

POVERTY REDUCTION FUND III (PRF III)



**COMPENSATION
AND
RESETTLEMENT POLICY
FRAMEWORK
(CRPF)**



LAO PEOPLE'S DEMOCRATIC REPUBLIC
PEACE INDEPENDENCE DEMOCRACY UNITY PROSPERITY



The Poverty Reduction Fund

**COMPENSATION AND RESETTLEMENT POLICY
FRAMEWORK (CRPF)**

March 2016

TABLE OF CONTENTS

INTRODUCTION	1
SECTION I: PROJECT DESCRIPTION	3
SECTION II: POLICY AND REGULATION	5
SECTION III: EXPECTED IMPACT AND EXPERIENCE OF THE PRF II	8
SECTION IV: OBJECTIVE, ELIGIBILITY AND PRINCIPLES OF CRPF	10
SECTION V: THE FRAMEWORK FOR RESETTLEMENT AND ACQUISITION OF LAND OR ASSETS (FRALA).....	13
SECTION VI: FEEDBACK AND RESOLUTION MECHANISM (FRM), INCLUDING GRIEVANCE MECHANISMS	18
SECTION VII: MONITORING AND INFORMATION DISCLOSURE	22
SECTION VIII: ENTITLEMENT MATRIX	23
SECTION IX: BUDGET	25
ANNEX 1A: SOCIAL SCREENING FORM.....	26
ANNEX 1B: SUMMARY INFORMATION MATRIX ON AFFECTED LAND AND INFRASTRUCTURE.....	31
ANNEX 2: DEFINITIONS OF TERMS	32
ANNEX 3: VOLUNTARY CONTRIBUTION FORM	33
ANNEX 4: LAND ACQUISITION/RESETTLEMENT REPORT (LAR)	35
ANNEX 5: REPORTING FORM ON SAFEGUARS COMPLIANCE MONITORING	36

LIST OF ACRONYMS

CAR Decree	Compensation and Resettlement of People Affected by Development Project
CDD	Community Driven Development
CRPF	Compensation and Resettlement Policy Framework
DCDD	Deepen Community Driven Development
DESIA	Department of Environmental and Social Impact Assessment
SMS	Detailed Measurement Survey
DRM	Disaster Risk Management
EIA	Environmental Impact Assessment
EGPF	Ethnic Group Policy Framework
ESMF	Environmental and Social Management Framework
FRALA	Framework for Resettlement and Acquisition of Land and Assets
FRC	Feedback and Resolution Committee
FRM	Feedback and Resolution Mechanism
GoL	Government of Lao PDR
HH	Household
IPDP	Indigenous People's Development Plan
JSDF	Japanese Social Development Fund
Lao PDR	Lao People's Democratic Republic
LARAP	Land Acquisition/Resettlement Action Plan
LAR	Land Acquisition Report
M&E	Monitoring and Evaluation
MIS	Management Information System
NGO	Non-Governmental Organization
NTFP	Non Timber Forest Product
O&M	Operations and Maintenance
OP	Operational Policy (of the World Bank)
PAP	Project Affected Person
PDO	Project Development Objective
PMP	Pest Management Plan
POM	Project Operations Manual
PRF	Poverty Reduction Fund
PRF I	PRF Phase I
PRF II	PRF Phase II
PRF III	PRF Phase III
RAP	Resettlement Action Plan
TA	Technical Assistance
TT	Task Team (of the World Bank)
UXO	Unexploded Ordinances
VIT	Village Implementation Team
WB	World Bank
WREA	Water Resources and Environmental Administration

INTRODUCTION

The PRF II has improved access to and utilization of basic infrastructure and services for more than 680,000 rural poor in about 1,100 communities from financing about 1,400 sub-projects identified by beneficiaries themselves. About half the direct beneficiaries are women, and ethnic minorities account for about 70% of beneficiary communities. Utilization and sustainability of the infrastructure and services are seen in the fact that sub-projects completed over two years ago are being used and maintained reasonably well, and beneficiary satisfaction levels is high at about 90%. Against the positive outcome, the Government of Lao PDR (GoL) requested the World Bank to support the third phase of the project: PRF III.

Overall the PRF III will aim to build on the achievements of the current phase, and continue to strengthen bottom-up processes and improve the access of the rural poor to critical services. The Project Development Objective (PDO) is: *Improve access to basic services for the Project's targeted poor communities*. PRF III will be implemented in the same geographical areas and use the same implementation arrangements developed for and refined during implementation of the PRF II.

The PRF III will remain as Environmental Category "B", and seven policies triggered for the PRF II project will continue to be triggered¹: *Environmental Assessment (OP 4.01)*; *Pest Management (OP 4.09)*; *Indigenous Peoples (OP 4.10)*; *Involuntary Resettlement (OP 4.12)*, *Natural Habitats (OP 4.04)*, *Safety of Dams (OP 4.37)* and *Projects on International Waterways (OP 7.50)*. It is highly unlikely that the PRF III activities create major, significant or irreversible adverse impacts that cannot be managed by communities themselves given the very small size of sub-projects – on average, US\$43,000. However, some minor land acquisition and/or minor asset loss may occur since sub-projects are designed during implementation on a demand driven basis. Similarly, ethnic groups will continue to represent the majority of project beneficiaries participating in the design, implementation and monitoring of sub-project implementation based on participatory processes. Care has to be exercised to ensure that free, prior informed consultations are carried out with ethnic minorities and their broad community support is established, given their precarious socio-economic as well as political situation.

To be in line with OP 4.01, OP 4.04, OP 4.09, OP 4.10, OP 4.12 and OP 4.37 four existing safeguard instruments were prepared as the standalone documents for the PRF II and remain applicable for the PRF III. These include:

- Compensation and Resettlement Policy Framework (CRPF),
- Ethnic Group Planning Framework (EGPF),
- Environmental and Social Management Framework (ESMF), and
- Simplified Pest Management Plan (PMP).

All four safeguard instruments developed for the PRF II were updated for the PRF III, taking into account the experience of the PRF II and reflect the minor changes to be introduced under the PRF III. They aim to provide the national, provincial and district government, the PRF team, consultants, village officials, private and public sector agencies and beneficiary community members with adequate guidance for effectively managing environmental and social issues in line with the World Bank safeguard policies. The process will be implemented as part of the PRF project cycle and the activities will be fully integrated into the sub-project selection, approval, implementation, and monitoring and evaluation process.

This Compensation and Resettlement Policy Framework (CRPF) is updated to be applied under the PRF III. It follows Government of Lao PDR (GoL) Decree 192 on compensation and resettlement of

¹ Of the seven policies triggered for the PRF II, Natural Habitats (OP 4.04), Safety of Dams (OP 4.37) and Projects on International Waterways (OP 7.50) were triggered for the PRF II Additional Financing.

people affected by development projects (2005). It is also connected to the EGPF and ESMF. If land or asset loss occurs to ethnic groups, provisions both of this CRPF and EGPF will be applied to address negative impacts. The PRF staff at central and local levels through its Community Development (CD) and Technical Assistance (TA) units will be responsible for implementation of the CRPF and ensuring full compliance, including keeping proper documentation in the project file for possible review by the World Bank.

This document is considered a living document and could be modified and changed in line with the changing situation or scope of the activities. Close consultation with the World Bank and clearance of the revised CRPF will be necessary.

SECTION I: PROJECT DESCRIPTION

The PRF III project will build on the successful experience of the PRF II project, and aims to further improve rural poor's access to services, building on a number of key lessons from PRF II described above.

Component 1 – Community Development Sub-Grants

Bottom up local development planning. This component would continue to provide technical and logistical support to eligible villages to develop the Village Development Plan (VDP) based on the participatory planning processes. The VDP would be developed on a four year rolling basis, and consolidated into the Kumban Development Plan (KDP) by elected village representatives at the *kumban* (village cluster) level. Kumban Facilitators (KBF) will continue to play a leading role in the village planning processes, under the support of the PRF's district community development specialist. The Deepen Community Driven Development (DCDD) approach successfully piloted under the PRF II would continue to roll out to the entire districts during the PRF III implementation.

Community sub-grants. Each target kumban would receive a three-year budget allocation upfront to finance eligible sub-projects prioritized in the KDP. On average, each kumban would receive about US\$40,000 per year and US\$120,000 over three years. As under the PRF II, sub-projects would be financed and implemented on an annual basis, selected at the kumban level based on the KDP by elected village representatives. Activities to be financed under the sub-grants would be open except for items included in the project's negative list. The sub-grant ceiling of US\$60,000 will continue to be used. PRF district staff and district officials would continue to provide technical guidance to help kumbans identify sub-projects that will generate broader benefit at the kumban level, using the kumban resource map. Under the PRF III, maintenance of existing infrastructure will be promoted as much as new construction or improvement. The bi-annual follow-up visit started under the PRF II would advise villagers of mid/long term benefits of addressing critical maintenance backlog of village infrastructure. Maintenance activities would be financed under the same sub-grants as new construction or improvements. The micro-enterprise approach would be piloted to support the maintenance of tertiary infrastructure in particular rural roads, which would be financed through community sub-grants.

Component 2 – Local and Community Development Capacity-Building and Learning

Develop the capacity of villagers and local government officials to plan and manage local development processes in partnership. Specifically, this component would finance training of villagers, PRF staff and relevant government officials, goods, consultant services and incremental operating costs.

At the village level, this component would finance the capacity development of village leaders and KBF in participatory planning processes and the logistical cost associated with their participation in district level planning and monitoring processes. The cost of developing their technical, fiduciary and safeguard capacity to implement, supervise and maintain infrastructure sub-projects in line with agreed procedures, would also be financed.

At the district and provincial level, this component would continue to develop the capacity of relevant government officials to support pro-poor local and community development processes. The technical and logistical support to help district authorities develop and update the District Development Plan (DDP) based on the PRF facilitated KDP, using the existing District Coordination Committee and with the participation of kumban representatives, would be financed under the component.

At the central level, this component would finance the cost associated with strategic capacity building of the PRF staff and organizing and participating in workshops and other relevant capacity development events. Costs associated with coordination with various sector ministries and Development Partners supporting rural development in Lao PDR would also be financed under the

component. Project monitoring, reporting and evaluation activities, and thematic studies would also be financed under this component.

