Project Level Independent GRC to be led by a retired civil judge. Chapter 2 presents details of the composition and tasks of GRCs at various levels. The GRC mechanisms established for this Project will be disclosed to the affected persons prior to Project approval. A grievance redress cell will be established in the Safeguards Office under the Deputy Project Director responsible for implementation of all SRMP and EMAP plans. It will be accessible to the affected persons and communities for redressing their grievances and issues related to social and environment impacts of the project. The four-tier system of GRC will make the Project accountable to the affected people and thus to democratize development processes in the project area.

M&E OF GRC PROCESSES

The processes involved in the GRC – for example, filing of cases, review and hearing, records and documentation, and notification of outcomes are discussed in Chapter 3. The Project will pay due attention to the process, including monitoring of the processes, which is discussed in the next chapter. The procedures established will ensure accessibility, fairness and independence of the GR processes. All documents related to GR cases will be maintained by the -Deputy Project Director (Safeguards) Office for review or verification by WAPDA, Project-funding agencies, Independent Reviewers, and International Panel of Experts. The annual evaluation of GRC activities will be posted in the Project website.

1 PROJECT CONTEXT AND OBJECTIVES

This chapter briefly describes the Project context and impacts, followed by rationale and purpose of the Grievances Redress Plan. It also introduces the various plans dealing with impact mitigations and provides an outline of the various chapters in this document.

1.1 THE PROJECT

. The Dasu HPP is planned to be constructed about 8 km upstream of Dasu Bridge near Dasu town in district Kohistan of Khyber Pakhtunkhwa (KPK) province. The aim of the proposed DHP is to generate 4320MW of electricity by constructing a 242 m high dam on the river Indus. The project would be operated on a “run of river” basis. The reservoir of up to 74 km length would cover a maximum area of 4,643 ha at an altitude of 950 meters above sea level (masl) and may extend up to 958masl. The Karakorum Highway (KKH) will be realigned over a length of about 70 km at an elevation of 964 m.

According to the detailed design plan, the Project construction will be completed in two stages with four phases. Under Stage 1 (Phases I & II), Phase I is planned to commence operation in 2019 and Phase II in 2021. Stage-2 would be taken for implementation after implementation Diamer-Basha Dam Project. The Project is viewed as highly important in alleviating the power crisis within the country. It has provisions for access roads, improved social and civic infrastructures, electricity lines and local area development. The Project will be financed by the World Bank and the Government of Pakistan. The Pakistan Water and Power Development Authority (WAPDA) is the executing agency (EA) of the Project.

1.2 PROJECT IMPACTS AND CONTEXT

The Project construction will require 4,643 ha of land for various project components such as dam axis, reservoir area, relocation of inundated Karakorum Highways (KKH), work/campsites, housing areas for dam operation and maintenance, and new relocation sites for project-affected persons. The acquisition will cause involuntary resettlement of 767 households (6,953 persons) from 34 hamlets/villages requiring project-assisted relocation and resettlement. Other affected structures include 197 business/commercial enterprises, 7 schools, 2 Basic Health Units, 31 mosques, 1 Government Guest House, 6 Police Check Posts, and 1 Frontier Works Organization (FWO) Camp. Also, an old historical mosque has to be relocated and already been listed under physical cultural resources plan. The project area will experience other impacts such as environmental and public health due impacts on local ecology and submergence, influx of thousands of in-migrants and construction workers during the construction and operation phase of the Project.

The Project area in Kohistan is a mountainous region and is considered “unique” socially and culturally. It is also the least developed districts in the country. The population in the Project area belongs to many tribes and sub-tribes, who migrate seasonally up and down the mountains for livelihoods and to raise their herds. Land is communally owned and land rights are traditionally recognized by tribal and customary laws. Each tribe/sub-tribe is headed by a leader called *malik*. The religious leaders – locally called *Ulemas or mullahs* – have a dominant role in the social set-up in the area. Given the social and cultural context, WAPDA established a Field Office in Dasu for local contacts and disclosures and to involve as well as inform the religious and tribal elders.

1.3 MITIGATION POLICIES AND PLAN

The potential environmental and social impacts of the Project have been documented covering all aspects of the affected households and communities – both up and downstream – for development of appropriate mitigation policies and measures. A comprehensive set of documentations involving 14-volume of reports dealing with

baseline, public consultations and participation, relocation and resettlement, gender, livelihoods, public health, management of construction related impacts, downstream impacts on fishery, area development and sustainable resettlement has been prepared under Social and Resettlement Management Plan (SRMP) for the Project. This Grievances Redress Plan (GRP) is one of the 14 volume reports in the SRMP series. Similar 8-volume reports dealing with environmental impact assessment, aquatic/terrestrial ecology, physical and cultural resources, environmental baseline quality, cumulative and induced impacts and environment management plan have been prepared under Environmental Management Action Plan (EMAP).

1.4 RATIONALE AND OBJECTIVES OF GRP

A key objective of the Grievances Redress Plan is to establish procedures for filing any grievances and disputes on social and environment safeguards and other entitlement issues arising out of the implementation of SRMP and EMAP. In view of the impacts and the number of affected persons, grievances and disputes over various entitlements are very likely to arise due to – for example, (i) lack of land record systems in Kohistan district; (ii) titles over communal lands; (iii) unintended errors in establishing Inventory of Losses (IOL); (iv) exclusion of legitimate affected households due to migration to higher elevations; (v) gaps in the legal/policy framework regarding socially and legally identified owners of land; (vi) lack of adequate safety in the construction areas and/or unanticipated impacts; (vii) waste disposal by the contractors; and (viii) pollution, noise, traffic hazards and similar issues. The scope and mandate of GRCs to be established under the Plan shall include any grievances or disputes related to policy and/or measures in the Project social and environmental plans.

The GRCs will deal with grievances and disputes to resolve locally to facilitate smooth implementation of the social and environmental action plans. As a result, the establishment of GRC system will make the Project accountable to the affected people. Further, it will also democratize the development processes at the local level.

1.5 OUTLINE OF THE GRP

Chapter 2 presents the policy framework, scope and grievances redress procedures. The grievances redress processes in terms of filing, hearing of cases and documentations are discussed in Chapter 3. Chapter 4 deals with administration and monitoring of the GRC system.

2 POLICY, FRAMEWORK AND GRIEVANCE REDRESS PROCEDURES

This chapter reviews the legal and policy aspects of grievances and dispute resolutions derived from GOP legal framework as well as the World Bank OP 4.12 Involuntary Resettlement. It also explains the four-tier grievances redress procedures and the scope and functions of each GRC.

