

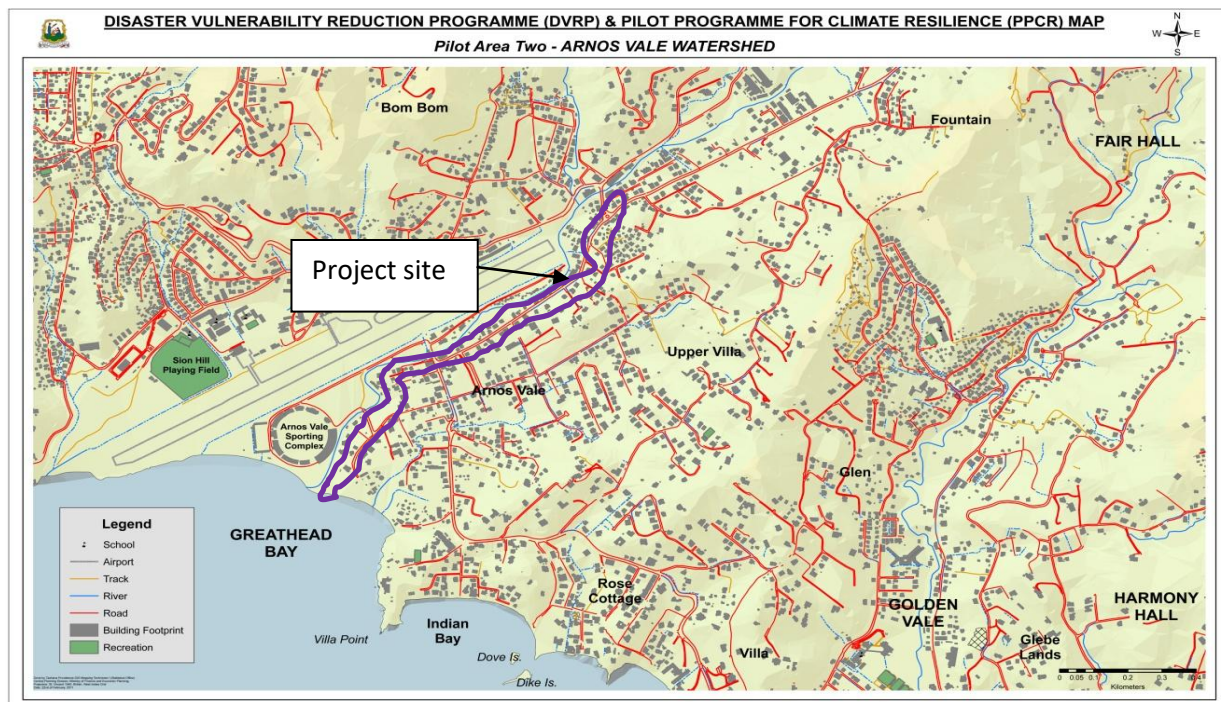
GOVERNMENT OF SAINT VINCENT AND THE GRENADINES

# Abbreviated Resettlement Action Plan (A-RAP)

REGIONAL DISASTER VULNERABILITY REDUCTION PROJECT  
(RDVRP)

## REALIGNMENT OF THE WARROWWARROW RIVER

Kingstown, Saint Vincent and the Grenadines



AUGUST 2018

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## Abbreviations

<b>A-RAP</b>	Abbreviated Resettlement Action Plan
<b>CWSA</b>	Central Water and Sewerage Authority
<b>EA</b>	Environmental Assessment
<b>EU</b>	European Union
<b>EIA</b>	Environmental Impact Assessment
<b>EPSDD</b>	Economic Planning and Sustainable Development Division
<b>IDA</b>	International Development Association
<b>MoFEP</b>	Ministry of Finance, Economic Planning, Sustainable Development and Information Technology
<b>MoHILP</b>	Ministry of Housing, Informal Human Settlements, Lands and Surveys and Physical Planning
<b>MoTW</b>	Ministry of Transport, Works, Urban Development and Local Government
<b>PAP(s)</b>	Project Affected Person(s)
<b>PPCR</b>	Pilot Programme for Climate Resilience
<b>PSIPMU</b>	Public Sector Investment Programme Management Unit
<b>RDVRP</b>	Regional Disaster Vulnerability Reduction Project
<b>SCF</b>	Strategic Climate Fund
<b>VINLEC</b>	St. Vincent Electricity Services Ltd.
<b>WWR</b>	Warrowwarrow River

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## Preamble

This document is the Abbreviated Resettlement Action Plan (A-RAP) for the realignment of the Warrowwarrow River, in Arnos Vale, Kingstown, Saint Vincent and the Grenadines (SVG). It is being prepared in collaboration with the Project Affected Persons (PAPs) and the Economic Planning and Sustainable Development Division (EPSDD) in the Ministry of Finance, Economic Planning, Sustainable Development and Information Technology (MoFEP).

The aim of this document is to ensure that by detailing all procedures, actions and commitments, the objectives of the World Bank's Operational Policy on involuntary resettlement (OP 4.12) are achieved to the end that all PAPs improve or at least maintain their pre-project level livelihoods.

This A-RAP is a working document which will be updated as further information is gained during planning, implementation and further consultations.

## Introduction

### I. Regional Disaster Vulnerability Reduction Project

In September 2011, the Government of Saint Vincent and the Grenadines signed a financing agreement valued at USD 20.92 million with the World Bank (Bank), to implement the Regional Disaster Vulnerability Reduction Project (RDVRP). The project is an amalgamation of the Disaster Vulnerability Reduction Project and the Pilot Programme for Climate Resilience (PPCR) and is being implemented by the Public Sector Investment Programme Management Unit (PSIPMU) of the EPSDD.

In November 2014 and May 2016, additional financing totalling USD 47.30 million was added to the RDVRP from the Bank and the European Union (EU) respectively. This increased the project funding to USD 68.22 million<sup>1</sup>, which consists of a mixture of loans and grants from the International Development Association (IDA), the Strategic Climate Fund (SCF) and the EU 11<sup>th</sup> European Development Fund: B-envelope. The closing date of the project is December 31, 2018.

The objective of the RDVRP is to “measurably reduce vulnerability to natural hazards and climate change impacts...”<sup>2</sup> Specifically, the project will increase resilience to climate change by supporting capacity development and tools to assess and communicate disaster and climate risk to the public and to decision makers in different sectors, and to improve the integration of natural hazard and climate risk into physical planning processes. In addition, the RDVRP is designed to contribute to vulnerability and risk reduction through a combination of civil works, capacity building, and institutional development activities at the national and regional levels. These activities are designed to reduce the response time in the wake of a disaster and to improve regional and national resilience to natural hazards and longer-term impacts resulting from climate change.

The project consists of four components:

**Component 1** – Prevention and Adaptation Investments

**Component 2** – Regional Platforms for Hazard and Risk Evaluation, and Applications for Improved Decision Making

**Component 3** – Natural Disaster Response Component

**Component 4** – Project Management and Implementation Support

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<sup>1</sup> PPCR grants USD 12 million; SCF loan USD 3 million, IDA credits USD 46.52 million; EU trust fund USD 6.7 million

<sup>2</sup> Project Appraisal Document, RDVRP.