This component would also continue to support the on-going partnership with the National Center for Environmental Health (Nam Saat) and finance the travel cost and the logistical cost of KBF and VIT to support the Nam Saat's Open Defecation Free (ODF) campaign at the village level. The Memorandum of Understanding (MOU) has recently been updated to clarify the roles and responsibilities, including cost sharing arrangement, between both parties. It will not finance the cost of latrine constructions. A similar partnership may also be made with the Cookstove initiative² under which the VIT and KBF may serve as village platform to introduce the clean cookstove. The cost of purchasing cookstoves would not be financed from the project.

Component 3 – Project Management

This component would finance the costs of implementing PRF III activities. It would include remuneration of national, provincial and district PRF staff; associated equipment and operating costs; accounting, procurement, financial management, internal controls, auditing, and other specialized areas.

Component 4 –Nutrition Enhancing Livelihood Development pilot

This component would continue to strengthen the Self-Help Groups (SHGs) in 150 villages through the provision of seed funds to: (i) start or further develop eligible pro-nutrition livelihood activities such as the production of small livestock (e.g. poultry, fish and frogs) mostly for own consumption; (ii) increase their knowledge in livelihood activities including financial literacy and production cycles, and (iii) monitor and evaluate project activities. The component would also support the nutrition education of SHG members, however, it would not support the Village Nutrition Center (VNC) or provide seed grant for the supplementary meals as is done under the PRF II.

² This initiative is currently supported under the Bank Executed Trust Fund.

SECTION II: POLICY AND REGULATION

World Bank Policy on Involuntary Resettlement (OP 4.12)

The World Bank's *Operational Policy 4.12: Involuntary Resettlement* is triggered for this project. The policy describe objectives and guidelines to be followed in situations involving involuntary taking of land and restrictions of access to legally designated parks and protected areas as a result of land and forest use planning and demarcation and when indigenous peoples or ethnic minorities are involved. The OP 4.12 aims to avoid involuntary resettlement to the extent feasible, or to minimize and mitigate its adverse social and economic impacts. It promotes participation of displaced people in resettlement planning and implementation, and its key economic objective is to assist displaced persons in their efforts to improve or at least restore their incomes and standards of living after displacement. The policy describes compensation and other resettlement measures to achieve its objectives and requires that borrowers prepare adequate resettlement planning instruments prior to World Bank appraisal of proposed projects.

For land acquisition and restriction of access to resources, the policies require close consultation of the affected population and appropriate mitigation of the potential negative impacts given special attention to ethnic, gender, and other vulnerable group issues. The policies also specify the need for monitoring and evaluation and ensuring adequate budget and capacity of the agencies.

Government's Policy, Regulations, and Guidelines

In Lao PDR, compensation principles and policy framework for land acquisition and resettlement are governed by several laws, decrees and regulations as follows: (a) The Constitution (1991), (b) the Land Law (2003)³, (c) the Road Law (1999). (d) the Decree of the Prime Minister on Compensation and Resettlement of People Affected by Development Project (No.192/PM, dated 7 July 2005), and (e) the Regulations for Implementing Decree of the Prime Minister on Compensation and Resettlement of People Affected by Development Project (No.2432/STEA, dated 11 November 2005) (CAR Decree), and (f) Technical Guidelines of the CAR Decree updated in 2010. New Instruction on Environmental Impact Assessment (ESIA) and new Instruction on Initial Environmental Examination in December 2013⁴ will provide a comprehensive legal basis for development projects to conduct social assessment and plan/implement mitigation measures as needed. The Public Involvement Guideline approved by the Minister, of the new Ministry of Natural Resource and Environment (MONRE) in 2012 also provides legal basis for people affected by development projects and concerned stakeholders to participate in project development and monitoring.

The MONRE through its Department of Environmental and Social Impact Assessment (DESIA) is responsible for ensuring effective implementation of the CAR Decree and ESIA and IEE Instructions in close consultation with other line agencies and the provinces.

Key Differences in Government's Regulations and World Bank Policies

Promulgation of GoL's compensation and resettlement Decree 192/PM represents a significant improvement in the rights of citizens when their livelihoods, possessions and society are affected by development projects. Both the compensation and resettlement decree and World Bank policy on involuntary resettlement entitle the Project Affected Persons (PAPs) to compensation for affected land and non-land assets at replacement cost. However, definition of severely affected PAPs varies between World Bank (OP 4.12) at 10% and the decree 192/PM (Article 8) at 20% of income

³ The Land Law 04/NA of 21 October 2003 supersedes the earlier Law 01/NA 12 April 1997.

⁴ These two ministerial instructions supersede the earlier EIA Decree, 2010

generating assets affected. The PRF will apply the percentage of 10% set up by World Bank policy (OP 4.12) for the definition of severely affected PAPs.

Another difference is that, both the compensation and resettlement decree (192/PM) and World Bank policies entitle non-titled PAPs to compensation for affected assets at replacement cost and other assistance so that they are not made worse off due to the development project. Decree 192/PM goes beyond the World Bank's policy and provides PAPs living in rural or remote areas, or PAPs in urban areas who do not have proof of land-use rights and who have no other land in other places, compensation for loss of land-use rights at replacement cost, in addition to compensation for their other assets and other assistance. Should PAPs be found to be non-titled and required to relocate, the development project will ensure they are provided replacement land at no cost to the PAPs, or cash sufficient to purchase replacement land of the same value and productivity.

Implementation arrangement

The Poverty Reduction Fund (PRF) will continue to assume overall responsibility for the implementation of the PRF III and environmental and social safeguard compliance. Specifically, the Technical Assistance (TA) department with staff from the central down to the district level is directly responsible for the implementation of this CRPF. In each district the TA department has one staff who carries out survey and design, identify environmental and social impacts and develop mitigation measures for about 8 sub-projects annually. The district TA department is also responsible to ensure that an appropriate ECOP is attached to the civil works contract and supervise the contractors for compliance.

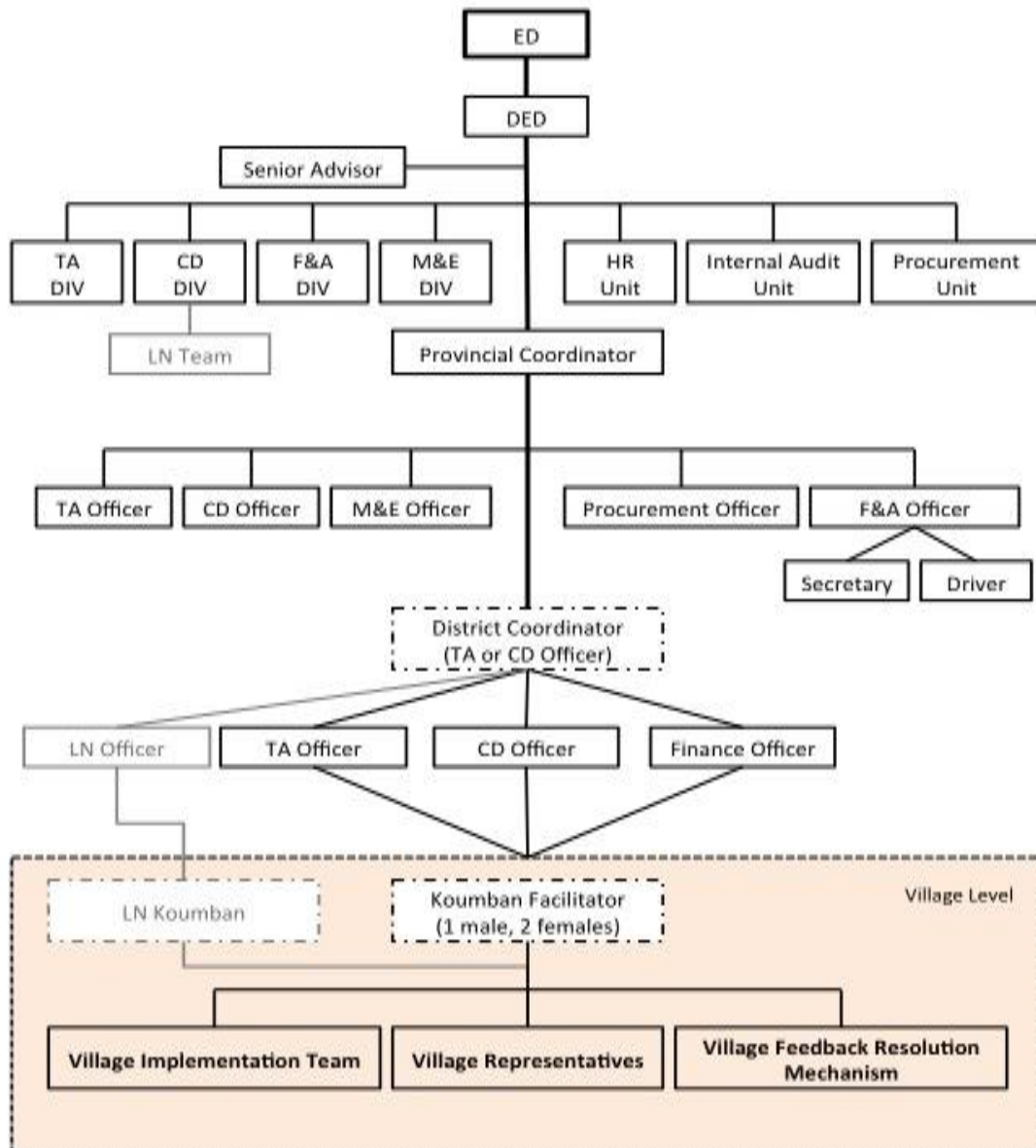
The district TA is responsible for the implementation of the CRPF in close collaboration with the Community Development (CD) department, and collectively identify and mitigate land/asset loss as a result of sub-project implementation. The CD department is responsible for managing participatory processes, including consultation with and participation of ethnic groups in the project planning and implementation processes. In case negative impacts are likely to occur, the TA team will collaborate with the CD team and seek to avoid, minimize and mitigate such negative impacts. Based on the outcomes of safeguard screening and assessment, the district TA and CD team will prepare required social safeguard instruments, such as Land Acquisition Report (LAR) and Abbreviated Resettlement Action Plan (ARAP) together with the affected communities to be submitted to PRF central office for approval. The District TA and CD team will also be responsible for monitoring and reporting social safeguard compliance by the beneficiary communities and contractors with inputs from Kumban Facilitators.