2.1 LEGAL AND POLICY FRAMEWORK

In Pakistan, the Land Acquisition Act (1894) allows for “objections” or “reference” to Court under Section 18 against any “award” of compensation by the Collector, requiring further review of the award. However, in case of grievance arising from “non-land” impacts and issues there are no statutory mechanisms provided in the LA Act (1894). The West Pakistan Requisitioning of Immovable Property (Temporary Powers) Act, 1956 provides for dispute resolution for buildings through arbitrator and court. Neither of the two Acts, however, has provisions on relocation and resettlement of project-affected persons or grievances related to resettlement entitlements and other extra-legal benefits.

In the context of Dasu Hydropower Project, grievances would likely be more on resettlement and other issue as contained in the Resettlement Action Plan.¹ The basis for grievances redress is therefore derived from World Bank OP 4.12 Involuntary Resettlement (IR) and the Resettlement Framework² of the Project. The WB-IR Policy requires “Affordable and accessible procedures for third-party settlement of disputes arising from resettlement; such grievance mechanisms should take into account the availability of judicial recourse and community and traditional dispute settlement mechanisms.”³ The Ghazi-Barotha Hydropower Project (GBHP) and the Mangla Dam Raising Project (MDRP) had provisions for GRCs in compensation resettlement management.

The GRC mechanisms established for this Project will be disclosed to the affected persons prior to Project approval. A grievance redress cell will be established in the PMU/Safeguard Office under the – Deputy Project Director (DPD) Office, responsible for implementation of all SRMP and EMAP plans. It will be accessible to the affected persons and communities for redressing their grievances and issues related to social and environment impacts of the project under the standard policies and laws governing of Pakistan and the WB. The Project will establish a four-tier GRC system to deal with social/resettlement and environmental dispute and grievances consisting of stakeholders at various levels.

2.2 GRC SCOPE – SOCIAL AND ENVIRONMENTAL SAFEGUARDS

The scope and mandate of the GRCs include any grievances or disputes resolution related to policy and/or measures in the safeguard documents under SRMP and EMAP management. The Project will establish the GR system prior to the implementation of the SRMP and EMAP.

The action plans under SRMP will be subject to GRC processes. In addition, affected people will be allowed to lodge complaints against any unanticipated impacts experienced during the construction of the Project. Any such complaints will be reviewed and judged in the light of the Resettlement Framework (Vol. 4) and the Project entitlement matrix (Table 5.2 Volume 5 RAP and Appendix-A to this report).

¹ Vol. 5 Resettlement Action Plan

² Vol. 4 Resettlement Framework

³ World Bank, Involuntary Resettlement Instruments, 2007, para 17

The EMAP is the key environmental safeguard plan. Many environmental issues will likely arise during implementation stages of the Project. These may include (i) soil, water, dust, noise and air pollution from construction-related activities; (ii) waste disposal; (iii) traffic movement and congestions; (iv) lack of adequate safety at the construction sites and approach roads; (v) lack of water and sanitation facilities at the construction sites; (vi) conflict among construction workers and local community; and (vii) failure to comply with standards and contractual obligations of the contractors.

2.3 GRIEVANCE REDRESS MECHANISMS

A grievance redress mechanism will be established to allow affected persons/families appealing against any decision, practice or activity arising out of survey, data collection, compensation rates/awards, and resettlement-related benefits (grievances could also be caused by other social and environmental impacts/issues). Affected households will be fully informed of their rights and of the procedures for addressing complaints under GR procedures during Project information disclosure at various village/community meetings and *jirgas*. Also, all necessary staffing and training will also be completed. The GRC Cell will have provisions for computer, telephones, and other necessary electronic equipment, which will also form “secondary” indicators for accomplishing the grievance redress tasks.

The Project will establish a four-tier GRC for resolution of grievances and disputes related to social and environmental safeguard plans. The GRCs are to ensure accessibility, fairness and independence of the procedures. The GRCs will be established “bottom top” that would include: (i) village-level GRC, (ii) union council level GRC (iii) Project-level GRC and District level GRC. First, GRC at the village level consisting of local representatives of the affected people and *maliks* or village elders, project staff, and local government representatives and will receive grievances and resolve locally within a defined timeline. Cases which will not be satisfactorily resolved or affected persons remain aggrieved, the case will be forwarded to union council level GRC and if not solved there, the case then will be forwarded to district level GRC with full documentation and history of the case(s). If at all the previous levels may not solve cases up till the district-level, will be forwarded to the Project-level independent GRC as the prime floor for resolution of the grievances.

All 4-tiers of GRC will also deal with environmental grievances and disputes. It is expected that many of the environmental-related impacts will be addressed and or mitigated by the Project contractor(s) as a matter of compliance. GRCs at any level may seek technical help or advice from Construct Supervision Consultants’ (CSC) social/environmental experts in the deliberation of any cases. The GRCs are officially recognized community based body to resolve disputes arising out of various matters related to SRMP and EMAP.

2.3.1 Composition of Village Level GRC

The village-level GRC (V-GRC) comprising of six members will be established to engage village level community members/leaders to participate in the decision-making processes and to have “voices” of the affected person/communities in the grievance redress procedures. This will also enhance local ownership of the Project. The composition of the village-level GRC is given in Table 2.1.

Table 2.1: Composition of the Village-level GRC

Chair	<i>Tehsildar/NaibTehsildar</i>
Member	<i>Local Patwari&Gardawar</i>
Member	<i>Village Malik/Elder/Alem/Religious Leader</i>
Member	Deputy Director (Safeguard), WAPDA
Member/Secretary	Assistant Director (Social/Environment), WAPDA
Member	Representative of AffectedVillage

The village level GRC (V-GRC) will be helpful to resolve grievances faster due to face to face and intimate relationship between village/community members at the very local

village level. The local participation will further build local capacity in dispute resolution and decision-making and provide leadership support in the implementation of the Project. The scope of work and the Terms of Reference (TOR) for GRC at village level are:

- (i) The V-GRC shall receive, register, review, consider and resolve grievances related to social/environment mitigations during implementation lodged by local village level APs.
- (ii) Any grievances presented to the V-GRC should ideally be resolved on the first day of hearing or within a period of one week, in case of complicated matters requiring additional investigations. Grievances of indirectly affected persons and/or persons affected during Project implementation will also be reviewed by V-GRC.
- (iii) The V-GRC will not engage in any review of the legal standing of an “awardees” or compensation recipient other than in the distribution of shares of acquired property among the legal owners and associated compensation or entitlement issues;
- (iv) GRC decisions should ideally be arrived at through consensus, failing which resolution will be based on majority vote. Any decision made by the GRC must be within the purview of RAP policy framework and entitlements matrix or the EMAP.
- (v) In considering any environmental grievances by any of the GRCs, the concerned GRC would be guided by the following: (i) review the merit of the complaints/case received for consideration; (ii) review the case in the light of related Project activity and within the context of applicable laws/guidelines in Pakistan and/or Project EMAP guidelines; (iii) undertake field level investigations, if necessary for review of the case at hand; and (iv) review and resolve the case and recommend necessary measures or mitigation, if required. In sum, the purpose of the entire process would be to comply with the EMAP and other safeguards for protection of the environment.
- (vi) The GRC will not deal with any matters pending in the court of law.
- (vii) A minimum four members shall form the quorum for the meeting of the V-GRC including the representative of affected person(s) on the committee.

