



# **KHYBER PAKHTUNKHWA INTEGRATED TOURISM DEVELOPMENT PROJECT**

## **RESETTLEMENT POLICY FRAMEWORK**

**May 2019**

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## LIST OF ABBREVIATIONS

<b>Abbreviation</b>	<b>Description</b>
ACS	Additional Chief Secretary
ADP	Annual Development Plan
AHs	Affected Households
AI	Access to Information
ARAP	Abbreviated Resettlement Action Plan
BDSPs	Business Development Service Providers
BOI	Board of Investment
CAS	Compulsory Acquisition Surcharge
CBN	Cost of Basic Needs
C&W	Communication and Works
CR	Complaint Register
CSO	Civil Society Organizations
DG	Director General
DIMP	Destination Investment Management Plans
DMO	Destination Management Organization
DMS	Detailed Measurement Survey
DT	Digital Technology
EPA	Environmental Protection Agency
ERKF	Economic Revitalization of KP and FATA
ESMF	Environmental & Social Management Framework
ESMP	Environmental and Social Management Plan
FGDs	Focus Group Discussions
GAP	Gender Action Plan
GDA	Galiyat Development Authority
GIS	Geographical Information System
GoKP	Government of Khyber Pakhtunkhwa
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
	Indigenous Peoples Planning Framework
IPPF	
ITZ	Integrated Tourism Zone
KDA	Kaghan Development Authority
KP	Khyber Pakhtunkhwa
LAA	Land Acquisition Act
LAC	Land Acquisition Collector
LOI	Loss of Inventory

<b>Abbreviation</b>	<b>Description</b>
M&E	Monitoring and Evaluation
M&EC	Monitoring and Evaluation Consultants
MSMEs	Micro, Small and Medium Enterprises
NCS	National Conservation Strategy
NGO	Non-Government Organization
NOC	No Objection Certificate
OPL	Official Poverty Limit
P2P	Peer to Peer
PAPC	Project Affected Persons Committee
PAPs	Project Affected Persons
PCRMF	Physical Cultural Resource Management Framework
PD	Project Director
PEPA	Pakistan Environmental Protection Act
PMU	Project Management Unit
PKR	Pakistan Rupee
PSC	Project Steering Committee
POM	Project Operations Manual
PSMC	Project Supervision and Management Consultants
PTEG	Punjab Tourism and Economic Growth Project
QPRs	Quarterly Progress Reports
RAP	Resettlement Action Plan
RPF	Resettlement Policy Framework
R&R	Resettlement and Rehabilitation
RU	Resettlement Unit
RV	Replacement Value
SES	Socio Economic Survey
SSU	Shared Services Unit
SWM	Solid Waste Management
TIFCs	Tourist Information and Facilitation Centers
TMIS	Tourism Management Information System
ToRs	Terms of Reference
TPM	Third Party Monitoring
TPV	Third Party Validation
T&T	Travel and Tourism
USD	United States Dollar
VMP	Visitors Management Plan
WB	World Bank

## DEFINITION OF KEY TERMS

<b>Compensation</b>	Payment in cash or in kind of the replacement cost of the acquired assets.
<b>Cut-off-Date</b>	A cut-off date means the date after which people will NOT be considered eligible for compensation i.e. they are not included in the list of PAPs as defined by the census. The cut-off date is the start of census for all land and non-land related entitlements, the date for announcement of Section 4 notification under the LA Act of 1894 under which any person entering the project area after the cut-off date is not eligible to receive the agreed upon entitlements. The Bank accepts the date of the baseline survey as the cutoff date for eligibility.
<b>Detailed Measurement Survey</b>	The detailed inventory of losses that is completed after detailed design and marking of project boundaries on the ground.
<b>Economic Displacement</b>	A loss of productive assets or usage rights or livelihood capacities caused by the project.
<b>Eligibility</b>	The criteria for qualification to receive benefits under a resettlement program.
<b>Encroachers/Squatters</b>	People who do not have legal title, and have trespassed onto private/community land to which they are not authorized. If such people arrived before the entitlements cut-off date, they are eligible for compensation for any structures, crops or land improvements that they will lose.
<b>Entitlement</b>	Range of measures comprising compensation, income restoration, transfer assistance, income substitution, and relocation, which are due to displaced persons, depending on the nature of their losses, to restore their economic and social base.
<b>Involuntary Resettlement</b>	Land and/or asset loss which results in a reduction of livelihood level. These losses have to be compensated so that no person is worse off than he/she was before the loss of land and/or assets.
<b>Jirga</b>	Jirga refers to a traditional assembly of local elders, usually men, nominated to resolve community concerns/disputes.
<b>Kharif</b>	Summer cropping season of the year

<b>Land Acquisition</b>	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 compensation.
<b>Livelihood Restoration</b>	Specific activities intended at supporting displaced peoples' efforts to restore their livelihoods to pre-project levels. Livelihood restoration is distinguished from compensation. Livelihood restoration measures typically include a combination of cash or other allowances and support activities such as training, agricultural assistance or business enhancement. Livelihood restoration is often referred to as economic rehabilitation.
<b>Market Value</b>	It is broadly defined as the price which a willing vendor would reasonably expect to obtain from a willing purchaser. It is the value to the seller of the property in its actual condition at the time of expropriation with all its existing advantages and with all its possibilities excluding any advantage due to the carrying out of a scheme for which the property is compulsorily acquired.
<b>Patwari</b>	An official of the District Administration from District Revenue Office deputed at village level that is responsible for all land and revenue related matters.
<b>Project</b>	Khyber Pakhtunkhwa Integrated Tourism Development Project
<b>Project Affected Person (PAP)</b>	Any person adversely affected by any project related change or changes in use of land, water or other natural resources, or the person/s who loses his/her/their asset or property movable or fixed, in full or in part including land, with or without displacement, after the commencement and during execution of a project.
<b>Rabi</b>	Winter cropping season of the year
<b>Rehabilitation</b>	Compensatory measures provided under the WB Policy Framework on Involuntary Resettlement other than payment of the replacement cost of acquired assets aimed at re- establishing incomes, livelihoods, and social systems.
<b>Relocation</b>	The physical resettlement of PAPs from his/ her pre-project place of residence.

<b>Replacement value/ Replacement cost<sup>1</sup></b>	<p>“Replacement cost” is the method of valuation of assets that helps determine the amount sufficient to replace lost assets and cover transaction costs. In applying this method of valuation, depreciation of structures and assets should not be taken into account.</p> <p>The current market value of the asset plus transaction costs (e.g. taxes, stamp duties, legal and notarization fees, registration fees, travel costs and any other such costs as may be incurred as a result of the transaction or transfer of property). This compensation should be made in goods or resources that are of equivalent or greater value and that are culturally appropriate.</p> <p>i) Agricultural land: the market value of land of equal productive use or potential located in the vicinity of the affected land, plus the cost of preparation to levels similar to or better than those of the affected land, and transaction costs such as registration and transfer taxes.</p> <p>ii) Residential land: the market value of land of equivalent area and use, with similar or improved infrastructure and services preferably located in the vicinity of the affected land, plus transaction costs such as registration and transfer taxes.</p> <p>iii) Houses and other structures: the cost of purchasing or building a new structure, with an area and quality similar to or better than those of the affected structure, or of repairing a partially affected structure, including labor and contractors’ fees and transaction costs such as registration and transfer taxes.</p>
<b>Resettlement Action Plan</b>	A resettlement action plan is a planning document that describes what will be done to address the direct social and economic impacts associated with involuntary resettlement.
<b>Resettlement Allowance</b>	Cash paid to cover resettlement related expenses other than losses of immovable assets. An allowance is distinguished from compensation, which reimburses the loss of an immovable asset.
<b>Resettlement Compensation</b>	Payment in cash or in kind for an asset or resource acquired or affected by the project.
<b>Resettlement Entitlements</b>	Resettlement entitlements with respect to a particular eligibility category are the sum total of compensation and other forms of assistance provided to displaced persons in the respective eligibility category.
<b>Substantial/Significant</b>	Two hundred or more people physically displaced or losing more than

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<sup>1</sup> Further guidance is available in OP 4.12 and its annexes

- Resettlement Impacts** 10 percent of their productive assets (income generating).
- Severe Impact** If the impact land loss is severe, i.e. land loss is more than 10% of the land holding.
- Vulnerable Household** Households that might suffer disproportionately or face the risk of being marginalized from the effects of resettlement and include: (i) female headed households; (ii) disabled- headed households; (iii) child-headed households; iv) households falling under the generally accepted indicator for poverty; (v) elderly-headed households with no means of support and landlessness; (vi) households without security of tenure; and (vii) ethnic minorities and indigenous people. Other groups may also qualify as “vulnerable” in the light of disadvantaged circumstances.

## EXECUTIVE SUMMARY

### Introduction

Government of Khyber Pakhtunkhwa (GoKP) is planning for the province's economic development through increased tourism in KP. Recognizing the high potential of tourism to contribute to economic growth and opportunity, GoKP intends to undertake the “**Khyber Pakhtunkhwa Integrated Tourism Development Project**” using International Development Association (IDA) resources.

The project objective is to enhance the competitiveness, diversity and inclusiveness of Khyber Pakhtunkhwa as a tourism destination. It aims to strengthen institutional capacity, increase private sector participation and improve destination infrastructure in support of the tourism ecosystem in KP.

In line with the national regulatory as well as World Bank (WB) safeguard requirements and to address potential resettlement impacts of the project, a **Resettlement Policy Framework (RPF)** has been prepared to cover the project.

The RPF defines and outlines policies, procedures, roles, and responsibilities for managing involuntary resettlement impacts and risks, and effects on Project Affected Persons (PAPs). The specific objectives of the RPF are to set out the policies and principles for anticipated land acquisition and resettlement in adherence with both World Bank and Government of Pakistan procedures and requirements; to indicate institutional arrangements to comply with policies and principles and ensure a systematic process for the different stages of implementation of the framework; outline the entitlements for the affected persons for payment of compensation and assistance for establishing the livelihoods; to set out communication mechanism between relevant institutions and stakeholders and assure participation of Project Affected Persons (PAPs); to provide guidelines for expeditious implementation of Resettlement and Rehabilitation (R&R) with adequate budget; and to provide guidelines for preparing Resettlement Action Plan (RAP) for the project affected people for improving or at least retaining the living standards in the post resettlement period.

### Project Description

The project could potentially finance sub-projects including road connectivity & accessibility, tourist information centers, rest areas with emergency medical supplies, walking and hiking trails, clean drinking water, parking areas, markets, tourist transport hubs, dedicated facilities for women and disabled, heritage site management and capacity building & training, solid waste management and plastics recycling from destination areas.

The indicative tourist locations for implementing the project activities are Chitral, Kalam, Naran and Galiyat. The project consists of following four (04) components;

Component 1: Sector Enablement and Tourism Entrepreneurship



- Component 2: Infrastructure Planning and Development
- Component 3: Project Management and Capacity Building
- Component 4: Contingent Emergency Response Component

The project activities are divided into four components that will launch strategic activities along the entire T&T value chain. The first component aims to improve the tourism-enabling environment, including tourism policy and regulations, and tourism entrepreneurship. The second component aims to plan and implement infrastructure development activities specific to the identified tourist locations. The third component will support relevant GoKP departments and project implementation entities (IEs) by building their capacity for effective project management and environmental conservation. The fourth component will receive allocations from other components only in the event of an unforeseen natural disaster. The allocations to these components could change during implementation, depending upon performance, sector demand, and market dynamics.

KP also aims to designate at least eight remote and unexplored scenic sites as Integrated Tourism Zones (ITZs)<sup>2</sup> in order to ensure sustainable planning and development of tourism at these sites. The concept of the ITZs and their exact location are still being finalized by DoT and hence this is work under development. The project will help KP explore this idea further by providing support on good practice policy and regulation for the ITZ concept and support for feasibility studies for up to two ITZs to support decision making on the introduction of this concept in KP province.

### **Regulatory and Policy Requirements**

The present RPF has been prepared keeping in view the guidelines/ requirements of Land Acquisition Act (LAA), 1894 including later amendments and Involuntary Resettlement Policy (OP 4.12). This RPF describes the gaps between OP 4.12 and LAA 1894 and approaches to address the gaps. These approaches shall be considered in the preparation of each RAP/ Abbreviated RAP for the subprojects.

### **Socioeconomic Characteristics of the Project Areas**

Socioeconomic characteristics of anticipated subprojects area deals with the existing social conditions. Primary and secondary data was collected to appraise the prevailing socio-economic conditions and to assess the impacts on the local settlements due to anticipated subproject activities. Detailed site visit was conducted to gather the baseline information and to perform field activities including social surveys, consultations, group discussions, transect walks, public awareness, stakeholders & PAPs identification and conceiving the environmental and social issues keeping in

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<sup>2</sup> An ITZ is a geographically delimited area consisting of tourism sites that are closely linked in terms of history, culture and nature and could have its own governance mechanism (a special law or regulations to provide incentives to private sector). Once developed, an ITZ will have multiple private companies (hotels, resorts, restaurants, tour operators, sports operators, transportation companies and airlines, shopping outlets etc.) and its own management system. Examples are Sentosa Island (Singapore) and Nusa Dua (Indonesia).

view the proposed project interventions. Consultation Performa were also completed at the proposed project areas.

The overview and socioeconomic characteristics, mainly education, livelihood, health facilities and women role/ contribution of these areas are described, and also different tourist destinations are highlighted. The detailed data collection will be carried out during RAP preparation of individual subprojects.

The population residing in all the anticipated subproject areas is mostly dependent upon tourism related activities. The livelihood also depends upon livestock and agriculture. All these areas have traditional culture and are dominated by men with a few amenities to the women. With the increased literacy rate, tourist influx and globalization, the people are getting awareness.

### **Stakeholders Consultations**

Consultations were held with the officials of the relevant government departments, NGOs, tourists and local people of the subprojects areas, during June - July, 2018. The stakeholders welcomed the project, especially the local business owners were keen for the implementation of the project. Some in the local community hoped increased tourists' influx would lead to more job opportunities, enhanced export/ sale of locally made cultural products and better infrastructure. The government agencies and relevant departments were also ready to provide their services and support in overall project implementation.

Women were asked about safety, security and privacy issues due to tourists. Most of the local women reported they face no security and safety issues in their communities except some privacy issues in the peak seasons of tourism. Privacy issues were mostly highlighted by Kalash women since the tourists take photographs without their consent, and there have been incidents of harassment by male tourists. For sub-projects involving involuntary resettlement, detailed consultations will need to be carried out and women must be made a part of PAPs Committee and also engaged in grievance redress committees (GRC) for raising and resolving women related issues.

### **Social Impact Assessment**

The possible subprojects proposed under Component 2 do not foresee any significant adverse impacts. Temporarily or minor impacts are expected during project implementation. Impacts are foreseen mainly on landowners, shopkeepers, transporters, mobile vendors and squatters operating along the road. Both social (Negative and Positive) and resettlement impacts are described in this RPF that shall be considered in the sub-project specific RAP/ ARAP preparation.

However, all impacts shall be considered during screening of subproject before its implementation. Each subproject shall be screened out for social and environmental impacts to know the anticipated

impacts and subproject specifically its resettlement impacts. In case, impacts are significant, then further studies as per legislation and principles mentioned in this RPF will be carried out.

### **Categories of Project Affected Persons**

The categories of affected persons likely to be impacted by implementation of the subprojects are;

- i. Owners of land and/or structures, including those recognized as legally titled or legalized on the basis of claims recognizable under national law;
- ii. Lessees (leaseholders) of state or private land, whether long-term or short-term;
- iii. Tenants with or without formal legal registration according to national law;
- iv. PAPs who neither have formal legal rights nor recognizable claims to land will be compensated for their non-land assets. This includes those who are temporarily/permanently or partially/fully affected by the project including squatters or encroachers;
- v. Micro, Small and Medium Enterprise (MSME) owners, whether registered under national law or informal;
- vi. Employees of private or public businesses or enterprises, whether registered under national law or informal;
- vii. Transporters whose livelihoods are affected by the implementation of project activities;
- viii. Cultivators of plants and crops, irrespective of legal status of property relation to land;
- ix. Mobile vendors and others who may be drawing livelihoods from the area.
- x. Loss of communal property, lands and public infrastructure;
- xi. Vulnerable groups who are members of affected households identified through the census/ impact assessment survey/ analysis. They include vulnerable members with per capita incomes at or below the poverty, such as those who are too old or too ill; children; disabled persons; women; unemployed youth, and orphans; households headed by elderly, women or children; ethnic or religious or other vulnerable minority groups. The vulnerable groups will be eligible for additional assistance. This category runs the risk of seeing their vulnerability increase as a result of the resettlement unless supplementary assistance is provided.

A cut-off date shall be set to prevent false claims for compensation or rehabilitation. Normally, this cut-off date is the date when the census begins.

### **Entitlements**

Full replacement cost as compensation is the basic principle guiding the allocation of entitlements, i.e. the subprojects will replace in kind or cash what is lost in terms of land, structures, livelihood, community facilities and services, with special provisions for the improvement of livelihoods of vulnerable displaced persons, sharing of project benefits and unanticipated impacts. The entitlements are described in the Entitlement Matrix tabulated below;

Type of Loss/ Assets to be Impacted	Description	Eligibility of Affected Persons	Compensation Entitlements
Agricultural Land	Permanent land loss	Farmers/ Titleholders/ who may have customary rights	<ul style="list-style-type: none"> <li>• Land for land compensation with plots of equal value and productivity to the plots lost; ensuring economic viability of the new land and also ensuring that the PAPs' livelihood is not negatively affected; or</li> <li>• Cash compensation plus 15% Compulsory Acquisition Surcharge (CAS) for affected land at replacement cost based on market value free of taxes, registration, and transfer costs.</li> </ul>
		Leaseholders (registered or not)	<ul style="list-style-type: none"> <li>• Renewal of lease contract in other plots of equal value/ productivity of plots lost, or</li> <li>• Cash equivalent to market value of gross crop yield of affected land for the remaining lease years (up to a maximum of 3 years).</li> </ul>
		Sharecroppers (registered or not)	<ul style="list-style-type: none"> <li>• Cash equivalent to market value of the lost harvest share once (temporary impact) or twice (permanent impact).</li> <li>• Provision of livelihood restoration support (i.e. inclusion in the Livelihood Restoration Plan).</li> </ul>
		Agricultural workers losing their contract	<ul style="list-style-type: none"> <li>• Cash indemnity corresponding to their salary (including portions in kind) for the remaining part of the agricultural year.</li> <li>• Provision of livelihood restoration support (i.e. inclusion in the Livelihood Restoration Plan).</li> </ul>
		Squatters	<ul style="list-style-type: none"> <li>• Compensated for land use loss through a special relocation allowance equivalent to one year of agricultural income or through the provision of a free or leased replacement.</li> </ul>
	Additional provisions for severe impacts (Land loss	Farmers/ Titleholders Leaseholders	<ul style="list-style-type: none"> <li>• One severe impact allowance equal to market value of gross harvest of the affected land for one year (inclusive of winter and summer crop and additional to standard crop compensation).</li> </ul>

Type of Loss/ Assets to be Impacted	Description	Eligibility of Affected Persons	Compensation Entitlements
	more than 10% of land holding)	Sharecroppers ( <i>registered or not</i> )	<ul style="list-style-type: none"> <li>• One severe impact allowance equal to market value of share of harvest lost (additional to standard crop compensation)</li> </ul>
		Squatters	<ul style="list-style-type: none"> <li>• One severe impact allowance equal to market value of gross harvest of the affected land for one year (inclusive of winter and summer crops and additional to standard crop compensation)</li> </ul>
	Temporary land loss, for a short period of typically 3- 4 months, where access is not restricted and existing or current land use will remain unchanged	Farmers/ Titleholders	<ul style="list-style-type: none"> <li>• No compensation for land provided that the land is rehabilitated/ restored to its former quality following completion of works;</li> <li>• Compensation, in cash, for all damaged crops and trees.</li> <li>• Compensation, in cash, for income loss if any for the duration of the temporary impacts.</li> </ul>
		Leaseholders (registered or not)	<ul style="list-style-type: none"> <li>• No compensation for land provided that the land is rehabilitated/ restored to its former quality following completion of works;</li> <li>• Compensation, in cash, for all damaged crops and trees.</li> <li>• Compensation, in cash, for income loss if any for the duration of the temporary impacts.</li> </ul>
		Sharecroppers (registered or not)	<ul style="list-style-type: none"> <li>• Compensation, in cash, for all damaged crops and trees.</li> <li>• Compensation, in cash, for income loss if any for the duration of the temporary impacts.</li> </ul>
		Agricultural workers	<ul style="list-style-type: none"> <li>• Cash indemnity corresponding to their salary (including portion in kind) for the period of temporary disturbance due to project activities.</li> </ul>
		Squatters	<ul style="list-style-type: none"> <li>• Compensation, in cash, for all damaged crops and trees, where these are owned by the squatters.</li> <li>• Compensation, in cash, for income loss if any for the duration of the temporary</li> </ul>

Type of Loss/ Assets to be Impacted	Description	Eligibility of Affected Persons	Compensation Entitlements
			impacts.
Residential or Commercial Land		Titleholders/ People with customary rights	<ul style="list-style-type: none"> <li>• Land for land compensation through provision of a plot comparable in value/ location to plot lost or</li> <li>• Cash compensation plus 15% CAS for affected land at full replacement cost free of taxes, registration, and transfer costs.</li> </ul>
		Renters/ Leaseholders	<ul style="list-style-type: none"> <li>• Three (03) months' rent or a value proportionate to the duration of the remaining lease, including any deposits they may lose.</li> </ul>
		Squatters	<ul style="list-style-type: none"> <li>• Accommodation in available alternate land/ or a relocation allowance equivalent to six (06) months of income (official minimum wage).</li> </ul>
Houses/ Structures	Full loss of structures; partial loss of structures; moving minor structure; kiosks and temporary structure	Titleholders/ Owners	<ul style="list-style-type: none"> <li>• Cash compensation at replacement rates for affected structure and other fixed assets free of salvageable materials, depreciation and transaction costs.</li> <li>• In case of partial permanent impacts full cash assistance to restore remaining structure, in addition to compensation at replacement cost for the affected part of the structure.</li> </ul>
		Tenants	<ul style="list-style-type: none"> <li>• Affected tenants will receive cash compensation of a value proportionate to the duration of the remaining lease period, or three (03) months, whichever is higher.</li> </ul>
Crops	Crops affected	All PAPs owning crops (including squatters)	<ul style="list-style-type: none"> <li>• Crop compensation in cash at full market rate for one harvest (either winter or summer) in case of temporary impacts and cash at full market rate for harvest twice (whole year, Rabi &amp; Kharif) by default for impacts caused by the project activities.</li> <li>• All other crop losses will be compensated at market rates based on actual losses.</li> </ul>