At the village level, the Village Implementation Team (VIT) is responsible for overall safeguard compliance on behalf of the beneficiary communities. The village implementation team consists of villagers elected by communities themselves and village representatives of Lao Front for National Construction (LFNC) and Lao Women's Union (LWU). Decisions, with regard to the use of project resources, are made at the community-wide meetings. Efforts have been made during the implementation of the PRF II to increase the participation of ethnic minorities who may not live in the main village settlements in decision making processes by holding separate meetings with them before the village wide meeting is held and a community wide decision is made. The PRF TA and CD staff participate in a community wide meeting where sub-project designs, expected environmental and social impacts and mitigation measures, including voluntary donations, are presented for feedback from community members. Prior to the community wide meeting, PRF TA and CD staff will meet affected households individually and confirm their will to donate assets. Affected ethnic people are encouraged to report to LFNC and LWU village representatives. The PRF CD staff will keep a close contact with the LFNC village representatives through the VIT of which they are members. VIT will also obtain information on environmental and social impacts for the district CD team either directly or via Kumban Facilitators.

At the kumban level, Kumban Facilitators help facilitate community meetings and mediate between District PRF staff and communities. Their responsibility includes confirmation that voluntary

donation processes are completed prior to the commencement of the civil works. They are empowered to report to the district PRF to delay the commencement of civil works if voluntary donation process is not completed as per CRPF.

PRF organizational structure



SECTION III: EXPECTED IMPACT AND EXPERIENCE OF THE PRF III

Lessons Learned from PRF II include the following:

- Review of types and sizes of the infrastructure sub-projects implemented under the PRF II suggest that most of the civil works are small, and impacts are minimal. Of a total of about 1,400 sub-projects implemented, 120 (8%) involved a minor loss of private land or assets, mostly under road and water supply sub-projects. All affected people were direct beneficiaries of respective sub-projects, and no physical relocation of households or business entities occurred. The total number of affected households amounts to 350, or about 0.2 households per sub-project. No household lost more than 5% of the total productive assets. All such impacts were addressed through voluntary donation in line with the provisions of the CRPF.
- The evaluation confirmed that potential benefits versus negative impacts on land or household livelihoods and assets related to infrastructure construction had been discussed. Measures to minimize impact had been developed and agreed within the communities and by affected households. In all cases, affected people directly benefited from the infrastructure construction that caused the loss.
- Overall, the CRPF is well followed through, however documentation and monitoring need to be strengthened. While forms for monitoring and reporting on social safeguards have been developed under the PRF II, the safeguard performance evaluation found inadequacies of implementation of these reporting and monitoring procedures still vary between target areas. The PRF III should continue to strengthen the implementation of the system to ensure adequate monitoring and documentation in all Project districts.
- The Framework for Resettlement and Acquisition of Land and Assets (FRALA), which was developed under the PRF I and PRF II in order to address the issue of land acquisition including voluntary land donation and compensation at replacement cost (described in detail in the next section), also still needs strengthening. While it adequately addressed about 120 cases of minor land/asset loss that occurred under the PRF II, there are still needs to (a) improve the reporting and recording system, especially in the area of how the land acquisition processes were managed and agreements reached, and (b) strengthen coordination among PRF teams (TA, CD, and M&E Units) and (c) strengthen monitoring of safeguard compliance especially during and after the construction phase of sub-project implementation. Continued training and support to local PRF staff, including TA, CD and M&E Units, are required for monitoring and reporting on safeguard compliance and issues.
- The evaluation also found that affected households may not be fully aware of their right to receive compensation at replacement cost. It found that some local PRF staff consider that affected people are entitled for compensation at replacement cost only if they lose more than 5% of their total land. Furthermore, the Land Acquisition Report (LAR) requires far more information that beneficiary communities can prepare on their own, and the PRF district staff do not have the necessary capacity to provide support. There is a risk that affected people may be forced to donate assets because beneficiary communities cannot technically prepare the LAR. In order to address the risk, the PRF III will raise awareness of villagers and the PRF staff that anyone negatively affected by a sub-project is entitled to compensation at replacement cost. Furthermore, the PRF III will develop the capacity of villagers and the PRF staff so a LAR is prepared in line with the requirement of this CRPF if necessary.
- At the time of writing there were no outstanding grievances registered through the Feedback and Resolution Mechanism (FRM). This may be due to people's reluctance to utilize this avenue of recourse. The evaluation thus found that while beneficiaries are well aware of the purpose and function of the FRM, it is rarely used for anything other than thanking the project for its support or requesting more support. In order to strengthen the mechanism, the PRF has initiated 6/12 months

follow up visits to ensure that no outstanding grievances or impacts of land acquisition remain unaddressed. These face to face follow up visits, facilitated by Kumban Facilitators, may very well help overcome social and cultural barriers to utilization of the FRM, including: 1) illiteracy – people who cannot write their complaint; 2) language – people who cannot speak Lao and therefore cannot use the hotline; 3) traditional preference to resolve any conflict without interference from outside the village – usually conflict resolution is facilitated by the Village Chief and village elders (*Neo Hom*); 4) custom of financial fee to be paid if requesting support from higher level; and 5) loss of ‘model problem-free village’ status – a prestigious recognition from local government. The PRF III will continue to strengthen this procedure and in particular the documentation thereof.

- Activities to support livelihood activities and nutrition enhancement did not result in any loss of private land or assets. Livelihood/nutrition grants provided under the pilot were typically used for the production of small livestock such as poultry and catfish, weaving activities and provision of special meals for pregnant/lactating mothers and malnourished infants⁵. Some small structures were built on public space within beneficiary villages as “Village Nutrition Centers” (VNC). The safeguard instruments prepared for the PRF II, including the simple Pest Management Plan (PMP), were used to minimize and mitigate environmental and social impacts associated with LN activities. The safeguard assessment did not find any outstanding safeguard issues associated with the livelihood/nutrition activities.

Anticipated impacts under the PRF III

Since the PRF III will continue to finance activities of the same types and maintain the same sub-grant ceiling (US\$60,000), the scale and scope of impact are expected to be similar to those experienced under the PRF II. No significant or irreversible impact would occur under the PRF III. Physical relocation of households or businesses is not allowed. For the construction, improvement or rehabilitation of community infrastructure, major land acquisition or asset loss is unlikely to occur, given the small size of investment (on average, US\$43,000), although minor loss of land, assets and/or standing crops may be unavoidable. Nutrition enhancing livelihood activities will unlikely result in any loss of land or assets. Supplementary meal sessions through the Village Nutrition Centers (VNC) will not be supported under the PRF III.

The partnership with the Water and Sanitation Program (WSP) will unlikely result in any loss of private land or assets. The PRF III will facilitate beneficiary villagers build simple pit latrines of their own, if they choose to do so, within their own residential plots. The PRF III will not finance the cost of building private pit latrines, or build public latrines. The PRF III will finance only the travel costs of community facilitators and community leaders to receive training in basic sanitation and facilitate behavioral change of community members. Potential environmental impacts will be addressed through the Environmental Code of Practice (ECOP) recently developed by the Nam Saat in line with the World Bank’s OP 4.01. The PRF may start such a partnership with the World Bank funded Cookstove initiative. Like under the partnership with Nam Saat, the PRF would unlikely finance the cost of purchasing cookstoves, and would only finance the travel and logistical cost of community facilitators, even if such a partnership is made. The PRF would unlikely start any other partnership during the PRF III.

⁵ Also, training in basic financial literacy, accounting, basic nutrition and hygiene, was provided.

SECTION IV: OBJECTIVE, ELIGIBILITY AND PRINCIPLES OF CRPF

Objective:

The objective of the CRPF is to provide the national, provincial and district government, the PRF team, consultants, village officials, private and public sector agencies and beneficiary community members with adequate guidance for effectively addressing the social issues in line with OP 4.12 Involuntary Resettlement. Specifically, the CRPF aims to achieve the following:

- a. Potential negative environmental and social impacts should be avoided, minimized and mitigated;
- b. Loss in livelihoods associated with or caused by the project should be prevented and, where unavoidable, minimized and fully compensated;
- c. Anyone residing in, gaining income from or having tenure rights over, land that will be affected by sub-projects financed under the Project is entitled to compensation at replacement value sufficient to improve or at least maintain their pre-Project living standards, income earning capacity and production levels, without regard to their tenure status or ethnic background;
- d. Economic and physical displacement should be avoided, minimized and fully mitigated. Physical relocation of households is not allowed under the Project;
- e. A social screening will be conducted to identify the level of potential impacts and appropriate mitigation measures;
- f. No one should lose more than 10% of his or her productive assets under the Project. Designs will be adjusted or alternative locations will be sought if any household may lose more than 10% percent of its productive assets under the original design;
- g. Environmental and social benefits should be enhanced wherever possible;
- h. Ethnic minorities should be meaningfully consulted and receive project benefits in a culturally appropriate manner;
- i. Implementation of sub-projects will commence only after compensation is fully paid or voluntary donation processes are fully completed; and
- j. The capacity of the PRF to manage environmental and social impacts should continue to be developed.

Eligibility:

All Project Affected Persons (PAPs) identified in project-impacted areas during the initial community meetings will be entitled to compensation for their affected assets and rehabilitation measures sufficient to assist them to improve or at least maintain their pre-Project living standards, income-earning capacity and production levels.

Vulnerability, Gender, and Ethnicity:

PRF III recognizes that certain social groups may be less able to restore their living conditions, livelihoods and income levels and has incorporated these concerns into the preparation and implementation of project activities through an adoption of participatory planning and decision making process. Women in the rural villages play a key role in household economy and community livelihood development. They will be empowered to become active members in community activities and projects and other collective endeavors in support of project implementation and monitoring. The PRF III will continue to identify any specific needs or concerns that need to be considered for ethnic groups and other vulnerable groups such as landless, poor, and female headed households, disabled,

elderly or children without means of support. The Gender and Social Inclusion Action Plan has been developed during the PRF II and updated for use under the PRF III to promote a full participation of women and ethnic groups. Equal participation of women in the whole cycle of the project activities will increase project sustainability. Active participation of women and ethnic groups will be ensured during the development of appropriate measures to be responsive to specific needs or concerns of these groups such as landless, poor, and households headed by women, disabled, elderly or children without means of support.