The Village-level GRC will forward any unresolved cases to the Union-level Independent GRC for resolution. They will also provide all necessary documentation of the cases to the Union-level GRC.

2.3.2 Composition of Union Council Level GRC

The union council-level GRC (UC-GRC) will be established to engage community members/leaders to participate in the decision-making processes and to have “voices” of the affected person/communities in the grievance redress procedures at union council level. This will also enhance local ownership and participation in the Project. The composition of the Union Council-Level GRC is given in Table 2.2.

Table 2.2: Composition of the Union Council-level GRC

Chair	Assistant Collector/Assistant Commissioner
Members	<i>Tehsildar</i>
Member	Community <i>Malik/Elder/Alem</i> /Religious Leader (Two member selected at Union level from Effected community)
Member	Director (Social/Environment), WAPDA
Member	Deputy Director (Safeguard), WAPDA
Member	Member of the Village GRC

The UC-level GRC will be helpful to resolve grievances locally due to area wise close and intimate relationship among union council villages and community members. The local participation will further build local capacity in dispute resolution and decision-making and

provide leadership support in the implementation of the Project. The scope of work and the Terms of Reference (TOR) for GRC at village level are:

- (i) The UC-GRC shall review, consider and resolve any unresolved cases from V-GRC related to social/resettlement/environment mitigations during implementation lodged by local APs.
- (ii) Any grievances presented to the UC-GRC should ideally be resolved on the first day of hearing or within a period of two weeks, in case of complicated matters requiring additional investigations. Grievances of indirectly affected persons and/or persons affected during Project implementation will also be reviewed by UC-GRC.
- (iii) The UC-GRC will not engage in any review of the legal standing of an “awardees” or compensation recipient other than in the distribution of shares of acquired property among the legal owners and associated compensation or entitlement issues;
- (iv) The UC-GRC decisions should ideally be arrived at through consensus, failing which resolution will be based on majority vote. Any decision made by the GRC must be within the purview of RAP policy framework and entitlements matrix as well as EMAP.
- (v) In considering any environmental grievances by any of the GRCs, the concerned GRC would be guided by the following: (i) review the merit of the complaints/case received for consideration; (ii) review the case in the light of related Project activity and within the context of applicable laws/guidelines in Pakistan and/or Project EMAP guidelines; (iii) undertake field level investigations, if necessary for review of the case at hand; and (iv) review and resolve the case and recommend necessary measures or mitigation, if required. In sum, the purpose of the entire process would be to comply with the EMAP and other safeguards for protection of the environment.
- (vi) The UC-GRC will not deal with any matters pending in the court of law;
- (vii) A minimum of four members shall form the quorum for the meeting of the UC-GRC..

The Union-level GRC will forward any unresolved cases to the District-level Independent GRC for resolution. They will also provide all necessary documentation of the cases to the District-level GRC.

2.3.3 District-level GRC

The district-level GRC (D-GRC) consisting of seven members will be the third tier of the GRP. It will review all unresolved grievances forwarded from the UC-GRC and resolve the cases after careful scrutiny. The composition of the District-level GRC is presented in Table 2.3.

Table 2.3: Composition of the District-level GRC

Chair	Deputy Collector (DC)
Member	Assistant Commissioner (AC)
Member	District Level <i>Malik/Elder/Alem</i> /Religious Leader (one from each bank)
Member	Deputy Project Director (WAPDA) - Member
Member/Secretary	Director (Social/Environment) – Member/Secretary
Member	Representative of the Affected Village

The scope of work and TOR for GRC at district level shall include:

- (i) Review, consider and settle unresolved grievances forwarded by UC level GRCs related to social/resettlement/environmental issues.
- (ii) Any grievances presented to the district level GRC should ideally be resolved within 3 weeks from the date of receiving the case(s).
- (iii) In case of complicated cases, the GRC members can request additional information or carry out field level verifications.
- (iv) Resolutions should be based on consensus among members, failing which the decision may be taken on 2/3 majority vote.
- (v) Any decision made by the GRC must be within the purview of RAP policy framework and entitlements and other safeguard documents like EMAP.
- (vi) In considering any environmental grievances by any of the GRCs, the concerned GRC would be guided by the following: (i) review the merit of the complaints/case received for consideration; (ii) review the case in the light of related Project activity and within the context of applicable laws/guidelines in Pakistan and/or Project EMAP guidelines; (iii) undertake field level investigations, if necessary for review of the case at hand; and (iv) review and resolve the case and recommend necessary measures or mitigation, if required. In sum, the purpose of the entire process would be to comply with the EMAP and other safeguards for protection of the environment.
- (vii) The GRC will not deal with any matters pending in the court of law.
- (viii) A minimum of four members are required to form the quorum for the meeting of the GRC.

The District-level GRC will forward any unresolved cases to the Project-level Independent GRC for resolution. They will also provide all necessary documentation of the cases to the Project-level GRC.

2.3.4 Project-level Independent GRC

The Project-level Independent GRC (I – GRC) is at the apex of the GR mechanism. It is a committee of eight (8) members (Table 2.4), chaired by a retired civil judge.

Table 2.4: GRC at the Project-level

Chair	Retired Civil Judge
Member	District Collector
Member	Project Director (WAPDA)
Member	Assistant Commissioner (AC)
Member/Secretary	Deputy Project Director/ Director (Social/Environment)
Member	Two Representatives(one from each bank) of the Affected Persons

The scope of work and the Terms of Reference for Independent GRC at Project level shall include:

- (i) The GRC shall review and consider unresolved grievances forwarded by District-level GRC related to social/resettlement issues.
- (ii) Any grievances forwarded to the Project GRC should be quickly resolved, preferably on the first day of hearing or within a period of one month from the date of receiving the cases. GRC can conduct field investigations in case of complicated issues. Grievances of indirectly affected persons and/or persons affected during Project implementation will also be reviewed by GRC;

- (iii) GRC decisions should ideally be arrived at through consensus, failing which resolution will be based on 2/3 majority vote. Any decision made by the GRC must be within the purview of RAP policy framework/ entitlements, and other safeguard documents like EMAP;
- (iv) In considering any environmental grievances by any of the GRCs, the concerned GRC would be guided by the following: (i) review the merit of the complaints/case received for consideration; (ii) review the case in the light of related Project activity and within the context of applicable laws/guidelines in Pakistan and/or Project EMAP guidelines; (iii) undertake field level investigations, if necessary for review of the case at hand; and (iv) review and resolve the case and recommend necessary measures or mitigation, if required. In sum, the purpose of the entire process would be to comply with the EMAP and other safeguards for protection of the environment
- (v) The GRC will not deal with any matters pending in the court of law;
- (vi) In case of I-GRC, a minimum five members shall form the quorum for the meeting of the GRC.