The RDVRP consists largely of infrastructural projects and technical assistance activities, some of which were derived from SVG's Strategic Programme for Climate Resilience (SPCR) developed under the PPCR. A total of USD 15 million of RDVRP funds are dedicated to PPCR activities.

## **II. Description of the Warowwarow (Arnos Vale River) Project**

The Warowwarow River (WWR) is located south of the old E.T. Joshua Airport and Arnos Vale stadium. The river is located in a flood plain and poses a safety risk to citizens/dwellings close to, and on its banks. Over the years, those persons who live on the river's banks have been further challenged due mainly to river erosion and unhealthy environmental practices.

The proposed intervention is limited to the portions of the river located west of the Vigie Highway (photo 1). The main activities are the installation gabion baskets, construction of reinforced concrete walls and cleaning of the estuary. This will be done in an effort to increase the capacity of the river and minimise the incidence and impact of flooding. Work will be undertaken in three zones:

The methodology to address the intervention is divided in 3 lots:

Zone 1 – Embankment works

Zone 3 – Embankment works

Zone 2 – Cleaning of the estuary

In Zone 1, one dwelling (photo 4 and 5: Pg. 35) has experienced severe erosion and its structural integrity appears to be significantly compromised. The house will not be affected by the proposed work. The proposed intervention is to replace damaged gabions walls and back fill to support the river's bank.

In Zone 3, three dwellings are in proximity to the proposed gabions. One of these dwellings is located in a very vulnerable low level area, which has reported frequent flooding (photo 6 and 7: pg 36). The occupant of this house is relocated to another village. The engineers indicated that the other two dwellings (photo 8 and 10) will benefit from installation of the Gabion baskets below their houses.

In Zone 2, the engineers have not identified and threat to safeguards in this zone.





Photo 1: Project site

### III. World Bank Policy and an A-RAP

The Bank's Policy on Involuntary Resettlement, [OP 4.12](#) recognises the potential for a development project to result in economic, social and environmental displacement if appropriate measures to mitigate these impacts are not carefully planned and executed. Accordingly, the policy is guided by the following three principles:

- a. Involuntary resettlement should be avoided where feasible, or minimised, exploring all viable alternative project designs
- b. Where it is not feasible to avoid resettlement, resettlement activities should be conceived and executed as sustainable development programmes, providing sufficient investment resources to enable the persons displaced by the project to share in project benefits.
- c. Displaced persons should be assisted in their efforts to improve their livelihoods and standards of living or at least to restore them, in real terms, to pre-displacement levels or to level prevailing prior to the beginning of the project implementation, whichever is higher.



The policy covers both the direct economic and social impacts that result from Bank-assisted projects, and are caused by the involuntary taking of land and the involuntary restriction of access to legally designated parks and protected areas resulting in adverse impacts on the livelihoods of the displaced persons.

#### **IV. Overview of the A-RAP**

The preparation and adherence to an A-RAP is a reflection of the requirements of the Bank's Operational Policy on involuntary resettlement (OP 4.12). The underlying aim of the A-RAP is to ensure that in the event of any physical or economic displacement of people, their pre-project incomes and standards of living are maintained or improved. In other words, it is intended to capture pre to post project procedures that are designed to ensure the minimisation of any adverse impacts of involuntary resettlement (relocation).

#### **Potential Impacts**

The two major impacts to be derived from the implementation of this project are:

- Protection of lives
- Flood reduction

## CENSUS OF DISPLACED PEOPLE

The total population of the work area is 175 persons. The social safeguards method of observation was employed to ascertain the number of dwellings vulnerable or in close proximity (within 1 ft to 3ft) to the river bed. It was assessed one (1) dwellings will be adversely affected by the proposed works in the river, while four (4) dwellings are direct beneficiaries. Information on the population in the work area and the affected households are provided in Tables 1, 2 and 3 below.

**Table 1: Overview of population**

Overview	Comment
<b>Estimated population of residents in project site</b>	125 persons on the western bank of the river: 71 males; 54 females; and 5 children under the age of 4 50 persons on the eastern bank of the river
<b>Estimated number of dwellings within 1 ft to 3 ft of river activity in Zone 3 (very vulnerable )</b>	5 dwellings will be in proximity to the proposed works - 6 males and 3 females: age range 35-60
<b>Status of community housing</b>	Houses in the community are generally constructed with board and galvanize. Presently the entire community resides in a flood zone. The quality of the houses appears ill-equipped to withstand flooding. The studies which informed the proposed intervention predicted that the intervention will significantly reduce the flooding.
<b>Number of dwellings positively impacted by the project</b>	100 dwellings
<b>Number of structures to be Relocated</b>	1 dwelling in Zone 3 to be relocated.
<b>Number of persons directly affected</b>	1 person

**Table 2: Census of affected people**

Vulnerable dwellings	No: in house	Sex	Age	Occupation	Disability	Value of house	Asset to be replaced	Relocation
<b>Pap 1</b>	1	M	59*	unemployed mason	None	\$150,000	NIL	No
<b>Pap 2</b>	1	M	55	Unemployed	Injured leg /limp	\$800 shed	Nil	yes
<b>PAP 3</b>	2	M	35	Unemployed	Nil	\$6000	Nil	No
		F	45	Unemployed	Nil			
<b>Pap 4</b>	1	M	35	Unemployed	Nil	2000	Nil	No
<b>PAP 5</b>	1	M	35	Cleaner	Nil	3000	NIL	No

These dwelling listed are of the affected persons who are living within 1 to 3 ft of the proposed works

**Table 3: List of vulnerable dwellings**

	#	PAP	Description	Relocation Required	Mitigation
<b>Zone 1</b> <b>Photo 4&amp;5</b>	1	E.J	Concrete house is located on the eastern side of the river. The previous retaining wall was washed away resulting in significant erosion under the house.	No	Retaining wall or gabion and backfill, installation of additional drainage is needed to prevent further erosion
<b>Zone 3</b> <b>Photo 6&amp;7</b>	2	CS Building 17	Makeshift (constructed with board and galvanise sheeting) dwelling is located on the western side of the river within 1 foot of the river's edge. This dwelling frequently experiences flooding.	Yes	Relocated to other community, material and construction of a 10*12 dwelling for PAP. Compensation of XCD 3,000 – representing more than 3 times the value of current dwelling. This area will be aligned with gabion baskets.
<b>Photo 8&amp;9</b>	3	IC building 13	This dwelling (board and concrete) has three levels; the lower level rests on a rubble retaining wall about 2 feet from the river's edge and frequently experiences flooding.	No	The owners have abandoned the use of the lower level for more than two years. Gabion baskets as well as an extension of retaining wall is proposed for this area.
<b>Photo 10</b>	4	MW Building 12	Stilts of the house are in the river bed	No	Gabion Baskets and backfilling
<b>Photo 11</b>	5	R building 11	The house is not on the river, but its integrity is under threat from erosion by the river (photo 11).	No	Gabion Baskets and backfilling

## RESETTLEMENT (RELOCATION) ASSISTANCE

The overall aim of the project is to ensure that the livelihoods and living conditions of the displaced persons are improved or at least maintained. As a consequence, allocations should be made to facilitate relocation or temporary displacement.