The Prohibited Activities

To avoid adverse impacts on local communities that they cannot mitigate by themselves, the following activities are not allowed under the PRF III as under the PRF II:

- a. Use of PRF investment or sub-project as an incentive and/or a tool to support and/or implement involuntary resettlement of local people. The Project will not support activities involving village consolidation and/or resettlement that are not consistent with World Bank policies.
- b. No new settlement or expansion of existing settlements will be supported in critical habitats, protected areas or areas proposed for protection. Where settlements already exist, proposals for funding should be in compliance with any local regulations on land management and other provisions of the protected area management plan. No road construction or rehabilitation of any kind will be allowed inside critical natural habitats and existing or proposed protected areas. New settlements or expansion of existing settlements inside a “Total Protected Zone” as defined in a government decree (see ESMF) are not allowed either.
- c. The IDA fund will not cover costs associated with the acquisition of land or loss of private assets under any conditions. Only the villagers' own resources will be used to provide in-kind compensation.
- d. Any activity unacceptable to vulnerable ethnic groups in a village of mixed ethnic composition cannot be funded without prior review by the PMT. Activities that will have significant adverse impacts on vulnerable ethnic groups in villages and in neighboring villages cannot be funded. The Ethnic Group Planning Framework (EGPF) has been developed to address ethnic group issues.
- e. Sub-projects that will negatively affect more than 200 persons or 20 households, or those that will result in any household losing more than 10% of its productive assets, are not allowed.
- f. Likely creation of adverse impacts on ethnic groups within the village and/or neighboring villages or unacceptable to ethnic groups living in an ethnic homogenous village or a village of mixed ethnic composition.
- g. Imposing ideas and changing priorities identified by the community and endorsed at the kumban level meeting without community consultation, prior review and clearance from the PMT.
- h. Damage or loss to cultural property, including sites having archeological (prehistoric), paleontological, historical, religious, cultural and unique natural values.
- i. Resources access restriction that could not be mitigated and will result in adverse impacts on the livelihoods of ethnic groups and disadvantage peoples.
- j. Purchase of guns; chain saws; asbestos, dynamites, destructive hunting and fishing gears and other investments detrimental to the environment.
- k. Purchase pesticides, insecticides, herbicides and other dangerous chemicals exceeding the amount required to treat efficiently the infected area. However, if pest invasion occurs, small amount of eligible and registered pesticides in Lao PDR is allowed if accompanied with a

training of farmers to ensure its safe uses and World Bank's clearance is needed, following the procedures specified in the Pest Management Plan.

- l. Forestry operations, including logging, harvesting or processing of timber and non-timber forest products (NTFP). However support to sustainable harvesting and processing of NTFPs is allowed if accompanied with a management plan for the sustainable use of the resources.
- m. Unsustainable exploitation of natural resources.
- n. Introduction of non-native species, unless these are already present in the vicinity or known from similar settings to be non-invasive.
- o. Significant conversion or degradation of natural habitat or where the conservation and/or environmental gains do not clearly outweigh any potential losses.
- p. Production or trade in any product or activity deemed illegal under Lao PDR laws or regulations or international conventions and agreements, or subject to international bans.
- q. Labor and working conditions involving harmful, exploitative, involuntary or compulsory forms of labor, forced labor⁶, child labor⁷ or significant occupational health and safety issues.
- r. Trade in any products with businesses engaged in exploitative environmental or social behavior.
- s. Sub-projects that require full EIA.

⁶ Forced labor means all work or service, not voluntarily performed that is extracted from an individual under threat of force or penalty.

⁷ Harmful child labor means the employment of children that is economically exploitive, or is likely to be hazardous to, or to interfere with, the child's education, or to be harmful to the child's health, or physical, mental, spiritual, moral, or social development.

SECTION V: THE FRAMEWORK FOR RESETTLEMENT AND ACQUISITION OF LAND OR ASSETS (FRALA)

The Framework for Resettlement and Acquisition of Land and Assets (FRALA) was developed and applied to the PRF II, in order to avoid, minimize or mitigate loss of private land or assets under the project. The FRALA will continue to be applied under the PRF III.

Basic principles

The FRALA defines the terms and provides guidance for voluntary acquisition of land or other assets (including restrictions on asset use) caused by sub-project implementation either through contribution or with compensation by communities. It establishes principles and procedures to be followed to ensure equitable treatment for, and rehabilitation of, any person adversely affected by sub-project implementation. The FRALA thus allows for acquiring assets through the following two methods:

1) Voluntary Contributions:

Community members have the right to make a contribution of their land or other assets without seeking or being given compensation at full replacement value. This can often be justified because the sub-project will either increase the value of the remaining property or provide some other direct benefit to the affected people. Voluntary contribution is an act of informed consent. District Facilitators must assure that voluntary contributions are made with the affected person's full and prior knowledge of the availability of other options (including compensation at replacement cost) and are obtained without coercion or duress. Also, voluntary donations are allowed only if the affected people are direct beneficiaries of the investments that cause such impact. Proposals including voluntary contributions will not be submitted for approval where they would significantly harm incomes or living standards of individual owners or users (the size of land contributed on a voluntary basis should not exceed 5% of that individual's total land holding).

Specifically, the following protocol will govern voluntary contributions under the PRF III:

- Voluntary contributions are an act of informed consent and affected people are not forced to donate land or other assets with coercion or under duress, or misled to believe that they are obliged to do so, without regard to the ethnic background or legal status of their land occupancy.
- Voluntary contributions are allowed only if a sub-project can technically be implemented in another location than where it is planned. If a sub-project is location-specific by nature, land acquisition associated with such a sub-project cannot be considered as voluntary; rather, it is an act of eminent domain. In such cases, a Land Acquisition Report (LAR) will be developed.
- Voluntary donations are allowed only for very minor impacts that meet the following criteria:
 - 1) The households contributing land or other assets are direct beneficiaries of the sub-project;
 - 2) The total size of productive land owned by the affected household is more than 300m²;
 - 3) The impact is less than 5% of the total productive assets owned by said household;
 - 4) No household has to be physically relocated.
- The affected people are fully informed that they have the right to refuse to donate land or other private assets, and instead receive compensation at replacement cost, and that a grievance handling mechanism is available to them through which they can express their unwillingness to donate. Furthermore people are encouraged to use the grievance handling

mechanism if they have questions or inquiries, either in writing or verbally. Adequate measures will be in place to protect complainants.

- The PRF CD and TA officers will encourage beneficiary communities to identify and provide in-kind assistance to affected households to minimize and/or mitigate negative impacts. It is to note that such assistance does not need to be sufficient to fully mitigate sub-project impact and that the conditions of voluntary contribution can be considered met, if affected people knowingly agree to donate assets against the in-kind assistance that may be offered to them.
- The district CD and TA officers and the VIT will confirm through individual face-to-face meetings that the affected households are indeed aware that they are entitled to full compensation at replacement value and knowingly and freely agree to donate land or other assets. The minutes of this meeting, including the confirmation that all conditions for voluntary donations in this CRPF are met, will be attached to the signed Voluntary Contribution Form (Annex 3).
- Once the informed consent of the affected people has been confirmed in writing, the VIT together with the district CD and TA officers will develop a Voluntary Contribution Form (Annex 3). Both the husband and the wife of the affected household will sign two copies of the form in the presence of the district CD officer and the VIT.
- The PRF District Coordinator will review and approve the signed Voluntary Contribution Form, and keep one original signed copy for review by the World Bank. The affected household keeps another original signed copy.
- Implementation of sub-projects involving voluntary donations starts only once the District Coordinator has approved the signed voluntary donation forms.
- 6/12 months follow-up visits carried out by the PRF District team and participated by the PRF Provincial Offices will verify the informed agreement of affected people.

2) Compensation at Replacement Cost:

Based on the experience under the PRF II, almost all impacts under the PRF III are expected to be addressed through voluntary donations. Designs can be adjusted and alternative locations be sought so significant impact would not occur under any sub-project. Participatory processes will help ensure affected people will directly benefit from sub-projects, which will be confirmed by the PRF staff and documented in the sub-project proposals.

Since the PRF III will continue to use the participatory approach, the types and scale of sub-projects as well as their impacts cannot be known until implementation, significant impacts may actually occur and/or all conditions of voluntary contributions may not be met fully. If in a highly unlikely event that any of the conditions for voluntary contributions provided under the CRPF cannot be met, the impact is considered as involuntary and will be addressed through compensation at replacement value. In such an event, the PRF should first inform the World Bank for guidance. Overall, following principles will be applied to address involuntary land/asset loss through compensation at replacement value, which is defined by the national decree 192 on compensation and resettlement as the amount in cash or in-kind needed to replace lands, houses, infrastructure or assets on the lands (crops, trees) and other assets (income) affected by the development projects.

- Land acquisition should be avoided or minimized if unavoidable, and should not result in persons losing their home or suffering any decline in income, livelihood, or living standards. No physical relocation of households is allowed under the PRF III.
- The PRF district TA and CD officers and affected households, under the guidance of the PRF central office and the support of the World Bank Task Team, will jointly assess the scale of impact and identify in-kind compensation that is sufficient to restore pre-Project level of income streams.