If any disputant remains dissatisfied with GRC outcome up to the project level GRC, the disputant can seek redress by the formal court. In other words, the affected persons are allowed to take the help of the court provided the GRC processes have been followed and exhausted.

2.4 APPROVAL OF GRCS AND ENTITLEMENT OF GRC MEMBERS

The GRC members will be selected according to their responsibility and personal integrity. *Jirgameeting* will be held if necessary when selecting village members (representatives of APs). All GRC members will be approved and notified by the Deputy Project Director - Safeguards Office. Village level GRC members will be entitled to PKR 300 (three hundred) and Union Council level GRC members will be entitled PKR 500 per sitting as honorarium to support their travel and other expenses for the day. This will be funded from the Project Safeguard budgets. Necessary stationery and other logistics will be made available by the -Deputy PD (Safeguards) Office. Project official member of GRC will not receive any honorarium.

District level GRC members (except for member-secretary) will receive a sum of PKR2,000 (two thousand) per sitting as honorarium and local travel expenses. There will be at least one session every two-month (or early, if required) to review cases received by UC-GRC. The districtlevel GRCs will be provided with all documentation from the field offices for review purposes. If required, they will request the presence of the complainants and may undertake field visit for verification purposes.

Project level GRC members (except for member-secretary) will receive a sum of PKR 3,000 (three thousand) per sitting from Deputy PD (Safeguards) Office as fees and local travel expenses. There will be at least one session every three months to review cases received from the GRC. The GRC will be provided with all documentation from the field offices for review purposes. If required, they will request the presence of the complainants and may undertake field visit for verification purposes.

2.5 TRAINING OF GRC MEMBERS

All GRC members will attend a training and orientation meeting prior to commencement of their work. The training should be provided by competent technical experts in social/resettlement and environmental management. The training will address the policy aspects, compliance requirements, expectations of the community, and need for rapport and communication with the affected communities, and finally need for independence and transparent views in dealing with grievances.

3 THE GRIEVANCE REDRESS PROCESS

This chapter explains the processes involved in the GRC – for example, filing of cases, review and hearing, records and documentation, and notification of outcomes. The Project will pay due attention to the process, including monitoring of the processes, which is discussed in the next chapter.

3.1 FILING GRC CASES

For social/resettlement as well as environmental safeguards, the affected persons and/or communities will be able to file their grievances without any fear and intimidation. Where required, the Community-based teams for safeguards implementation will assist the APs in drafting the grievances. Affected persons (or their authorized representatives) can file a grievance with the GRC in one of the following ways:

- (i) Submit a completed grievance form to the Chair of the V- GRC at the primary level;
- (ii) Contact the Member-Secretary of the GRC to discuss the grievances or dispute to be followed by a formal filing of case
- (iii) Call the Member-Secretary of the concerned GRC or any senior management staff (i.e., Director and above) over phone or through e-mail to be followed by formal submission of application

The nature of the grievance or dispute must be clearly explained, preferably with reference to non-compliance of the policy and/or entitlement matrix. The form(s) will be available in the Deputy PD (Safeguards) Office and in designated locations (e.g., DC Office, local mosques, union council offices etc.). The grievance mechanism will be made public through the public consultations and information leaflets during implementation. All key contact details of the 4-Tier GRC systems and composition of the various GRCs, including mailing address, e-mail, mobile phone, web address, will be included in project brochures for distribution in the project area and among interested stakeholders. Given the local cultural context, any affected women may submit complaints to GRCs through the head of the household for review and resolution of disputes. Any other grievances not related to land acquisition and resettlement (LAR) - e.g. Traffic management or any other environment related issues arising due to project construction-may be submitted directly to the District GRC and or Project Level GRC.

3.2 HEARING OF CASES

The concerned GRC will review the grievance cases and meeting within the stipulated time line. The AP or his representative may appear before the GRC to explain and or clarify any issue. If required, GRC committee may conduct additional field investigation prior to the decision on specific cases or dispute. The decisions at the V-GRC and UC-GRC levels will be made by a simple majority vote by the members. If the AP remains dissatisfied with the outcome, the grievance will then be forwarded to the UC-GRC with all documentations. Similarly, unresolved cases will be forwarded to the next tier for review and deliberations. The decision at D-GRC and P-GRC will be based on a two-third majority as the cases may be of complex and sensitive in nature. If the disputant/complainant still remains unsatisfied, he can go to the formal court of law (see Table 3.1). In such cases, the affected persons will be compensated by the Project for any legal and administrative fees made, paid or incurred pursuant to the grievance redress procedures in case decision goes in his favor. In cases where court cases are prolonged beyond project period, the compensation money will be deposited in a WAPDA escrow account to be paid to the complainant at the decision of the court in his or her favor.

Table 3.1: Grievance Redress Procedures

Stage	Action	Meeting/ Location	Responsible Body	Complaint Resolution Period
1	Complaint is received and registered at the designated places and locations	GRC Cell	Village GRC	One weeks from the date of registration (if not settled then grievance will go to the next tier)
2	Complaint is passed on the Union GRC	Respective UC Office	Union Council GRC	Two weeks from the date of receipt (if not settled then grievance will go to the next tier)
3	Complaint is passed on to District GRC	Dasu Project Resettlement Office	District GRC	Within three weeks (if not settled then grievance will go to the next tier)
4	Complaint is handled by Project Level GRC or referred to PD, PMU	WAPDA Project Office (or field office)	Project GRC	One month from the date of receipt of case in the PD office. If AP is not agreed with the mitigation/decision provided, he has the option to go to court of law.

3.3 GRIEVANCE REDRESS RECORDS AND DOCUMENTATION FILING

The record on the grievances and disputes and GRCs working will include date of the complaint, particulars of the complainant, description of the grievance, actions to be taken, the person responsible to take the action, movement of the document to the concerned GRC and parallel to Deputy PD (Safeguards) Office, follow up requirements and the target date for the implementation of the mitigation measures. The recording person (registrar/secretary) will also record the actual measures taken to mitigate these concerns.

All complaints received in writing or received verbally (or by phone) will be entered and properly recorded and documented (a sample form is provided in Appendix B). This form will be translated into Urdu for distribution.

The meeting minutes at various GRCs will be recorded and decisions made will be as part of the input in the case record document and filed properly by respective GRCs as well as CE-DPD (Safeguards) Office.

All documents from village and district level GRCs will be maintained by the GRC Cell in the Deputy PD (Safeguards) Office for review and verification by WAPDA, co-financiers and International Panel of Experts (IPOE). The Deputy PD (Safeguards) Office will act as the secretariat to the all local GRCs. As a result, the records will be uploaded and easily accessible on-site.