The safeguards team assessed that the dwelling in photos 6 & 7 is too close to the proposed intervention, therefore the PAP 1 should be relocated. Table 4 provides some details regarding the PAP to be relocated.

**Table 4: PAP requiring special relation assistance**

PAP	PAP (Description)	Type of assistance	Rationale for assistance	Responsible agency
<b>1 PAP Building 13 of census</b>	PAP is approximately 55 years old; with a leg injury in 2016 which reduced the PAP's mobility. The PAP is unemployed and lives alone.	Relocation	<p>PAP's dwelling is approximately 1 foot from the proposed intervention on the river's bank.</p> <p>Though the gabion walls will protect against flooding, its proposed height will reduce light. Additionally, due to the positioning of the dwelling, it will be difficult to back fill the space between the wall and the river's bank. This will cause the gabion walls to become susceptible to erosion and collapse.</p>	<ul style="list-style-type: none"> <li>Ministry of Housing, Informal Human Settlements, Land and Surveys and Physical Planning (MoHILP)</li> </ul>

**Action taken:** Social safeguards team located land, negotiated with the PAP and land owners to construct a dwelling. The PAP will be relocated to a community where permission was obtained from a relative to construct sleeping quarters. The condition of the shed that the PAP is living in cannot be reused. The PAP has some clothing.

**Status:** Drawings<sup>3</sup> are completed for the proposed dwelling; awaiting building materials and construction.

## CITIZEN ENGAGEMENT

The involvement of the key stakeholders in the planning and implementation of the project is essential to ensuring that the objectives of the project are realized, including the preservation of at least the pre-project quality of life of the PAPs, and where possible, the improvement of it. Participation of, and consultations with the PAPs are indispensable methods to achieving this. To

<sup>3</sup> See Annex 3

engage citizen in the project implementation a series of consultations and interviews are conducted in the community. Methods commonly used to make members aware of the project are invitations flyers, public flyers on buildings and other common muster areas.

**Invitations:** Each house in the community was given a flyer about the meeting. Flyers were also posted on electrical poles, inside shops and close to the public standpipe where people frequented. Announcements of the meeting were also transmitted via television and radio.

**Table 5 provides a listing of the completed and expected consultations. The list is by no means exhaustive since additional consultations would be conducted as deemed necessary.**

**Table 5: List of consultation and meetings**

	Description	Where	When	Who
<b>Completed consultations</b>				
<b>1</b>	<b>Consultation no. 1</b> was an initial information session intended to: <ul style="list-style-type: none"> <li>Formally inform the residents about the plans to realign the river and to identify the dwellings most at risk.</li> <li>Create an initial forum where all stakeholders, especially the residents can voice their concerns and get general information on the project and grievances</li> </ul>	Bumper Garage Pole Yard	26 <sup>th</sup> April, 2018 at 4:30pm	<ul style="list-style-type: none"> <li>PAPs</li> <li>MoTW</li> <li>MoFEP</li> <li>NEMO</li> </ul>
<b>2</b>	<b>Consultation no.2</b> Project details about the start and methodology of work programme	Project Site	September 2018	<ul style="list-style-type: none"> <li>PSIPMU</li> <li>PAP</li> <li>Consultants / Engineers</li> </ul>
<b>Expected Consultations</b>				
<b>3</b>	<b>Consultation No.3</b> a site visit to listen to the residents on the progress of the works	Project site	November, 2018	
<b>4</b>	<b>Consultation No.4</b> Working with residents to understand factors affecting the river and possible mitigations	Project site	December 2018	

### Notes from consultation 1

Attendance: Approximately 35 community residents and children under 18 (See List of Attendees in Annex 4)

Key speakers: Social Safeguards Specialist  
 Project Coordinator  
 Director of NEMO  
 Procurement  
 Ministry of Transport and Works – Engineer  
 Ministry of National Mobilisation Community Development Officers

**Table 6: Concerns and response at community consultation**

Subject	Objective	Responsible agent	Concerns by the community members
<b>Project outline</b>	To provide a brief outline of the project activities, Why the selection of the community	Project Coordinator	
<b>Description of Warrowwarrow project</b>	To describe the proposed intervention, and the reason for the selected methodology	Procurement	Where will the gabion baskets be installed? Is the technical report on the project available to members of the community? <b>Response:</b> An outline of where was given: technical report is a public document and can be accessed at the MoFEP.
<b>Protection of the river</b>	To show the location of proposed gabion baskets and the location of affected houses by the project	Ministry of Transport and Works - Engineer	Length of protection How long will the gabion last
<b>Project beneficiaries</b>	To outline the rights of the community, benefits of projects, lodging grievance, community involvement	Social Safeguards Specialist	Skill assessment to be carried out by contractor to determine skill levels? <b>Response:</b> This is not the duty of the contractor; persons can go and apply directly for jobs. Select someone from within the community to write down skills and other abilities that the members of the community possess. Present this list to the contractor; you can also submit a list to the MoFEP. The MoFEP will let the contractor know that these skills are available in the community. <b>Concern:</b> if crops are destroyed will we be entitled to compensation



Subject	Objective	Responsible agent	Concerns by the community members
			<p><b>Response:</b> yes, if crops or other agricultural produce or anything else that you own in this community are destroyed as a result of the project activity, you can be compensated, however to date no crops have been planted along the river, except for a few fruits trees which are not in the location of the Gabion Baskets;</p> <p><b>Concern:</b> What will happen to the people whose houses are affected by project</p> <p><b>Response:</b> All houses in the direct path of the proposed gabions will have to be removed, houses will be valued, and persons will be given support to find adequate locations and monetary compensation at current market value to help in the resettlement.</p> <p><b>Concerns:</b> when will the community be given the opportunity to pay for the land to have legal ownership</p> <p><b>Response:</b> The question is very important, however the MoFEP does not have an answer as that will be the decision of other agencies of the Government regarding land ownership at a later date.</p>
<b>Safety and Community disaster protection</b>	Outline of hazards and other vulnerability, community protection. Health and sanitary conditions in the community	NEMO – Director of NEMO	<p><b>Concerns:</b> Persons are disposing garbage everywhere. Persons walk through the community and leave their garbage.</p> <p><b>Response:</b> Speak to each other to get cooperation in keeping the environment clean.</p>
<b>Community participation</b>	Organization Concerns Development	Community officer, Ministry of National Mobilisation	<p><b>Concerns:</b> Collaboration of information with other Ministries, stigmatization, help for the community to develop its residents</p> <p><b>Response:</b> community members are the users of the community, it is important that you work together to get your concerns addressed.</p>

## **Institutional Responsibility For Implementation And Procedures For Grievances Redress.**

This project involves the installation of gabion walls along the river. Access points to the river are available, currently they are being used by pedestrians/ or residents of the community if they need to enter the river.

The implementation of all relocations will be spearheaded by the MoHILP in collaboration with the PSIPMU to ensure compliance with the laws of Saint Vincent and the Grenadines and the adherence to the standards embodied in the Bank's Operational Policy on involuntary resettlement (OP 4.12). Other actions that may be required are described in table 7.