- Beneficiary communities themselves from their own assets should provide in-kind compensation. IDA resources cannot be used to finance resettlement cost.
- The total size of productive land owned by the affected household should be more than 300m².
- No one should lose more than 10% of their productive assets as a result of sub-project implementation. If, based on the survey conducted by the district PRF TA officer (engineer) with the participation of affected people find that more than 10% of productive assets would likely be affected, designs should be adjusted and/or alternative locations be sought so that impact would be reduced to below 10%.
- Community infrastructure, if affected by sub-project, must be fully restored or replaced.
- A Land Acquisition Report (LAR) will be prepared by the PRF under the support of the World Bank social safeguard specialist. The LAR should address the following, at minimum: (i) the names of affected people, (ii) baseline census and socio-economic data of affected people; (iii) the inventory of impacts, (iv) mitigation measures including the types and the scale of in-kind compensation, (v) implementation arrangements including participatory processes to ensure participation of affected people in the LAR implementation; (vi) implementation schedule to ensure that in-kind compensation will be provided before civil works start, (vii) processes and procedures to address grievances under feedback resolution mechanisms, and (viii) the estimated cost of compensation. The sample template of LAR is attached in Annex 4.
- Implementation of civil works will commence only after all entitlements are delivered to affected households.
- In the event that any of the above conditions cannot be met, such a sub-project will not be implemented.
- 6/12 months follow-up visits carried out by the PRF District team and participated by the PRF Provincial Offices will verify the informed agreement of affected people.

Procedures

Social Screening: Social impacts will be screened at the beginning of the sub-project preparation using the Social Screening Form attached to this CRPF (Annex 1a). Impacts that may occur will be recorded in the Form, which will be used for the subsequent design of the sub-project to avoid or minimize impacts. The completed Form will be attached to the sub-project proposal.

Consultation Principles: The village must ensure that all people affected by the sub-project are consulted at a public meeting in the village. During this meeting, which should happen during the sub-project design phase, their right to compensation must be explained. Formal minutes of the meeting are required and will include the main points of discussion as well as any decisions reached, including:

- The name of the affected person (if possible both husband and wife);
- The minutes will contain the signatures of the affected persons and the village chief. There will be notes about complaints made by the affected persons, and a map will show the location of the affected assets.

The Kumban Facilitator will deliver a copy of the above notes to all those people who are affected by the sub-project, to determine directly their wishes in regards to asset contribution, their perception of whatever agreements had been reached, and their complaints (if any).

The Project staff shall provide a copy of the minutes to affected persons and confirm in private discussion with each of them their requests and preferences for compensation, agreements reached, and any eventual complaint. Copies will be kept in the project documentation and be available for monitoring and supervision.

Valuation of Replacement Cost: For sub-projects that will result in involuntary land or asset loss, consultations with affected households will be made to determine levels of compensation at replacement cost. The affected household, the VIT and district TA and CD officers, under the guidance of the PRF central office and the support of the World Bank Task Team, will jointly assess the scale of impact and identify in-kind or cash compensation that is sufficient to restore pre-Project level of income streams. KBF will assist the consultation process, ensuring facilitation in local language as spoken by the affected households. The valuation must take into account: i) type of asset; ii) in-kind or cash entitlement, as described in the entitlement matrix (Section VIII of this CRPF); iii) production potential of land or asset; iv) accessibility; and v) loss of revenue during period of reestablishing full production potential, e.g. the maturing period of fruit trees.

Preparation of a Voluntary Contribution Form: For sub-projects that will result in voluntary donation of land or other assets, a Voluntary Contribution Form will be prepared for each affected household by the VIT assisted by KBF and district TA and CD officers. The form will describe in detail all assets donated. Both the husband and the wife of the affected household will sign two copies of the form in the presence of the district CD officer and the VIT.

Preparation of a Land Acquisition Report: For sub-projects that will result in involuntary land or asset loss, a Land Acquisition Report (LAR) will be prepared. The LAR will fully address all requirements under OP 4.12 as the Resettlement Action Plan (RAP). The LAR will address the following elements, as relevant:

- Basic data that describe impacts and persons affected;
- Arrangements for in-kind replacement of land or for compensation at replacement cost, including signed statements by all affected landowners confirming that these arrangements are satisfactory;
- Short summary of the existing legal framework and policies and principles that will apply to the implementation of relevant sub-projects with regard to the management of social impacts;
- Arrangements to ensure adequate performance by contractors relating to compensation for temporary impacts;
- A schedule of assets (other than land), which will require to be replaced as part of the construction contract, and signed statements by the affected owners confirming that these arrangements are satisfactory;
- An implementation schedule indicating that replacement land will have been provided before implementation of the project begins;
- Field measurements validated by villagers, showing land to be acquired and replacement land to be provided, sufficiently detailed to allow verification;
- Any support that is considered to be necessary to support the poor and vulnerable population;
- Arrangements for disclosure of information, consultations, and procedures for pursuing grievances; and
- Arrangements for implementation monitoring by the PRF staff.

Project staff will assist the preparation of the LAR, which will be reviewed by the PMT as well as by the World Bank's task team. No activities requiring a LAR will be approved or implemented before the Provincial Steering Committee and the World Bank has approved it. Thus, Project staff will carefully review the activities that would require demolition of houses or acquire productive land,

permanently or temporary. The review process will confirm that no other satisfactory alternative is available, that affected persons have been informed about their rights to compensation and assures that they have agreed with the arrangements.

The sub-project proposal will also include a description of the persons affected, impacts involved (e.g. land, trees, crops, houses and other structures) and agreements reached (such as nature and amount of compensation). In case of voluntary donation of minor assets or land (<10% of the total productive assets), the agreement forms shall be completed and included as an annex to the sub-project proposal.

6/12 months follow up visits: Follow-up visits to affected households will be made by the PRF District team and participated by the PRF Provincial Offices 6/12 months into sub-project implementation to verify that contributions and compensations have been made according to prior informed agreements. The visits will be documented on the Voluntary Contribution Form and LAR respectively. Issued discussed and follow up actions agreed will be noted on both copies of the form (one kept by PRF and one kept by the household). Both husband and wife of the affected household will sign the form.

SECTION VI: FEEDBACK AND RESOLUTION MECHANISM (FRM), INCLUDING GRIEVANCE MECHANISMS

Article 13 of the GoL Decree 192/PM requires an investment project to establish an effective mechanism for grievance resolution. Specific requirements for this mechanism are further described in Part VI of the Decree's Implementing Regulations, and in detail in its Technical Guidelines.

The objective of the Feedback and Resolution Mechanism (FRM) is to ensure that the PRF has in place a system to receive feedback from citizens, assuring that the voices are heard from the poor and vulnerable, and that the issues are resolved effectively and expeditiously. Such a system is expected to enable the PRF to be fully responsive to its beneficiary community and empower the ethnic groups and poor in villages who are the principal target of the Project.

The Project has set up Feedback and Resolution Committees (FRCs) at the village, kumban, district and provincial levels, composed of concerned departments, local officials, and village chiefs. PAP representatives, women representatives and mass organizations (e.g. LWU, LYU and LFNC) will also act as grievance officers. All feedback will be properly documented by the FRC at the respective level and addressed through consultations in a transparent manner aimed at resolving matters through consensus. Table 2 below outlines the grievance redress procedure for the PRF III. More details of the mechanism can be found in the FRM Guideline.

All complaints should firstly be handled and resolutions should be sought at the village level. If the problem cannot be solved in the village, complaints and legal action against these guidelines, the implementation of agreements found in the minutes, or other grievances can be filed according to the procedures summarized in this section and detailed in the Project Operational Manual dealing with the Feedback and Resolution Mechanism.

The complaint, if unsatisfied with the resolution at the village level will be brought up to the district authorities (District Government Office in consultation with concerned line agencies). If resolution is not satisfied the complaint will be lodged with the Provincial Court of Law whose decision would be final. Although the technical guidelines for resettlement designate this elevating of the complaint to the local mass organizations, non-benefit organizations and complainant representatives, in order to ensure the availability of adequate resources to carry out this procedure, the PMT will be responsible for forwarding the complaint and ensuring its process in the courts.

In addition to the feedback and resolution mechanism described above, complainants may also (or permit representatives on their behalf) voice their concern or complaints with the PRF team at the central level (PMT) or use the hot line of the National Assembly if complainants are still not satisfied with the resolution of their complaints at the project and provincial level.

All legal and administrative costs incurred by complainants and their representatives at the FRC are to be covered by the project proponent.

Members consisting of at least 50% of women elected to the FRCs will be trained to perform the social audit. Responsibilities of the social audit committee are as follows:

- Ensure that all Committees and the leaders of the committees function in a just and fair manner.
- Where discrepancies and malpractices are noted, report them to the wider representative meeting of the village.
- Perform an internal audit of all records and accounts of the organization/VIT and other committees, at least once in 2 months.
- Ensure adherence to PRF principles, rules and concepts such as transparency in the functioning of committees.

- Identify weaknesses and take remedial measures.
- Report remedial actions taken at the general meeting of the village.
- Social audit committee should meet at least once a month and inform issues to the village organization management.

In this way, villagers can ensure quality of work, principles and rules followed and demonstrate their capacity to manage resources effectively by ourselves.