Type of Loss/ Assets to be Impacted	Description	Eligibility of Affected Persons	Compensation Entitlements
Trees	Trees affected	All PAPs owning trees (including squatters)	<ul style="list-style-type: none"> <li>• For timber/ wood trees, the compensation will be at market value of tree's wood content.</li> <li>• For fruit-bearing trees; cash compensation based on lost production for the entire period needed to re-establish a tree of equal productivity. The owners will be allowed to fell trees and take the timber, free of cost.</li> </ul>
Community assets	Mosques, roads, schools, health center	Affected community	<ul style="list-style-type: none"> <li>• Rehabilitation/ substitution of affected structures/ utilities (i.e. mosques, footbridges, roads, schools, health centers).</li> </ul>
Business/ Employment	Temporary or permanent loss of business or employment	All PAPs (including squatters, agriculture workers)	<ul style="list-style-type: none"> <li>• Business owner: i) Cash compensation equal to one-year income, if loss is permanent; ii) in case of temporary loss, cash compensation equal to the period of the interruption of business up to a maximum of six months or covering the period of income loss based on construction activity.</li> <li>Workers/ employees: Indemnity for lost wages for the period of business interruption up to a maximum of three months (to be calculated on the basis of Cost of Basic Needs (CBN), which is currently PKR 3,030 per person per month).</li> </ul>
Relocation Assistance (Transport and transitional livelihood costs)	All types of structures affected	All PAPs titled/untitled requiring to relocate as a result of losing land and structures	<ul style="list-style-type: none"> <li>• Provision of sufficient allowance to cover transport expenses and livelihood expenses for one month (to be calculated on the basis of CBN per person).</li> </ul>
Vulnerable PAPs livelihood	Households below poverty line; female headed households; child headed HHs; elderly headed HHs;	All vulnerable PAPs	<ul style="list-style-type: none"> <li>• Lump sum one-time livelihood assistance allowance (equals to minimum wages for 03 months) on account of livelihood restoration support.</li> <li>• Temporary or permanent employment during construction or operation, where ever feasible.</li> <li>• Provision of one-time PKR. 15,000 moving</li> </ul>

Type of Loss/ Assets to be Impacted	Description	Eligibility of Affected Persons	Compensation Entitlements
	disabled persons.		assistance to cover transport expenses, where applicable.
Unidentified Losses	Unanticipated impacts	All PAPs	<ul style="list-style-type: none"> <li>• Deal appropriately during project implementation according to the World Bank Operational Policies.</li> </ul>

### Valuation of Affected Assets

This method shall be consistent with both national policy requirements and regulations and OP4.12. The two methods supported by the Bank's OP 4.12 that can be incorporated into the existing methods to conduct the valuation of property for PAPs are Replacement Cost and Compensation Value. Valuing of assets should be a process of engagement with PAPs and not an imposition, also acceptable to all stakeholders. The PAPs should have an opportunity to do their own valuation if they have doubts or misgivings through the facilitation of the project for further negotiations between the PAP(s) and the client. Valuation of project affected land and assets shall consider the following;

- Applicable current regional schedules for land values obtained from Revenue Department, if available
- Applicable current schedules for valuing structures, crops, and trees from local municipalities/ District Councils, if available
- Applicable current market prices,
- Loss of future income or value.

The land to be acquired will be communicated to the Revenue Department. Revenue Department staff (Naib Tehsildar/ Patwari) will identify the land owner. The land record is available within Patwari office and also in District Revenue Department (Abbottabad, Mansehra, Chitral and Swat). District Land Collector has the annual average rates for commercial, residential and agricultural land of each particular area. However, DC rates are not compatible with the local market value. It is proposed to negotiate with PAPs and local administration for finalization of rates for the land acquisition, and shall be considered during RAP/ ARAP preparation and implementation. Any dispute for land ownership, rate or compensation shall be sorted out in the GRCs at field and PMU levels.

### Resettlement Planning and Processing Requirements

A Resettlement Action Plan (RAP) or an Abbreviated RAP (ARAP) will need to be prepared for each subproject (or a collection of subprojects) involving resettlement impacts. Before the approval of each subproject for the WB financing, its RAP or ARAP will need to be cleared by the Bank. Resettlement plans shall be based on the following principles:



- identify possibility of land acquisition and resettlement during screening of subprojects;
- minimize resettlement through relocation/ realignment of the project site, where possible;
- if resettlement is unavoidable, prepare a Resettlement Action Plan (RAP) in line with World Bank OP 4.12;
- undertake meaningful consultation with project affected persons (PAPs);
- ensure PAPs are clearly identified including those with no formal rights;
- restore their livelihood;
- pay compensation in time before land is acquired,
- establish an accessible and culturally sensitive Grievance Redress Mechanism at the subproject level for handling complaints that may arise as a result of resettlement process; and
- disclose all relevant information.

Screening, categorization and gender sensitivity analyses are integral to resettlement and social impact assessment. A resettlement and social screening will be undertaken for each proposed subproject once engineering plans are ready to assess the impacts on people. This screening will assess if social impacts necessitate the preparation of a RAP or an ARAP.

Each RAP/ARAP will be prepared after the completion of detailed design once screening has established that the subproject will lead to involuntary resettlement and/or relocations as well as impacts on livelihoods.

Once a final RAP/ARAP has been prepared, approved by World Bank and disclosed for each subproject, award of civil works contracts for each subproject can take place. This will include preparation of final resettlement impacts, final census of Project Affected Persons (PAPs), final inventory survey of affected assets and final compensation rates which meet the requirement of full replacement costs.

The satisfactory completion of each RAP/ ARAP for a subproject with relocation and/or resettlement impacts, as confirmed by M&E Consultant and approved by World Bank (NOC from World Bank) will be a condition for commencement of civil works and the provision of a notice to proceed to contractors. The completion status must clearly include (i) disbursement of compensation to PAPs at full replacement costs for project components; (ii) other entitlements listed in the resettlement action plan that have been provided; and (iii) a comprehensive income and livelihood restoration and rehabilitation program, supported by an adequate budget. Once the RAP has been implemented, PAPs will vacate the area and a certificate will be issued to state that the area is now clear for civil works to begin.

### **Institutional Arrangements**

The project management will be overseen by a Project Steering Committee which will be chaired by

the Additional Chief Secretary (ACS) of KP. The PSC will comprise representatives from P&D, C&W, Finance Department, DoT, FATA Secretariat, LGRD, GDA, KgDA and private sector stakeholders, The PSC will provide strategic guidance and facilitate coordination across different departments (mainly C&W and DoT), agencies and various line departments and offices of the local government(s).

The project will be implemented through two PMUs, each at DoT (Peshawar) and C&W (Peshawar) consisting of appropriate experts.

The PMU-DoT is responsible for the completion of activities that fall within the mandate of DoT, including planning, business registration and licensing, data collection, monitoring and investors' facilitation in collaboration with the Public Private Partnership (PPP) Cell, and Federal and KP Board of Investment (BoI). It will be headed by a Project Director who will report to the Secretary, DoT. The Project Director will have all fiduciary, approving authority/powers. The staff of the PMU will be trained in relevant fields by the WBG to ensure compliance with policies.

The PMU-C&W will be established within the head office of C&W in Peshawar. It will undertake the implementation of all engineering and infrastructure development activities identified under the project, for instance the construction of MCG Road, site development at tourist destinations and public facilities for the tourists. The PMUs will be further strengthened through relevant staffing and logistics. The engineers will be employed on a regional basis to match the jurisdiction of associated works contracts at various project locations.

RU will likely be established by PMU-C&W at Sub-Project level (field level) for the implementation of the RAP/ARAP (when RAP/ARAP is prepared).

PMU-C&W will engage a consulting firms to prepare, implement and monitor the RAPs/ ARAPs for individual subprojects under Component 2. Following consultants will be hired by PMU-C&W;

1. RAP Consultants to prepare the RAPs. The RAP Consultants, working under the supervision and monitoring of the PMU-C&W's Social Safeguard Expert, will prepare RAP as per guidelines of WB Policy and framework and procedures mentioned in this RPF.
2. Project Supervision and Management Consultants (PSMC) to prepare the implementation program, quality of works, delivery of works, certify the quantities of work and to implement the RAPs or ARAPs prepared for each subproject as per guidelines of WB Policy and framework and procedures mentioned in this RPF.
3. Monitoring and Evaluation Consultants (M&EC) for regular monitoring of all subprojects under component 2 and activities including the implementation of RAP/ ARAPs by PMU-C&W and PSMC and report to PMU-C&W.

## **Consultation Framework and Disclosure Strategy**

The stakeholder consultation and engagement is an ongoing process and will continue throughout the RAP preparation and implementation, to maintain friendly relationships with the communities, to reduce conflicts and project opposition, to effectively address grievances, and to increase project's acceptability. The consultation meetings will be recorded and documented comprehensively, including signed attendance lists, photographs and minutes of the key issues addressed and agreements reached, observations made in the field, and outstanding issues in need of being addressed. Consultations and Participation Framework includes the consultations during preparation and implementation of RAP with all the stakeholders specially PAPs, the responsibilities and timeframe to conduct the consultations.

The draft RPF has been disclosed through official websites of C&W and World Bank. The executive summary of RPF is translated into Urdu and is made available to the stakeholders in the public disclosure meetings. Public Disclosure meetings were held in Nagri Tutial (Galiyat), Chitral, Kalam and Naran (Kaghan Valley) on 26<sup>th</sup> Jan, 29<sup>th</sup> Jan, 30<sup>th</sup> Jan and 1<sup>st</sup> Feb, 2019 respectively. In these meetings, findings of the RPF were presented to the stakeholders, questions/ queries were responded and their concerns and suggestions were noted down. Once the subproject-specific ARAPs/ RAPs are prepared and approved, they will be disclosed in a similar manner.

## **Grievance Redress Mechanism**

Grievance Redress Mechanism shall be established to facilitate resolution of complaints by Project Affected Persons (PAPs), in line with the requirement of World Bank's Policies. The GRC shall address affected peoples' concerns and complaints promptly, using an understandable and transparent process. The GRM will be set up with a two-tiered structure described below;

### **1. GRC at Sub-Project/ Field Level**

When a grievance arises, the PAP (male or female) may contact directly with the village level committee/ field level. The GRC will log the complaint along with relevant details in the community Complaints Register. The committee will make all efforts to resolve the issue within fifteen (15) days of launch of complaint.

### **2. GRC at PMU Level**

If no solution can be found at Tier 1, the complainant/s may enter concern/grievance to the GRC (PMU C&W). For each complaint, the GRC will investigate and prepare Fact-Finding Report and assess its eligibility, and identify an appropriate solution. Accordingly, the concerns will be redressed/appropriately responded within thirty (30) days. Thus, the GRC will, as appropriate, instruct the responsible entity to take corrective actions. The GRC will review the responsible

entity's response and undertake additional monitoring as needed.

If still, the complainant is not satisfied/issue not resolved, then PAP can go to the Court of Law for remedial measures and decisions/grievance (s) will be resolved accordingly.

### **Monitoring and Evaluation**

The objective of the M&E system is not only to assist in maximizing benefits of the resettlement packages to the PAPs but also to enhance the capacity of PMU-C&W with regard to resettlement implementation.

The internal and external monitoring of RAP implementation process, performance of RAP consultants, Contractor and PSMC is mandatory. M&E of post implementation phase is also done to check if results of RAP has been attained.

The internal monitoring is to be carried out by the Social Safeguard Specialist of PMU-C&W. The external/independent monitoring is to be carried out by the M&E Consultants to be hired by the PMU-C&W for the project. PMU-C&W will prepare the terms of reference for the M&E before RAP implementation begins, which will be cleared by the Bank.

The PSMC will prepare monthly and quarterly progress reports on resettlement implementation activities to the PMU-C&W. The M&EC will submit monthly and quarterly review/report to PMU-C&W to assist in ascertaining whether resettlement goals have been achieved, and more importantly, whether livelihoods have been restored/enhanced. The reports will include suitable recommendations for improvements. Quarterly monitoring reports will also be shared with WB.

### **Budget and Financing**

The World Bank will assign the \$ 100 million to GoKP for the implementation of all the components under the project. GoKP will be responsible for the timely allocation of the funds needed to implement the RAPs/ARAPs. The detailed cost estimation will be carried out for each RAP/ARAP in line with this RPF. To comply with the Operational Policy 4.12 of the World Bank, the payment of land acquisition and resettlement will need to be made prior to commencement of civil works.

The budget for land and crop compensation will be disbursed by implementation agency to the District Collector Office which in turn, through the LAC will disburse the compensation to the PAPs. Compensation for other items such as structures (houses, shops, etc.), house restoration, shops, employment, and income loss will also be paid to PAPs by PMU-C&W.

### **Implementation Procedure and Schedule**

The implementation procedure will include definition of various resettlement terms, the entitlements,

detailed procedure for identification of eligible persons for relocation and/ or resettlement entitlements of the RAP, and preparation of losses and entitlement files of individual PAP, processing payments, effecting their disbursement and documentation.

The RPF implementation schedule will generally follow the project cycle (identification, designing/engineering, implementation, monitoring, and completion) for the subprojects to be implemented under the Component 2. Since the implementation schedule for these subprojects is not known yet, hence the RPF implementation schedule cannot be prepared at this stage. However, the resettlement planning will need to be started during the subproject identification stage, A/RAP preparation will need to be undertaken during the design/engineering stage, payment of entitlements will need to be ensured before initiating the civil works, and RAP monitoring will need to be carried out during the design/engineering as well as implementation stages of each subproject.

## 1. INTRODUCTION

### 1.1 Project Overview

Khyber Pakhtunkhwa (KP), located in North West region of Pakistan, is hotspot for the tourists and adventurers due to pleasant climate, lush green valleys, wide range of mountains, glaciers, lakes and cultural and heritage sites. In recent years, largely due to increased security and improved accessibility, the tourism sector in KP has experienced substantial growth and this trend is expected to continue, bringing more tourists and investment to the province.

Moreover, the increased tourism in KP presents both challenges and opportunities. Whereas increased tourism activity presents an opportunity for economic growth, enterprise development, and job creation, particularly among women and rural poor, it also increases environmental and structural strain on heritage assets, possibly reducing their productive lifespan.

Recognizing the high potential for tourism and subsequently, to enhance the opportunities for its contribution to economic growth and to face the challenges positively, World Bank (WB) is funding Government of Khyber Pakhtunkhwa (GoKP) to undertake the **“Khyber Pakhtunkhwa Integrated Tourism Development Project”** using International Development Association (IDA) resources.

Department of Sports, Culture, Tourism and Youth (DoT), GoKP is overall responsible for implementation of this project. Moreover, Communication and Works (C&W) will also be involved for execution of all the infrastructural and engineering works.

The project objective is to enhance the competitiveness, diversity and inclusiveness of Khyber Pakhtunkhwa as a tourism destination. It aims to strengthen institutional capacity, increase private sector participation and improve destination infrastructure in support of the tourism ecosystem in KP.

The project activities are divided into four components. The first component aims to improve tourism system functions such as the enabling (policy and regulatory) environment and tourism entrepreneurship. The second component aims to plan and implement infrastructure development activities specific to the identified tourist locations. The third component will support relevant GoKP departments and project implementation entities (IEs) by building their capacity for effective project management and environmental conservation. The fourth component will receive allocations from other components only in the event of an unforeseen natural disaster. The allocations to these components could change during the implementation, depending upon the performance, sector demand and market dynamics.

### 1.2 Need of Resettlement Policy Framework

For investment operations that may involve involuntary resettlement, Bank requires that the project

implementing agency screen subprojects to be financed by the Bank to ensure their consistency with the WB OP 4.12 on Involuntary Resettlement. For subprojects, specific location and activities are not yet specified, therefore; for these operations, prior to appraisal, Resettlement Policy Framework that conforms to the policy (OP 4.12) shall be submitted.

### **1.3 Objectives of Resettlement Policy Framework**

Resettlement Policy Framework (RPF) defines and outlines policies, procedures, roles, and responsibilities for managing involuntary resettlement impacts and risks, and effects on Project Affected Persons (PAPs). The specific objectives of the RPF are described below;

- To set out the policies and principles for anticipated land acquisition and resettlement adherence to both World Bank and Government of Pakistan procedures and requirements;
- To indicate institutional arrangements to comply the policies and principles and ensure a systematic process for the different stages of implementation of the framework;
- To outline the entitlements for the affected persons for payment of compensation and assistance for establishing the livelihoods;
- To set out communication mechanism between relevant institutions and stakeholders and assure participation of Project Affected Persons (PAPs);
- To provide guidelines for expeditious implementation of Resettlement and Rehabilitation (R&R) with adequate budget; and
- To provide guidelines for preparing RAP for the project affected people for improving or at least retaining the living standards in the post resettlement period.

### **1.4 Scope of Resettlement Policy Framework**

The present RPF is prepared for all the proposed subprojects under Component 2 whose exact nature and locations are not decided yet and the scope and scale of resettlement aspects cannot be determined. Hence, subproject-specific resettlement planning cannot be carried out neither can the associated resettlement action plans (RAPs) be prepared at this stage. Instead, RPF serves as the framework within which RAPs will be developed when the project is certain of the locations and specific impacts of the subprojects. The present document also seeks to address the requirements specified by the national/provincial laws and WB Operational Policies.

### **1.5 Resettlement Policy Framework Methodology**

The methodology adopted for the preparation of RPF for this project is given as under;

#### **1.5.1 Review of the Project Details**

At the beginning, Inception Meetings were held with the concerned officials and World Bank task

team. Attempts were made to obtain as much information as available at this stage on the concept of subprojects under the components of the project. The project information obtained from the concerned departments, location maps and relevant studies were collected and reviewed carefully to get a better understanding of the project. Under this task, relevant published and unpublished reports and similar RPFs particularly of donor-funded projects were reviewed.

### **1.5.2 Review of Relevant Legislation, Policies, and Guidelines**

In order to determine the policy, legal and institutional environment for the project, the applicable policies, guidelines and legislations concerning the project's resettlement aspects were reviewed. As the project is to be implemented in Khyber Pakhtunkhwa (KP) and funded by the World Bank, the following policies and legislations related to land acquisition and resettlement were reviewed:

- Policies and legislations of Government of Pakistan and Government of KP.
- The World Bank Guidelines, Policies and Directives.

The above legislations, regulations, and policies were studied in depth to determine their relevance and applicability to the proposed project, in addition to determining and specifying actions to be taken by the project proponents/ implementing agencies to fulfill the associated requirements.

### **1.5.3 Reconnaissance Survey & Devising of Survey Tools**

A reconnaissance survey of the project areas was conducted to get familiar with the sites and to develop an inception plan for detailed visits. Survey tools were devised to gather the primary data from project sites, stakeholders and the possibly Project Affected Persons (PAPs). The survey tools developed for information/data collection of RPF for this project included the followings;

- Social Survey Performa
- Consultation Performa

### **1.5.4 Scoping**

During this phase, key information on the project was reviewed and key resettlement impacts were identified. A detailed list of the potential resettlement issues likely to arise as a result of the project was developed. Subsequently, the significant potential impacts were short listed, screening out non-relevant and/ or insignificant impacts, based upon their nature and severity. Furthermore, the area of influence of the project activities was determined to the extent possible at this stage. Thus the sectoral as well as spatial boundaries of the project were determined for the purpose of the RPF preparation.



### **1.5.5 Detailed Site Visits**

Detailed site visit was conducted to gather the baseline information and to perform other field activities including social surveys, consultations, group discussions, transect walks, public awareness, stakeholders & PAPs identification and conceiving the environmental and social issues keeping in view the proposed project interventions. During the field visits, anecdotal information was collected at and around the anticipated subproject sites on socioeconomic aspects such as demography, occupations, income and livelihood sources, expenditure, housing, land use, land holdings, settlements, poverty level, social amenities, and any social sensitivity.

Social Survey and Consultation Performa were also completed at the proposed project areas. The detailed data collection will be carried out during RAP preparation of individual subprojects.

### **1.5.6 Stakeholder Consultations**

During detailed site visits, Stakeholder consultations were carried out in subproject locations. Meetings were held with the stakeholders to discuss key resettlement issues associated or perceived to be associated with the project. Some initial consultations with the grass-root and institutional stakeholders were also carried out during this stage to disseminate the project information among the stakeholders and to obtain their views, concerns and apprehensions about the project and its potential resettlement impacts. The ultimate aim of this process is to ensure greater transparency, participation, sustainable project design, people-friendly project implementation and resettlement.

As part of this task, consultation framework was also developed to be implemented during the project implementation particularly during the preparation of RAPs of individual subprojects.

### **1.5.7 Resettlement Impact Assessment**

Based upon the field investigations described above, various categories of resettlement impacts of the proposed project were considered. These include impacts on land, crops, trees, houses, other structures, livelihood sources and income generation. The eligibility criteria is defined and an entitlement matrix is prepared in accordance with the national legislation as well as WB safeguard policies on resettlement. On the basis of this matrix, compensation for each category of resettlement impact was determined. Finally, the RPF implementation, institutional, monitoring, and documentation arrangements were formulated, in addition to describing the capacity building needs.

### **1.5.8 RPF Compilation**

During this task, the process and outcome of the tasks described above was compiled in the form of the present RPF. The structure of the RPF is described in the section below.

## 1.6 RPF Structure

The present RPF consists of the following sections;

**Introduction:** This provides a background, general overview and legislations and policy requirements of the project. This chapter also explains objectives, methodology and structure of RPF report.

**Project Description:** This section provides a simplified description of the proposed project, with an emphasis on subprojects to be financed and project target areas. This Chapter has been compiled on the basis of information obtained from project proponents and WB.

**Legal and Policy Guidelines and Requirements:** This Chapter describes the relevant national/provincial legal requirements related to resettlement as indicated in various legislation, regulations and guidelines relevant to the project as well as the World Bank's safeguard policies applicable to the project and its subprojects. It also identifies gaps between national/provincial regulatory requirements and the World Bank's safeguard policies, and also provides practical measures and recommendations to bridge the gap between the two sources of legislations. It also lists national institutions that would be involved in reviewing and approving subprojects and their RAPs.