**Table 7: Institutional Arrangement and Actors**

Action	Responsible agent
<b>Establishment of boundaries of all project activity.</b>	Chief Surveyor
<b>Establishment of the cut-off date and carrying out of the census to identify PAPs:</b>	PSIPMU/ Ministry of National Mobilisation
<b>Budget for resettlement, Compensation</b>	Project Steering Committee; Cabinet
<b>Inspection of plants</b>	Ministry of Agriculture

To ensure transparency of procedures, PAPs shall be informed of the method of valuation used to assess their assets. All payments of compensation, resettlement assistance and rehabilitation assistance, as the case may be, shall be made in the presence of the PAPs in question and a local trusted person if requested by the PAP.

It is not expected /anticipated that further grievances would occur. However, the PSIPMU will continuously take stock of all possible expropriation/compensation reports and discuss their outcomes in its technical meetings. The MoFEP, the MoHILP, and the Ministry of Legal Affairs will directly monitor compensation costs for loss of wages. The PSIPMU will review project activities, including social mitigation measures and provide guidance.

*Grievance redress*

All grievance redresses will follow the procedures laid out in the "[RDVRP: Grievance Redress Mechanisms](#)" manual.

The Land Acquisition Act (1947) makes provision for displaced persons whose usual place of occupancy has been disrupted through compulsory acquisition. In the event that persons are aggrieved by the level of compensation resulting from the acquisition of privately owned land, Section 18(4) makes provision for this matter to be addressed: The Act states that: -

“ an appeal shall lie against the determination by a magistrate of any question of disputed compensation under this section in like manner as if such determination was given in the exercise of the summary jurisdiction of a magistrate in a civil matter under the provisions of the Magistrates’ (Civil Decisions) Appeals Act, and for the purpose of such appeal the determination of the magistrate under this section shall deemed to be a decision of the magistrate within the meaning of section 3 of that Act:”

## Guidelines for processing grievance

- 1) **NOTIFICATION:** After the final demarcation of the project sites, a sign post would be erected to notify the public about the pre-project development. Notification about the project development would be given:-
  - a) On radio via the public service information
  - b) flyer distribution in the project area
  - c) On the sign post at the project site, a portion would be allocated with information as to where to direct all grievances. It will state as follows:

### Notification to the Public as to how to submit grievance

All grievances relating to the development of this project are to be directed to:

Project Coordinator  
<Name of the Project>

<Ministry of the Project  
Coordinator>

<Ministry address>

<Relevant contact info:  
telephone, fax, email>

#### EXAMPLE

Project Coordinator

Regional Disaster  
Vulnerability Reduction  
Project

Ministry of Economic  
Planning, Sustainable  
Development,  
Information, and Labour

First Floor  
Administrative Building,  
Kingstown

Telephone: 784-457-1746

Email –  
[cenplan@svgcpd.com](mailto:cenplan@svgcpd.com)

## PREVENTATIVE GRIEVANCE REDRESS

An effective GRM can prevent the grievance from occurring

#### Step 1

Notify the public within the project area of influence (PAI)

#### Step 2

Outline the project proposed boundaries

#### Step 3

Identify component affected (population, businesses) determine land acquisition issues

#### Step 4

Meet with the project affected persons (PAP) Inform on rights

#### Step 5

Registration of grievance,

**2. REGISTRATION** – The affected persons should file his/her grievance in writing, or complete a grievance registration form (Annex 1) and submit to the Project Coordinator.

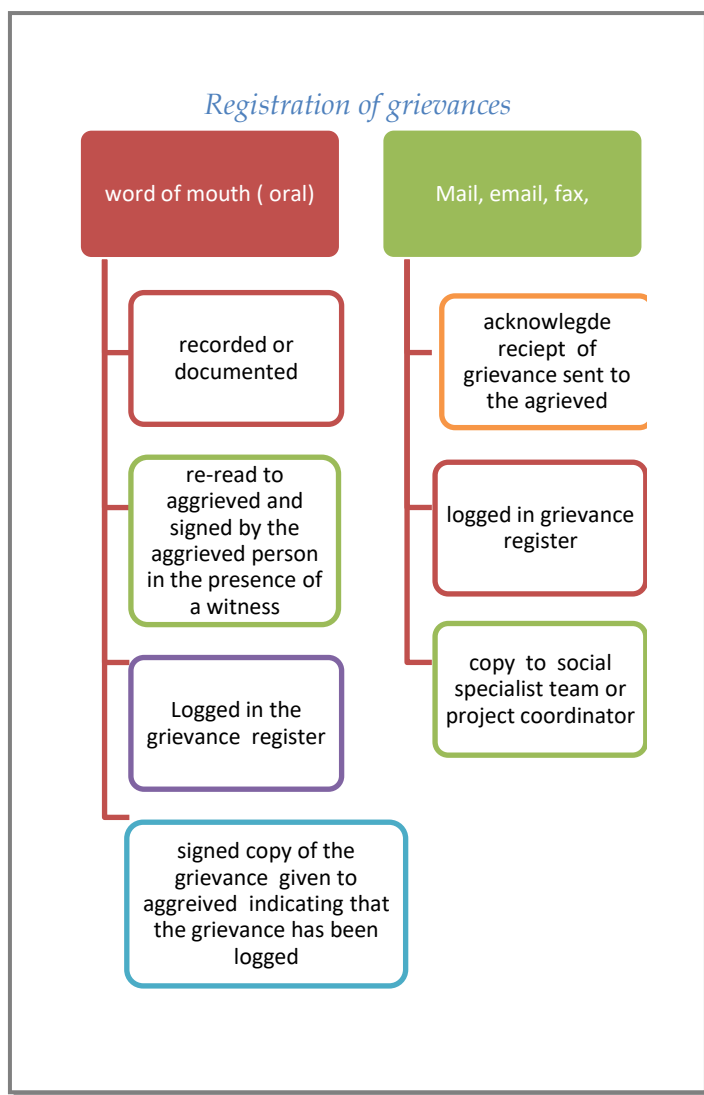
*What information is needed?*

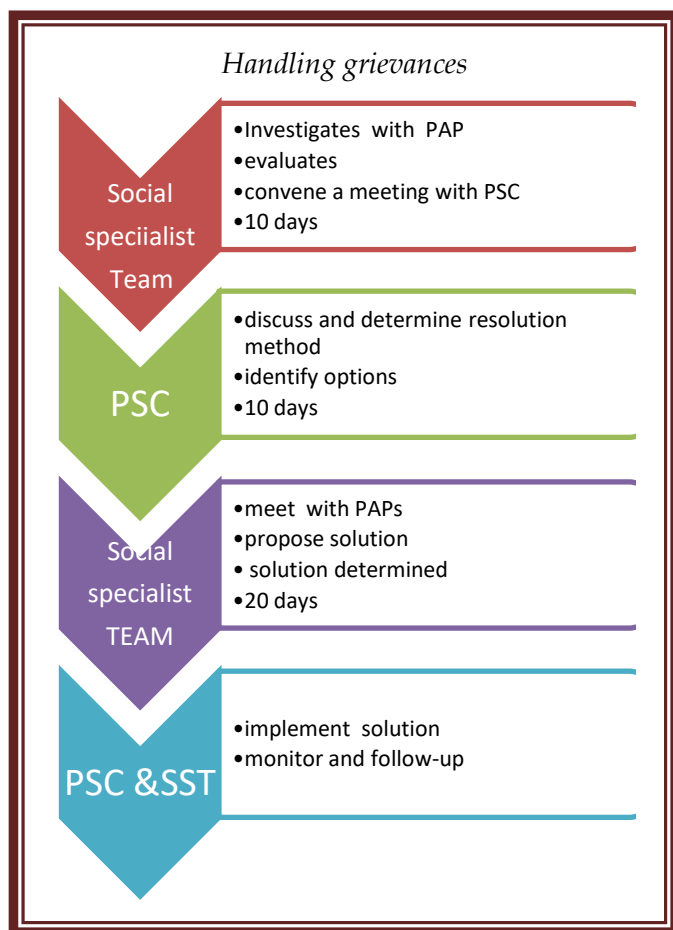
- Identify the project
- Identify who you are
- State how the project activity affects you or community
- Suggest how it can be resolved