Table 2: Feedback and Resolution Mechanism for PRF III

Procedures	Feedback Channel	Response Time	Responsible Unit/Institution	Means of Verification/Documentation
Step 1 – Village Level	Village FRC/Social audit members and PRF staff. Public place accessible to informant/complainant/beneficiaries or PAPs (feedback box at the PRF information board). Toll free hot line. Regular PRF meeting at the village level during the project cycle preparation and implementation.	Resolution within 1-3 weeks. Feedback box open every 2 weeks. Response within 1-3 weeks. Informant/complainant/ beneficiaries or PAPs regularly updated on the progress of their feedback during PRF meetings all along PRF cycle. Hot line accessible 24 hours a day. Response within 1 week. Informant/complainant/ beneficiaries or PAPs regularly updated on the progress of their feedback on a monthly basis. Regular PRF Meeting. Response within 1 day to 1 week. Informant/complainant/ beneficiaries or PAPs regularly updated on the progress of their feedback during PRF meetings all along PRF cycle.	FRC at the village level (<i>Neo Hom</i> and Village Chief). Upper level if the case cannot be solved at this level	Written Feedback and Resolution form, through the FRC. Monthly submission of the Feedback and Resolution Report to the Kumban FRC with all relevant information and progress.
Step 2 – Kumban Level	FRC at the kumban level (Kumban Facilitators and members of the Kumban Committee). Public place accessible to informant/complainant/beneficiaries or PAPs (feedback box at the PRF information board) Toll free hot line Regular PRF meeting at the kumban level during the project cycle preparation and implementation	Resolution within 1-3 weeks. Feedback box open every 2 weeks. Response within 1-3 weeks. Informant/complainant/ beneficiaries or PAPs regularly updated on the progress of their feedback during PRF meetings all along PRF cycle. Hot line accessible 24 hours a day. Response within 1 week. Informant/complainant/ beneficiaries or PAPs regularly updated on the progress of their feedback on a monthly basis. Regular PRF Meeting. Response within 1 day to 1 week. Informant/complainant/ beneficiaries or PAPs regularly updated on the progress of their feedback during PRF meetings all along PRF cycle.	FRC at the kumban level (Kumban Facilitators and members of the Kumban Committee). Upper level if the case cannot be solved at this level	Written Feedback and Resolution form, through the FRC. Monthly submission of the Feedback and Resolution Report to the District FRC with all relevant information and progress
Step 3- District Level	PRF Office (feedback box at the PRF information board)	Feedback box open every 2 weeks. Response within 1-3 weeks. Informant/complainant/ beneficiaries regularly updated on the progress of their feedback during PRF meetings all along PRF cycle.	FRC at the District level (PRF Coordinator). Upper level if the case cannot be	Written Feedback and Resolution form, through the district FRC. Monthly submission of the

	<p>Toll free hot line</p> <p>Regular PRF meeting at the district level during the project cycle preparation and implementation</p> <p>Dedicated E-mail and website</p>	<p>Hot line accessible 24 hours a day. Response within 1 week. Informant/complainant/ beneficiaries regularly updated on the progress of their feedback on a monthly basis.</p> <p>Regular PRF Meeting. Response within 1 day to 1 week. Informant/complainant/ beneficiaries regularly updated on the progress of their feedback during PRF meetings all along PRF cycle.</p> <p>Dedicated E-mail website: 1 day to 1 week. Informant/complainant/ beneficiaries regularly updated on the progress of their feedback on a monthly basis.</p>	<p>solved at this level</p>	<p>Feedback and Resolution Report to the FRC at the provincial level with all relevant information and progress</p>
<p>Step 4 – Provincial Level</p>	<p>PRF Office (feedback box at the PRF information board)</p> <p>Toll free hot line</p> <p>Regular PRF meeting at the provincial level during the project cycle preparation and implementation</p> <p>Dedicated E-mail and website</p>	<p>Feedback box open every 2 weeks. Response within 1-3 weeks. Informant/complainant/ beneficiaries regularly updated on the progress of their feedback during PRF meetings all along PRF cycle.</p> <p>Hot line accessible 24 hours a day. Response within 1 week. Informant/complainant/ beneficiaries regularly updated on the progress of their feedback on a monthly basis.</p> <p>Regular PRF Meeting. Response within 1 day to 1 week. Informant/complainant/ beneficiaries regularly updated on the progress of their feedback during PRF meetings all along PRF cycle.</p> <p>Dedicated E-mail website: 1 day to 1 week. Informant/complainant/ beneficiaries regularly updated on the progress of their feedback on a monthly basis.</p>	<p>FRC at the Provincial level (PRF Coordinator).</p> <p>Upper level if the case cannot be solved at this level</p>	<p>Written Feedback and Resolution form, through the provincial FRC.</p> <p>Monthly submission of the Feedback and Resolution Report to the PMT (M&E Unit) with all relevant information and progress</p>
<p>Step 5 – National Level</p>	<p>Toll free hot line</p> <p>Regular PRF meeting at the National level during the project cycle preparation and implementation</p> <p>Dedicated E-mail and website</p>	<p>Hot line accessible 24 hours a day. Response within 1 week. Informant/complainant/ beneficiaries regularly updated on the progress of their feedback on a monthly basis.</p> <p>Regular PRF Meeting. Response within 1 day to 1 week. Informant/complainant/ beneficiaries regularly updated on the progress of their feedback during PRF meetings all along PRF cycle.</p> <p>Dedicated E-mail website: 1 day to 1 week. Informant/complainant/ beneficiaries regularly updated on the progress of their feedback on a monthly basis.</p>	<p>M&E Unit at the PRF Central level</p>	<p>Written Feedback and Resolution form, through the M&E Unit at the central level.</p> <p>Feedback Quarterly submission of the Feedback and Resolution Report to the PMT (M&E Unit) with all relevant information and progress</p>

SECTION VII: MONITORING AND INFORMATION DISCLOSURE

Internal monitoring

The implementation of CRPF will be regularly monitored by the provincial PRF staff and key monitoring indicators such as the number of sub-projects that involve land/ asset loss, the number of affected households, whether or not they are addressed under voluntary donations, and so on, are reported through the Project Management Information System (MIS). The PRF central officer will continue to supervise and monitor the implementation of this CRPF at least one time per year and include the results in the Project annual reports and to be furnished to the World Bank.

PRF staff at central office and local office is responsible for forging effective implementation of CRPF in close consultation with concerned agencies and local authorities. PRF central office developed details in the Project Operation Manual and continue to provide training on the safeguard policy and process to local PRF staff and Kumban Facilitators. PRF local staff will also continue to work closely with local authorities and communities on details and keep proper record for review by the PMT and the World Bank. PMT is responsible for periodic monitoring and report the safeguard implementation process in the project progress report.

External monitoring

Performance of safeguard implementation was assessed during the implementation of the PRF II by an independent consultant. Similarly and independent safeguard implementation review will be made during implementation of the PRF III.

Information disclosure

Public Consultation and Information Disclosure (OP. 17.50) defines the World Bank's requirements for giving the public access to project information and documentation. It requires that during the planning and preparatory process, project beneficiaries and affected groups and local Civil Society Organizations shall be consulted and the environment and social aspects of the project should be presented. The consultation should be an on-going process throughout the design and implementation of investments and must be compliant with all other applicable safeguard policies. The policy also requires that any relevant material such as the environmental assessment study, social assessments, resettlement action plan (RAP), etc. should be made accessible, in a timely manner and in a form language understandable to the groups being consulted. In line with this policy, safeguard information related to mitigation measures carried out under PRF III will be made available for public access in the PRF website and on the PRF information board at the community level.

During the preparation of the PRF III, the revised CRPF was consulted with key stakeholders through the safeguards consultation workshops held in Pakse, Champasak and Luang Prabang, Luang Prabang on March 9-10, 2016 and in Vientiane Capital on March 14, 2016. There were no major comments related to the CRPF. Participants mainly sought for information about 1) scope of PRFIII and budget allocation, 2) alignment with all relevant environmental policies and 3) integration into existing social structures by coordinating with all relevant line ministries particularly at district level and using existing village structures for local implementation. The relevant departments heads of PRF, World Bank Task Team Leader and safeguard specialists participated in the meetings and addressed the questions and comments received. The minutes of the consultation meetings are attached to this CRPF.

Throughout the implementation of the PRF III, beneficiary/affected communities will be informed of the overall project approach including the provisions of this CRPF as part of the participatory planning processes.

SECTION VIII: ENTITLEMENT MATRIX

Type of Losses	Entitled Persons	Entitlements	Implementation Issues
Productive Land (e.g. paddy fields, garden, and teak or other plantation)	Legal owner or occupant identified during consultations.	<ul style="list-style-type: none"> • For marginal loss <10% of land, alternative land within the village, of the similar type, category and productive capacity, free from transaction costs (taxes, administration fees). • Voluntary contributions allowed if impacts < 5%, and conditions of voluntary donations are met. 	<ul style="list-style-type: none"> • No loss of land >10% is allowed.
Residential Land	Legal owner or occupant identified during consultations.	<ul style="list-style-type: none"> • <u>With</u> remaining land sufficient to rebuild houses/structures: (i) in kind compensation at replacement value which is sufficient to restore pre-sub-project livelihood (ii) District government to improve remaining residential land at no cost to PAPs (e.g. filling and leveling) so PAPs can move back on remaining plot. • <u>Without</u> remaining land sufficient to rebuild houses/structures: not allowed. 	<ul style="list-style-type: none"> • Acquisition of residential land requiring physical relocation not allowed.
Fish Pond	Owner of affected fishpond.	<ul style="list-style-type: none"> • In-kind compensation at replacement value. • If the currently held fish stocks will not be harvested before the project takes possession of the fishpond, then in-kind compensation for the projected mature value of fish stock held at replacement value. • District government to restore/ repair remaining fishpond. 	<ul style="list-style-type: none"> • Adequate time provided for PAPs to harvest fish stocks. • If remaining fish pond is unviable and/ or cannot meet expected personal or commercial yield, such sub-projects are not allowed.
Houses/ Shops, and Secondary Structures (kitchen, rice bins)	Owners of affected houses whether or not land is owned.	<ul style="list-style-type: none"> • In-kind compensation at replacement value that is sufficient to restore the pre-sub-project level livelihood. 	<ul style="list-style-type: none"> • Physical relocation of household or businesses not allowed. • Affected houses and shops are considered no longer viable if remaining portion is no longer usable/ habitable. Such impacts fall under the category of physical relocation and is not allowed under the project.
Temporary Use of Land	Legal owner or occupant.	<ul style="list-style-type: none"> • For agricultural and residential land to be used by the civil works contractor as by-pass routes or for contractor's working space, (i) rent to be agreed between the landowner and the civil works contractor but it should not be less than the unrealized income and revenue that could have been generated from using the property during the period of temporary 	<ul style="list-style-type: none"> • The PRF will ensure that the (i) location and alignment of the by-pass route to be proposed by the civil works contractors will have the least adverse social impacts; (ii) that the landowner is adequately informed of his/her rights and entitlements