**Socio-Economic Characteristics:** This Chapter covers the dimensions of the study area and relevant socioeconomic conditions. This Chapter has been compiled on the basis of baseline data collection described in sections 1.5.1 and 1.5.5.

**Stakeholders Consultation:** In this chapter, consultations with the stakeholders carried out during preparation of RPF are described.

**Social Impacts Assessment:** In this chapter, potential social impacts specifically related to anticipated resettlement are described.

**Eligibility and Categories of Affected People:** This chapter explains the possible categories of the affected people. This also involves the eligibility of PAPs and approximate nos. of PAPs.

**Entitlement:** This Chapter specifies the procedure for compensation type for the different categories, losses and affected persons. This Chapter also contain a matrix that includes the type of compensation that each identified project affected person (PAP) will be entitled to and a rationale as part of the matrix explaining the reasoning behind the entitlement.

**Valuation of Affected Assets:** This chapter describes the methods and procedures for valuation of the affected assets.

**Resettlement Planning and Processing Requirements:** This chapter states the principles for resettlement planning process, social screening process and categorization, procedure for census survey, loss of inventory, socioeconomic survey and detailed management survey and requirements for subprojects implementation. The chapter also includes the resettlement processing requirements.

**Institutional Arrangements:** This Chapter describes the organizational arrangements, responsibilities and roles related to RAP preparation and implementation. It also describes the Project-based institutional structure required for implementing all aspects of the resettlement process. It also states an assessment of the institutional capacity and measures needed to strengthen institutional capacity of the implementing agency to manage resettlement planning and implementation.

**Consultations Framework and Disclosure Strategy:** This Chapter includes a Consultation Framework for consultation and participation by the PAPs in the resettlement planning and implementation process until they have received their entitlements.

**Grievance Redress Mechanism:** This chapter describes the structure, roles and functions of GRM, composition of GRC and procedures for complaints and its resolution.

**Monitoring and Evaluation:** This chapter describes the need and objectives of monitoring and evaluation, key tasks and reporting requirements of M&EC.

**Budget and Financing:** This chapter describes the source, management and disbursement of funds and estimated budget for the resettlement procedure.

**Implementation Schedule:** This chapter describes the overall implementation procedure and implementation schedule to the extent feasible at this stage.

## 2. PROJECT DESCRIPTION

### 2.1 General

This project is allocated to support elements of the tourism sector to contribute in the economic growth of KP. The project intends to enable all relevant stakeholders to plan, develop and manage tourism in the province, while pursuing inclusive growth and destination management of the selected pilot sites. The use of innovative approaches, including public-private partnerships, community-based tourism, and public sector management systems will be explored as key elements of the project design. Compliance with environmental and social safeguards is critical in ensuring timely implementation and completion of project activities.

### 2.2 Purpose of the Project

The project aims to enhance under-utilized potential of KP's tourism sector to generate income and revenues, by providing an enhanced tourism experience to domestic and international tourists, while preserving environment, wildlife, culture and heritage. The project also proposes to strengthen institutional capacity, increase private sector participation, and improve destination infrastructure in support of the tourism ecosystem in KP.

### 2.3 Nature of Subprojects

The project could potentially finance sub-projects including road connectivity & accessibility, tourist information centers, rest areas with emergency medical supplies, walking and hiking trails, clean drinking water, parking areas, markets, tourist transport hubs, dedicated facilities for women and disabled, heritage site management and capacity building & training, solid waste management and plastics recycling from destination areas.

### 2.4 Location of the Project

The project areas potentially include Chitral district, Kalam (Swat District), Galiyat (Abbottabad District), and Naran (Mansehra District). The project location map is shown in **Figure 2.1**.



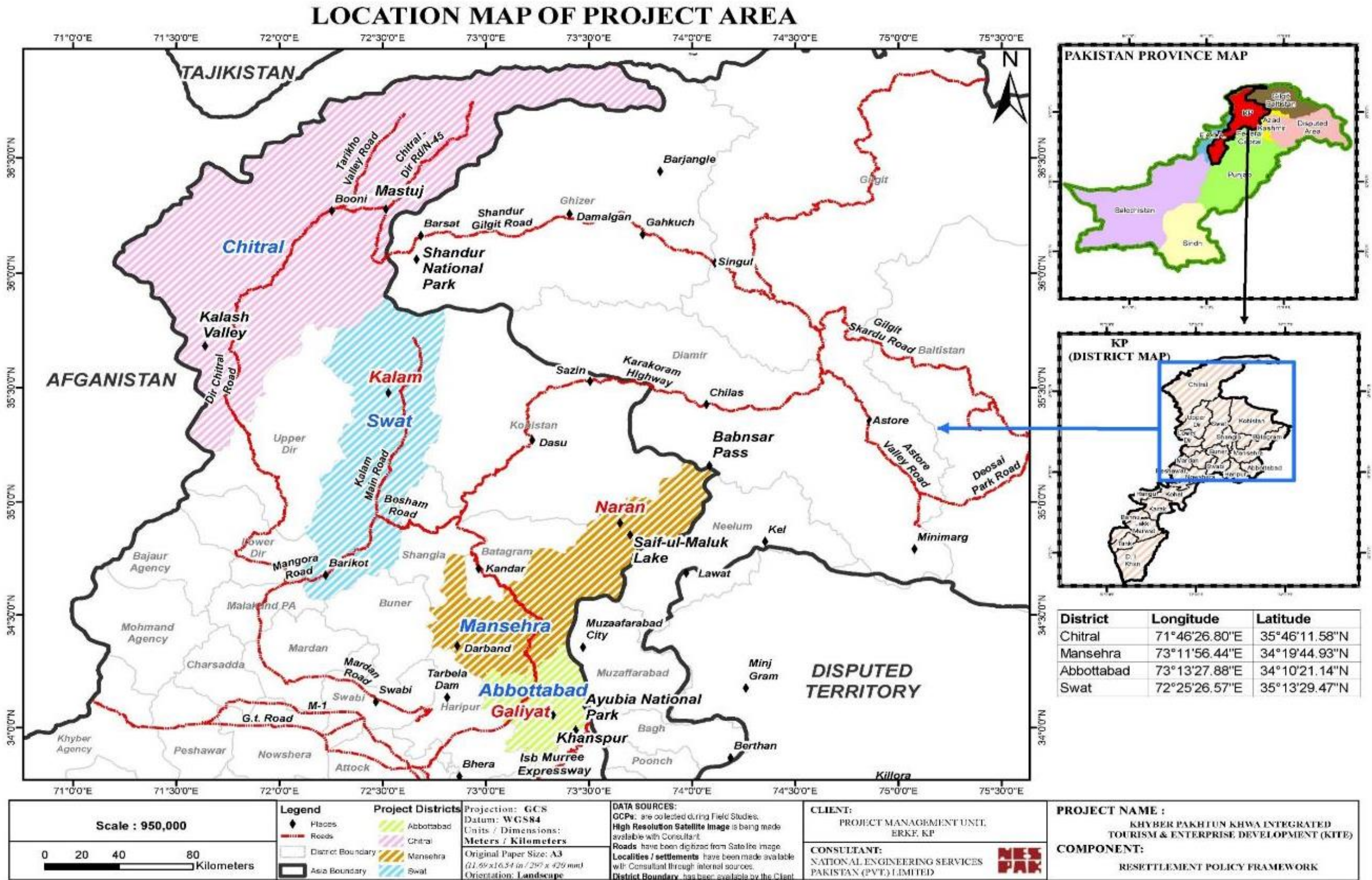


Figure 2-1: Location Map of the Project Areas

## 2.5 Components of the Project

The project is divided in four components described here under;

Component 1: Sector Enablement and Tourism Entrepreneurship

Component 2: Infrastructure Planning and Development

Component 3: Project Management and Capacity Building

Component 4: Contingent Emergency Response Component

### 2.5.1 Component 1: Sector Enablement and Tourism Entrepreneurship (IDA: US\$8 M)

This component aims to strengthen, formalize and improve the overall Travel and Tourism (T&T) sector of KP. It will support the procurement of works, goods and private sector services, where required. It has the following set of activities:

- (a) Strengthening the policy, institutional and regulatory environment for tourism through, *inter alia*, (i) conducting an analysis of the existing policy and regulatory framework in the travel and tourism sector and proposing necessary reforms; and (ii) providing advisory support to provincial authorities with a tourism development mandate. This includes support on good practice in policy and regulation for the proposed introduction of ITZs.
- (b) Establishing automated data collection and monitoring mechanisms on tourism performance indicators.
- (c) Supporting tourism entrepreneurship through, *inter alia*, (i) creating awareness among MSME and service providers in the travel and tourism sector about existing financing schemes and convene finance providers to improve MSMEs' access to financing; (ii) providing business development support services to MSMEs; and (iii) providing vocational skills training mainly targeted towards women and youth.
- (d) Transforming the visitor experience using digital technology and supporting creative business models in collaboration with the private sector.

### 2.5.2 Component 2: Infrastructure Planning and Development (IDA: US\$55 M)

Through this component, KITE will support the provincial government with the planning and development of public infrastructure<sup>3</sup>, while identifying the opportunities for mobilizing private sector investments. These activities could aim at both established and emerging destinations, possibly Naran, Kalam, Galiyat and Chitral. The activities could include the following:

- (a) Providing visitor facility development through, *inter alia*, (i) developing destination

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<sup>3</sup> Including ITZs to be identified and developed under the KP Tourism Act 2019.

investment and management plans (DIMPs)<sup>4</sup> for tourist destinations, to be selected, in accordance with the selection criteria and procedures set out in the Project Operations Manual (POM)<sup>5</sup>; and (ii) carrying out visitor facility development activities in destinations, selected or to be selected in accordance with the selection principles and procedures set out in the POM;

(b) Preserving and managing heritage sites across KP to be selected in accordance with the selection criteria and procedures set out in the POM; and

(c) Improving access by tourists and visitors to tourist destinations through, inter alia, (i) rehabilitating additional secondary and/or tertiary roads to be selected in accordance with the selection criteria and procedures set out in the POM; (ii) supporting road maintenance and accessibility, including procurement of equipment, as needed; and (iv) exploring options to ensure telephone/internet connectivity in tourist destinations.

(d) Undertaking feasibility studies for two proposed ITZs.

### **2.5.3 Component 3: Project Management & Capacity Building (IDA: US\$7 M)**

This component will support the following activities:

(a) Supporting project management and capacity building through, inter alia, (i) providing technical and operational assistance to project management unit (PMU) of DoT and PMU of C&W (PMU-C&W) to support project implementation, including procurement, financial management, environmental and social safeguards, monitoring and evaluation of the project; and (ii) supporting the implementation of the gender analysis and action plan (GAAP) and the related communication strategy.

(b) Implementing environmental preservation activities through, inter alia, (i) encouraging the reduction and recycling of waste through awareness campaigns for tourists and students; and (ii) procuring essential technology and equipment for sorting and using recycled plastics.

(c) Carrying out civil works for the appropriate functioning of PMU-DoT to be housed in DoT and PMU-C&W to be housed C&W.

### **2.5.4 Component 4: Contingent Emergency Response Component (US\$0)**

This component has been added to the project for providing immediate response to an Eligible

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<sup>4</sup> DIMPs provide guidance for visitor planning and destination management activities and identify opportunities for public and private sector investments. They can especially help the authorities manage high-usage sites by suggesting mitigating measures to safeguard the attractions.

<sup>5</sup> “Project Operations Manual” will be prepared and adopted by the DoT, in form and substance satisfactory to the Bank, setting out the policies and procedures for the implementation of the Project

Crisis or Emergency, as needed.

## 2.6 Project Implementation Arrangements

The project will be implemented through two Project Management Units (PMUs), each at Department of Tourism (DoT, Peshawar) and C&W (Peshawar) consisting of appropriate experts. The C&W PMU will undertake the implementation of all engineering and infrastructure development activities identified under the components 2, for instance the construction of tertiary roads and public facilities for the tourists. The PMU at DoT is responsible for the completion of activities that fall within the mandate of DoT, including planning, business registration and licensing, data collection, monitoring and investors' facilitation in collaboration with the PPP Cell, and Federal and KP Boards of Investment. These two PMUs will report to Project Steering Committee (PSC) headed by Additional Chief Secretary, KP. PSC will also oversee the Component 3 for Institutional Capacity Building of both the PMUs.

The project will also benefit from the Shared Services Unit (SSU), which GoKP is establishing, with the technical assistance provided through KP Revenue Mobilization and Public Financial Management program, to provide cross-cutting functional support to implement WB-financed projects. The SSU resources will be tapped to capacitate KITE's PMUs with experts in procurement, FM, monitoring and evaluation (M&E), gender, and safeguards, when required.

The proposed PMU staffing is as below;

**Table 2-1: PMUs Staffing for Project**

PMU-DoT	PMU-C&W
<ul style="list-style-type: none"> <li>• Project Director</li> <li>• Heritage/ Eco Tourism Expert</li> <li>• Digital Marketing Expert</li> <li>• Project Liaison Officer</li> <li>• PPPs/ Legal Advisor</li> <li>• Financial Management Expert</li> <li>• Procurement Expert</li> <li>• Administration and Accounts Officer</li> <li>• Additional Staff as and when desired</li> </ul>	<ul style="list-style-type: none"> <li>• Project Director</li> <li>• Senior Infrastructure Engineer</li> <li>• Road Engineer</li> <li>• Senior Environmental Expert</li> <li>• Senior Social Safeguard Expert</li> <li>• Divisional Accounts Officer</li> <li>• Procurement Expert</li> <li>• Project Accounts Officer</li> <li>• Support Staff (Drivers etc.)</li> </ul>

## 2.7 Project Beneficiaries

On the supply side, the interventions of the project will prove beneficial for the communities and



residents living with tourism resources across KP. They will be able to benefit, directly and/or indirectly, through improved employment and income generating opportunities as well as better service delivery in their areas. These benefits will reach out to the stakeholders in existing and new tourism destinations and heritage sites, located in the districts Abbottabad (Galiyat), Swat (Kalam), Chitral and Mansehra (Naran). Setting up tourist facilities and improved roads will enhance the tourism and consequently economic growth of the area. Road users, Micro, Small and Medium Enterprise (MSME) owners, transporters and the locals will get benefits from the project. Cultural Heritage sites would also be rehabilitated and protected for attracting the more tourists. The exchange of cultural traditions and products will be enhanced. Travelers and tourists (demand side) will benefit from the improved quality of visitor experience, more choice in experiences and new places to explore.

## 2.8 Scope of Subprojects

Component 2 is basically provision of tourism facilities, access roads, rehabilitation/ upgradation of cultural and tourist destinations in four (04) districts of Khyber Pakhtunkhwa; Galiyat (Abottabad); Naran/ Kaghan (Mansehra); Kalam (Swat) and Chitral. The type of subprojects that can be considered under Component 2 are shown in the table below. This is an indicative/tentative list and not a final approved list of activities;

**Table 2-2: List of Indicative Activities Under Component 2**

Sr. No.	District	Activities	
1	<b>Galiyat</b>	i. Access Roads	ii. Rest Areas
		iii. Chairlift	iv. Walking and Hiking Trails
		v. Enterprise Development	vi. Camping Sites
2	<b>Naran</b>	i. Access Roads	ii. Rest Areas
		iii. Walking Trails	iv. Destination Management of Lakes
		v. Enterprise Development	vi. Capacity Building & Training
3	<b>Chitral</b>	i. Access Roads	ii. Walking Trails
		iii. Enterprise Development	iv. Rest Areas
4	<b>Swat/ Kalam</b>	i. Heritage Site Management & Improved facilities	ii. Rest Areas
		iii. Winter sports	iv. Enterprise Development
		v. Access Roads	vi. Destination Management of Lakes

The project also includes planning for solid waste management and plastics recycling from the destination areas initiating a system of recycled plastics for the construction of walking trails and production of destination facilities such as signage, board-walks, shelters, plastics recycling plant, etc.

It also includes clean drinking water, parking areas, tourist transport hubs and dedicated facilities for women and disabled, etc.

### **3. POLICY, LEGAL AND REGULATORY FRAMEWORK**

This Chapter provides an overview of the federal and provincial legislation and regulations as well as the related institutional frameworks relevant to resettlement impacts of the proposed project. Also discussed are the World Bank safeguard policies for involuntary resettlement.

#### **3.1 Key National Laws and Regulations**

Government of Pakistan has promulgated laws and regulations to safeguard social and environmental issues. The relevant laws and policies for this RPF and RAPs/ ARAPs to be prepared on later stages are summarized below:

##### **3.1.1 National Conservation Strategy, 1992**

The Pakistan National Conservation Strategy (NCS) outlines the country's primary approach towards encouraging sustainable development, conserving natural resources, and improving efficiency in the use and management of resources. The NCS has 68 specific programs in 14 core areas in which policy intervention is considered crucial for the preservation of Pakistan's natural and physical environment. This RPF considers resettlement impacts which are an integral part of social issues specified in this Strategy.

##### **3.1.2 Land Acquisition Act, 1894 Including Later Amendments**

The Land Acquisition Act, 1894, is a “law for governing the acquisition of land needed for public purposes and for companies and for determining the amount of compensation to be paid on account of such acquisition”. Land acquisition is a provincial responsibility and each province has its own interpretation of the Act. Some provinces also have their own province specific implementation rules.

The LAA comprises 55 sections which regulate the land acquisition process and enables the federal and provincial governments to acquire private land for public purposes through the exercise of the right of eminent domain. The LAA specifies a systematic approach for acquisition and compensation of land and other properties for development projects. It comprises 55 sections dealing with notifications, surveys, acquisition, compensation and apportionment awards, along with disputes resolution, penalties and exemptions.

The LAA and its Implementation Rules require that, following an impact identification and valuation exercise, land and crops are compensated in cash at the current market rate to titled landowners. The LAA mandates that land valuation is to be based on the last 3 to 5 years average registered land sale rates. However, in several recent cases the median rate over the past 1 year, or even the current rates, have been applied with an added 15% Compulsory Acquisition Surcharge according to the provision of the law.

In addition to the provisions of the LAA, rules and regulations setting out the procedure for land acquisition have also been adopted by provinces according to their province specific conditions. The LAA lays down definite procedures for acquiring private land for projects and payment of compensation. The rights of people whose land is to be acquired are fully safeguarded. For entering private land or carrying out surveys and investigations, specified formalities have to be observed and notifications to be issued and Section 4 of the LAA is triggered. Damage to any crops during survey and investigations has to be compensated. The displaced persons, if not satisfied, can go to the Court of Law to contest the compensation award of the Land Acquisition Collector (LAC). A listing of the Sections of the Act and their salient features is given in **Table 3.1**.

**Table 3-1: Key Clauses of Land Acquisition Act, 1894**

<b>LAA 1894, Section Nos.</b>	<b>Description</b>
Section 4	Publication of preliminary notification and power for conducting survey.
Section 5	Notification that particular land is needed for a public purpose.
Section 5a	Hearing of Objections Section 5a covering the need for enquiry of the concerns or grievances of the affected people related to land prices.
Section 6	Declaration that land is required for a public purpose The Government makes a more formal declaration of intent to acquire land.
Section 7	After declaration, Collector to take order for acquisition Land Commissioner directs the Land Acquisition Collector (LAC) to take order for acquisition of the land.
Section 8	Land to be marked out, measured and planned The LAC has then to direct that the land acquired to be physically marked out, measured and planned.
Section 9	Notice to persons interested The LAC gives notice to all Project Affected Persons (PAPs) that Government intends to take possession of the land and if they have any claims for compensation then these claims are to be made to him at an appointed time.
Section 10	Power to require and enforce the making of statements as to means and interests Delegates power to the LAC to record statements of the PAPs in the area of land to be acquired or any part thereof as co-proprietor, sub-proprietor, mortgage, and tenant or otherwise.
Section 11	Enquiry and award by collector Enables the Collector to make enquiries into the measurements, value and claim and then to issue the final “award”. The award includes the land’s

<b>LAA 1894, Section Nos.</b>	<b>Description</b>
	marked area and the valuation of compensation.
Section 11 A (KP Ordinance No. XVII)	Acquisition through private negotiation Enables the Collector to acquire land through private negotiations upon request of Head of the acquiring department. Upon receipt of any such request the collector is empowered to constitute/notify a committee for assessment of market value of land and verification of title of ownership.
Section 11 B (KP Ordinance No. XVII)	Process of Acquisition Provides time limit of six months to complete land acquisition process from the date of notification under Section-4.
Section 16	Power to take Possession When the LAC has made an award under Section 11, he/she will then take possession and the land shall thereupon vest absolutely in the Government, free from all encumbrances.
Section 17	Special power in cases of urgency In cases of urgency, whenever the Government can take possession of any land needed for public purposes or for a Company. Such land shall thereupon vest absolutely in the Government, free from all encumbrances:
Section 18	Reference to Court In case of dissatisfaction with the award, APs may request the LAC to refer the case onward to the court for a decision. This does not affect the Government taking possession of the land.
Section 23	Matters to be considered in determining compensation The award of compensation to the title holders for acquired land is determined at i) its market value of land, ii) loss of standing crops, trees and structures, iii) any damage sustained at the time of possession, iv) injurious affect to other property (moveable or immovable) or his earnings, v) expanses incidental to compelled relocation of the residence or business and vi) diminution of the profits between the time of publication of Section 6 and the time of taking possession plus 15% premium in view of the compulsory nature of the acquisition for public purposes.
Section 28	Collector may be directed to pay interest on excess compensation Relates to the determination of compensation values and interest premium for land acquisition.
Section 31	Payment on compensation or deposit of the same in Court It provides that the LAC can, instead of awarding cash compensation in respect of any land, make any arrangement with a person having an interest in such land, including the grant of other lands in exchange.
Section 48A (KP Act No. 1	Compensation to be awarded when land not acquired within one year If within a period of one year from the date of publication of declaration

<b>LAA 1894, Section Nos.</b>	<b>Description</b>
1987)	under section 6 in respect of any land, the Collector has not made an award under section 11 in respect to such land, the owner of the land shall, unless he has been to a material extent responsible for the delay be entitled to receive compensation for the damage suffered by him in consequence of the delay.

### **3.1.3 Katchi Abadis Act, 1987**

The Katchi Abadis Act 1987 covers the urban squatters' rehabilitation rights by providing plots in public resettlement areas or cash assistance. Based on the Katchi Abadis Act (KAA), the project will provide rehabilitation compensation to eventual squatters/encroachers affected by the project.