(i) All grievance representations received under the project, either via, mail, fax, e-mail, in-person or through a third party should first be sent to the Project Coordinator to be invariably routed to the Social Specialist team for processing. A copy of the complaint should be given to the aggrieved indicating receipt of grievance.

(ii) Grievance received by word of mouth should be recorded, re-read to the aggrieved person and signed by the aggrieved person in the presence of a witness and forwarded to the Social Specialist, in the event that the Social Specialist records the grievance a copy should be sent to the Project Coordinator of the registration of the grievance. (See grievance register Annex 1)

(iii) The grievance registration form or note should be signed and dated by the aggrieved person. The Project Coordinator should give a receipt of acknowledgement to the aggrieved person and lodge the grievance in the grievance register (Annex 2).





(iv) The Project Coordinator must inform the aggrieved of the name, designation, office and telephone number of the official who is processing the case as well as, the period in which an official will contact the aggrieved.

3. **ACTION-** No grievance is to be rejected without having been independently examined, issued a reason and a reply.

(i) All grievances irrespective of the medium of receipt will be transferred to the grievance registration form.

(ii) The nature of the grievance would be directly addressed<sup>4</sup> by the Social Safeguard team. The team will investigate and evaluate the claim within ten (10) business days of receipt. The team will meet with the technical stakeholders along with the other relevant concerned ministry (e.g. Chief Surveyor – land acquisition issues). The relevant personnel would ascertain the

period (not exceeding thirty (30) business days) necessary for the Project Steering Committee to address the grievance and notification must be given to the aggrieved person regarding the status of grievance on or before the end of thirty (30) business days.

(iii) If the aggrieved person does not receive a response or is not satisfied with the outcome within the agreed time he/she can lodge his/her grievance directly to the Grievance Redress Committee (GRC).

(iv) All grievances concerning non-fulfilment of contracts, levels of compensation, or seizure of assets without compensation shall be made in writing, and addressed to the GRC. Copies of the complaint shall be sent to the Project Coordinator. The GRC should issue a response within 30 business days following communication from the aggrieved.

(v) Grievances that cannot be resolved by the Grievance Redress Committee shall be submitted to the Hon. Attorney General and to the Cabinet. Should grievances remain unresolved at this level, they can be referred to the Court of Law.

<sup>4</sup> Address refer to make contact with aggrieved



**Example of notification to be placed on the sign post of the project sign**

**Notification to the Public**

All grievances relating to the development of this project are to be directed to:

Project Coordinator,

Regional Disaster Vulnerability Development Project

Ministry of Finance, Economic Planning, Sustainable

Development and Information Technology

Administrative Building

Kingstown

Telephone: 784-457-1746

[cenplan@svgcpd.com](mailto:cenplan@svgcpd.com)

## Monitoring and Evaluation

Monitoring and evaluation are key elements in the implementation of the A-RAP activities and will be carried out throughout the life of the project. The PSIPMU and the Social Specialists will continuously review expropriation/compensation reports and discuss their outcomes in their technical meetings. The MoFEP and the MoHILP, the Ministry of Legal affairs will directly monitor for displacements. The Social Specialists will review project activities, including social mitigation measures, and provide guidance where necessary.

Monitoring and evaluation would provide information on the extent to which:

1. Temporary relocation and project activities are on track;
2. Grievances are appropriately recorded and addressed;
3. Corrective actions including any adjustments to the implementation approach and the form that it should take.

### *Responsibility for Monitoring*

The MoTW and the PSIPMU have overall responsibility for the implementation of the project. The Social Safeguards Team is responsible for monitoring the process of implementation to ensure that the livelihoods of the PAPs are at the very least maintained.

### *Monitoring Process*

Monitoring will be of two foci. First, there will *performance monitoring*. This monitoring will be based on the resettlement implementation plan and will verify that physical progress has been made in execution of required actions. The main performance indicators to be checked will be:

- Number of consultation meetings held.
- All affected assets surveyed and valued;
- Number of relevant notices published in the Government Gazette and other appropriate media;
- Number of grievances addressed.

Second, there will be *impact monitoring* to assess the effectiveness of the A-RAP and its execution in addressing the needs of the affected population. The methodology for impact monitoring will include:

- Review of number and type of complaints made and effectiveness of the grievance redress mechanism;
- Review of the appeals process and timeframe for settling appeals.

Table 8: Monitoring plan

Monitoring Activities	Objectives	Means of Verification	Responsibility for Data Collection, Analysis and Reporting
<b><i>Performance Monitoring</i></b>	To assess the progress in implementation of the A-RAP. The focus will be on the execution of actions relative to the proposed schedule and budget	Consultation with PAPs; Project Progress Reports; letters	PSIPMU; MoTW; & Ministry of Housing
<b><i>Impact Monitoring</i></b>	Assessment of the effectiveness of the A-RAP and its implementation in addressing the needs of the PAPs	Consultation (the public and PAPs); Project Implementation reports	PSIPMU

## Implementation schedule (timetable) and Budget

The implementation schedule is intended to capture all the relocation activities of this project ranging from the preparation stage through to the implementation of the project. Table 6 below is the implementation schedule relating to this project:

**Table 9: Implementation Schedule**

	Task	2018															Responsible Agency
		Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	
1.	Review of final designs																PSIPMU, MoTW
2.	Survey Project Site and Complete census			x	x		X										MoTW, PSIPMU
3.	PAP and Community Consultations (Ongoing)	x				X		X									MoTW, PSIPMU
4.	Survey to determine and outline design implications on residents						X										PSIPMU, MoTW
5.	Complete Draft RAP							x									PSIPMU
6.	Approval of Draft RAP																World Bank
7.	Public relations (Ongoing)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	PSIPMU
8.	Consideration to Relocation of PAPs						x	x	X	x	x	x					
9.	Grievance management (ongoing)	X	X	X	X	X	X	X	X	X	x	x	x	x	x	x	PSIPMU
10.	Monitoring (Ongoing)	X	X	X	X	X	X	X	X	X	x	x	x	x	x	x	PSIPMU, MoTW
11.	Construction									X	X	X	X	X	X		Consultant, PSIPMU