Member/ secretary of Project level GRC will be responsible for maintaining the case records and will act as the secretariat of the Project Level GRC. The GRC proceedings will be available for review by co-financiers' missions and external monitors.

3.4 GRC OUTCOMES AND NOTIFICATION

The outcomes of GRC deliberations and decisions will be notified in written form by the Member-Secretary to the aggrieved party within the stipulated time line. The decisions taken are mandatory on the WAPDA with regard to any additional awards or compensation to be paid to the disputants. The awards by GRCs will be paid to the parties within 30 days by the Deputy PD (Safeguards)

4 MONITORING AND EVALUATION

This chapter briefly presents (i) the monitoring arrangements and evaluation of the GRC processes and outcomes; (ii) implementation schedules, and (iii) cost estimates of GRP.

4.1 MONITORING OF GR PROCESSES

A poor grievance process can disrupt the project implementation resulting in discontent within the community and disruption in the project work. Therefore, a strong emphasis will be placed on monitoring the processes and outcomes. The Deputy Directors – Social/Resettlement and Environment will be responsible for internally monitoring of the grievance procedures in their respective areas (i.e., SRMP and EMAP). This will be done through monthly review and reporting of cases, analysis of the nature and types of disputes, quality of the deliberations and GRC process, and filing and records. In sum, the Directors (Social/Resettlement and Environment) will be responsible for:

- (i) Providing the Deputy PD a monthly report detailing the number and status of complaints received and/or resolved
- (ii) Any outstanding issues to be addressed
- (iii) An analysis of the type of complaints and actions to reduce complaints in the Monthly Progress Report (MPR) of SRMP and EMAP
- (iv) Electronic database providing retrievable records of complaints redressed

4.2 EVALUATION OF GR OUTCOMES

Desk studies, with field verifications, of effectiveness of the GR system will be available annually through a standard report. There will be annual evaluation of the GRC processes by the -Deputy PD (Safeguards) Office to determine the quality of the processes and operations and the outcome of cases by tiers, including analysis of the results. The external monitor will also look into the GRC cases as part of the overall safeguards evaluation under the RAP. The evaluation will consider all cases received and resolved and analyze the outcomes using relevant key indicators

4.3 IMPLEMENTATION SCHEDULE, COST AND BUDGET

The implementation schedule is presented in Table 4.1. The initial period of implementation will be six years, starting with “0” year to completion of project construction in 6 years under Stage 1 (Phase I & II).

Table 4.1: GRC Implementation Schedule (2013-2019)

Activity	Implementation Time line					
	0 Yr.	Yr. 1	Yr. 2	Yr. 3	Yr. 4	Yr. 5
Formation and approval of GRCs and disclosures (so, formation and approval will take two years?!)						
Training of GRC Members						
Functioning of GRC						
Monitoring of the GRCs (not discussed so far!!)						
Evaluation of GRC outcomes (not discussed so far!)						
GRC Database Management (not discussed, so far!)						

The estimated cost for GRP is PKR 1.338 million (Table 4.2). It considers only the operational costs of the GRCs, the per diems of the GRC members and other incidental costs (e.g., supplies, refreshments) for conducting the GRC meetings for a period of 6-year implementation phase.

Table 4.2: GRP Costs

GRC	Unit Cost/X	Cost (PKR)
Village-level GRC	5 members x PKR 300 x 60 Sessions	90,000
Union Council Level GRC	6 members x PKR 500 60 Sessions	1,18,000
District-level GRC	6 members x PKR 2,000 x 30 Sessions	3,60,000
Project-level GRC	6 members x PKR 3,000 x 15 Sessions	2,70,000
Supplies/Refreshments	Lump sum	5,00,000
TOTAL		13,38,000

The GR database management cost which include recording and record keeping, financial assistance to the members of the GRCs for time management and timely redress of the grievance etc. and computerized record keeping and progress maintenance with reporting to the concerned. And, this all has already been included in the RAP (Vol. 5) databank and Management Information System (MIS).

APPENDICES

Appendix A: Entitlement Matrix

Loss Item 1: Loss of Agricultural Land Used in Terrace Cultivation			
Unit of Entitlement	Entitlements	Application Guidelines	Additional Services
Owner(s) of land identified by District Collector through Land Acquisition Survey	<ol style="list-style-type: none"> 1. Negotiated Value (NV) of agricultural land agreed between PAPs and the District Collector 2. Cultivable Plot (1/2 kanal) of land (if available and technically feasible for development) near resettlement site in the case of the families without residual land. 3. Dislocation Allowance of PKR 500/-(Five hundred) per kanal but the total amount will not exceed PKR 20,000./- (Twenty thousand) 	<ol style="list-style-type: none"> 1. NV will be computed by the District Collector based on the Unit Rates agreed upon at a Jirga comprising Village Committee (VC) and District Collector. The Project through District Collector will pay cash compensation through crossed cheque with assistance from PRO to confirm identity of owner. 	Identified owners will be assisted by the Director-SRU to prepare legal documents in support of their ownership.
Implementation Issues:			
<ol style="list-style-type: none"> 1. Landowners will be informed of the details of the land acquisition and compensation process, resettlement package and payment procedure. 1. The VCs were established by the Additional Assistant Commissioner (AAC) with recommendations of the village Malik in every affected village 2. The Unit Rates to be used in computing Negotiated Value (NV) for agricultural land will be determined at a Jirga including the Village Committee (VC), District Collector or representative, (called the Price Evaluation Committee, duly formed and notified by District Collector). The valuation process will take into consideration the rates adopted by a recent hydropower project in Kohistan as the basis for negotiation. 3. The community in the project has derived the right to use homestead, agricultural and other land, by virtue of traditional land tenure under their traditional laws and customs. Therefore, formal land ownership documents as title deeds and cadastral maps have not been prepared for land in this area. Therefore, the Land acquisition survey is conducted by the District Collector to establish land ownership and boundaries as these details are required to issue notice under Section 4 of LAA 1894. 			
Loss Item 2: Loss of Homestead and Commercial Land			
Unit of Entitlement	Entitlements	Application Guidelines	Additional Services
Owner(s) identified by District Collector through Land Acquisition Survey	<ol style="list-style-type: none"> 1. Negotiated Value (NV) of land. 2. Dislocation Allowance @ PKR 750/-(Seven hundred and fifty) per kanal but the total amount will not exceed PKR 5,000/-(Five thousand). 3. Affected owners will be entitled to a plot either small (5 <i>Marlas</i>) or large (10 <i>Marlas</i>) based on their homestead plot size in the "original" 	<ol style="list-style-type: none"> 1. NV will be computed by the District Collector based on the Unit Rates agreed upon at a Jirga comprising VC, and District Collector; 2. Project through District Collector will pay for the land. 3. Project is liable to provide basic infrastructures at new resettlement 	Identified owners will be assisted by the Project to prepare legal documents in support of their ownership.