### **3.1.4 Khyber Pakhtunkhwa Land Revenue (Amendment) Act, 2014**

This act is Amendment in **West Pakistan Land Revenue Act, 1967 (W.P. Act No. XVII of 1967)**. Rural land includes irrigated land and un- irrigated land and is governed by the Land Revenue Act (1967) which must be read in conjunction with the LAA and other and the various Land Reform Regulations. Rural land falls under the jurisdiction of revenue districts. Under this amendment, Sections 04, 42, 43, 47, 48, 55 and 177 are amended and section 41A and 42A are inserted in Act No. XVII of 1967.

### **3.1.5 Khyber Pakhtunkhwa Local Government Act, 2013 Including Later Amendments**

Urban land is governed by various regulations and ordinances including this act. Urban land falls under jurisdiction of municipal and local government authorities. Land, other than rural land, is urban and including all permutations there- under such as residential, commercial, built upon and build- able.

### **3.1.6 Protection of Trees and Bushwood Act, 1949**

This Act prohibits cutting or lopping of trees and brushwood without permission of the Forest Department. The Forest Department will be approached for permission to cut trees along the proposed project site. This law will control greater number of trees cutting for the sake of development.

### **3.1.7 Forest Act (1927)/ Addendum**

The Forest Act 1927 is designed to protect forest areas. The law prohibits grazing hunting, quarrying, clearing for the purpose of cultivation, removing forest produce, and felling or looping trees in forest

or protected areas. Section 26 of the act prohibits the clearing of land, felling trees, cultivation, grazing livestock, trespassing, mining and collecting forest reserves along with setting traps or snares and poisoning of water. However, after Forest Ordinance Amendment (2016) in sec 27 and 34-A of the Forest Act 1927 a sub-section (3) is inserted according to which the government after approval from the provincial cabinet declares reserved forest as no more reserved and can acquire the forest land for purpose of projects of national importance. This law will avoid cutting of trees in development of tourist's facilities.

### **3.1.8 Tourism Policy, 2015**

This policy identifies key priorities of provincial government to develop the tourism sector as the priority sector and transform it into an engine of economic growth by making KP a preferred tourist destination. KP tourism sector vision aims to develop an internationally competitive tourism sector to fully realize its diverse potential; making tourism a leading economic sector for the province through public-private partnership. This policy will provide guidance in planning and implementation of the project activities.

### **3.1.9 Culture Policy, 2018**

The KP culture policy goals are to create an enabling environment in which Culture Heritage Sector can flourish and play a significant and defining role in nation building, safeguarding of identity and socioeconomic development. The primary objective of KP culture policy is to achieve the economic and social development and moderate the problems faced by existing cultural sector and aims to provide an environment conducive to the protection, growth and promotion of indigenous culture heritage. This policy will protect the cultural integrity of the province throughout the project area.

## **3.2 Government Departments Relevant to Resettlement Issues**

### **3.2.1 Department of Sports, Culture, Tourism and Youth (DoT)**

DoT will be implementing agency for this project and a separate PMU will be established housed at Peshawar for the implementation of the project.

### **3.2.2 Communication & Works (C&W) Department**

C&W Department will be involved for the execution of all the engineering and civil works under Component 2. A PMU will be established in Peshawar.

### **3.2.3 Revenue Department**

Revenue department is responsible for the acquisition of land (permanent or temporary) including

assessment, valuation, disbursement of compensation, and mutation in favor of the project. Staff of Revenue Department of each district i.e. Mansehra, Abbottabad, Chitral and Swat will have a role to play in the project matters.

### **3.2.4 Forest Department**

Forest Department (Abbottabad, Swat, Chitral and Mansehra) shall be consulted to know the endangered species and if subproject implementation causes any damage to the trees.

### **3.2.5 Galiyat Development Authority**

Galiyat Development Authority (GDA) shall be consulted as GDA is responsible for the infrastructural development in Galiyat and already developing the rest area sites and other many activities under Component 2.

### **3.2.6 Kaghan Development Authority**

Kaghan Development Authority (KDA) shall be consulted as KDA is responsible for the infrastructural development and maintenance including solid waste management and drainage.

### **3.2.7 Fisheries Department**

KP Fisheries Department will be involved in case of any damage to any fish resources and fish ponds caused by the project activities.

### **3.2.8 Agriculture Department**

In case of impact on crops and fruit trees, the Agriculture Department is responsible for the assessment and valuation of losses.

## **3.3 Applicability of World Bank Safeguard Policies**

Project proponents seeking financing from the World Bank are required to comply with the applicable environmental and social safeguard policies. The relevant World Bank Policies are described below.

### **3.3.1 OP 4.12 - Involuntary Resettlement**

The involuntary resettlement covers physical displacement (relocation, loss of residential land, or loss of shelter) and economic displacement (loss of land, assets, access to assets, income sources, or means of livelihoods) as a result of (i) involuntary acquisition of land, or (ii) involuntary restrictions



of access to legally designated parks and protected areas resulting in adverse impacts on the livelihood of the displaced persons.

OP 4.12 establishes requirements of the World Bank for managing involuntary resettlement. This Policy deals with the issues and concerns relating to involuntary resettlement due to the development projects and provides principles and guidelines to mitigate the adverse impacts on the local community, particularly their relocation/ displacement. The Bank's experience indicates that involuntary resettlement under development projects, if unmitigated, often gives rise to severe economic, social, and environmental risks: production systems are dismantled; people face impoverishment when their productive assets or income sources are lost; people are relocated to environments where their productive skills may be less applicable and the competition for resources greater; community institutions and social networks are weakened; kin groups are dispersed; and cultural identity, traditional authority, and the potential for mutual help are diminished or lost. This policy includes safeguards to address and mitigate these impoverishment risks. The policy provides basis for the development/ preparation of Resettlement Policy Framework and Resettlement Plan, in order to address the involuntary resettlement.

The main objectives of Bank's safeguard policies are to:

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

The key Principles of World Bank Involuntary Resettlement Policy are

- The need to screen the project early on in the planning stage,
- Carry out meaningful consultation,
- At the minimum restore livelihood levels to what they were before the project, improve the livelihoods of affected vulnerable groups and prompt compensation at full replacement cost is to be paid prior to start of civil works,
- Provide displaced people with adequate assistance,
- Ensure that displaced people who have no statutory rights to the land that they are working are eligible for resettlement assistance and compensation for the loss of no- land assets and
- Disclose all reports

The present RPF has been prepared in accordance with this Policy. The activities under Component 2 of the project may potentially result in resettlement impacts including land acquisition and damage to assets such as crops and structures; hence this OP is triggered. Since the location of subprojects under these Components is not known at this stage, hence the present RPF has been prepared under the provision of this OP.

### 3.3.2 WB Policy on Access to Information

The World Bank Policy on Access to Information (AI Policy) sets out the institution's policy on public access to information in the Bank's possession. This Policy supersedes the World Bank Policy on Disclosure of Information, and takes effect on July 1, 2010. Openness promotes engagement with stakeholders, which, in turn, improves the design and implementation of projects and policies, and strengthens development outcomes. The AI Policy facilitates public oversight of Bank-supported operations during their preparation and implementation, which not only assists in exposing potential wrongdoing and corruption, but also enhances the possibility that problems will be identified and addressed early.

In response to these requirements, the present RPF will be disclosed on relevant departmental and World Bank websites as well as made available in hard copy locally in PMUs and field offices.

### 3.4 Compliance Status with Country Laws and World Bank Policies

The compliance status of the project with the most relevant Country's laws/ legislation and World Bank safeguard policies is summarized in **Table 3.2**.

**Table 3-2: Compliance of KP Legislation and World Bank Policies**

Institution	Legislation / Policy	Actions Taken to Comply
Government of Khyber Pakhtunkhwa	Land Acquisition Act, 1894	The project may involve acquisition of private land, loss of crops, trees and some structures/ community structures. The compensation will be paid to the eligible/ entitled project-affected persons considering all the sections of this act.

Institution	Legislation / Policy	Actions Taken to Comply
World Bank	Involuntary Resettlement (OP/BP 4.12)	The present RPF has been prepared as the project may involve acquisition of private land, loss of crops, trees and some structures/ community structures. The compensation will be paid to the eligible/ entitled project-affected persons both titled and non-titled holders for their affected assets. Once subprojects under Component 2 are identified, ARAPs/ RAPs will be prepared under the provision of this RPF and World Bank OP 4.12.
	Indigenous Peoples (OP/BP 4.10)	Some subproject activities will be carried out in Kalash Valley where exists the only recognized indigenous peoples of Pakistan reside. An Indigenous People Planning Framework (IPPF) is being prepared for Kalash community.
	Participatory approach	While preparing this RPF, some initial consultation meetings were held with the communities. Further consultations will be carried out once the subproject- specific RAPs are prepared.
	Access to Information	Final RPF will be disclosed in official website of GoKP and World Bank. A copy of RPF will also be sent to PMUs and sub-project locations.

### 3.5 Gap Analysis between Land Acquisition Act and World Bank Policies

As discussed in section 3.2.2, the LAA of 1894 is the national legislation applicable for land expropriation in KP province, whereas OP 4.12 provides the WB's policy principles and requirements relating to involuntary resettlement. A comparison of land acquisition under LAA 1894 and the World Bank OP 4.12 on Involuntary Resettlement shows that major differences exist between the two instruments.

In Table 3.3, an attempt has been made to compare the LAA 1894 and OP 4.12 and the objective being to identify if and where the three sets of procedures are in conformity with each other and more importantly how to address the differences and gaps.

**Table 3-3: Comparison between National Resettlement Legislation/Practice and WB Policy Requirements**

<b>Sr. No.</b>	<b>WB Policy Requirements</b>	<b>LAA 1894</b>	<b>Approaches to Address the Gaps for Proposed Project</b>
1	Prepare a resettlement plan elaborating on displaced persons' entitlements, the income and livelihood restoration strategy, institutional arrangements, monitoring and reporting framework, budget, and time-bound implementation schedule.	No such requirements	Resettlement Policy Framework is prepared which includes all the requirements of World Bank Policy.
2	Screen the project early to identify past, present, and future involuntary resettlement impacts and risks. Determine the scope of resettlement planning through a survey and/or census of displaced persons, including a gender analysis, specifically related to resettlement impacts and risks.	No equivalent requirements (though the Pakistan Environmental Protection Act (PEPA) 1997 does require screening of social impacts that also include resettlement impacts).	Screening initiated as part of the present RPF; to be continued during the ARAP/RAP preparation for subprojects.
3	Carry out meaningful consultations with affected persons, host communities, and concerned nongovernment organizations. Inform all persons to be displaced of their entitlements and resettlement options. Ensure their participation in planning, implementation, and monitoring and evaluation of settlement programs. Pay particular attention to the needs of vulnerable groups, especially those below the poverty line, the landless, the elderly, women and children, and Indigenous peoples, and those without legal title to land, and ensure their participation in consultations. Establish a grievance redress mechanism to receive and facilitate resolution of the affected persons"	No equivalent requirements other than consultations being a key requirement of PEPA 1997 and negotiated agreement for compensation. Land Acquisition Collector is the final authority to decide disputes and address complaints regarding quantification and assessment of compensation for the affected lands and other assets.	Consultations initiated during the preparation of present RPF; additional consultations will be carried out during the preparation and implementation of subproject-specific ARAPs/ RAPs. Grievance Redress Mechanism (GRM) included in the present RPF to resolve complaints and grievances informally; will be further elaborated in ARAPs/ RAPs. Vulnerable groups

Sr. No.	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project
	concerns. Support the social and cultural institutions of displaced persons and their host population. Where involuntary resettlement impacts and risks are highly complex and sensitive, compensation and resettlement decisions should be preceded by a social preparation phase.		identified and supported as relevant.
4	<p>Improve, or at least restore, the livelihoods of all displaced persons specifically Vulnerable People through</p> <ul style="list-style-type: none"> <li>i. land-based resettlement strategies when affected livelihoods are land based where possible or cash compensation at replacement value for land when the loss of land does not undermine livelihoods;</li> <li>ii. prompt replacement of assets with access to assets of equal or higher value;</li> <li>iii. prompt compensation at full replacement cost for assets that cannot be restored; and</li> <li>iv. additional revenues and services through benefit sharing schemes where possible.</li> </ul>	No equivalent requirements.	Livelihoods restoration shall be required and allowances shall be provided. The present RPF and subproject-specific ARAPs/ RAPs will address these requirements.
5	<p>Provide physically and economically displaced persons with needed assistance, including the following:</p> <ul style="list-style-type: none"> <li>i. if there is relocation, secured tenure to relocation land, better housing at resettlement sites with comparable access to employment and production opportunities, integration of resettled persons economically and socially into their host communities, and</li> </ul>	No equivalent requirements.	The present RPF and subproject-specific ARAPs/ RAPs will address these requirements.

Sr. No.	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project
	<p>extension of project benefits to host communities;</p> <p>ii. transitional support and development assistance, such as land development, credit facilities, training, or employment opportunities; and</p> <p>iii. civic infrastructure and community services, as required.</p>		
6	Resettlement assistance and compensation for the loss of land (including agricultural/ crop land) or assets to title holders/ any recognizable legal rights to land or without titles to land.	The LAA recognizes only the title holder for eligibility for compensation.	Resettlement and rehabilitation assistance shall be paid to the PAPs even without having legal title of the land to be affected. Compensation for non-land assets shall also be provided.
7	<p>Disclosure Requirements</p> <p>Disclose a resettlement plan and its updates to affected persons and other stakeholders, including documentation of the consultation process in a timely manner, before Project appraisal, in an accessible place and a form and language(s) understandable to affected persons and other stakeholders.</p>	<p>Partially covered.</p> <p>The decisions regarding land acquisition and compensations to be paid are published in the official Gazette and notified in convenient places so that the people affected are aware.</p>	<p>Information related to quantification and costing of land, structures and other assets, entitlements, and amounts of compensation and financial assistance are to be disclosed to the affected persons prior to taking possession of their assets.</p> <p>The present RPF and subsequent ARAPs/ RAPs will be disclosed locally as well as internationally.</p>
8	Develop procedures in a transparent, consistent, and equitable manner if land acquisition is through negotiated	Equivalent, negotiation responds to displaced persons requested price	Procedures are explained.

<b>Sr. No.</b>	<b>WB Policy Requirements</b>	<b>LAA 1894</b>	<b>Approaches to Address the Gaps for Proposed Project</b>
	settlement to ensure that those people who enter into negotiated settlements will maintain the same or better income and livelihood status.	but no clear procedure.	
9	Conceive and execute involuntary resettlement as part of a development project or program. Include the full costs of resettlement in the presentation of project's costs and benefits. For a project with significant involuntary resettlement impacts, consider implementing the involuntary resettlement component of the project as a stand- alone operation.	No equivalent requirement	Addressed in this RPF.
10	Implement the resettlement plan under close supervision throughout project implementation. After implementation, Monitor and assess resettlement outcomes, their impacts on the standards of living of displaced persons, and whether the objectives of the resettlement plan have been achieved by considering the baseline conditions and the results of resettlement monitoring. Disclose monitoring reports.	Monitoring reports not required	Implementation will be monitored and reported. Monitoring reports will also be prepared and disclosed.





## 4. SOCIOECONOMIC CHARACTERISTICS OF PROJECT AREAS

### 4.1 General

Socioeconomic characteristics of anticipated subprojects area deals with the existing social conditions. A site visit was conducted to appraise the prevailing socio-economic conditions and to assess the impacts on the local settlements due to anticipated subproject activities. During the field survey, interviews were conducted with the possible Project Affected Persons (PAPs), local residents, shopkeepers and government officials.

The subprojects under Component 2 are to be executed in four (04) districts; Mansehra (Naran), Abbottabad (Galiyat), Chitral and Swat (Kalam). The overview and socioeconomic characteristics of these areas are described below in this chapter.

### 4.2 Overview of Swat District

Swat valley is the land of historical treasures, beautiful landscapes, and many ancient tales. It is known for its snow-capped peaks, countless waterfalls and glaciers, water springs and pastures, streams and rivulets, thick woods, glades and glens, natural parks, lakes and dark forests. The large landscapes change its color with the weather.

The total land area of district Swat is 5,337 Square Kilometers (sq. km) and situated in the North of Peshawar in the Malakand Division of the Khyber Pakhtunkhwa. The valley is an integral part of the strategic and significant region where three parts of the Asian continent - South Asia, Central Asia and China meet.

Swat district is sub divided into Barikot, Char Bagh, Kabal, Khwaza Khella, Behrain and Matta. Main agricultural crops are maize, wheat, vegetables, fodder and orchards. Another major land use is grazing. Residential units also cover a small fraction of the area. Cultivated land is mainly found in the south-lying regions of Mingora, Barikot, Matta, Kabal, Kanju and Khwazakhela, as the northern part of the district is mostly mountainous terrain. The Swat River is the main source of irrigation, funneling water to most regions through community and government-built channels. The Swat region, containing the meandering Swat River, is also home to lush green valleys, snow-covered glaciers, forests, meadows and plains.

The floral species include angiosperms, gymnosperms, pteridophytes and fungi. The plant resources were grouped into medicine, fodder, wild fruit, fuel wood, furniture and agricultural tools, vegetable, thatching, fencing and hedges, religious, poison, evil eye and honey bee.

The moist and dry temperate forests of Swat provides habitat to species such as Himalayan black bear, common leopard, grey goral and birds including koklass pheasant, and kalij pheasant. The sub-

tropical scrub forests at the lower reaches of Himalaya and Hindu Kush are home to common leopard, rhesus macaque, urial and birds like chir pheasant and partridges including see-see partridge, chukar partridge, black partridge and grey partridge.

### 4.3 Important/ Historical Places in Swat

There are many sites in Swat which attract the tourists every year and play an important role in enhancing the economy of the people. These include;

#### 4.3.1 Cultural Sites in Swat

A fairly large number of Buddhist sites preserving stupas, monasteries, viharas, settlements, caves, rock-carvings and inscriptions are scattered all over the Swat Valley. The Buddhists had built mostly their stupas and monasteries higher on the hills with the aim that agricultural economy may not suffer and also to provide protection and security to them from the invaders. Presented below are some of the Swat's cultural heritage sites.

- |                 |              |                        |                |
|-----------------|--------------|------------------------|----------------|
| i. Saidu Sharif | iv. Gumbat   | vii. Galagai           | ix. Barikot    |
| ii. Butkara     | v. Jehanabad | viii. Shingerdar Stupa | x. Udegram/Ora |
| iii. Amluk Dara | vi. Gogdara  |                        |                |

A site visit was conducted to all these sites; Saidu Sharif, Gumbat, Jehanabad, Udegram and Amluk Dara are far away from residences, higher on the hills and due to provision of fencing, pathways, convenience facilities, signage and shelter may not have any social or resettlement impact. Shingerdar, Barikot, Godgara and Butkara are near to main GT road and also have the separate lands. Galagai is situated along main road and open to dust site access is poor. Further, PCRMF is prepared separately and is part of ESMF for subprojects under Component 2.

#### 4.3.2 Malam Jabba (Winter Sports)

Malam Jabba is home to one of the two ski resorts in Pakistan; the other is at Naltar, Gilgit Baltistan. On the main Madyan-Kalam road, the road turns to the right at Manglor town for the Malam-Jabba Dara The Malam Jabba Ski Resort, owned by the Pakistan Tourism Development Corporation, has a ski slope of about 800m with the highest point of the slope 2804 m (9200 ft) above sea level. The resort is equipped with facilities including roller/ice-skating rinks, chair lifts, skiing platforms, telephones and snow clearing equipment.

The resort was destroyed by the Taliban during the *Radd-ul-Fasad* operation in Swat Valley. Now that writ of the government has been reinstated and peace established, tourism has picked up and skiing has re-started. Rebuilding of Malam Jabba Ski Resort would increase the economy of locals and enterprise owners. However, both the Resort and the road leading to it require repair and upgrading.

### **4.3.3 Kalam**

Kalam is like an earthly paradise in Swat Valley located at a distance of 40km from Bahrain. Kalam is inhabited by the tribes; Dar-e-Khel, Madyor Khel, Jaflor Khel, Mola khel, Kohistani, Chitrali and Yousafzai. The mean maximum and mean minimum temperatures of Kalam from 1991 – 2015 are 16.74 °C and -3.22 °C respectively while the mean annual rainfall is 26.13 mm.

The picturesque Kalam provides road access to reach magnificent valleys of Ushu (2286m), Utrot (2225m) and Gabral (2286m) above sea level, where journey through green forests and beautiful view of land scape is mesmerizing. Rivers and lakes offer good trout fishing. Lakes in kalam are famous for their scenic beauty, meadows, mountains and dense forest.

In late July – mid of August, Kalam summer festival is organized by the KP Tourism Corporation. This festival is cultural and recreational event and multiple activities, like paragliding, handicraft shows, jeep rally, cycling and music concerts are arranged.

The subprojects include the access to the tourism destinations (Lakes), the beautification of main bazar, internal roads and enterprise development to attract the tourists. The main Kalam road is also under construction. The following base line data of Kalam was collected through site visit and consultation with the stakeholders.

#### **4.3.3.1 Lakes in Kalam**

There are beautiful lakes in Kalam important lakes such as; Mahodand Lake; Kundal Lake; Saifullah Lake and Nasrullah Lake. The project includes the easy access to these four (04) lakes in kalam. All the lakes have the jeep routes. Mahodand Lake is located in the upper Usho Valley at a distance of about 40 Km from Kalam at an elevation of (9,603 ft), surrounded by the meadows, mountains and dense forests. Kundal Lake also known as Kundol Dand, is located in the north of Utror valley at a distance of 20.8 Km away from kalam. To visit Kundal lake, a four (04) hours on-foot walk is also required.

#### **4.3.3.2 Education**

Most of the people of Kalam are primary educated/ matriculated. Now, people are encouraging their children to study. Some are also getting higher education from Swat and other cities.

#### **4.3.3.3 Livelihood**

Consultation reveals that the occupation of the people living in Kalam are agriculture, labour and drivers. Profession of people of Kalam is related to Hotel Industry and Transportation (Taxi Drivers). Labour only work in the 04 months season every year. The remaining year, most of them move to the

Peshawar, Mardan and Behrain for the job/ earning. The people of the Kalam are mostly poor and their average monthly income is Rs. 10,000 to 15,000.

#### **4.3.3.4 Health Facilities**

There is one Civil hospital in Kalam with the basic health facilities. The hospital provides the facilities 24-hours a day and contains 40 bed. The operation theater and I.C.U facilities are available and four (04) doctors are appointed in the hospital. Seasonal diseases are Diarrhea, Typhoid, Urinary Tract Infection (UTI) and Tuberculosis. Most of the diseases are water borne.