Table 10: Resettlement Planning

Timeframes of project	Resettlement Planning
<b>The planning phase</b>	<p>Preliminary identification and consultation with PAPs realized. Census of project area - establish cut-off period</p> <p><b>OP4.12 Triggered</b></p> <p>At this initial stage consultation with PAP and Project Steering Committee</p> <p>Residents were informed about the realignment and the placement of gabion baskets</p> <p>Public service announcement about consultation were broadcasted on radio and television.</p> <p>The first public consultation was recorded and later televised by SVG TV about the proposed work</p> <p>One PAP was identified to be relocated, suitable relocation site was identified, negotiation with the PAP about moving.</p> <p>PAP and family member, the church Rector, Project Engineer and Social Specialist decided on the dimensions of the new dwelling.</p>
<p><b>Implementation Phase</b> of relocation</p> <p><b>This phase involved the identification of other stakeholders</b></p>	<p>Permission was granted by the Anglican Church to construct additional room onto that of the PAP's relative.</p> <p>Provision of new bypass track for pedestrians to the houses behind the proposed dwelling.</p> <p>Decision with PAP on the final drawing and construction of dwelling and possible relocation timeline.</p> <p>PAP agreed to help however possible in the construction.</p>
<b>Execution Phase</b>	<p><b>Implement the RAP</b></p> <p>Relocate PAP.</p> <p>Monitoring of the RAP and addressing grievances</p>

### *Budget*

As stipulated in the A-RAP the MoFEP is the executing agency for the RDVRP.

An estimated budget for the implementation of the A-RAP including relocation assistance to the PAP includes the final cost of relocation and compensation. Cabinet approved the budget to aid in the resettlement and the PSIPMU..



## ANNEXES

### Annex 1: Registration of Grievance Form

#### REGISTRATION OF GRIEVANCE

Please use capital:

From: \_\_\_\_\_ Contact No: \_\_\_\_\_ -

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Name of Project Site: \_\_\_\_\_

As per the Resettlement Policy Framework of the Regional Disaster Vulnerability Project, Grievance Redressal, I register my grievance as detailed:

#### **“Details of Grievance”**

**(a) Outline reasons why and how you are affected by the project. (overleaf if necessary)**

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**(b) If land or other properties are being affected e.g. (agriculture) , include copies of relevant documentations you have to support your claim.**

**List documents: attach copies**

<b>(a)</b>	<b>(b)</b>
<b>(c)</b>	<b>(d)</b>

**Undertaking:** I hereby certify that statements made in my Grievance and documentation enclosed are true and complete to the best of my knowledge. If at any time any part of the Grievance or the documentation is found to be false, I will be liable for any legal action that the Government of St. Vincent and the Grenadines may deem necessary.

Date: \_\_\_\_\_ (Signature of aggrieved person) \_\_\_\_\_

Name \_\_\_\_\_ of \_\_\_\_\_ recording Officer: \_\_\_\_\_

(Signature) \_\_\_\_\_

(Please print)

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## Annex 2: Project site Grievance record

### Notes:

- 1 Complainants should be provided with acknowledgement of grievance within 7 days from the date of receipt (the social specialist should insert the number of days that the project has allocated for acknowledgement of grievance, which should vary from 2-7 days. For simple issues, complaints /queries should be responded to within this allocated number of days).
- 2 Expected time of redress should be entered in this register.
- 3 Records of Grievances should always be entered in the GR Register and updated as needed, until the grievance is settled.
- 4 Grievances should normally be settled within 4 weeks of initial receipt. If not, reasons for delay should be communicated to the complainant and entered in the Register. (The social specialist should insert the number of weeks allocated for settling grievances under the project, which should vary from 2 weeks to one month. The same approach as detailed above in Note 1 should be followed).

### Grievance Details

Claim Number	Name of sub project Site	Date Complaint Received	Name & Contact Information of Person Making Complaint	Date of Acknowledgement of Receipt of Complaint (Issue involve) (informing complainant of response time) / Response to Complaint for Simple Issues	Actions Taken to Resolve Complaint	How Complaint Resolved	Date Complaint Resolved	If Not Resolved, Date Sent for Appeal	Status of Appeal	Date Resolved	

### Annex 3: Extracts of Interviews with PAP 2

Interview with PAP 2 ( extracts from various visits)

**Safeguard specialist:** Based on the evaluation and the boundaries outlined, your house is directly in the river. How do you feel about your location?

**PAP 2:** Generally unsafe, especially when rain begins to fall, cause the house is usually flooded, but I have been living here for close to 10 years.

**Safeguard specialist:** What do you normally do when the flooding begins?

**PAP 2:** Well I am not the only person whose house floods, so when the rain begin I will come out the house and sit somewhere up the road with the others until everything finish.

**Safeguard specialist:** We would like to protect the river to reduce flooding, however your house is directly in the river, and where we would be putting the Gabion baskets. How do you feel about the protection?

**PAP 2:** I think the protection is needed, cause it is not safe especially if you begin to sleep and the rain start falling in the night. I will like to move out from here but because of the wound I really cannot do much for myself.

**Safeguard specialist:** What type of work you did before the injury?

**PAP 2:** I is [am] a man who know how to do lots of stuff, from bartending to cleaning, to gardening, but is mostly in the garden to clean up, but right now things hard.

### OTHER INTERVIEW WITH PAP 2

**Safeguard specialist:** It is now definite that you will have to move; we have investigated the placement of the Gabion baskets and it has been determined that for your safety and health you must be relocated. If you decide you are not moving, we will investigate other routes to place the gabions, however because you are directly in the river, changing the placement of the Gabions may only increase the flooding on your end because of the position of your house. Is there any place you can be relocated to?

**PAP 2:** Give me a week or so, I will look around to determine where I can go, I know I have to move, so that is not a problem. But the issue is that I not working and I can't help myself right now, I have no money so I don't know.

**Safeguard specialist:** You are entitled to be compensated for the shed you have, but currently, no value can be assigned to it based on the condition, all the boards are broken, your roofing is bad, and you have little or no flooring, maximum if anything maybe XCD 500 but not beyond XCD 800. If I can find someplace for you to go like a home, for example the Lewis Punnett Home (commonly called Poor Home) would you be willing to go there, you will be free to go, in and out daily, you will at least have a bed, a secured roof and three meals per day. We can also provide you with a small sum to compensate

for the structure you have, this you can use as pocket money. This may not be more than XCD 1,000. How do you feel about this?

**PAP 2:** But if I go poor home people will think I poor, I don't know 'cause, I wasn't always like this but a lot of things happen why I end up living like this. I not happy here but I can't do better. If you all give me something for the shed and some board I can knock up something somewhere down here and make myself happy.

**Safeguard specialist:** I do not believe you will be allowed to build down here, as you know the entire area is in a flood zone, we are trying to protect your lives so they will not allow you to build in another location. Is there any place else?

**PAP 2:** Ok, I think I have someplace but check me back and I will let you know. Do you believe you can get the board for me to construct a place if I find somewhere?

**Safeguard specialist:** Yes, plus we will give you the compensation.

#### OTHER INTERVIEW

**PAP2:** Okay, I find the a place where some of my relatives live. I ask them; I can make an additional room on their house for me to live and they said yes.

**Safeguard specialist:** Can you take me to this location so I can speak to the person as well? That way we can find out what you will need to build this additional room and so forth, because I would not want to demolish your house and you have nowhere to go.