	<p>villageonly in case of sites developed through land acquisition.</p> <p>4. Provision of basic infrastructures at new resettlement area such as access road, drinking water supply and sanitation, schools, electricity (if available at homestead), mosque, health facility and commercial area free of cost.</p>	<p>area such as access road, drinking water and sanitation system. Agriculture water supply will be provided if land for agriculture is available near resettlement site. Current electricity systems will be shifted to the resettlement villages;</p> <p>4. Affected owners will be entitled to a plot in new resettlement site developed by project either small (5 <i>Marlas</i>) or large (10 <i>Marlas</i>) based on their homestead plot size in the "original" village. These plots will be given free of cost if land for resettlement is provided by the resettling community free of cost and on subsidize rate in case land for resettlement site has to be acquired by the Project</p> <p>5. The affected households moving and settling outside the project resettled developed site will be eligible of getting a special allowance for relocation @ PKR 50,000/- in addition to their actual compensation. This affectee would not be eligible to have a developed plot in resettled.</p> <p>6. Owners will be allowed to take away all salvageable materials free of cost.</p>	
--	--	---	--

Implementation Issues:

1. Consultations with Project Affected Persons (PAPs) revealed that most of them did not want to move away from the valley where their present abodes are located and preferred to relocate at a

- higher elevation within the same valley. This is mainly due to their seasonal migration to different elevations of the valley where they have houses at these different elevations as described in the RAP.
2. PAPs will be informed of the details of the compensation policy, resettlement package and payment procedure.
 3. NV will be determined and approved for the project following the procedure as stated under Loss Item 1 above.
 4. Land titling will be completed through the land acquisition survey conducted by the District Collector before issuance of notice under section 4.

Loss Item 3: Loss of Communal Property and Resources

Unit of Entitlement	Entitlements	Application Guidelines	Additional Services
<ol style="list-style-type: none"> 1. VC for communal property; 2. All villagers losing access to common land areas for pasture and fuel wood 	<ol style="list-style-type: none"> 1. Negotiated Value (NV) of land will be paid to the VC 2. A plot in community-based resettlement site for each communal property as schools, mosque, burial ground, health center, community center etc. 3. The project will construct the structures for common properties in the project-managed resettlement sites selected by the PAPs and the sitting of the common properties will be decided by the VC. 	<ol style="list-style-type: none"> 1. NV will be computed by the District Collector based on the Unit Rates agreed upon at a Jirga comprising VC, and District Collector, 2. Project/District Collector will pay for the land of common properties. 3. The VC will construct the common properties at each resettlement site with planning inputs and monitoring by Project of each resettlement site. 	<p>VC will be assisted by the Director-SRU to organize legal documents in support of the compensation payments for the common properties. Social and Resettlement Unit will assist and guide the community in utilizing the common land area sustainably.</p>

Implementation Issues:

1. NV will be determined and approved for the project following the procedure as stated under Loss Item 1.
2. The VC will be responsible for the relocation of community property sites.

Loss Item 4: Loss of Residential Structures

Unit of Entitlement	Entitlements	Application Guidelines	Additional Services
<p>Owner(s) of the structures identified by District Collector through Land Acquisition Survey</p>	<ol style="list-style-type: none"> 1. Replacement Value (RV) of residential structure. 2. Transfer/relocation Grant @ PKR 100/- (One hundred) per square meter of affected structure. 3. Reconstruction Grant @ PKR 250/- (Two hundred and fifty) per square meter of affected structure. 4. Special Assistance of one-time payment of PKR 5000/- (Five thousand) for each female, disabled, 	<ol style="list-style-type: none"> 1. Applicable to all structures located within the acquisition areas. 2. District Collector with expertise from Communication and Works Department will determine the RV based on the Unit Rate agreed at the Jirga will compute the RV. When necessary, PRO will be employed to verify structures eligible for RV and other 	<p>Assistance in relocation and reconstruction is provided by the Project Resettlement Unit.</p>

	<p>elderly headed and very poor households.</p> <p>5. Owner will be allowed to take away all salvageable materials free of cost.</p> <p>6. The households moving and settling outside the project district will be eligible of getting a special allowance for relocation @ PKR 50,000/- in addition to their actual compensation and other allowances.</p>	<p>assistance.</p> <p>3. Project/PMU will pay for structures through District Collector;</p> <p>4. The Project will provide other resettlement benefits directly with assistance from Social and Resettlement Unit;</p> <p>5. Owner will be allowed to take away all salvageable materials free of cost</p> <p>6. The affected households moving and settling outside the project resettled developed site will be eligible of getting a special allowance for relocation @ PKR 50,000/- in addition to their actual compensation. These affectees would not be eligible to have a developed plot in resettled.</p>	
--	---	---	--

Implementation Issues:

1. Land Acquisition Survey conducted by District Collector and Detailed Measurement Survey by Communication and Works Department (C&W) will assess and record details such as floor area and category of structure of to be demolished.
2. The Unit Rate for different types of residential structures will be computed by the Executive Engineer, C&W and approved at a Jirga comprising representatives from all affected villages and District Collector or representative;
3. Compensation must be paid before PAPs dismantles and removes the structures as per civil works requirement at new site of resettlement.
4. The date of service of notice under section 4 and/or Inventory Census will be the cut-off date for all structures to be removed.

Loss Item 5: Loss of Commercial Structures

Unit of Entitlement	Entitlements	Application Guidelines	Additional Services
<p>Owners of commercial structures identified by District Collector through Land Acquisition Survey</p>	<ol style="list-style-type: none"> 1. RV of commercial structures. 2. Transfer Grant @ PKR 100/-(One hundred) per square meter of affected structure. 3. Reconstruction Grant @ PKR 500/-(Five hundred) per square meter of affected structure. 4. Owner will be allowed 	<ol style="list-style-type: none"> 1. Applicable to all structures located within the project affected area at cut-off date. 2. Jirga of affected villagers and District Collector with expertise from C&W will determine the RV. 3. When necessary, Director-SRU will 	<p>Assistance in relocation and reconstruction is provided by the project.</p>

	to take all salvageable materials back free of cost.	verify and record structures eligible for RV and other assistance. 4. District Collector will pay for structure. 5. The Project will provide other resettlement benefits with assistance from SRU.	
--	--	--	--

Implementation Issues:

1. Land Acquisition Survey conducted by District Collector and Detailed Measurement Survey by Communication and Works Department (C&W) will assess and record details such as floor area and category of structure of to be demolished.
2. Replacement value (RV) of structure will be determined and approved in the process as stated in Loss Item 4.
3. Compensation must be paid before dismantling and removing the structures as per civil works requirement and new site of resettlement.
4. The cut-off date for titled owners and socially recognized owners as stated in Loss Item 4.