#### **4.3.3.5 Women Role/ Contribution**

Women of the Kalam usually are housewives, help in agricultural and livestock activities. Local women usually veil herself due to its cultural confines. There were two hotels in Kalam main bazar run by women. There are not too many female tourists that travel solo through Swat, mainly because it is a conservative culture and public spaces are dominated by men with few amenities catering to women. Local women are usually escorted by male family members when venturing outside their homes. Women tourists usually travel with families, dress according to the local customs, and abide by local norms. It is advisable to be aware of the social norms of the particular area, whether male or female, to ensure a comfortable tourist experience.

### **4.4 Overview of Chitral District**

Chitral is situated at about 322 kilometers from Peshawar. The district is strategically important as its neighbors include Afghanistan, Central Asian States, Northern Areas of Gilgit Baltistan and China. The total area of Chitral district is approximately 14850 Km<sup>2</sup>. According to the census conducted in 2017, the population and number of households of Chitral districts are 447,362 and 61,619 respectively.

The topography of the area is varied, with 28.5% of the region covered in glaciers, snow-clad mountains, bare rock and barren ground, and 62% of the land supporting only pasture with sparse vegetation. The district's most important productive resource is irrigated farmland totaling 45,017 ha, which feeds and provides employment to the majority of its people. Agriculture is the main source of livelihood for the people of Chitral. Approximately 60 per cent of the area is a single cropping zone. Some parts of Upper and Lower Chitral are in a double cropping zone. Maize, wheat, and barley are the main crops. Fruit and vegetable sales contribute to the income of several families.

Chitral has a dry Mediterranean climate with almost no rainfall during summers. In the winter the night time temperature occasionally drops to  $-10^{\circ}\text{C}$ . Winter snowfall in the town can be quite heavy with an accumulation of up to two feet being quite common, at higher elevations snowfall can reach as high as 20 meters (70 ft). The weather is very cold during the winter.

Grazing lands and forests cover 20 percent, while remaining 76 percent is covered by rocks, mountain and snow-clad peaks. For majority of habitations, glacier and snow melt from nearby mountains is main source of drinking water as well as irrigation, meeting 90 percent of current needs.

Some of the most popular plant species found in Chitral are Willow, Birch, Juniper and Poplar Fruit trees like Mulberry, Walnut, Apricot, Apple, Grapes, etc. Some cold resistant aromatic species like Buckthorn, Hawthorn, Low shrubs, Sage brush, Wormwood, Bulbous iris, low-lying cushion plants, meadows grasses, Artemisia, Cobereasia, Clovers and Alphaalph are found. Chitral is regarded highly for its treasure of Fauna as well. Some endangered species of the world i.e., Snow Leopard, Brown Bear, Tibetan Wolf, Golden Marmot, Snow Partridge and Himalayan Ibex still live in these remote valleys of the Hindu Kush. Other common mammals of this mountain habitat are Morolephered Fox, Jackal, Hare, Rat, Himalayan Lynx, Common Otter, Hyena and Markhor.

As the original inhabitants of Chitral are said to be Khow, therefore, the original language is Khowar. Most of the population of the district is Muslim constituting almost 99 percent of the total population. There are Christian, Ahmadis, Kalash people and Ismailis also but are less than one percent of the total population.

There are mix traditions and customs in Chitral and three types of nation; Khow, Pathan and Kalash exist, at present. They have their own traditions like marriage traditions, funeral traditions, wedding traditions, traditional songs, traditional games and traditional houses.

Chitralis have developed a special taste and fondness for music and dances. In Chitral music is neither strictly confined to a few professional families, nor it is source of living. It is rather a part of life. Traditional Chitrali Sitar (stringed instrument) is famous throughout the world. The Chitralis wear simple dress consisting of shirts, trousers and home spun cap during summer season. In winter due to extreme cold they wear over the shirt a waistcoat and coat made of Chitral woolen patti and if the cold is severe then a loose cloak called shoqa/ chugha is also added by male.

Polo (Istorghar) has been the traditional sport for centuries. It is the national game of this valley. The game is commonly played to the music band comprising a big drum, a couple of kettledrums and two clarionets. Different tunes are played at different time and for different players on the occasion of "Tampoq". A real spectacle to enjoy Tampoq is the occasion when the goal is scored and the scorer, after reaching the center of the field, throws the ball in the air and strikes it a mighty blow with his polo stick as it falls and usually the ball describing a parabola in the air before it finally touches the ground. There are six players on each side and duration is forty to sixty minutes with some break in between.

#### **4.4.1 Education**

Most of the people are matriculate and some are also getting higher education. Literacy rate is above 90% in Chitral. Women are also encouraged for studies now.

#### **4.4.2 Livelihood**

A number of people (male and female) around main bazar were employed in govt departments, private sector, different NGOs and armed forces including Chitral Scouts and Frontier Constabulary. The people of Chitral are also linked with agriculture and livestock for their livelihood.

#### **4.4.3 Health Facilities**

There is one District Headquarters Hospital, three Tehsil Headquarter Hospitals, 21 BHUs, 3 RHCs, 22 Dispensaries and 3 MCH Centers, 1 Malaria Centre Unit, 1 EPI Unit, 1 Sanitary and 1 Leprosy. In District Headquarter Hospital there is a Medical Superintendent, three specialists and other doctors.

#### **4.4.4 Women Role/ Contribution**

Women in Chitral are getting education with a literacy rate of above 90%. They are also getting higher education and are employed in govt. offices and NGOs. Moreover, women of Chitral district are manufacturing different handicraft and getting revenue from this business. Women usually veil herself and are not allowed to visit the market alone.

### **4.5 Important/ Historical Places in Chitral**

The important tourists' places in Chitral Districts are Lowari Pass, Chitral Fort, Garam Chashma, Mastuj Fort, Shandur National Park, Chitral Gol National Park and Kalash valley. Chitral's protected areas consist of one national park and seven game reserves, covering 1,804 km<sup>2</sup>.

#### **4.5.1 Shandur National Park**

The world famous Shandur Pass is about 3738 meters above sea level and lies midway between Chitral and Gilgit. This area remains snow clad in winter and turn into a green heaven during summer. Shandur lake also exists there. One can approach the Shandur Top by jeep from either side.

Shandur National Park has world's highest Polo ground. The traditional Polo tournament between the Gilgit and Chitral teams is held here every year in the month of July. Foreign tourists and locals come to see the festival.

#### **4.5.2 Chitral Gol National Park**

Chitral Gol National Park, spread over 77.5 km<sup>2</sup>, is protected from consumptive use, including grazing, firewood collection and timber harvesting. There is a good herd of about 400/500 Markhor

with snow leopard, wolf, marmot and weasel in it. The park is also rich in bird life such as Monal pheasant, Falcon, Hawk, Eagle, Lammergeyer, snow cock, chukar and many other species. Wolves, foxes, jackals, hyenas and marmots are still common.

### **4.5.3 Kalash Valley**

Kalash is an ancient pagan tribe, the home of about 4500 Kalash people living in three valleys of Chitral namely Bamburate, Birir and Rumbur. The people are also known as Kafir Kalash because they are non-Muslims. The Kalash religion is based on myths and superstitions that relate to the relationship between the human soul and the universe. The relationship, according to Kalash methodology, needs its manifestation in music and dance, which also contribute to the pleasure of god and goddesses.

Kalash have many festivals around the year during which they perform colorful dances. Among Kalash marriage is observed with austerity but death ceremonies are celebrated with pomp and show. Music concerts are continuously held for six days and feasts are organized. Effigy of the death person is made of wood and kept as a token. The death body is buried along with his/her clothes and jewelry or other personal belongings in a box. Festivals are celebrated in Kalash valley throughout the year as follows;

- i. Joshi or Chilim Jusht;
- ii. Utchal;
- iii. Phoo; and
- iv. Chaumos or Chitirmas.

A separate Indigenous Peoples Planning Framework (IPPF) is prepared for the Project to cover the Kalash valley as per World Bank policy requirements under OP 4.10 Indigenous People.

#### **4.5.3.1 Education**

More than 90% of Kalash children are getting education from the local govt. schools and many also move to Chitral for higher education. There is one school at 1<sup>st</sup> floor of Kalash museum where only Kalash children study, it also includes a library which contains books related to Kalash culture and history.

#### **4.5.3.2 Livelihood**

They have special quota in govt. jobs. They largely depend upon livestock and agriculture. Some Kalash people have small enterprises including hotels and shops on main Bamburet road and some are employees in the hotels.

#### **4.5.3.3 Health Facilities**

There is one basic health unit on Bomboret road with very limited facilities. Patients suffering from headache, fever, cough, flu and diarrhea visit the facility. For detailed checkup/ treatment, people usually go to Ayun, Hospital/ Chitral.

#### **4.5.3.4 Women Role/ Contribution**

Kalash women are well empowered. They are getting education, work in fields and also run their own shops of local handicrafts. At times they are troubled by the tourists in terms of getting pictures or wanting to talk to them.

### **4.6 General Overview of Galiyat**

Galiyat is strategically located between the Northern Areas, Azad Kashmir, Punjab and the rest of the Khyber Pakhtunkhwa. Abbottabad binds this region on the western side, Murree on the south-eastern side, District Mansehra towards the north and District Haripur towards the east. The region is characterized by high mountain peaks, varying from 7500-9500 ft above sea level along with hill ranges that run-in north-southern and south-eastern directions. The region is a popular summer-holiday destination in Pakistan. Domestic and foreign tourists throng its cool and serene valleys during sizzling summer.

Galiyat region is known for its scenic vistas of pine and oak covered mountains, criss-crossed with springs and rivulets and dotted with lawns and orchards. On clear days, a good view of the snowy peaks of Kashmir is possible, and the crest of Nanga Parbat can sometimes be seen.

The climate of the region remains cool, pleasant and foggy in summers. From June to August, weather in the region mostly remains foggy so cloud bursts are expected any time, these clouds burst usually comes with severe hail and thunderstorm making the visibility worst. During the monsoon season (1 July to 16 September), rain is expected almost every day. Cold winds start to chill the weather in autumn. Winters (1 November to 28 February) are very cold and chilly. In winters, heavy snowfall occurs. The weather remains cold in spring. Summer is the most comfortable season in Galiyat.

The surface water sources of Galiyat region primarily comprises of four major rivers and a network of natural drains and tributaries. The main rivers draining the region are Kunhar, Jehlum, Dor and Haro. The region is divided into four watersheds. The main source of water in the rivers is from rainfall and snow melts which vary from season to season.

Galiyat region has a unique bio-ecological significance, and its landscape represents features of a mountain eco-system, characterized by vertical vegetation variations along a sloping terrain. Out of



the twelve habitats in the Khyber Pakhtunkhwa, three are found in this region, and offer a diverse natural environment for the existence of wild species in the area. According to information available from surveys, the areas support approximately 1,300 plants, 18 wild mammals, 149 birds (resident and migratory) and 19 reptile species.

There are a few playgrounds in Galiyat area but generally, no organized sporting activities may be witnessed. Trekking is a seasonal sport and trekking lovers come to Galiyat Area through organized tours. There is great potential for winter sports like Skiing etc. but facilities need to be developed.

#### **4.6.1 Education**

Galiyat region comprises of 27 Union Councils of District Abbotabad and thus the total number of schools within Galiyat region is 1,007.

#### **4.6.2 Livelihood**

In Galiyat, people are linked to tourism industry and most of them are employees in hotels, restaurants. They also have their small enterprises.

#### **4.6.3 Health Facilities**

Galiyat area has a total of 61 health centres comprising 29 Basic Health Units, 24 Dispensaries, 4 Hospital including Civil Hospital Nathiagali, Civil Hospital Khairagali, Civil Hospital Nathia Gali, Civil Hospital Khanaspur/ Ayubia and Civil Hospital Boi. There are three (03) Rural Health Centers and one Sub-Health Center. However, there are variable levels of functionality and generally, there is lack of availability of qualified staff and functional equipment/ medicines in most of these facilities.

#### **4.6.4 Women Role/ Contribution**

Women in Galiyat are mostly housewives and look after their livestock and vegetable gardens. They are also getting education. It is a relatively less conservative area and women are more likely to move around their village and close environs without male escorts. It is also relatively safer for solo female tourists to travel through Galiyat as the area is more used to tourism.

### **4.7 Important/ Historical Places in Galiyat**

There are many sites in Galiyat which attract the tourists every year and play an important role in enhancing the economy of the people. These include

- |               |                           |                   |                   |
|---------------|---------------------------|-------------------|-------------------|
| i. Thandiani  | iii. Ayubia National Park | v. Khanaspur      | vii. Dunga Gali   |
| ii. Bishigram | iv. Ayubia Chairlift      | vi. Changala Gali | viii. Nathia Gali |

#### **4.7.1 Nathia Gali**

The word ‘gali’ means an alley between two mountains on both sides of which there are valleys. Many of the settlements in region have the word ‘gali’ as part of their names and are popular tourist resorts. One of the most popular in Galiyat is Nathiagali. Nathiagali because of its pleasant weather is a tourist attraction. There are a lot of hotels, restaurants, main bazar for local things and green landscape. Nathiagali is source of livelihood of many locals, as they are enterprise owners, employees in hotels and shops and some are shopkeepers in main bazar.

#### **4.7.2 Ayubia National Park**

Ayubia National Park was established in 1984. In 1998, it was expanded from its original size of 1,684 hectares (4,161 acres) to 3,312 hectares (8,184 acres). The park is managed by Khyber Pakhtunkhwa Wildlife Department under the 1975 Khyber Pakhtunkhwa Wildlife Act. The headquarters of the park is at Dunga Gali. The purpose of establishing it was to conserve the temperate forests. The park holds 104 species of plants. Around 21 plants belonging to 19 families are known for their medicinal properties. The park harbors up to 203 species of birds. Many species of birds, including the golden eagle, the vulture, Eurasian sparrow hawk and the hill pigeon among others can be found here. It is also home to some of the rarer Himalayan pheasant species like the Kalij and Koklass. Ayubia National Park supports 31 species of mammals.

Tourists visit the National Park through the 04 Km walking between Dunga Gali – Ayubia. They enjoy the natural biodiversity of the park and can find resting places along the route.

#### **4.8 General Overview of Mansehra**

Mansehra district is considered as an important tourist location due to Kaghan Valley and the Karakoram Highway passing through the district. The district consists of Mansehra, Oghi and Balakot tehsils. It is bounded on the north by Kohistan and Batagram districts, on the east by Muzaffarabad district of Azad Jammu & Kashmir, on the south by Abbottabad and Haripur districts and on the west by Shangla and Buner districts.

There are two major rivers known as River Kunhar and River Siran flow through Mansehra district. River Siran passes through the Pakhal valley and irrigates major part of the land. River Kunhar starts from Lake Saif-ul-Malook and flows through a large number of villages reaches Balakot and Ghari Habibullah from where it turns to Muzaffarabad. It then meets River Neelam.

#### **4.9 Important/ Historical Places in Mansehra**

The important tourist places in Mansehra are described below;

#### **4.9.1 Lulusar National Park**

This park is located in the Kaghan Valley in Mansehra District of Khyber-Pakhtunkhwa, Pakistan. The park was created in 2003. The scenic Dudipatsar Lake and Lulusar Lake are in the national park.

#### **4.9.2 Saiful Muluk National Park**

Located in the Naran Valley in Mansehra District. The park was created in 2003 and is centered upon the alpine Saif-ul-Maluk Lake which is habitat for trout. The flora includes the trees, shrubs, perennials, and herbs of the Himalayan Western Himalayan subalpine conifer forests and higher elevation Western Himalayan alpine shrub and meadows eco-regions.

#### **4.9.3 Kaghan Valley**

The beautiful valley of Kaghan is about 150 Km long. It is famous for its scenery all over the country. It has got forests spread on an area of 150 Km<sup>2</sup>, consisting of fine trees of Deodar and pine. Kaghan is the biggest valley consisting of Jared, Balakot, Ghanool, Naran and Shogran.

#### **4.9.4 Naran Valley**

Naran is a union council under the Kaghan Tehsil. It lies about 86 Km from Balakot and is a main attraction of Mansehra district. This town is situated on the banks of Kunhar river at an altitude of 2,498 meters at a point where the valley widens. The river is wider and quieter here. Downstream view is very good with some tree-covered islands in the foreground. It is a starting point for lake Saiful Muluk, Battakundi, Lalazar Plateau, lake Lulusar and Babusar Pass.

Naran area is rich in biological diversity where wide variety of flora including herbs, shrubs and medicinal plants are present in all over the area confined with dense population. The abundance of important medicinal plants present in the area are Aspagol, Thandi booti, Ban kakri, Chikee and Beshmolo. Naran and its surrounding area is rich in biological diversity where wide variety of wild animals, birds and migratory birds are found. In the Lakes and river Kunhar, there are two types of fishes (Brown trout, Rainbow trout).

##### **4.9.4.1 Lakes/ Tourist Places in Naran**

The important places and lakes in Naran Valley are as under:

- |                 |                        |                 |                   |
|-----------------|------------------------|-----------------|-------------------|
| i. Dudipat Lake | iii. Lake Saiful Maluk | v. Saral Lake   | vii. Siri Paye    |
| ii. Lulusar     | iv. Ansoo Lake         | vi. Babusar Top | viii. Maheen Lake |

The proposed project focuses on the Assessment of feasibility for improved access and utilization of

different tourist places.

#### **4.9.4.2 Education**

Education levels are low in Naran but parents are increasingly sending their children to school.

#### **4.9.4.3 Livelihood**

Many of the people of Naran are linked with agriculture for their livelihood and a few are govt. employees. Most of them are attached with tourism industry as their livelihood is directly linked to hotels & restaurants, jeep driving and shops in main bazar. This type of livelihood is seasonal and they work in their fields or travel down country during the low tourist season to find supplementary employment.

#### **4.9.4.4 Health Facilities**

District Health Officer supervises the health care activities of the district. There were 13 Civil Hospitals, 58 BHUs, 08 RHCs, 18 Dispensaries and 03 Mother Child Care Centers as per DCR, 1998.

#### **4.9.4.5 Women Role/ Contribution**

Women in Naran, along with their household chores, childcare, and other socio-cultural responsibilities also perform agricultural and related activities. They are usually confined to their homes and immediate village, and do not have independent access to markets or other civic amenities. Naran does not experience significant solo female tourism and women tend to visit with families and groups.

## **5. STAKEHOLDER CONSULTATIONS**

### **5.1 General**

Consultations are carried out for preparing this RPF in Kalam, Naran, Galiyat and Chitral including Kalash with government officials, NGOs and locals. Tourist destinations in all above areas were also visited and consultations with tourists, locals and minor and medium enterprise owners were carried out there.

### **5.2 Purpose of the Stakeholders Consultation**

Stakeholder consultations during the social assessment process of development projects increases the authenticity and acceptability of assessment and moreover helps positively in the decision making and ultimately leads towards sustainable development. The national/provincial legislation and WB safeguard policies necessitate the consultations and participatory process to be carried out particularly with the affected communities as part of the environmental and social assessment process ensure success of the project.

### **5.3 Stakeholder Identification**

Stakeholders are considered to be individuals or organizations which have an interest in the proposed project or knowledge that would provide insight into issues or affect decision making related to the proposed project. On the basis of interest and role criteria there are two types of stakeholders for the proposed project as described below.

#### **5.3.1 Primary Stakeholders**

The primary stakeholders (also called direct stakeholders) are project affected persons and general public including women residing in the project area who are directly exposed to the project's impacts.

#### **5.3.2 Secondary Stakeholders**

The secondary stakeholders (also called institutional stakeholders) are the people, department, institutions, and/or organizations that may not be directly affected by the project however they may influence the project and its design. They include project proponent (DoT and C&W), other concerned departments that may have a role during various phases of the project, regulatory agencies EPA, Revenue Department, non-governmental organizations (NGOs), the broader interested communities including academia and journalists, and general public.

## 5.4 Consultations During Site Visit

In compliance with the participation framework, consultations were made with the stakeholders and general public, during June and July, 2018, using a consultation proforma attached as **Annex-I**. Consultative meetings, scoping sessions and focus group discussions were also held to learn about the views and concerns of the public on the proposed subprojects under Component 2.

The stakeholders, who were invited to participate in the consultation process, include Government departments, NGOs, tourists and local people of the subprojects area. The pictorial view of group discussions and formal meetings are attached as **Annex-II**.

### 5.4.1 Summary of Consultation Meetings

**Table 5.1** and **5.2** below presents the summary of meetings with primary and secondary stakeholders of the project.

**Table 5-1: Summary of Consultation Meeting with the Primary Stakeholders**

Sr. No.	Location / District	Venue	Date	No. of Participations
1	Quza Gali – Galiyat / Abbotabad	Rest Area	03-07-2018	15
2	Khanaspur – Galiyat / Abbotabad	Main Bazar	03-07-2018	12
3	Kalam / Swat	Main Bazar	09-07-2018	14
4	Chitral	Usama Warraich Park	11-07-2018	06
5	Chitral	Polo Ground / Bazar	11-07-2018	06
6	Kalash / Chitral	Krakal	13-07-2018	07
7	Kalash / Chitral	Balan Guru	14-07-2018	05
8	Naran / Mansehra	Main Bazar	20-07-2018	07

**Table 5-2: Summary of Consultation Meeting with the Secondary Stakeholders**

Sr. No.	City	Offices	Date
1	Peshawar	i. Deputy Project Director, TAIDU	28-05-2018
		ii. Director General, EPA	04-07-2018
		iii. Research Officer, Archeological Department, Peshawar Museum	04-07-2018

Sr. No.	City	Offices	Date
		iv. Tourist Information Centre	04-07-2018
		v. Billion Tree Tsunami Office	05-07-2018
2	Galiyat/ Abbottabad	i. Director GDA	29-05-2018
		ii. SDO, C&W	29-05-2018 11-06-2018
3	Mingora / Swat	iii. SDFO Forest, Mingora	06-07-2018
4	Kalam / Swat	i. Admin Officer, Matalan–Gorkin, HP Project	08-07-2018
		ii. Naib Tehsildar Office	09-07-2018
		iii. MS, Civil Hospital Kalam	09-07-2018
5.	Chitral	i. Ad. Deputy Commissioner, Chitral	10-07-2018
		ii. Helping Hand, NGO	11-07-2018
		iii. Snow Leopard Foundation	11-07-2018
		iv. C&W Department, Chitral	11-07-2018
		v. Assistant Commissioner / Collector, Chitral	11-07-2018
		vi. Village Council, Kalash	13-07-2018
		vii. Museum Incharge, Kalash	14-07-2018
		viii. Chitral Gol Community Development and Conservation Association (CGCDCA)	11-07-2018
6	Naran	i. General secretary, Hotel Union, Naran	20-07-2018
		ii. Dr. Manzar, BHU/ RHU, Naran	12-06-2018
		iii. Kaghan Development Authority	21-07-2018

### 5.5 Stakeholders' Response

Since the project is focused on tourism development and consequently to enhance the economic condition and livelihood of the locals. Most of the stakeholders welcomed the project, specially the local business owners were keen for the immediate implementation of the project. Some in the local community hoped increased tourists' influx would lead to more job opportunities, enhanced export/sale of locally made cultural products and better infrastructure. The government agencies and relevant departments were also ready to provide their services and support in overall projects' implementation. Following are the outcomes of public consultation process which summarizes the apprehensions, fears and concerns related to the project.