#### VISIT TO THE PROPOSED LOCATION

**Occupier of location:** We spoke about him coming here, actually his mother used to live here, but I took care of her, in the last stage, so when she died I remained here, so me ain't have no problem with that. He will have to help with the rent, yearly and help out with the utility bills. However, before he build the place, permission must be granted by the church, because this is church land. I will have to write a letter to get permission.

**Safeguard specialist:** How soon can you write the letter and what is the timeframe in which the church responds?

**Occupier of location:** I not sure, but I will do it some time, if I get the chance I can do it tomorrow and send it in.

**Safeguard specialist:** When you get the decision from the Rector can you notify me, that way I can know what to do.

**Occupier of location:** Sure

**OTHER INTERVIEW WITH OCCUPIER OF LOCATION:**

**Occupier of location:** The church indicated that we can build however, we have to pay the outstanding rents from previous years. I don't have that money right now so that will have to wait until my children books are bought.

**Safeguard specialist:** Ok, we will try to make an arrangement with the church in order begin construction.

**MEETING WITH PROJECT STEERING COMMITTEE**

**Objective:** To update on the status of relocation of PAP 2

**Decision:** The PSIPMU will pay the cost of the outstanding rent, will construct the extra room for PAP 2 and provide compensation for the resettlement.

## Annex 4: list of attendees to community meeting

Annexes **List of attendees**

Government of St. Vincent and the Grenadines & the World Bank  
 Warrowwarrow River, Arnos Vale  
 Consultation Meeting Attendance Sheet  
 April 25<sup>th</sup>, 2018

#	Name	Address /Org.	Contact Information
1	Garfield Davy		
2	Kent Thomas	Arnos Vale	
3	Kay Baccho Baptiste	In W.S.G.	
4	Darlita Hunter	Arnos Vale	
5	Soma Brown	Arnos Vale	
6	Karen John	Arnos Vale	4320882
7	Chrisantha Browne	Arnos Vale	4913229
8	Franklyn Frederick	- -	4960515
9	Nathaniel Clarke	Arnos Vale	4922655
10	NORMAN Richards		
11	Bertie Brown	Arnos Vale	495-0391
12			



Government of St. Vincent and the Grenadines & the World Bank  
 Warrowwarow River, Arnos Vale  
 Consultation Meeting Attendance Sheet  
 April 25<sup>th</sup>, 2018

#	Name	Address/Org.	Contact Information
1	Hareli Medica	Arnos Vale	491-3893
2	Kaceyann Nickie	Arnos Vale	—
3	James Cole	Arnos Vale	431-1855
4	Veronica Dallaway	Arnos Vale	529 3074
5	Kwama Bynae	Arnos Vale	
6	Sonny Davy	" "	
7	Kimroy Peters	" "	
8	Anthony Minors	" "	
9	Owen Stoddard	" "	
10	Cleve Smart	" "	
11	Kendal Davy	" "	
12	Ronald Durham	" "	

Government of St. Vincent and the Grenadines & the World Bank  
 Warrowwarrow River, Arnos Vale  
 Consultation Meeting Attendance Sheet  
 April 25<sup>th</sup>, 2018

#	Name	Address/Org	Contact Information
1	Marlynn Solin	Arnos Vale	4321446
2	Anthony Jacobs	Arnos Vale	
3	Wayne Murray	Arnos Vale	
4	Rebecca Browne	Arnos Vale	4300649
5	Richard Browne	Arnos Vale	5315688
6	Samantha Toussaint	Arnos Vale	430-3290
7	Aaron Ashton	Arnos Vale	498-8844
8	Ian Chance	Arnos Vale	-
9	Debra Hayte	Arnos Vale	532-3599
10	Maxford Walters	Arnos Vale	495-4015
11	Karell John	Arnos Vale	431-1855
12	Khia Johnson	Arnos Vale	532-4437