Loss Item 6: Loss of Physical Cultural Resources

Unit of Entitlement	Entitlements	Application Guidelines	Additional Services
Department of Archaeology and Museum (DOAM) of KPK, the Legal Custodian of the archaeological resources of the project affected area.	<ol style="list-style-type: none"> 1. Cost of dismantling, moving and reconstruction of the 400 year Mosque at Seer Gayal. 2. Cost of land to relocate the Seer Gayal Mosque 3. Cost of protecting the submerged graves with mud plaster. 4. No rock carving would be affected by the project. 	<ol style="list-style-type: none"> 1. Applicable to the structures identified in the PCR Plan 2. Cost of land will be paid to VC if Seer Gayal would be resettled in community land, otherwise cost of communal land will not be paid. 3. The Project will support local community in performing religious ceremonies before covering the graveyards with mud plaster as agreed by local community well before filling of reservoir. 	The Project will support the DOAM in procurement and protection of rock carvings (if any) at Shatial.

Implementation Issues

1. The project consultant team has identified and assessed the cost of PCR to be conserved /relocated.
2. Cost of conservation and/or relocation will be paid to the Department of Archaeology and Museum (DOAM) of KPK before dam construction and the DOAM is responsible for implementation before inundation.

Loss Item 7: Loss of Timber and Fruit Bearing Trees

Unit of Entitlement	Entitlements	Application Guidelines	Additional Services
1. Owner(s) identified by District Collector through Land Acquisition Survey	<ol style="list-style-type: none"> 1. RV of Timber trees. 2. Fruit-bearing trees: if the tree is at or near fruit-bearing stage, 	1. Applicable to all trees and plants located in acquisition area at cut-off dates.	SRU to explain RAP policies regarding compensation for the trees of different

<p>2. Socially recognized (by Malik/Mullah and VC) owners of trees grown on public or other land, as identified by Census and verified by Land Acquisition Survey.</p>	<p>the estimated current market values of the fruit produce for 3 seasons. 3. Owners will be allowed to fell trees and take the timber, free of cost.</p>	<p>2. District Collector/Project will pay applicable compensation for trees/plants. 3. District Collector with assistance from Department of Forestry and Department of Agriculture will recommend RV of trees and fruits. 4. Development of new nurseries facilities for fruit and non-fruit trees in new resettlement sites 5. Re-plantation of 5 trees per affected tree in the project area (covered under EMP)</p>	<p>categories and size and make the Entitled Persons (EPs) aware that they could take the timber and fruits free of cost.</p>
--	---	---	---

Implementation Issues:

1. Replacement value (RV) of timber and fruit bearing trees determined on rate basis negotiated by District Collector and with the affected Community/*Jiga* will be paid. In addition if the tree is at or near fruit-bearing stage, the estimated current market values of the fruit produce for 3 seasons; and
2. The SRU will provide guidance in re-plantation and post-plantation care programs under Environmental Management Action Plan (EMAP).

Loss Item 8: Loss of Standing Crops

Unit of Entitlement	Entitlements	Application Guidelines	Additional Services
<p>Cultivators identified by District Collector through Land Acquisition Survey</p>	<p>1. RV of standing crops. 2. Owners will be allowed to harvest of standing crops prior to inundation.</p>	<p>1. Applicable for all crops standing on land within the acquisition area at the time of dispossession. 2. District Collector with assistance from Director-SRU will pay for crops. 3. District Collector with assistance from Department of Agriculture will recommend RV of crops at harvest. 4. Crops grown after dispossession will not be paid any compensation</p>	<p>SRU will assist EPs in the process of claiming compensation from District Collector office for preparing necessary documents.</p>

Implementation Issues:

RV of crops will be recommended by District Collector/Department of Agriculture (based on data obtained from District Agriculture Extension Office, Dasu) for those identified through Land Acquisition Survey conducted by District Collector.

Loss Item 9: Loss of Leased/Mortgaged Land

Unit of Entitlement	Entitlements	Application	Additional Services
---------------------	--------------	-------------	---------------------

		Guidelines	
1. Identified recognized lessee or sharecropper, with informal tenancy arrangements, including socially recognized verbal agreements.	1. RV of crops. 2. Outstanding lease money back to the lessee by the owner as per agreement. 3. Dislocation allowance @ PKR 1500/-per kanal for actual cultivator to cover the income loss from the land	1. With customary tenancy agreements, including socially-recognized verbal agreements (certified and approved by the District Collector) , owner will receive compensation payment from District Collector. The owner will pay the outstanding liabilities to the lessee/mortgagee under the conditions that: (i) all contractual liabilities are already paid up; (ii) if not, the legal owner will get the residual payment after all liabilities are paid up. 2. District Collector will ensure the payment of RV of crops to the cultivator. 3. Dislocation Allowance will be paid to the actual cultivator of the acquired land by District Collector/Project with assistance from SRU.	1. SRU will assist in ensuring that the lessee receives all eligible payments. 2. SRU will facilitate the refund of outstanding lease money by the owner to the lessees.
Implementation Issues:			
1. Land Acquisition Survey conducted by District Collector will identify each land owner and any persons who presently have interest in the acquired land from formal/informal agreement. 2. Any disputes over status of present interest in the land will be resolved through grievance redress procedure. Once resolved, SRU will assist in processing payments of all outstanding liabilities on the land to the appropriate persons. 3. RV of crops will be determined by District Collector/Department of Agriculture (based on data obtained from District Agriculture Office, Dasu). 4. Dislocation Allowance to cover loss of income will be paid to the tenant as per project-specific policy provisions.			
Loss Item 10: Loss of Income from Displaced Commercial Premises			
Unit of Entitlement	Entitlements	Application Guidelines	Additional Services

Any proprietor or businessman or artisan operating in premises, at the time of issuance of Notice under section 4.	<ol style="list-style-type: none"> Grant for Loss of Business @ 10% of District Collector's payment for the structure. One time Moving Assistance of PKR 5000/-(Five thousand) for tenants. Affected businesses to be relocated to the new market area to be established in nearby resettlement site or along KKH. 	<ol style="list-style-type: none"> Business owners will be paid the entitlements after award of compensation by District Collector to the owner of premises. The Project will directly pay the entitlement to the eligible affected persons with assistance from SRU. 	EPs will be brought under income generation program.
--	---	---	--

Implementation Issues:

- Primary eligibility to be based on businessmen identified by DHC Census and verified by Land Tenure Survey conducted by District Collector.
- All the business operators will be entitled for grant against loss of business and relocation to the new market area. The income-generating program will be implemented by the SRU with assistance from an organization experienced in rehabilitation and livelihood generation activities of resettled persons in similar hydropower projects in the area.