- Loss of jobs with implementation of subproject activities (Jeep drivers on Saif-ul-Muluk route)
- Access issues in the development of routes;
- Project activities may damage to the natural environmental features;
- Enhanced water supply, wastewater and solid waste management issues with increased tourism influx;
- Possible relocations/resettlements of businesses or communities:
- Privacy issues for local women;
- Cultural intermixing and conflicts;
- Conflicts of interest; and
- Security and safety issues.

## 5.6 Gender Consultations

Meetings/consultations were held with women of project areas to understand their concerns, to identify their roles in the community and their attitudes towards the tourism. Women were enquired about safety and security issues, privacy issues due to tourists. Most of the local women reported that they have no security and safety concerns where they live, however in the peak tourism season they have privacy issues. Privacy issues were mostly highlighted by Kalash women since the tourists take photographs without their consent. Overall, women were in favor of tourism and encouraged the idea of promoting tourism to enhance the economy.

After the detailed gender consultations, it is conceived that during sub-projects implementation, the labors/ workers must be kept away from the residential areas and they must be made aware to respect the privacy of women in and around the project area. Awareness and training sessions must be conducted for the engagement of women in sub-projects.

For the sub-projects involving involuntary resettlement, detailed gender consultations must be carried out. Females must be made a part of PAPs Committee and also engaged in GRC for raising and resolving women related issues. Further, GAP is given in later section and shall be followed in preparation of each RAP/ ARAP.

## 5.7 Major Findings of the Consultations in Kalam

Major concerns, views and needs of the Kalam people are;

- There will be positive impact of this project on the livelihood and economy.
- More tourism may disturb the natural beauty of the Kalam, therefore well managed and sustainable tourism development is needed.
- Solid waste should be managed properly as it pollutes the environment.
- The pressing needs of people are access roads, jobs and availability of eatable items in market.



## 5.8 Major Findings of the Consultations in Chitral

Major concerns, views and needs of the Chitral people are;

- Maximum number of people consulted were in favor of the project because they think that these types of projects will create job opportunities for them and increase tourism. This project will improve their living standard and economy as well.
- The local community and administration should be involved to safeguard the cultural and religious matters.
- Better facilities should be provided to the Kalash people. Restricted and limited tourism shall be encouraged as their unique culture and privacy is disturbed.
- Kalash people are not ready for the road construction (Ayun-Bumburet road) because it involves land acquisition and resettlement.
- The culture of the Kalash should be preserved and proper security checking should be maintained at Kalash entrance. Afghan border shall be sealed.
- The pressing needs of the Chitral people are hospital, access and internal roads, gas, land for graveyards, proper sanitation system and skill learning centers.

## 5.9 Major Findings of Consultations in Galiyat

Major concerns, views and needs of the Galiyat people are;

- The people of Galiyat depends on tourism industry for their livelihood.
- The small business related to tourism will increase due to this project.
- The security of the Galiyat region should be improved.
- Due to this project, access to tourist sites will become easy and safe.
- Educational facilities, washrooms, water supply system, SWM system should be provided.

## 5.10 Major Findings of the Consultations in Naran

Major concerns, views and needs of the Naran people are;

- Consultation reveals that most people of Naran were in favour of the Project.
- It was felt that the project will have no adverse effect on the security of Naran.
- Women tourists usually travel with families, dress according to the local customs, and abide by local norms. It is advisable to be aware of the social norms of the particular area, whether male or female, to ensure a comfortable tourist experience.

- The pressing needs of the Naran people are jobs creation, electricity, sewerage system, mobile network, parks and access roads and clean drinking water.
- Jeep drivers were concerned about their livelihood after road improvement of Saif-ul-Muluk.

## 6. SOCIAL IMPACTS ASSESSMENT

### 6.1 General

As the scope and location of subprojects are not specified yet. Therefore, all the possible impacts could not be predicted at this stage. However, some impacts are identified during preliminary survey. Environmental impacts and mitigation measures are proposed in ESMF for all the subprojects under Component 2. Social and resettlement impacts are described in this RPF.

### 6.2 Anticipated Social Impacts of Subprojects

The possible subprojects proposed under Component 2 involve the alternate routes, infrastructural improvement, tourist information centers, rest areas with emergency medical supplies, walking and hiking trails, clean drinking water, parking areas, markets, tourist transport hubs, dedicated facilities for women and disabled, etc. Significant adverse impacts are not foreseen and it is expected that both locals and the tourists will benefit from project implementation. However, unforeseen impacts shall be considered during screening of subproject before its implementation. Anticipated social impacts, both positive and negative, are mentioned here under;

#### Possible Negative Impacts

1. The development of routes may require land which can result in social disturbance, loss of livelihoods and may exacerbate the social and cultural conflicts among the people.
2. Development of rest area along the main road can be a cause of accidents due to kids playing and parking and reversing of cars etc. Therefore, care shall be taken at the design stage to develop rest areas on adequate distance along the road.
3. The development of new tourism routes may harm the social and cultural resources of the project area in terms of structural damage and could give rise to religious/cultural conflicts.
4. The project area is rich in ecological resources. The trees may need to be cut in routes development and it can lead to habitat loss of different faunal species.
5. The route developments may involve shifting of public utilities which can temporarily affect the community served by these utilities.
6. The construction of routes may cause temporary access issues and can affect the routine activities of the people.
7. Enterprise development in the destination areas/ construction of new markets may affect the business of the people whose livelihood depends on present running shops/ restaurants.
8. In Chairlift installation, privacy of local residents may be affected due to operation of chairlift.
9. Walking and hiking trails may adversely affect the natural biodiversity of that zone. Ski slope preparation can cause cutting of trees and smoothing out the landscape to make suitable ski runs.

10. Camp sites are always prone to security issues. Any act of vandalism, violence, kidnapping or terrorism can cause problems to the visitors.
11. Improved lake access may adversely affect the livelihood of the jeep drivers, as tourists may travel in their own cars instead of hiring them.
12. In tourist destinations, improved infrastructure and more tourism influx might harm the unique culture and local traditions of the community.
13. More tourism influx may also cause security issues.

### **Positive Impacts**

1. The development of routes will provide the easier access for the tourists to their destinations that will contribute in enhancing tourism. Consequently, it will improve the livelihood and economy of the locals as they depend upon tourism for their annual income and livelihoods.
2. The development of rest areas will also provide better facilities for the tourists especially emergency medical facilities and tyre shop.
3. Rest areas, chairlifts and camping sites will attract more tourists and will provide business/ job opportunities to the locals.
4. The construction of internal roads will provide better infrastructure to the locals, reducing time taken to get to towns in case of emergencies. School going children, local business holders would also be benefit.
5. Enterprise development will improve the livelihood of the locals and also provide better facilities to the tourists.
6. Lake access and proper management of the site will enhance the tourism influx and also help keeping environment and the lakes safe from pollution.
7. Tourist information centers will help providing basic information to the tourists about destinations, cultural activities and famous food etc. These will also guide tourists about best approach routes to the destinations and precautions to be adopted.
8. Development of walking and hiking trails will attract the tourists and hiking enthusiasts providing them a chance to witness natural biodiversity of the area.
9. Providing clean drinking water at the tourist destinations and main markets will protect the tourists from the diseases (Diarrhea) and also avoid waste generation from plastic bottles. It will also shield locals and shop owners from water borne diseases.
10. Parking areas will provide secure parking facility to the tourists and will avoid mess of cars around the destination areas and markets. It will also reduce the air pollution from transportation around the tourist destinations.
11. Tourist transport hubs will attract the transporters for investment in these areas and provide tourists a safe and easy access to the public transport at destination areas.
12. Solid Waste Management and Plastic Recycling Plant will improve the aesthetics of the lakes and other destinations and keep the natural beauty intact.

### **6.3 Resettlement Impacts**

Involuntary resettlement in subprojects under Component 2 will be temporarily or minor in case of permanent nature and will be assessed when specific scope and location of subprojects are known. It is expected that a number of people will experience varying levels of economic and physical displacement owing to project execution. Impacts are foreseen mainly on landowners, shopkeepers, transporters, mobile vendors and squatters operating on the road itself or on footpaths.

If minor resettlement is left unmitigated, it gives rise to severe economic, social, and environmental risks. People face impoverishment when their productive assets or income sources are lost and social networks are weakened. The most common impoverishment risks are:

- Expropriation of land removes the main foundation on which many people build productive systems, commercial activities and livelihoods. Often land is lost forever; sometimes it is partially replaced, seldom fully replaced or fully compensated. This is the main form of de-capitalization and pauperization of the people who are displaced. Both natural and man-made capital is lost.
- Loss of salaried employment occurs both in rural and urban displacement. People losing jobs may be industrial or service workers, landless agricultural laborers, or artisans. Unemployment or underemployment among resettlers may linger long after physical relocation. Creating new jobs for them could be difficult as it requires substantial investments, new creative approaches, and reliance on sharing project benefits. The encroachers having small enterprises/ stalls on the roads might be adversely affected from the subproject activities.
- Loss of shelter may be temporary for some people, but for others it remains a chronic condition and is also felt as loss of identity and cultural impoverishment. Loss of housing may have consequences on family cohesion and on mutual help networks if neighboring households of the same kinship group get scattered.
- Vulnerable people / poor people could be displaced or their livelihood could be affected adversely. Vulnerability of the poorest people to illness is increased by forced relocation, because it tends to be associated with increased stress, psychological traumas, or the outbreak of parasitic diseases.
- Poor farmers, particularly those without assets, might suffer a loss of access to the common property goods belonging to communities that are relocated (e.g., loss of access to forests, water bodies, grazing lands, cemetery lands, etc.). This represents a form of income loss and livelihood deterioration.
- Involuntary displacement disrupts all public services at the departure sites, with heavy effects particularly on schools' functioning. Also if people will be displaced from their residences, children might face interruption of school attendance or even prolonged loss of access to education; some children do not return to school at all and are prematurely sent by their families to join the labor force.

Each subproject shall be screened out for social and environmental impacts to know the anticipated

impacts and subproject specifically its resettlement impacts. In case impacts are significant, then further studies as per legislation and principles mentioned in this RPF will be carried out.

## **7. ELIGIBILITY AND CATEGORIES OF AFFECTED PEOPLE**

### **7.1 General**

Upon identification of the need for involuntary resettlement in a project, survey shall be carried out to identify the persons who will be affected by the subprojects, to determine who will be eligible for assistance, and to discourage inflow of people ineligible for assistance. The procedure will be developed for establishing the criteria by which displaced persons will be deemed eligible for compensation and additional resettlement assistance.

### **7.2 Principles for Eligibility as per WB Policy**

The involuntary taking of land results in: relocation or loss of shelter; and loss of assets or access to assets or loss of income sources or means of livelihood, whether the PAPs must move to another location or not. Therefore, meaningful consultations with the affected persons (directly and through representatives), local authorities and communal leadership allows for establishing the criteria by which displaced persons will be deemed eligible for compensation and other resettlement assistance. OP4.12 suggests the following three criteria for eligibility of displaced persons;

- a) those who have formal legal rights to land (including customary and traditional rights recognized under the laws of the country);
- b) those who do not have formal legal rights to land at the time the census begins but have a claim to such land or assets provided that such claims are recognized under the laws of the country or become recognized through a process identified in the resettlement plan; and
- c) those who have no recognizable legal right or claim to the land they are occupying.

Persons covered under (a) and (b) are provided compensation for the land they lose, and other assistance in accordance with this RPF. Persons covered under 7.2(c) are provided resettlement assistance in lieu of compensation for the land they occupy, and other assistance, as necessary, to achieve the objectives set out in this RPF, if they occupy the project area prior to a cut-off date.

### **7.3 Eligibility Criteria**

Eligibility criteria will be determined by

1. Loss of property
2. Loss of wages and
3. Cut off date.

The process will involve review of tenure documents owned by occupants, interviews with households and groups in the affected area. The procedure includes provisions for meaningful

consultations with affected persons and communities, local authorities, and, as appropriate, nongovernmental organizations (NGOs).

#### **7.4 Categories of Project Affected Persons**

To facilitate the process of determining compensations relocation and livelihood rehabilitation entitlements under this RPF, people who live in or derive livelihoods from land/ structures and will be physically and/or economically displaced due to permanent or temporary loss of land, structures and/or livelihood, whether full or partial, as a consequence of the subprojects will be categorized according to their level and manner of losses. Such potential persons likely to be Project Affected Persons (PAPs) will be categorized into the following groups:

- i. Owners of land and/or structures, including those recognized as legally titled or legalized on the basis of claims recognizable under national law;
- ii. Lessees (leaseholders) of state or private land, whether long-term or short-term;
- iii. Tenants with or without formal legal registration according to national law;
- iv. PAPs who neither have formal legal rights nor recognizable claims to lands will be entitled to be compensated for their non-land assets. This includes those who are temporarily/permanently or partially/fully affected by the project including squatters or encroachers;
- v. Small and Medium Enterprise (SME) owners, whether registered under national law or informal;
- vi. Employees of private or public businesses or enterprises, whether registered under national law or informal;
- vii. Transporters whose livelihood affected by the implementation of project activities;
- viii. Cultivators of plants and crops, irrespective of legal status of property relation to land;
- ix. Mobile vendors and others who may be drawing livelihoods from the area.
- x. Loss of communal property, lands and public infrastructure;
- xi. Vulnerable groups who are members of affected households identified through the census/ impact assessment survey/ analysis. They include vulnerable members who have per capita incomes at or below the poverty, such as those who are too old or too ill; children; disabled persons; women; unemployed youth, and orphans; households headed by women or children; ethnic or religious or other vulnerable minority groups. The vulnerable groups will be eligible for additional assistance. This category runs the risk of seeing their vulnerability increase as a result of the resettlement unless supplementary assistance is provided.

#### **7.5 Cut Off Date**

Categories of affected people under this RPF is limited by a cut-off date, which is the beginning of the census of Project Affected Persons (PAPs). The cut-off date shall be set to prevent false claims for compensation or rehabilitation. Compensation eligibility will be limited by a cut- off date for each subproject on the day of the beginning of the census survey for the impact assessment in order to avoid an influx of outsiders. The cutoff date for land under LAA 1894 is the date when section 4 of



LAA is issued. With the issuance of section 4, buying and selling of land in the notified area comes to a stop till land is acquired. However due to lengthy process of land acquisition and timeline between different sections of LAA (section 4 to land award) the date of census of PAPs is usually considered as the cut-off-date for World Bank projects. Each affected person will be identified and issued with an identification which confirms their presence on the proposed site of a subproject prior to the cut- off date. Any person moving into the land located within the specific location of the subproject after this cut-off date will not be eligible for compensation, relocation and livelihood restoration and rehabilitation entitlements. The executive authority will establish the cut-off date which will be disclosed to the PAPs through consultative meetings, focus group discussions (FGDs) and field surveys, and formalized through documentation and disclosure of reports.

### **7.6 Approximate Numbers of PAPs**

At appraisal stage it is assessed that some of the sub-projects to provide the tourist facilities, access and link roads, walking and hiking trails, camping sites and enterprise development in Galiyat, Naran, Kalam and Chitral might require the minor land acquisition and some persons may be physically or economically displaced.

However, subprojects of the Component 2 will be specified during next phases of project implementation by the DoT. Project descriptions and specific locations do not exist for these sub-projects that would allow an estimate of the number of PAPs to be made. For each sub-project the exact situation could only be assessed in screening of the subprojects when scope and location will be specified. The number of PAPs will be established through a RAP/ ARAP, which will be elaborated before the sub-project is approved for inclusion in the work program of the project.

### **7.7 Potential Relocation Areas**

The location for resettlement will be identified during the development of individual sub-project RAPs, which will involve consultation with relevant authorities and the PAPs involved (if govt. land available nearby).

## **8. ENTITLEMENTS**

### **8.1 General**

The implementation of the subprojects is not expected to cause any major land acquisition or displacement. Minor and temporary land acquisition may occur and some people will be economically displaced. All the PAPs shall be compensated accordingly. Also, site survey demonstrates poor economic condition of the locals there. Therefore, vulnerable and economically displaced persons shall be specifically compensated.

### **8.2 Principles to Compensate Project Affected Persons**

To meet the requirements of the WB-IR Policy and guidelines, the following basic principles will be followed for entitlement of PAPs;

- Adverse impacts on PAPs would be avoided or minimized to the extent possible.
- Where the adverse impacts are unavoidable, the PAPs will be compensated.
- Informed about their options and rights pertaining to resettlement.
- Consulted on, offered choices among, and provided with technically and economically feasible resettlement alternatives.
- Vulnerable groups will be identified and assisted to improve their standard of living.
- PAPs are eligible for compensation and livelihood/income restoration irrespective of possession of land title. A title would however be required for payment of compensation for land.
- Provided assistance (such as moving allowances) during relocation; all affected persons will receive transitional and other support to re-establish their livelihoods.
- Provided speedy and effective compensation at full replacement cost for losses of assets attributable directly to the subproject activities.
- The owners of affected structures, in addition to cash compensation for the structure on replacement cost will be allowed to salvage their building material. This applies to the owners including absentee owners of all categories of immovable structures.
- Before taking possession of the acquired land and properties, compensation/ assistance will be made in accordance with the Bank Policy.
- All compensation shall be paid at replacement value for assets without deducting depreciation and salvage value.

### **8.3 Entitlement for Compensation**

Full replacement cost as compensation is the basic principle guiding the allocation of entitlements, i.e. the subprojects will replace in kind or cash what is lost in terms of land, structures, livelihood, community facilities and services, with special provisions for the improvement of livelihoods of

vulnerable displaced persons, sharing of project benefits and unanticipated impacts. Details of entitlement are as under;

### **8.3.1 Agricultural Land Impacts**

Types of affectees of agricultural land and their entitlement for compensation are described below;

- Legal/legalizable landowners (including those who may have customary rights) are compensated either in cash at replacement cost plus a 15 percent compulsory acquisition surcharge (CAS) free of taxes and transfer costs;
- Leaseholders of land will receive rehabilitation in cash equivalent to the market value of the gross yield of lost land for the remaining lease years (up to a maximum of three years);
- Encroachers will instead be rehabilitated for land use loss through a special self- relocation allowance equivalent to one year of agricultural income or through the provision of a free or leased replacement.

### **8.3.2 Residential and Commercial Land**

Types of affectees of residential and commercial land and their entitlement for compensation are described below;

- Legal/ legalizable owners will be compensated by means of either cash compensation for lost land at replacement cost based on the market value of the lost land plus a 15 percent CAS, free of taxes and transfer costs; or in the form of replacement land of comparable value and location as the lost asset.
- For full/ permanent loss, Renters are compensated by means of cash compensation equivalent to three months of rent or a value proportionate to the duration of the remaining lease, including any deposits they may lose.
- Encroachers/squatters are compensated through either a self-relocation allowance covering six months of income or the provision of a leased replacement plot in a public owned land area. They will be compensated for the loss of immovable assets, but not for the land that they occupy.

### **8.3.3 Temporary Loss**

Agricultural/ residential/ commercial land of legal/ legalizable owners and tenants or encroachers will receive cash compensation equal to the average market value of each lost harvest for the duration of the loss, or at rental fee commensurate with the local land rent, and for the restoration of both, to pre-construction conditions. Through specification in the contract agreements contractors will be required to carry out restoration works before holding land back to the original occupiers, or PAPs will be provided with cash to rehabilitate the land.

### **8.3.4 Trees**

Owners of affected trees and tree seedlings will receive cash compensation and the project developer will re-plant the trees with a ratio of 1:10. The compensation will be made at the Replacement Value (RV) of the trees. For fruit-bearing trees; if the tree is at or near fruit-bearing stage, the estimated current market values of the fruit produce for three (03) seasons will be paid. The owners will be allowed to fell trees and take the timber, free of cost. Other productive trees will be compensated based on rates sufficient to cover income replacement for the time needed to re-grow a tree to the productivity of the one lost.

### **8.3.5 Resettlement and Relocation Assurances**

All the PAPs shall be provided with the resettlement and relocation assurances as follows;

#### **8.3.5.1 Land for Land Compensation**

Land for land compensation has significant advantages in that it reduces the chance of affected persons spending their compensation on items that will not provide them with an alternative economic livelihood. Whenever replacement land is offered, displaced persons are provided with land for which a combination of productive potential, locational advantages, secure tenure and other factors is at least equivalent to the advantages of the land taken.

#### **8.3.5.2 Relocation Assistance**

Where applicable, PAPs will be provided logistical support for the identification and purchase or rental of replacement plots and/or structures, or the construction of new structures, as the case may be, as well as with all related administrative tasks.

#### **8.3.5.3 Transport Allowance**

All PAPs to be relocated due to loss of land and/or structures including residences, business premises or agricultural land, are entitled to receive a cash allowance to cover the cost of transport of people and their movable property (furniture, household items, personal effects, machinery, tools etc.) and of setting up at the new premises at the current market rate for labor, vehicle hire, fuel and incidental costs.

#### **8.3.5.4 Transitional Allowance**

To facilitate moving and settling process, a transition allowance of three (03) months of the official minimum wage per month per earning member in each household will be paid in addition to any

income loss and compensation. If relocation sites with completed housing and full facilities are not available in time, the PAPs will be provided with transition arrangements, either in the form of adequate transition housing of a standard comparable to the lost housing, or with a rental allowance permitting the rental of housing at such a standard and covering the entire transition period.

#### **8.3.5.5 Severity Allowance**

If the impact is severe on lost land/ asset, i.e. land loss is more than 10% of the land holding than severe impact allowance to the affected persons is given.

### **8.3.6 Income/ Livelihood Restoration/ Compensation**

#### **8.3.6.1 Access to Residence and Business**

The Project will ensure that the business premises and residences of persons in the project area remain accessible, by either avoiding the obstruction of such access or by including special provisions for access in the technical design of subproject facilities.