Type of Losses	Entitled Persons	Entitlements	Implementation Issues
		<p>use of the land; (ii) cash compensation at replacement cost for affected fixed assets (e.g., structures, trees, crops); and (iii) restoration of the temporarily used land within one month after closure of the by-pass route or removal of equipment and materials from contractor's working space subject to the conditions agreed between the landowner and the civil works contractor.</p>	<p>as per the investment project resettlement policy; and (iii) that agreement reached between the landowner and the civil works contractor are carried out.</p>
Crops and Trees	Owner of crops and trees whether or not land is owned	<ul style="list-style-type: none"> • If standing annual crops are ripening and cannot be harvested, in-kind compensation at replacement value • For perennial crops and trees, in-kind compensation at replacement value. • For timber trees, in-kind compensation at replacement value 	<ul style="list-style-type: none"> • Schedule of civil works will be adjusted to avoid loss of standing crops. • TA and CD team will assist affected households and communities assessing and determining the replacement values.
Permanent loss of physical cultural resources/ public structures/ village or collective ownerships	Villagers or village households	<ul style="list-style-type: none"> • Relocation to where affected villagers agree; or • Compensation at replacement cost for present/existing structures based on its present value. 	<p>If some ritual or ceremonial activities have to be conducted prior or during relocation, the cost will be borne by the beneficiary communities</p>
Graves located in the affected areas	Owners of graves	<ul style="list-style-type: none"> • Compensation for the removal, excavation, relocation, reburial and other related costs will be paid in cash to each affected family. 	<p>If some ritual or ceremonial activities have to be conducted prior or during relocation, the cost will be borne by the beneficiary communities</p>
Electricity Poles	Electricity Companies	<ul style="list-style-type: none"> • Cash compensation for cost to dismantle, transfer and rebuild 	

SECTION IX: BUDGET

Capacity development for participatory and transparent decision making processes involving ethnic groups, including on minimization of negative impacts on any members of the community, is part of the standard PRF process. As such, the PRF III would continue to allocate significant resources for such capacity development. The PRF also recognizes environmental sustainability as an important ingredient for sustainable poverty reduction, and will continue to raise awareness of community members on and develop their basic capacity for environmental sustainability under the PRF III.

As the table attached below shows, the PRF III would allocate about US\$300k for the capacity development of communities on the implementation of project safeguard instruments. It is to note that the actual spending on safeguard implementation will be significantly higher. Many PRF activities include aspects of safeguard implementation or monitoring. For instance, ECOP monitoring is carried out as part of the overall supervision of sub-project implementation. Refresher training of VIT on participatory processes has multiple objectives of which safeguard is just one. The cost of the village validation meeting will cover both safeguard aspects as well as non-safeguard aspects. Since safeguard implementation and monitoring are embedded in many project activities, it is difficult to estimate the budget that will be spent under the PRF III purely and only for the safeguard implementation and compliance. A rough estimate is shown in Table 6 below.

Table 6: Estimated safeguard implementation cost under PRF III

Description:	Amount in US\$
Refresher training of village implementation team (VIT) on participatory processes including engagement with ethnic groups	US\$20,882
Village Validation Meeting	US\$71,518
Safeguard training of PRF staff	US\$183,593
Production of IEC tools on safeguards	US\$11,000
Total	US\$286,993

ANNEX 1a: SOCIAL SCREENING FORM

Proposed Activity:

Brief Description:

.....

Location:

Filled out by:

Organization:

Date:

Attachments:

Prepared with the following Partner Organizations / Community Representatives:

Remarks:

General Instructions:

- This checklist is to be completed to support the verification of the project activity or sub-project that involves land acquisition, compensation, and/or restriction of resources access. It focuses on social issues to ensure that social dimensions are adequately considered during selection of the activities/sub-projects. If applicable please use the “remarks” section to discuss any suggested mitigation measures. The information should be collected in consultation and coordination with local government, communities, NGOs and leaders of affected community.*

QUESTIONS	No	Yes	MITIGATION MEASURES REQUIRED?
A. PROJECT SITING			
ARE THERE ANY OF THE FOLLOWING STRUCTURES OR RESOURCES IN THE SUB-PROJECT CONSTRUCTION AREA?			
• Private households	<input type="checkbox"/>	<input type="checkbox"/>	
• Private small businesses/shops	<input type="checkbox"/>	<input type="checkbox"/>	
• Roads, footpaths or other access routes	<input type="checkbox"/>	<input type="checkbox"/>	
• Agricultural land	<input type="checkbox"/>	<input type="checkbox"/>	
• Natural resources shared by community members	<input type="checkbox"/>	<input type="checkbox"/>	
• Cemetery or other area/structures of religious or cultural significance	<input type="checkbox"/>	<input type="checkbox"/>	
• Other:	<input type="checkbox"/>	<input type="checkbox"/>	
ADDITIONAL REMARKS/SUGGESTIONS:			
B. POTENTIAL SOCIAL IMPACTS			
WILL THE SUB-PROJECT CAUSE:			
• Temporary loss of land or resources for any families?	<input type="checkbox"/>	<input type="checkbox"/>	
• Permanent loss of land or resources for any families?	<input type="checkbox"/>	<input type="checkbox"/>	
• Conflicts in water supply rights and related social conflicts?	<input type="checkbox"/>	<input type="checkbox"/>	
• Impediments to movements of people and animals?	<input type="checkbox"/>	<input type="checkbox"/>	
• Dislocation or involuntary resettlement of people?	<input type="checkbox"/>	<input type="checkbox"/>	
• Potential social conflicts arising from land tenure and land use issues?	<input type="checkbox"/>	<input type="checkbox"/>	
• Deterioration of livelihoods or living conditions of women or the poorest families in the sub-project service area?	<input type="checkbox"/>	<input type="checkbox"/>	
• Other:	<input type="checkbox"/>	<input type="checkbox"/>	

QUESTIONS	No	Yes	MITIGATION MEASURES REQUIRED?
-----------	----	-----	----------------------------------

C. OTHER REMARKS:

D. Involuntary Resettlement Category⁸

After reviewing the answers above, the PMT or PMT consultants agree, subject to confirmation, that the project is a:

- “The affected people are not physically displaced and less than 10% of their productive assets are lost”, an abbreviated Resettlement Action Plan is required
- The proposed sub-project may result in more significant impacts, i.e. displacement of people and more than 10% of their productive assets are lost, then a RAP will be prepared.
- No anticipated displacement, and loss of assets are negligible

**E. POTENTIAL SOCIAL IMPACTS ON
VULNERABLE GROUPS, IF ANY:**

WILL THE SUB-PROJECT:

- Affect poverty group?

⁸ World Bank OP 4.12, Policy on Involuntary Resettlement

QUESTIONS	No	Yes	MITIGATION MEASURES REQUIRED?
• Affect women headed households?	<input type="checkbox"/>	<input type="checkbox"/>	
• Affect Ethnic Groups or Indigenous People?	<input type="checkbox"/>	<input type="checkbox"/>	
• Affect other vulnerable groups?	<input type="checkbox"/>	<input type="checkbox"/>	

F. OTHER REMARKS:

REQUIRED SAFEGUARD DOCUMENTS:

• Land Acquisition/Resettlement Action Plan (LARAP)?	<input type="checkbox"/>	<input type="checkbox"/>	
• Indigenous People's Dev't Plan (IPDP)?	<input type="checkbox"/>	<input type="checkbox"/>	
• Land Titles or Documentation?	<input type="checkbox"/>	<input type="checkbox"/>	
• Community Declarations?	<input type="checkbox"/>	<input type="checkbox"/>	
• Other?	<input type="checkbox"/>	<input type="checkbox"/>	

G. OTHER REMARKS:

H. CONCLUSIONS/RECOMMENDATIONS:

QUESTIONS	No	Yes	MITIGATION MEASURES REQUIRED?
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I. SIGNING OFF:

IMPLEMENTING AGENCY:

**PRF SAFEGUARD
COORDINATOR:**

NAME:
.....
POSITION:.....
DATE:
.....

NAME:
.....
POSITION:.....
DATE:.....

ANNEX 2: DEFINITIONS OF TERMS

Definitions of key terms are as follows:

Beneficiary - All persons and households from the villages who voluntarily seek to avail of and be part of the project.

Compensation - payment in cash or in kind of the replacement cost of the acquired assets.

Cut-off-date – The date that the Decision on the target beneficiaries and on the land acquisition of the project areas is issued by a competent authority and publicly announced to local target-communities and to affected or displaced persons.

Entitlement – range of measures comprising compensation, income restoration, transfer assistance, income substitution and relocation which are due to affected people, depending on the nature of their losses, to restore their economic and social base.

Household - means all persons living and eating together as a single social unit. The census used this definition and the data generated by the census forms the basis for identifying the household unit.

Income restoration - means re-establishing income sources and livelihoods of PAPs to a minimum of the pre-project level.

Improvements – structures constructed (dwelling unit, fence, waiting sheds, pig pens, utilities, community facilities, stores, warehouses, etc.) and crops/plants planted by the person, household, institution, or organization.

Land Acquisition - the process whereby a person is compelled by a government agency to alienate all or part of the land a person owns or possesses, to the ownership and possession of the government agency, for public purpose in return for a consideration.

Project Affected Persons (PAPs) - includes any person or entity or organization affected by the investment project, who, on account of the involuntary acquisition of assets in support of the implementation of the investment project, would have their (i) standard of living adversely affected; (ii) right, title or interest in all or any part of a house and buildings, land (including residential, commercial, agricultural, plantations, forest and grazing land) water resources, fish ponds, communal fishing grounds, annual or perennial crops and trees, or any other moveable or fixed assets acquired or possessed, in full or in part, permanently or temporarily; and (iii) business, profession, work or source of income and livelihood lost partly or totally, permanently or temporarily.

Replacement Cost – is the term used to determine the amount sufficient to replace lost assets and cover transaction costs. When domestic laws do not meet the standard of compensation at full replacement cost, compensation under domestic law is supplemented by additional measures necessary to meet the replacement cost standards.

Resettlement – is the general term related to land acquisition and compensation for loss of asset whether it involves actual relocation, loss of land, shelter, assets or other means of livelihood.

Vulnerable Groups - are distinct groups of people who might suffer disproportionately or face the risk of being further marginalized by the effects of resettlement and specifically include: (i) households headed by women, the elderly or disabled, (ii) households living below the poverty threshold, (iii) the landless, and (iv) ethnic groups.