Loss Item 11: Temporary loss of income (wage earners in commerce & small business and industry)

Unit of Entitlement	Entitlements	Application Guidelines	Additional Services
Regular wage earners employed in businesses, commerce & industry in the affected area.	<ol style="list-style-type: none"> Grant to cover temporary loss of regular wage income @ PKR 200/-(Two hundred) per day for only 90 days PKR 18000/-(Eighteen thousand only) for farm labor; PKR 200/-(Two hundred) per day for only 90 days PKR 18000/-(Eighteen thousand only) for <i>Gujars</i> employed to look after livestock; PKR 250/- (two hundred and fifty) per day for only 90 days PKR 22500/-(Twenty two thousand five hundred only); for wage worker at hotel/shops and restaurant Rs.300 (Three hundred) per day for 90 days PKR 27000/- (two thousand only); A one-time grant of PKR 150,000/- (one hundred and fifty thousand) for 	<ol style="list-style-type: none"> EP must have been an employee of landowner or business located in the acquired lands for at least twelve months, as identified by the Census conducted by the Consultants (DHC Census). The resettlement benefits will be paid by Project with assistance from SRU. 	<ol style="list-style-type: none"> EPs will be brought under income and livelihood restoration programs to be implemented under RAP, and training programs, including the current technical and vocational training programs sponsored by the Project. Involvement of trained EPs in construction work. Involvement of trained EPs in tree plantation and social forestation programs under EMAP.

	<i>Soniwals</i> (identified during survey) <i>per</i> households engaged in gold extraction in the project affected area.		
Implementation Issues:			
Primary eligibility to be based on wage earners identified by the DHC Census and further verified by Director-SRU. Further claims and grievances, if any, will be settled by the grievance redress committee and Director-SRU.			
Loss Item 12: Loss of Income from Rented-out and Access to rented-in residential/ commercial premises			
Unit of Entitlement	Entitlements	Application Guidelines	Additional Services
<p>1. Owner of the rented-out premises as identified by Census prepared by DHC and verified by District Collector/Director-SRU.</p> <p>2. Household/person rented-in any such structure as identified by Census prepared by DHC and verified by District Collector/Director-SRU.</p>	One time allowance of loss of income from rent in and rent-out be paid as PKR 10,000./-(Ten thousand) to owner and renter	<p>1. Each renter of affected premises will be entitled for the dislocation allowance. The owners of rented out premises will be entitled for dislocation allowance for each unit of premises rented out to separate families or persons.</p> <p>2. Dislocation Allowance will be paid by Project with assistance from PRO/SRU.</p>	1. EPs will be brought under income and livelihood restoration program to be implemented under RAP.
Implementation Issues:			
DHC Census and verification by District Collector/Director-SRU will establish the owner and renter of the residential and commercial premises.			
Loss Item 13: Households losing more than 10% of their income (from agriculture or business) due to the project			
Unit of Entitlement	Entitlements	Application Guidelines	Additional Services
Persons losing more than 10% of their income from all sources as identified by Census prepared by DHC and verified by District Collector /Director-SRU .	1. One time Dislocation Allowance @ PKR 10,000/- (Ten thousand) per household.	1. The one time Dislocation Allowance will be paid by Project with assistance from Director-SRU	<p>1. EPs will be brought under income and livelihood restoration program.</p> <p>2. EPs will also be included in the current project sponsored vocational training program training EPs for employment in project construction activities.</p> <p>3. Involvement of trained EPs in Project</p>

			<p>construction work.</p> <p>4. Involvement of trained EPs in tree plantation and social forestations programs.</p>
--	--	--	---

Implementation Issues:

1. Loss of income had been assessed as per actual loss of productive resources (land and businesses) by the project and the total income of the affected households from all sources through Census of all affected households.
2. PRO will verify the percentage of loss comparing the actual loss and the total income from all sources of the affected households.

Loss Item 14: Loss of Livelihood (Non-cash Entitlement)

Unit of Entitlement	Entitlements	Application Guidelines	Additional Services
Households/persons affected by loss of livelihood	<ol style="list-style-type: none"> 1. Free Vocational Training will be provided to the people of affected area. 2. Free horticulture training will be provided to the people of affected area. 3. Training in fish hatchery operations and sustainable fishery will be provided to the people of affected area. 4. 4.Jobs in the project will be provided to the people of affected area 5. 5. Inclusion in area development programs implemented with ADF 	<ol style="list-style-type: none"> 1. A pro-active program to this end has already been started by WAPDA: local youths are receiving a six-month vocational training program in various lines of work to prepare them for guaranteed jobs in the project construction work or elsewhere. 2. Priority will be given to affected households for working in project construction activities. 3. List target groups, needs assessment, and selection during implementation. 	<ol style="list-style-type: none"> 1.PAPs will also be included in the current project sponsored vocational training program 2.Training PAPs for employment in project construction activities.

Implementation Issues:

Area development programs including sustainable income generation activities and training, micro credit and entrepreneurial training etc. will be planned and implemented by Assistant Director, Training and Livelihood, in the long term, with funding from Area Development Fund.

Loss Item 15: Public Structures such as Hospital/Dispensaries, School, etc.

Unit of Entitlement	Entitlements	Application Guidelines	Additional Services
Concerned Department	Replacement of affected structures	WAPDA and concerned department with the help of District Collector will be responsible for the replacement of the affected public structures at appropriate site with the financial assistance of the project.	After the construction of the affected public structure, the said structure will be handed over to the concerned department who will be responsible for the further maintenance and operation.

Implementation Issues:			
Loss Item 16: Unforeseen Adverse Impacts			
Unit of Entitlement	Entitlements	Application Guidelines	Additional Services
Households/persons affected by any unforeseen impact identified during RAP implementation	Entitlements will be determined as per the resettlement policy framework	The unforeseen impacts will be identified through special survey by the SRU. The entitlements will be approved by PMU/WAPDA and concurred by the World Bank	APs affected by unforeseen impacts as additional relocation due to blasting and dust, construction associated activities will be accommodated by this compensation by SRU with facilitation by CE/Dy. Project director-Safeguards
Implementation Issues:			
The unforeseen impacts and affected persons will be identified with due care as per policy framework and proposed to WAPDA and World Bank for approval including details as quantity of losses, their owners and the entitlements.			

Appendix B: Sample Grievance and Resolution Form

Name (of Complainant): _____
ID Number: _____ (PAPs ID number)
Contact Address: _____ (Village; mobile phone)
Nature of Grievance or Complaint:

<u>Date</u>	<u>Individuals Contacted</u>	<u>Summary of Discussion</u>
_____	_____	_____

Signature _____ Date: _____

Signed (of Complainant): _____
Name of Person Filing Complaint: _____ (if different from complainant)
Position or Relationship to Filer: _____

Review/Resolution

Date of Conciliation Session: _____
Was complainant present? Yes No
Was field verification of complaint conducted? Yes No
Findings of field investigation:

Summary of Conciliation Session Discussion:

Issues: _____

Was agreement reached on the issues? Yes No

If agreement was reached, detail the agreement below:

If agreement was not reached, specify the points of disagreement below:

Signed (Arbitrator): _____

Signed (Complainant): _____

Signed: _____
Independent Observer

Date: _____