#### **8.3.6.2 Business**

Businesses will be compensated for with cash compensation equal to one (01) year of income (based on tax record or, in its absence, comparable rates from registered businesses of the same type with tax records, or at least inflation adjusted OPL) for permanent business losses. For temporary losses, cash compensation equal to the period of the interruption of business will be paid up to a maximum of six (06) months or covering the period of income loss based on construction activity.

#### **8.3.6.3 Employment**

Workers and employees will be compensated with cash for lost wages during the period of business interruption, up to a maximum of three (03) months or for the period of disruption.

#### **8.3.6.4 Community Structure and Public Utilities**

Community structures and public utilities, including mosques and other religious sites, graveyards, schools, health centers, hospitals, roads, water supply and sewerage lines, will be fully replaced or rehabilitated to ensure their level of provision is, at a minimum, to the pre-project situation.

### **8.3.7 Vulnerable Households**

All vulnerable PAPs are entitled to livelihood restoration/improvement support in the form of cash and/or training, job-placement, additional financial support in the form of grants and micro-credit for

investments in business or re-employment related equipment and buildings, as well as organizational and logistical support to establish the PAPs in an alternative income generation activity.

Legal/ legalizable owners, Vulnerable households tenants or encroachers will be entitled to one vulnerable impact allowance equal to the minimum wages for the period of three (03) months. The aim of this payment is to support severely displaced persons to overcome the short term adverse impacts of land and asset loss, and help them to readjust to their changed circumstances while they are making replacement earning arrangements. Such severely displaced persons will be a need to closely monitor. The one- time payment should, at the absolute minimum be adequate to provide them with equivalent level of livelihood than they had previously. Other options can be considered, including non-cash based livelihood support and employment, both temporary and permanent. Other additional income restoration measures can be considered based upon the findings of the Social Impact Analysis.

#### 8.4 Entitlement Matrix

The entitlement matrix for each subproject RAP will be specific to the types of impacts, losses and eligible persons in the subproject, while the provisions made in this RPF include a wider range of possible cases, which may rise under the subprojects. Each individual PAP will be eligible for a combination of entitlements specific to his/her particular loss and property relations to the lost assets.

The compensation and rehabilitation entitlements are summarized in the Entitlement Matrix presented in **Table 8.1**. The matrix shall be carefully reviewed while preparing the subproject-specific ARAPs/ RAPs and revised as appropriate.

**Table 8-1: Entitlement Matrix**

Type of Loss/ Assets to be Impacted	Description	Eligibility of Affected Persons	Compensation Entitlements
Agricultural Land	Permanent land loss	Farmers/ Titleholders/ who may have customary rights	<ul style="list-style-type: none"> <li>Land for land compensation with plots of equal value and productivity to the plots lost; ensuring economic viability of the new land and also ensuring that the PAPs' livelihood is not negatively affected; or</li> <li>Cash compensation plus 15% Compulsory Acquisition Surcharge (CAS) for affected land at replacement cost based on market value free of taxes, registration, and transfer costs.</li> </ul>
		Leaseholders (registered or not)	<ul style="list-style-type: none"> <li>Renewal of lease contract in other plots of equal value/ productivity of plots lost, or</li> <li>Cash equivalent to market value of gross</li> </ul>

Type of Loss/ Assets to be Impacted	Description	Eligibility of Affected Persons	Compensation Entitlements
			crop yield of affected land for the remaining lease years (up to a maximum of 3 years).
		Sharecroppers (registered or not)	<ul style="list-style-type: none"> <li>• Cash equivalent to market value of the lost harvest share once (temporary impact) or twice (permanent impact).</li> <li>• Provision of livelihood restoration support (i.e. inclusion in the Livelihood Restoration Plan).</li> </ul>
		Agricultural workers losing their contract	<ul style="list-style-type: none"> <li>• Cash indemnity corresponding to their salary (including portions in kind) for the remaining part of the agricultural year.</li> <li>• Provision of livelihood restoration support (i.e. inclusion in the Livelihood Restoration Plan).</li> </ul>
		Squatters	<ul style="list-style-type: none"> <li>• Compensated for land use loss through a special relocation allowance equivalent to one year of agricultural income or through the provision of a free or leased replacement.</li> </ul>
	Additional provisions for severe impacts (Land loss more than 10% of land holding)	Farmers/ Titleholders Leaseholders	<ul style="list-style-type: none"> <li>• One severe impact allowance equal to market value of gross harvest of the affected land for one year (inclusive of winter and summer crop and additional to standard crop compensation).</li> </ul>
		Sharecroppers (registered or not)	<ul style="list-style-type: none"> <li>• One severe impact allowance equal to market value of share of harvest lost (additional to standard crop compensation)</li> </ul>
		Squatters	<ul style="list-style-type: none"> <li>• One severe impact allowance equal to market value of gross harvest of the affected land for one year (inclusive of winter and summer crops and additional to standard crop compensation)</li> </ul>
	Temporary land loss, for a short period of typically 3-4 months, where access	Farmers/ Titleholders	<ul style="list-style-type: none"> <li>• No compensation for land provided that the land is rehabilitated/ restored to its former quality following completion of works;</li> <li>• Compensation, in cash, for all damaged crops and trees.</li> <li>• Compensation, in cash, for income loss if</li> </ul>

Type of Loss/ Assets to be Impacted	Description	Eligibility of Affected Persons	Compensation Entitlements
	is not restricted and existing or current land use will remain unchanged		any for the duration of the temporary impacts.
		Leaseholders (registered or not)	<ul style="list-style-type: none"> <li>• No compensation for land provided that the land is rehabilitated/ restored to its former quality following completion of works;</li> <li>• Compensation, in cash, for all damaged crops and trees.</li> <li>• Compensation, in cash, for income loss if any for the duration of the temporary impacts.</li> </ul>
		Sharecroppers (registered or not)	<ul style="list-style-type: none"> <li>• Compensation, in cash, for all damaged crops and trees.</li> <li>• Compensation, in cash, for income loss if any for the duration of the temporary impacts.</li> </ul>
		Agricultural workers	<ul style="list-style-type: none"> <li>• Cash indemnity corresponding to their salary (including portion in kind) for the period of temporary disturbance due to project activities.</li> </ul>
		Squatters	<ul style="list-style-type: none"> <li>• Compensation, in cash, for all damaged crops and trees, where these are owned by the squatters.</li> <li>• Compensation, in cash, for income loss if any for the duration of the temporary impacts.</li> </ul>
Residential or Commercial Land		Titleholders/ People with customary rights	<ul style="list-style-type: none"> <li>• Land for land compensation through provision of a plot comparable in value/ location to plot lost or</li> <li>• Cash compensation plus 15% CAS for affected land at full replacement cost free of taxes, registration, and transfer costs.</li> </ul>
		Renters/ Leaseholders	<ul style="list-style-type: none"> <li>• Three (03) months' rent or a value proportionate to the duration of the remaining lease, including any deposits they may lose.</li> </ul>
		Squatters	<ul style="list-style-type: none"> <li>• Accommodation in available alternate land/</li> </ul>



Type of Loss/ Assets to be Impacted	Description	Eligibility of Affected Persons	Compensation Entitlements
	Additional provisions for severe impacts		or a relocation allowance equivalent to six (06) months of income (official minimum wage).
		Titleholders/ People with customary rights	<ul style="list-style-type: none"> <li>• One severe impact equivalent to income/ rent for the period of six (06) months.</li> </ul>
		Renters/ Leaseholders	<ul style="list-style-type: none"> <li>• One severe impact equivalent to income/ rent for the period of three (03) months.</li> </ul>
		Squatters	<ul style="list-style-type: none"> <li>• One severe impact equivalent to income/ rent for the period of six (06) months.</li> </ul>
Houses/ Structures	Full loss of structures; partial loss of structures; moving minor structure; kiosks and temporary structure	Owners	<ul style="list-style-type: none"> <li>• Cash compensation at replacement rates for affected structure and other fixed assets free of salvageable materials, depreciation and transaction costs.</li> <li>• In case of partial permanent impacts full cash assistance to restore remaining structure, in addition to compensation at replacement cost for the affected part of the structure.</li> </ul>
		Tenants	<ul style="list-style-type: none"> <li>• Affected tenants will receive cash compensation of a value proportionate to the duration of the remaining lease period, or three (03) months, whichever is higher.</li> </ul>
Crops	Crops affected	All PAPs owning crops (including squatters)	<ul style="list-style-type: none"> <li>• Crop compensation in cash at full market rate for one harvest (either winter or summer) in case of temporary impacts and cash at full market rate for harvest twice (whole year, Rabi &amp; Kharif) by default for impacts caused by the project activities.</li> <li>• All other crop losses will be compensated at market rates based on actual losses.</li> </ul>
Trees	Trees affected	All PAPs owning trees (including squatters)	<ul style="list-style-type: none"> <li>• For timber/ wood trees, the compensation will be at market value of tree's wood content.</li> <li>• For fruit-bearing trees; cash compensation based on lost production for the entire period needed to re-establish a tree of equal productivity. The owners will be allowed to fell trees and take the timber, free of cost.</li> </ul>

<b>Type of Loss/ Assets to be Impacted</b>	<b>Description</b>	<b>Eligibility of Affected Persons</b>	<b>Compensation Entitlements</b>
Community assets	Mosques, roads, schools, health center	Affected community	<ul style="list-style-type: none"> <li>• Rehabilitation/ substitution of affected structures/ utilities (i.e. mosques, footbridges, roads, schools, health centers).</li> </ul>
Business/ Employment	Temporary or permanent loss of business or employment	All PAPs (including squatters, agriculture workers)	<ul style="list-style-type: none"> <li>• Business owner: i) Cash compensation equal to one-year income, if loss is permanent; ii) in case of temporary loss, cash compensation equal to the period of the interruption of business up to a maximum of six months or covering the period of income loss based on construction activity. Workers/ employees: Indemnity for lost wages for the period of business interruption up to a maximum of three months (to be calculated on the basis of Cost of Basic Needs (CBN), which is currently PKR 3,030 per person per month).</li> </ul>
Relocation Assistance (Transport and transitional livelihood costs)	All types of structures affected	All PAPs titled/untitled requiring to relocate as a result of losing land and structures	<ul style="list-style-type: none"> <li>• Provision of sufficient allowance to cover transport expenses and livelihood expenses for one month (to be calculated on the basis of CBN per person).</li> </ul>
Vulnerable PAPs livelihood	Households below poverty line; female headed households; child headed HHs; elderly headed HHs; disabled persons.	All vulnerable PAPs	<ul style="list-style-type: none"> <li>• Lump sum one-time livelihood assistance allowance (equals to minimum wages for 03 months) on account of livelihood restoration support.</li> <li>• Temporary or permanent employment during construction or operation, where ever feasible.</li> <li>• Provision of one-time PKR. 15,000 moving assistance to cover transport expenses, where applicable.</li> </ul>
Unidentified Losses	Unanticipated impacts	All PAPs	<ul style="list-style-type: none"> <li>• Deal appropriately during project implementation according to the World Bank Operational Policies.</li> </ul>

## 8.5 Calculation for Compensation Payments

Individual and household compensation will be made in kind and/or in cash (refer to **Table 8.2**). Although the type of compensation may be an individual's choice, compensation in kind will be preferred, if available, when the loss amounts to more than 20 percent of the total loss of assets. Compensations for land and other assets (buildings and structures) are determined as follows:

**Table 8-2: Forms of Compensation**

<b>Compensation</b>	<b>Description</b>
Cash Payments	Compensation will be calculated and paid in the national currency. Rates will be based on the market value of land and/or assets when known, or estimated when not known, plus compensation for the value of standing crops.
In-Kind	Compensation may include items such as land, houses, and other buildings, building materials, seedlings, agricultural inputs and financial credits for equipment.
Assistance	Assistance may include shifting allowance, transportation, livelihood and vulnerability allowance

Land will be valued following a valuation process and the provisions of RPF. For land valuation, Resettlement Unit (RU) will be formed comprising members from PMU-C&W, local administration and PAPs with a mandate to fix the rates based on market survey and negotiation with the communities.

## 9. METHODS OF VALUING AFFECTED ASSETS

### 9.1 General

Assets valuation includes methodology for taking of inventory of assets, values assigned and agreement reached with each identified PAP and consider inflationary realities in the final determination of values. This method shall be consistent with both national policy requirements and regulations and OP4.12. Valuing of assets should be a process of engagement with PAPs and not an imposition, also acceptable to all stakeholders. The PAPs should have an opportunity to do their own valuation if they have doubts or misgivings through the facilitation of the project for further negotiations between the PAP(s) and the client.

### 9.2 Requirements of Valuating Assets

Valuation of project affected land and assets shall consider the following;

- Applicable current regional schedules for land values obtained from Revenue Department, if available
- Applicable current schedules for valuing structures, crops, and trees from local municipalities/ District Councils, if available
- Applicable current market prices,
- Loss of future income or value.

There is neither a universal classification nor legislation pertaining to the land that will be potentially affected under the project. An initial step for Land Valuation will require work with the Patwari (registrar or keeper of land records) to identify the regulations that govern the land within a subproject area and provide the classification of that land according to the applicable acts and regulations in that area.

### 9.3 Land Ownership/ Tenure System

The land to be acquired will be identified to the Revenue Department. Revenue Department staff (Naib Tehsildar/ Patwari) will recognize the land owner. The land record is available within his (Patwari) office and also in District Revenue Department (Abbottabad, Mansehra, Chitral and Swat). LAC will acquire the land as per provisions of LAA. District Land Collector has the annual average rates for commercial, residential and agricultural land of each particular area. However, DCO rates are not compatible with the local market value. It is proposed to negotiate with PAPs and local administration for finalization of rates for the land acquisition, and shall be considered during RAP/ ARAP preparation and implementation. Any dispute for land ownership, rate or compensation shall be sorted out in the GRCs at field and PMU levels.

### **9.3.1 Land Ownership System in Swat**

The Land Revenue Act 1967, along with Tenancy Act 1950 was extended to Swat, including Kalam, on 17 April 1974 Vide Regulation I, 1974.33 and on 26 May 1994, the Board of Revenue Act 1957 was also extended to Swat.

In 1970s, Land Settlement was taken by the Government in the then Swat District, i.e. former Swat State. After the completion of the process in Buner and Shangla, now separate Districts, the process started in the present Swat District area including Swat Kohistan, in 1981. But in Malamjaba, about 5000 canals land was left mistakenly unmeasured by the Settlement Department and was measured later in 1991. In Kalam Tahsil the landowners boycotted the settlement proceedings. So separate landholdings had not been identified and land of each village shown as one or two units.

On the whole, the settlement in Swat (1981-86) was carried out but disputes regarding land ownership remain pending in the courts. The RAPs of sub-projects will need to pay particular attention to the land ownership system in Swat to determine private or collective ownership should private or communal land need to be acquired for the subproject.

### **9.3.2 Land Ownership System in Kalam**

In Kalam, complete land settlement is still not available with the revenue department. However, when sale/ purchase of land is made, then that record is shared with the Revenue Department and is made part of the revenue record. Due to recent increase in tourists' influx in Kalam, the land in Kalam main bazar and in its surroundings has been purchased, therefore its record is formalized and current ownership is now available in the Naib Tehsildar's office Kalam. The computerized record is available in District Revenue Department, District Swat.

The land to be acquired for the sub-projects will be identified to the Revenue Department by DoT/C&W and concerned Patwari/ Naib Tehsildar will recognize the ownership by meetings and discussions with the locals and Jirga if its record is still not available.

### **9.3.3 Land Ownership System in Galiyat**

In Galiyat, land settlements are made and land record is available within local administration (Patwari, Tehsildar) and District Revenue Department (Abbottabad). Sale/ Purchase of land is rare except some major tourist areas like, Nathia Gali, Ayubia Park, Khanaspur, Changala Gali, Dunga gali and surrounding areas.

### **9.3.4 Land Ownership System in Chitral/ Kalash**

In District Chitral, land settlements are made and land record is available with the Revenue Department and DC rates are available for the land. The land record can be archived at District Land

Collector's office.

### **9.3.5 Land Ownership System in Naran**

Land record in Naran is available for the areas near main bazar and famous tourist destinations that is formalized after its sale/ purchase. Besides this, all the land settlements are not available with the Revenue Department. Most of the land is in ownership of Syed family based in Kaghan. The land is very costly in main bazar and its surroundings. However, District Collector confirmed that DC rates are available for land acquisition and most of the land record is available.

## **9.4 Valuation Methodology**

Following specific review of the existing methods and basis of valuation available and practiced via national applicable laws related to the Valuation; where inadequacies are determined to exist, those preferred by the World Bank's OP 4.12 can be incorporated to fill gaps, if any. The two methods supported by the Bank's OP 4.12 that can be incorporated into the existing methods to conduct the valuation of property for PAPs are Replacement Cost and Compensation Value.

### **Replacement Cost**

Replacement cost is the method of valuation of assets that helps determine the amount sufficient to replace lost assets and cover transaction costs. The approach involves direct replacement of expropriated assets and covers an amount that is sufficient for asset replacement, net depreciation, moving expenses and other transaction costs. This minimum value is then compared to the cost of the new measures. This is arrived at, by analyzing current construction costs relative to design, materials employed, workmanship and final finish of the subject properties.

This compensation should be made in goods or resources that are of equivalent or greater value and that are culturally appropriate.

- i) Agricultural land: the market value of land of equal productive use or potential located in the vicinity of the affected land, plus the cost of preparation to levels similar to or better than those of the affected land, and transaction costs such as registration and transfer taxes.
- ii) Residential land: the market value of land of equivalent area and use, with similar or improved infrastructure and services preferably located in the vicinity of the affected land, plus transaction costs such as registration and transfer taxes.
- iii) Houses and other structures: the cost of purchasing or building a new structure, with an area and quality similar to or better than those of the affected structure, or of repairing a partially affected structure, including labor and contractors' fees and transaction costs such as registration and transfer taxes.

In determining the replacement cost, depreciation of the asset and the value of salvage materials are

not considered, nor is the value of benefits to be derived from the project deducted from the valuation of an affected asset. Where domestic law does not meet the standard of compensation at full replacement cost, World Bank guidelines and technical specifications for compensation at replacement cost will be applied.

### **Compensation Value**

Compensation value is defined as an amount that is above the gross current replacement cost, including the costs for the inconvenience caused to the PAP by relocation, and enables the same PAP to build slightly better houses than what they currently occupy.

Compensation for land, structures, business, fixed improvements and other temporary assets will be based on market valuation, productivity valuation, negotiated settlements, material and labor valuation, disposition of salvage materials and other fees paid. It should be noted that lack of title, license or permit would not be a bar to compensation because even squatters have construction costs relative to design, materials employed, workmanship and final finish.

If relocation of business becomes necessary, access to customers and suppliers will be taken into account. In addition, workers losing employment in the process of relocating should be entitled to transitional income support.

Compensation for temporary impacts should include, but not limited to, the following:

- (i) Compensation equivalent to lost income required for the duration of impact;
- (ii) Compensation equivalent to lost income required for loss of access; and
- (iii) Physical restoration of assets (or access) required prior to return.

In addition, PAPs will be entitled to transitional assistance which include moving expenses, temporary residence (if necessary), employment training and income support while awaiting employment and should have an option for full compensation if duration of impact is to exceed two years. In preparing the valuation, average costs will have to be assumed.

## **9.5 Procedure for Valuation**

The calculation of unit value will be done keeping in consideration the current market rate so as to meet with the replacement cost of the land and lost assets etc. The approach of the evaluator will consider the assessment for each type of land and assets by location. The valuation should be done when the census and DMS (detailed measurement survey) are conducted in which the map of affected plots with demarcation of cut-off areas are prepared. The local experts/ Patwaris for respective areas will undertake site visits for physical verification of each category of the losses. The reference of previous valuation if available could also be considered and use latest release of market survey. Based

on this methodology the unit rate will be determined. The unit rates may be based on the expert's assessment with the standard methods for calculating the sample assets.

- Land if acquired for the project will be valued at the replacement cost of land of approximately equal type and quality determined through replacement cost survey for the period of no more than one year preceding the cut-off date for the project. Land valuation will consider the land tenure and ownership systems prevailing in KP.
- Buildings and other structures will be valued based on precise measurement, quality and measurement of materials and will be calculated based on replacement cost (i.e., cost of new building materials and labor) with no depreciation for age and deduction for salvageable materials, sufficient to cover the cost of materials and labor.
- Crops will be valued at the current market rates for the net harvest actually lost.
- Trees will be compensated on the basis of their local market values to reflect replacement income. The cost of wood trees will be calculated based on the average volume of wood produced, quality of wood size classes, as determined by girth, diameter at breast height or volume. Fruit bearing trees will be compensated based on the compensation for loss of fruit trees at current market value depending on type and productive age of the fruits trees and market value of the produce for the time required to grow a tree of equivalent productive capacity.



## **10. RESETTLEMENT PLANNING AND PROCESSING**

### **10.1. General**

In the preparation of RAPs/ARAPs for each subproject with relocation and/or resettlement impacts, a detailed assessment of relocation and/or resettlement and its social impacts will be carried out, including an initial screening and categorization of impacts, a census of PAPs with an inventory of lost assets (ILA), a socio-economic baseline survey (SES), a detailed measurement survey (DMS) and valuation of lost assets (VLA).

### **10.2. Principles for Resettlement Planning**

Unless properly managed, involuntary resettlement may result in long-term hardship and impoverishment for affected persons and communities, as well as environmental damage and social stress in areas to which they have been displaced. For these reasons, involuntary resettlement shall be avoided, or if this is not feasible at least minimize it to the extent possible. However, where it is unavoidable, appropriate measures to mitigate adverse impacts on displaced persons and communities shall be carefully planned and implemented following the general framework outlined in this document. Resettlement shall be based on the following principles:

- identify possibility of land acquisition and resettlement during screening of subprojects;
- minimize resettlement through relocation/ realignment of the project site, where possible;
- if resettlement is unavoidable, prepare a Resettlement Action Plan (RAP) in line with World Bank OP 4.12;
- undertake meaningful consultation with project affected persons (PAPs);
- ensure PAPs are clearly identified including those with no formal rights;
- restore their livelihood;
- pay compensation in time before land is acquired,
- establish an accessible and culturally sensitive Grievance Redress Mechanism at the subproject level for handling complaints that may arise as a result of resettlement process; and
- disclose all relevant information.