ANNEX 3: VOLUNTARY CONTRIBUTION FORM

Province:	
District:	
Kumban:	
Village:	
Sub-project ID:	
Name of CD:	
Name of TA:	
Date of Village Meeting	

Date of face-to-face meeting:	
Name of CD/TA:	

Name of land owner:	ID Number:	Beneficiary of the sub-project: Y/N		
Sex:	Age:	Occupation:		
Address:				
Description of land that will be taken by the sub-project:	Area affected:	Total landhold ing area:	Ratio of land affected to total land held:	Map code, if available:
Description of annual crops growing on the land now and project impact:				
	Details	Number		
- Trees that will be destroyed				
- Fruit trees				
- Trees used for other economic or household purposes				
- Mature forest trees				
- ...				

Describe any other assets that will be lost or must be moved to implement the project:
Value of donated assets:
Will affected people need to be physically relocated?

By signing or providing thumb-print on this form, the land user or owner agrees to contribute assets to the project. The contribution is voluntary. If the land user or owner does not want to contribute his/ her assets to the project, he or she should refuse to sign or provide thumb print, and ask for compensation instead.

Date of visit:	
Village Implementation Team representative's signature	
Name and signature of CD/TA:	
Contributions made according to signed form	Yes / No
Issues discussed:	
Follow up actions:	
Signatures of husband and wife of affected households	

ANNEX 4: LAND ACQUISITION/RESETTLEMENT REPORT (LAR)

List of Content:

- Baseline census and socioeconomic data of affected people
- Detailed inventory of loss (types, scale and scope of impact)
- In-kind compensation to be provided that should be sufficient to restore pre-sub-project level livelihood and income stream.
- Policy entitlements related to any additional impacts identified under census or survey
- Implementation schedule
- Detailed cost estimate and source of resources

ANNEX 5: REPORTING FORM ON SAFEGUARS COMPLIANCE MONITORING

<p align="center">Table of Summary on Safeguard Monitoring of PRF Subprojects during Cycle at Implementation Stage (to be completed during monitoring visit and included in quarterly progress and Annual Report)</p>							
District:							
Province:.....							
Completed by:, Cell phone number:....., Office phone Number:.....,							
Email or Fax:.....							
Date:.....							
No	Kumban	Villages	Ethnic group composition	PRFII Subprojects and Brief Technical Details (type, design, size and year of completion)	During subproject implementation, any emerging social impacts found or	What mitigation measure or next steps taken or will be taken to mitigate the impacts found	When the measures was or will be completed
1							
2							
3							
4							
Additional information or comments or suggestions:							
.....							

**Table of Summary on Safeguard Monitoring of PRF Subprojects, Cycle Planning and Preparation Stage
 (to be completed during monitoring visit and included in quarterly progress and Annual Report)**

District:, Province:.....

Completed by:, Cell phone number:....., Office phone Number:....., Email or Fax:.....

Date:

No	Kumbar	Villages	Ethnic group composition	PRFII Subprojects and Brief Technical Details (type, design, size and year of completion)	Did the project consult and establish support the subprojects villagers	Did the project conduct social impact screening using Negative List	If ethnic groups found, do they, especially women have difficulty in communication or cultural barriers	Will PRFII Subproject triggers Land Acquisition?				What measures applied to mitigate the social impacts found	When the measures was or will be completed
								Subproject involving voluntary contributions, if yes CC-Form completed	Subproject involving the voluntary resettlement of more than 100 persons if yes CC-Form completed	Subproject involving the voluntary contribution by at least one individual of more than 10% of their holdings if	Subproject involving displacement of more than 5 households or structures if yes CC-Form completed		
1													
2													
3													
4													

Additional information or comments or suggestions:

.....

ANNEX 6: Minutes of the Consultation Meeting on Social and Environmental Safeguards, Poverty Reduction Fund III (PRFIII)

March 9-10, 2016, Pakse, Champasak province
March 9-10, 2016, Luang Phabang, Luang Phabang province
March 14, 2016, Vientiane Capital

I. Introduction

Three consultation meetings were held on Social and Environmental Safeguards documentation relevant to PRF III project between March 9-10, 2016 at the provincial level and March 14, 2016 at the central level. The safeguards documents were disclosed on March 2, 2015. Invitation to the safeguard consultation meetings was posted at the PRF website and sent out to concerned stakeholders on the same day.

Regional consultation meetings were held in Pakse, Champasak province on March 9-10, 2016, and in Luang Phabang, Luang Phabang province on March 9-10, 2016. Safeguards consultation meeting was also held on March 14, 2016 in Vientiane capital. The consultation meeting held in Pakse was attended by 52 people, while 85 people participated in consultations in Luang Phabang and 68 people including representatives of donors and CSOs attended consultations in Vientiane. The consultation at the central level was chaired by Mr. Chit Thavixay, Director General of the Department of Planning and International Cooperation of the NCRDPE, Mr. Satoshi Ishihara, the World Bank's Task Team Leader for PRF and Mr. Bounkouang Souvannaphanh, PRF Executive Director.

II. Discussion session in Vientiane

The consultation meetings started with the presentation by the PRF staff of key principles and procedures provided in (1) Environmental and Social Management Framework (ESMF), (2) Pesticide Management Plan (PMP), (3) Compensation and Resettlement Policy Framework (CRPF), and (4) Ethnic Group Planning Framework (EGPF) to be applied under PRFIII. The floor was then opened for discussion with all participants who were invited to provide comments. The summary of comments provided is presented as follow:

- 1. Is it possible to keep the same safeguards as for the PRFII and do not add more such as the International Waterways Safeguards Policy?**
 - The International Waterways Safeguards Policy is a triggered policy because some subprojects for construction of irrigation and water supply schemes may use or affect water flow from tributaries of Mekong – trans-boundary river. Therefore it has to be applied. Nevertheless, the letter to inform the riparian countries has already been sent, and will be managed at the National level, so it will not create more work or burden for the province and the district level.
- 2. Is it possible to allocate more budget to the agriculture activities in order to promote clean and organic agricultural production that contributes to environmental conservation?**
 - The list of the priorities supported by the PRF are identified and prioritized by the communities. Therefore, it is not a decision that can be made by the project but only by the communities. The PRFIII will continue to support more agriculture activities depending on community priorities as well as through the Livelihood and nutrition activities and will ensure that the environmental safeguards are strictly applied.

3. **Would it be possible that the PRF support trees re-plantation, especially when trees need to be cut due to sub-project construction such as irrigation? Can the PRF support tree nursery plantation and training for the villagers?**
 - Following on the safeguards, the PRF has the obligation to ensure that for every tree that is cut, saplings shall be planted to replace the tree lost. For the infrastructure sub-projects, the PRF cannot support village trees nursery, but it is possible through the Livelihood and nutrition activities, if the Self Help Group would like to develop it.
4. **Can PRF support Land Use Planning to avoid villagers to cut the forest?**
 - The PRF supports the communities to make village maps in order to identify the needs in term of improving access to basic services and nutrition-oriented livelihood. Land use planning require a lot of time and budget that are over what the PRF can support as part of the PRFIII. However, the PRF facilitators' mandate is to promote sustainable activities, so we will be happy to deliver messages to the community regarding forest management in order to assist the Government. Under PRFIII, planning coordination will be strengthened with concerned government agencies and development partners to improve synergy and coverage of investments.
5. **Is it possible that the PRF use the existing village institutions?**
 - Yes. For example, the Feed Back and Resolution Mechanism is now using the existing village institutions. The PRF is only a facilitator between the Government and the communities, so we agree to build on and strengthen the existing village institutions.
6. **How to make sure that the Pest Management policy will be applied by the communities and that they will not use pesticides?**
 - This policy is applied in 2 provinces and 7 districts. In these districts, we can advise and monitor the community to use proper pesticides. We will also coordinate with the District Agricultural and Forestry Office (DAFO) to ensure that community are aware of the Government regulation regarding the use of pesticides so that they will not harm peoples and the environment.
7. **Would PRFIII provide training and support for village veterinary and animal vaccination if livelihood program under the project supports livestock production?**
 - Under the livelihood program of PRFII, beneficiaries were provided with technical support and inputs mainly for crop and small livestock production. They were also provided with training on basic animal husbandry and support for vaccination provided by either DAFOs or the network of village veterinarian volunteers. The PRFIII will continue to provide similar type of support through DAFOs for its selected target villages.
8. **What is the level of the community contribution that is requested by the project and would it be possible to increase the community contribution in order to improve the community ownership?**
 - The PRF is supporting the poorest villages in the poorest Kum ban of the poorest districts in Lao PDR. Therefore, the capacity of the community to contribute is less than in better off villages, this is the reason why we are managing the community contribution to ensure that we ask community to contribute up to their capacity. On average, the community contribution is around and should not exceed 10%. This is already a significant contribution from the poor community.

III. Discussion sessions in Provinces (Summary)

Provincial Level Consultation Sessions

PRF initiated two sessions, one in the North and one in the South of the Lao PDR. These sessions took place over two days on 9 – 10th March 2016 and were attended by PRF representatives from all 10 active provinces.

Luang Prabang - 85 People (35 women) – Luang Prabang, Huapanh, Xieng Khouang. Oudomxay, Pongsali, and Luang Namtha

Champasak – 52 people (3 women) – Attapeu, Salavan, Sekong and Savannakhet.

The following is a summary of the main points raised in the two concurrently held sessions in the Provinces.

1. The National Parks Office at the provincial level should certify that PRF projects are not located in National Biodiversity Conservation Areas. In the case when projects will be within boundaries, PRF should coordinate on all facets of planning, management and mitigation of environment and social impacts resulting from the project. Road construction will be strictly prohibited.
2. PRF should cooperate with the provincial and district level office of Water Resources and Environment in project implementation and the district / provincial office should certify compliance with the safeguards upon completion.
3. PRF should work towards formalizing a Memorandum of Understanding with the Ministry of Water Resources and Environment (this is a new Ministry). PRF can then coordinate at all levels in sub-project implementation.
4. PRF should reconsider the non-eligibility list relative to the provision of materials for individual household latrines.
5. PRF should reconsider the non-eligibility list relative to the provision of electric pumps for water supply systems.

ມາຈາກຄວາມຕ້ອງການຂອງປະຊາຊົນ, ໂດຍປະຊາຊົນ, ແລະ ເພື່ອຜົນປະໂຫຍດຂອງປະຊາຊົນ

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