Annex 5: Photo documentation of Affected Population

PHOTO DOCUMENTARY OF DWELLING



photo 2: houses on the western side of river

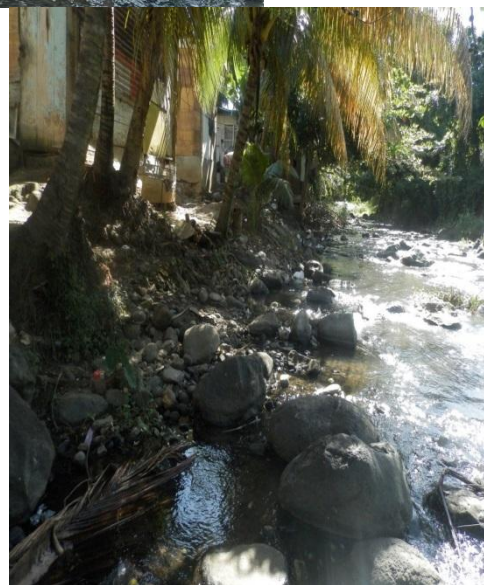


photo 3: houses on the western side river





Front view of PAP 1 dwelling

photo 4: PAP 1

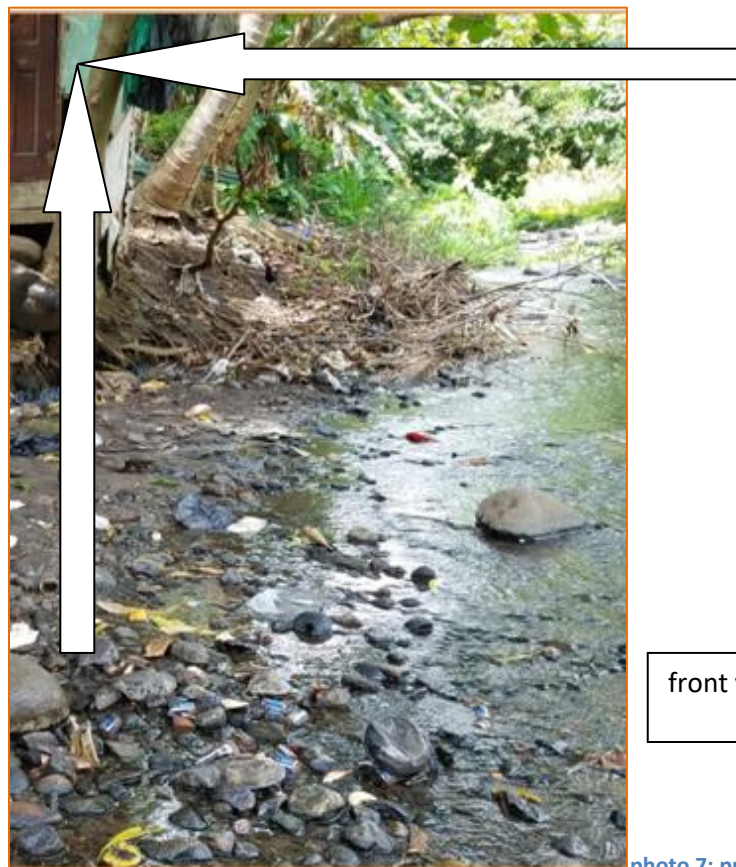


Area of proposed gabions

photo 5dwelling: erosion under PAP 1



Photo 6: PAP 2 within 1 ft. of river



Proposed height of the Gabions

front view of dwelling 1 ft from river

photo 7: proposed gabions at PAP 2



photo 8: PAP 3 outer parameters 1 ft. from river



photo 9: Gabions on river at PAP 3

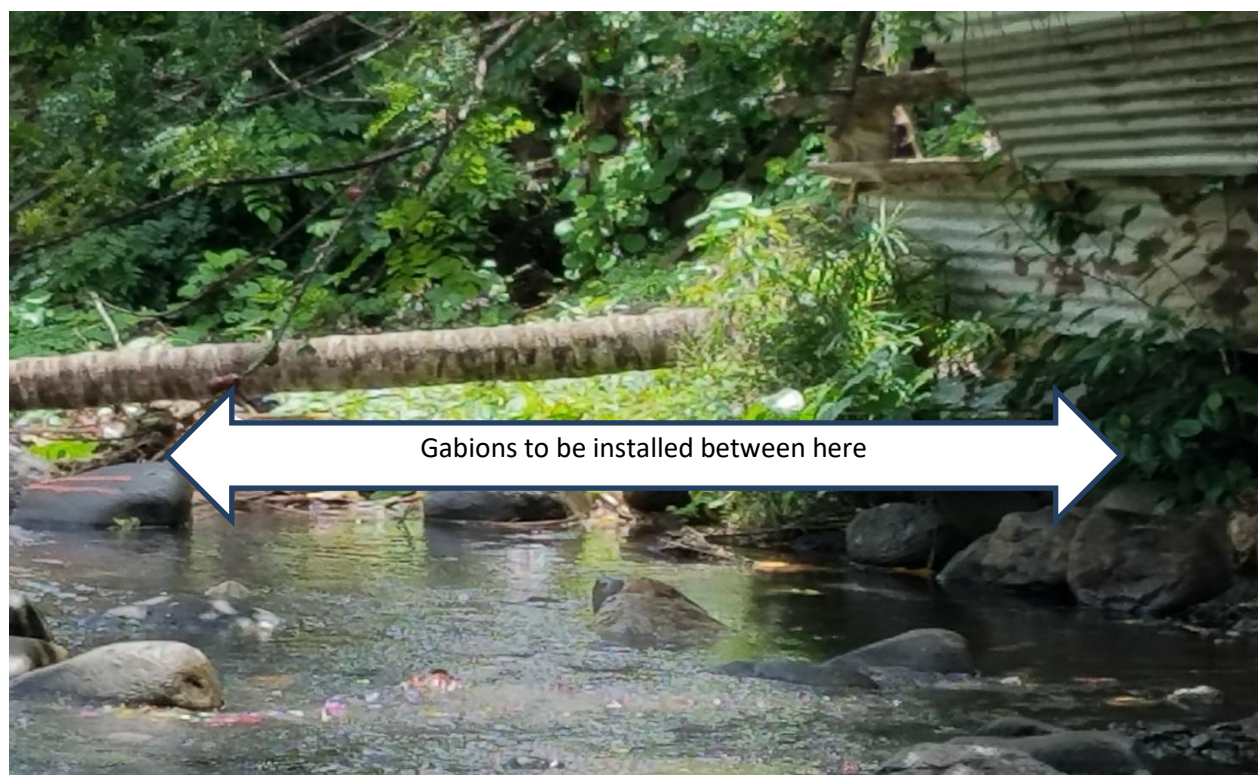




photo 10: PAP 4 dwelling on stilts







photo 11: PAP 5 Erosion outside dwelling

The dwelling is about 3 feet in from this erosion.





photo 12: proposed installation of gabions









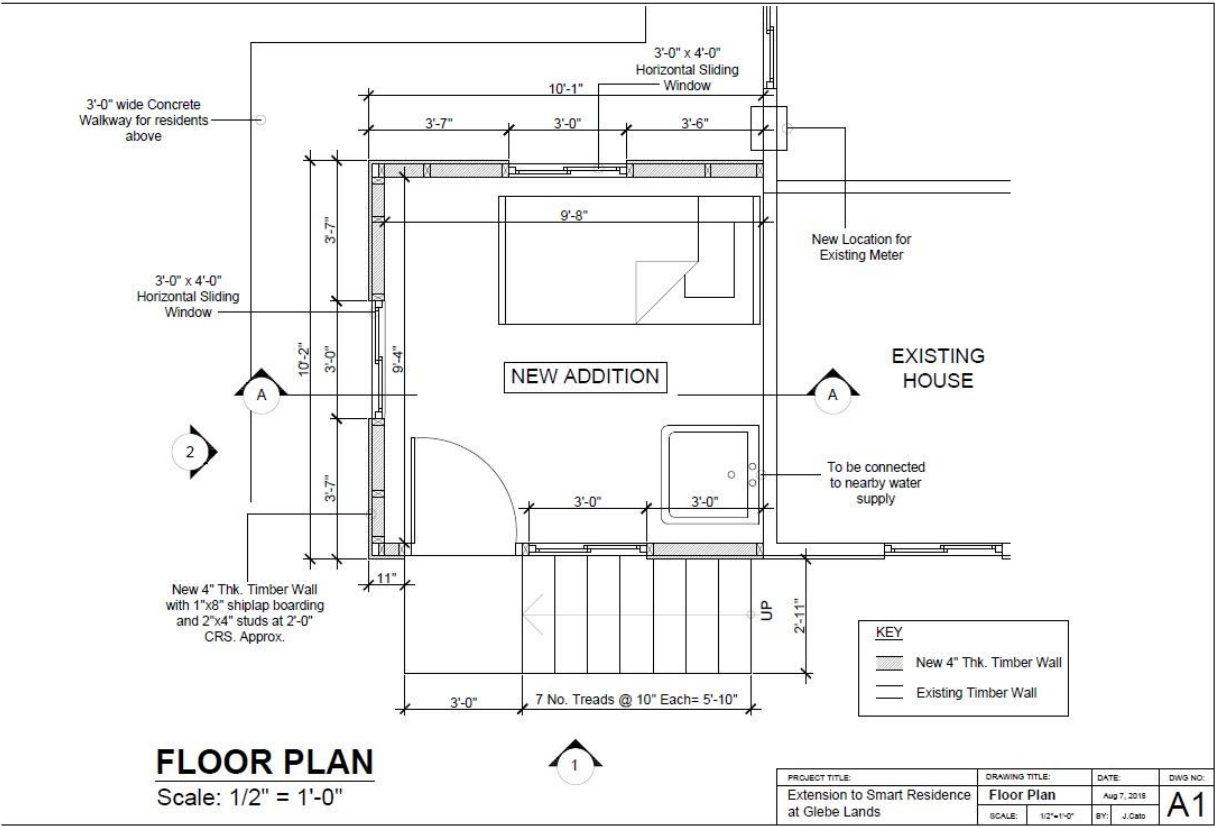


photo 13: Eastern Bank erosion



Annex : Proposed dwelling for PAP 2

DRAWING OF DWELLING FOR RELOCATED PAP 2



## Reference

Egis Eau - 2016 Debris Flow study on Warrowwarrow River

Egis Eau - 2016 Hydrological and hydraulic report of Warrowwarrow River