### **10.3. Social Screening**

The screening process aims to quickly identify those projects where no potential environmental and social issues exist so that only those with potential environmental and social implications will undergo a more detailed study.

After identification, early screening will be carried out for every subproject. Social screening of a subproject will help to decide whether land acquisition will be required or not and to identify possible social and resettlement impacts and its significance. Screening checklists shall be developed for each

subproject site (Attached as **Annex-III**). In checklists, identified impacts will be evaluated as minor/significant. This will allow the possibility to exclude certain activities/ subprojects if their environmental or social impacts are significant. The minor and significant impacts as per OP 4.12 are defined below;

**Minor impact:** as defined under the OP 4.12, where the affected people are physically affected and less than 10% (for this project: less than 20% applied for non-vulnerable groups, and 10% for vulnerable groups and poor affected households) of their productive assets are lost or fewer than 200 people are significantly affected.

**Significant impact:** as defined under the OP 4.12, where the investment may result in displacement of equal to or higher than 200 people are significantly affected or more than 10% (for this project:  $\geq 20\%$  applied for non-vulnerable groups, and  $\geq 10\%$  for vulnerable groups and poor affected households) of their productive assets are lost.

The outcome of screening process will advise whether the sub-project is feasible or not and will classify the subproject into categories for further studies (if required). A RAP/ARAP will be prepared based on the detailed design of the proposed subproject by following the principle laid down in the present RPF. The RAP/ARAP with a detailed compensation and/or rehabilitation plan will be implemented before access to the land for civil works is allowed.

### 10.3.1. Subproject Category Classification Guidelines

Based on the screening data on the extent of likely impacts, the subproject safeguard requirements will be categorized as follows:

- **Category A (Significant Impact)** – If as a result of the subproject, impacts on the affected population are significant, or equal to or higher than 200 people are significantly affected that is, being physically moved from housing, or losing 10 percent or more of their productive (income-generating) assets, a full-scale RAP will need to be prepared commensurate to the impacts;
- **Category B (Non-Significant Impact)** – If as a result of the subproject, impacts on the affected population are minor, or fewer than 200 people are significantly affected that is not physically displaced from housing or lose less than 10 percent of their productive (income-generating) assets, an Abbreviated Resettlement Action Plan (ARAP) will need to be prepared to commensurate the impacts;
- **Category C (No Impact)**– If the subproject does not require permanent/or temporary land acquisition, and there are no impacts including the loss of land, structures, crops and trees, businesses or income (livelihood), RAP/ARAP will not be prepared. However, this category

of subprojects may include insignificant/temporary social impacts which are generally mitigated as a part of construction activities in consultation with the PAPs.

#### **10.4. Census of Displaced Persons**

At the beginning of the preparation of the census, PMU's resettlement staff will work closely with design engineers in the field to minimize relocation and/ or resettlement impact as much as technically feasible. The subproject RAPs, prepared by the RAP consultants, will contain a statement describing the efforts made to minimize relocation and/ or resettlement impacts. The RAP consultants, in cooperation with the concerned land administration officials (where applicable), will also prepare resettlement impact maps showing the alignment/location of subproject facilities and, the boundaries of properties so the affected land and structures can be identified. These maps will be included in each subproject RAP/ARAP. Where required, land administration officials will also be requested to provide existing records for the PAPs and losses. Based on these records and the relocation and/or resettlement impact maps, the consultants will undertake the census and inventory of losses in consultation with PAPs at each affected property.

Using a questionnaire, a census will be undertaken to enumerate all physically and economically affected persons in a subproject, including all affected households, and, if applicable, affected enterprises. Affected community assets will also be recorded by interviewing relevant officials/personnel. The census questionnaire will record the size and members of an affected household, its project affected assets with estimated sizes and associated property status, as well as income sources (business, employment). In addition, a limited number of socio-economic characteristics of the affected households, such as ethnicity, gender, age and education of its members, head of household, total income and its sources, as well as vulnerability in terms of poverty, age, disabilities and gender of household head, will be recorded. The census will also inquire into the compensation preferences and expectations of each affected household.

The data on affected assets will be used to prepare a quantitative Inventory of Losses (IOLs) as part of the relocation and/or resettlement impact database, including immovable property (buildings and other structures), and income losses. The IOL will be corroborated or updated with information from relevant government sources, such as offices in charge of land administration and property registration. If necessary, outdated official records will be updated according to the current status of the PAP's assets.

If the relocation and/ or resettlement impact assessment is based on the feasibility design of a subproject, a preliminary project impact assessment and asset valuation will be prepared based on estimated impacts. The data from the census and Inventory of Losses are presented in the section on the scope of relocation and/ or resettlement impacts in aggregate form, and for each individual household or legal entity in the annex of each RAP. The census of 100% PAPs and IOL will be carried out by the RAP consultants engaged by PMU.

In each subproject, PMU will publicly announce an eligibility cut-off date at the beginning of the census and notify the PAPs about the relocation and/or Resettlement impact of the project. No person/s moving into the project area after the cut-of date will be eligible for compensation of any kind.

### **10.5. Socio-Economic Survey**

The RAP consultants will carry out a socio-economic survey (SES) for each subproject RAP to obtain a detailed understanding of the social and economic conditions of the PAPs and to provide baseline data for the monitoring of the implementation of the RAP and the impacts of the project.

As appropriate, a combination of research methods will be used, including a quantitative sample survey, focus group discussions, key informant interviews and a walkthrough to observe the area in which the PAPs live and work, in addition to a desk study of relevant secondary sources from official records and statistics, as well as academic and other subject matter related reports.

The sample size for the survey will depend on the size of the total population of displaced persons in a subproject. If the total population of PAPs is large, i.e. above 100 households, a sample of 10 percent of all and 20 percent of significantly affected persons is appropriate. A smaller displaced population requires the sampling of a larger percentage. Sampling will be a combination of purposive selection of specific groups in the population from various affected locations and random selection within these groups.

The key variables covered in the surveys and qualitative interviews will include (i) demography; (ii) social organization; (iii) income and assets; (iv) occupational structure; (v) access to public services; and (vi) personal property etc. All data collection and presentation needs to be disaggregated by gender and other relevant social characteristics, depending on the social groups of concern (for example Indigenous People, ethnic or vulnerable groups). The subproject RAP will report on the findings of the SES and provides observations on the wider social, economic and cultural context of the PAPs. Special attention will be paid to possible previous or future occurrence of displacement due to relocation and/ or resettlement among the communities of the PAPs.

### **10.6. Detailed Measurement Survey and Inventory of Losses**

The detailed measurement survey (DMS) and inventory of Losses (IOL) provide an exact quantification and inventory of losses due to the relocation and/ or resettlement impacts of a subproject. They will be carried out by the RAP consultants in collaboration with qualified appraisers of the relevant departments, certified companies, individuals and non- governmental organizations (NGOs) certified in measurement of the inventory. A third-party with expertise in valuation may be engaged to observe and verify or undertake the DMS and IOL process. The census

of PAPs, IOL and relocation and/ or resettlement impact maps guide the preparation of the DMS and IOL.

The DMS determines the exact size, type, and quality of each asset identified in the IOL. Existing records in land and property registries are referred to where applicable, but field measurements will be carried out to verify exact quantities. The DMS covers all types of land, structures, and businesses, and also identifies their property status. It is carried out in the presence of the PAPs owning and/or using the assets concerned, who confirm the results of the DMS with their signature. In case of a dispute, the subproject's resettlement specialist will seek to resolve disagreements or the issue is referred to the Grievance Redress Mechanism. The DMS will also identify income losses of displaced businesses and their employees, based on official records, including contracts, tax records, and accounts.

The IOL will assess the value of all lost assets according to the principle of replacement cost and other provisions in the chapter on eligibility and entitlements of this RPF. Thus, the lost assets of PAPs will be replaced either in cash or in kind. This requires that the exact quantity, type and quality of losses and jobs identified by the DMS and an accurate value constituting full replacement cost be assessed. RPF indicates the agreed definition of replacement cost as involving fair market value, transaction costs, interest accrued, transitional and restoration costs and other applicable payments, if any, without depreciation. Each RAP will specify the procedures and explain the assessment methodologies used in the IOL for a subproject under this project/facility.

### **10.7. Vulnerable Project Affected Persons**

To identify vulnerable persons and their households, the following vulnerability indicators have been established. Vulnerable households exhibit one or a combination of the following conditions:

- i. Monthly per capita income is equal to or less than the official poverty line.
- ii. Elderly and or female headed household/ widow with/ without children/ others contributing/ not contributing income, or income below poverty line.
- iii. Elderly head of household without children/others contributing income.
- iv. Disabled persons of household without children/others are contributing income.
- v. Project affected disabled persons either contributing or not contributing income.

Vulnerable households and the specific resettlement and relocation impacts on their livelihood will be identified in the census and socio-economic survey for each subproject and indicated in each RAP/ARAP. The displaced vulnerable persons will be consulted and measures for the rehabilitation and enhancement of their livelihood will be provided to safeguard against impoverishment and to reduce their vulnerability. Where required, the applicable planning of income restoration measures for vulnerable will be added.

### **10.8. Rationale for Gender Action Plan (GAP)**

Women play livelihood related roles in project areas and can be encouraged to engage in a wide range of income generating activities in the marketing sector. However, with less voice, visibility and skills, women are more vulnerable to project impact, which negatively affects their livelihoods. Project planning and implementation will pay particular consideration ensuring women are adequately included in relocation and/ or resettlement process and are given special attention in delivery of fair and timely compensation and support to the women. PMU-C&W will ensure all the sub- projects RAPs/ ARAPs have discrete sections describing the conditions of female PAPs and mitigation measures would take the following actions in this regard:

- i. Inclusion of women in the impact enumerators;
- ii. Conduct of gender-disaggregated PAP's census and impacts assessments to pinpoint how many women are likely to be affected by the project and establish their pre- project conditions;
- iii. Inclusion of women as major participants in the consultation processes;
- iv. Emphasize the effect of resettlement impacts on women in monitoring and evaluation of RAP;
- v. Efforts aimed at joint registration of land use rights in the names of husband and wife in instances where households are allocated alternative agricultural and/or residential land;
- vi. Efforts to provide joint payment of resettlement allowances and relocation assistance;
- vii. Use of participation / consultation strategies that encourage the involvement of women and vulnerable households in resettlement planning and implementation;
- viii. Gender responsive grievance redress mechanism;
- ix. Give women and poor access to project related employment opportunities;
- x. When possible, include female government officials in the coordinating committees to facilitate RAP preparation and implementation;

### **10.9. Labor Influx Management Plan**

The rapid migration to and settlement of workers and followers in the project area is called labor influx, and under certain conditions, it can affect project areas negatively, especially if the communities are rural, remote or small, in terms of public infrastructure, utilities, housing, sustainable resource management and social dynamics including influx of additional population, increased demand and competition for local social and health services, as well as for goods and services, which can lead to price hikes and crowding out of local consumers, increased volume of traffic and higher risk of accidents, increased demands on the ecosystem and natural resources, social conflicts within and between communities, gender based violence, increased risk of spread of communicable diseases, and increased rates of illicit behavior and crime.

A Labor Influx Management Plan addresses specific activities that will be undertaken for minimizing adverse social effects stemming from labor influx and put forward in the planning stage in various projects. Although many of these mitigations are developed in order to address other issues, they also provide benefit in managing influx-related issues, and include the following;

- Maximizing local employment;
- Camp-based worker housing;
- Worker’s Camp Management Plan
- Provision of camp-based medical services to avoid strains on local services;
- Ensuring adequate health and safety conditions for workers and promoting HIV/AIDS awareness;
- Worker codes of conduct, including training on conduct expectations;
- Social and cultural awareness training for workers;
- GRMs for community members (not limited to resettlement);
- Special initiatives to support women’s economic opportunities and protections, particularly for Indigenous women.

The most effective mitigation measure against labor influx is to avoid or reduce it. Depending on the size and the skill level of the local workforce, a share of the workers required for the project may be recruited locally. This is generally easier for unskilled workers, while more specialized staff (typically required in smaller numbers) frequently will be hired from elsewhere. Depending on the requirements of the project and their skill level, it may be possible to train local workers within a reasonable timeframe to meet project requirements. This may be more likely if such trained staff are needed afterwards for the operation and maintenance of the new infrastructure.

#### **10.10. Resettlement Processing Requirements**

Based on the World Bank Operational Policies, the Project is expected to meet the following procedures on resettlement.

##### **10.10.1. Social Impact Screening and Assessment**

Screening, categorization and gender sensitivity analyses are integral to resettlement and social impact assessment. A resettlement and social screening will be undertaken for each proposed subproject once engineering plans are ready to assess the impacts on people. This screening will assess if social impacts necessitate the preparation of a RAP or an ARAP.

##### **10.10.2. RAP Preparation and Implementation**

RAPs preparation activities will be initiated as part of the preparation of each sub-project appraisal. Each RAP/ARAP will be prepared after the completion of detailed design once screening has established that the subproject will lead to involuntary resettlement and/or relocations as well as impacts on livelihoods.

See **Annex-IV** for an outline of RAP preparation and implementation tasks.

### **10.10.3. Condition for Award of Civil Works Contract**

Once a final RAP/ARAP has been prepared, approved by World Bank and disclosed for each subproject, award of civil works contracts for each subproject can take place. This will include preparation of final resettlement impacts, final census of Project Affected Persons (PAPs), final inventory survey of affected assets and final compensation rates which meet the requirement of full replacement costs.

### **10.10.4. Condition for Commencement of Civil Works**

The satisfactory completion of each RAP/ ARAP for a subproject with relocation and/or resettlement impacts, as confirmed by M&E Consultant and approved by World Bank will be a condition for commencement of civil works and the provision of a notice to proceed to contractors. The completion status must clearly include (i) disbursement of compensation to PAPs at full replacement costs for project components; (ii) other entitlements listed in the resettlement action plan that have been provided; and (iii) a comprehensive income and livelihood restoration and rehabilitation program, supported by an adequate budget. Once the RAP has been implemented, PAPs will vacate the area and a certificate will be issued to state that the area is now clear for civil works to begin.



## 11. INSTITUTIONAL ARRANGEMENTS

### 11.1 General

Proper organizational setup shall be established for project management to reduce risks & conflicts and better execution of the subproject activities. The Committees and arrangements to be made before RAP/ ARAP preparation and execution of activities are described below in this chapter.

#### 11.1.1 Project Steering Committee

Project Steering Committee (PSC) will be constituted for project oversight and strategic guidance. The PSC shall be led by the Additional Chief Secretary (ACS) of KP with representation from P&D Department, Finance Department, Revenue Department, Department of Tourism, Local Government and Rural Development Department, Secretary Communication and Works (C&W) Department, Kaghan Development Authority (KDA), Galiyat Development Authority (GDA) and private stakeholders including representation from the Travel and Tourism Industry, Hazara University, Women Chambers of Commerce, Agha Khan Cultural Services, Bank of Khyber and Small and Medium Enterprises Development Authority (SMEDA), KP.

PSC will oversee the overall project by giving advice and making decisions on changes in scope and locations etc. Specifically, implementation of component 3 will be approved by PSC which includes the PMUs' staffing, implementation of social and environmental safeguards, and project monitoring and evaluation (M&E), the training of the public-sector officials in destination management, solid waste management, recycling, and the implementation of 'PPP Selection and Prioritization' and 'Road Selection' tools, development of a GIS based road network planning system, gender action plan and communications strategy.

#### 11.1.2 Project Management Unit, DoT

PMU will be established under the Department of Sports, Culture, Tourism and Youth (DoT) for the implementation of Component 1, 2. PMU-DoT at head office resided in Peshawar, will be headed by the Project Director consisting of the following members;

1. Project Director
2. Heritage/ Eco Tourism Expert
3. Tourism/ Digital Marketing Expert
4. Project Liaison Officer
5. PPPs and Legal Advisor
6. Financial Management Expert
7. Procurement Expert
8. Administration and Accounts Officer
9. Additional Staff as and when desired

PMU-DoT is responsible for the completion of activities that fall within the mandate of DoT, including planning, business registration and licensing, data collection, monitoring and investors' facilitation in collaboration with the PPP Cell, and Federal and KP Boards of Investment.

### **11.1.3 Project Management Unit, C&W**

PMU will be established under Communication and Works Department (C&W). PMU-C&W will be responsible for construction, engineering and civil works under Component 2 which includes tertiary roads and all other subprojects. PMU-C&W will include the following members;

1. Project Director
2. Senior Infrastructure Engineer
3. Road Engineer
4. Senior Environmental Expert
5. Senior Social Safeguard Expert
6. Divisional Accounts Officer (Additional Charge)
7. Procurement Expert
8. Project Accounts Officer
9. Support Staff (Drivers, Naib Qaids etc.)
10. Additional Staff as and when desired

For the preparation and implementation of RAP/ARAP, PMU-C&W will have the following specific functions:

1. Overall Coordination with PSC for funding and other related matters/ issues;
2. Maintaining liaison with regulatory agencies/authorities and WB, as needed;
3. Internal/external processing of all approvals including PC-I;
4. Formation of Resettlement Unit;
5. Screening of the subprojects in term of involuntary resettlement.
6. Based on the screening, determine the category of resettlement planning document (ie, RAP/ ARAP)
7. Procurement of RAP Consultants, Project Supervision & Management Consultants and Monitoring and Evaluation Consultants;
8. Preparation of the TORs of RAP/ ARAP for each subproject
9. Supervising consultants for the preparation of RAPs/ ARAPs for each subproject
10. Reviewing draft RAPs and ARAPs prepared by the RAP/ARAP consultants and providing comments
11. Approval of Final RAP/ ARAP prepared by RAP Consultants
12. Disclosure of RAP/ ARAP of each subproject
13. Procurement of Contractors for Civil Works/ Execution;
14. Implementation of social and environmental safeguards and project monitoring and evaluation

(M&E);

15. Establishing the grievance redress mechanism (GRM) to address and resolve resettlement-related complaints particularly from the PAPs.
16. Maintaining close liaison and coordination with various project entities including PAPC (male and female) and GRC;
17. PMU-C&W will hold monthly meetings with the Consultants to review the progress, to identify related gaps and issues, and to determine corrective actions needed;
18. Preparation of end-of-the-project report on resettlement aspects

#### **11.1.4 Resettlement Unit**

Resettlement Unit (RU) will likely be established by PMU-C&W at Sub-Project level (field level) for the implementation of the RAP/ARAP (when RAP/ARAP is prepared). The RU will possibly have the following members:

- Social Safeguard Specialist
- Representatives of Contractor
- Representative of Consultant (PSMC)
- Naib Tehsil Dar/ Patwari of relevant subproject area

With respect to RAP/ARAP implementation, the major responsibilities of RU will include:

1. Distribute the notices to the entitled PAPs regarding payment of compensation;
2. Facilitate the PAPs for completing the necessary documentation to receive their entitled payments;
3. Maintain liaison and interaction with the PAPs and local communities to address their concerns;
4. Provide proper guidance to PAPs for the submission of their requests for compensation as per eligibility and entitlement;
5. Resolve the grievance at 1<sup>st</sup> Tier GRC;
6. Help the PAPs to forward their complaints, if not resolved, to the GRC (PD, PMU-C&W); and
7. Maintain close liaison with PMU-C&W, contractor and relevant government departments for RAP implementation.

#### **11.1.5 RAP Consultants**

PMU-C&W will engage a consulting firm (RAP Consultants) to prepare the RAPs for individual subprojects under Component 2. The RAP Consultants, working under the supervision and monitoring of the PMU's Social Safeguard Expert, will prepare RAP as per guidelines of WB Policy and framework and procedures mentioned in this RPF.

### **11.1.6 PAPs Committee**

The project affected person committee (PAPC) will be formed at the field level with participation from each village. In some instances, as per local custom, a Jirga may play the role of a PAPC provided women's voice and participation is ensured in the decisions of the Jirga. The PAPC will have a chairperson, a secretary and members. If needed/appropriate, separate female PAPCs will also be established to ensure greater participation of the female PAPs. The PAPC will be responsible for the following activities:

- Interaction within the community particularly PAPs (male and female)
- Interaction between a) the community particularly PAPs; and b) PMU-C&W and RAP Consultants.
- Participate in the survey of the affected communities and PAPs
- Participate in the consultations to be varied out by PMU-C&W, RAP Consultants and Monitoring and Evaluation Consultants discussed later in the Chapter.
- Disclosure of project and RAP information among the communities particularly the PAPs.
- Help and facilitate the PAPs in completing the requisite documents for compensation payments
- Ensuring payment of compensation in accordance with the entitlement matrix given in the approved RAP.
- Facilitate early resolution of grievances and complaints raised by the communities particularly PAPs.

### **11.1.7 Project Supervision and Management Consultants**

PMU-C&W will hire Project Supervision and Management Consultants (PSMC). They will report to PMU-C&W and prepare the implementation program, quality of works, delivery of works, and certify the quantities of work carried out and the payments. They will also help the PMU-C&W in project planning and management, procurement planning, contract management, financial management and overall project management. They will also be tasked to implement the RAPs or ARAPs prepared for each subproject. Their scope of work relevant to implementation of RAPs/ARAPs will include but not be limited to the following:

- Implementation of the approved RAPs/ARAPs and SIA/SMP in accordance with the procedure given in this RPF and through the assistance of Resettlement Unit (RU) under the PMU-C&W at sub-project level which will be established for the implementation of RAP/ARAP;
- Maintain close liaison and coordination with PMU-C&W, PAPs Committee/s, and concerned Departments/Agencies to ensure smooth implementation of RAPs;
- Updating the census of PAPs linked with subproject impacts by type, category and severance and prepare the compensation packages on individual basis;
- Distribute the notices to the entitled PAPs regarding their payment of compensation

- Provide proper guidance to PAPs for the submission of their requests for compensation as per eligibility and entitlement
- Facilitate the PAPs in compensation payment through the completion of necessary documentation to receive their entitled payments like payment vouchers, opening of bank account and formation of CNIC, etc.;
- Facilitate the PAPs in term of resolving the legal and administrative impediments for the compensation payment;
- Help the PAPs to put their complaints (if any) in front of GRCs;
- Conduct the community consultation and disclosure process throughout the project cycle;
- Preparation of progress reports for the project.

### **11.1.8 Monitoring and Evaluation Consultants**

The regular monitoring of all project components and activities will be key to successful execution of the project. PMU-C&W will engage a firm for the monitoring and evaluation of the project. The firm will have the environment, social, resettlement and gender experts as well. The M&E consultants (Third Party Validation Consultants) will be responsible for

- (a) monitoring of the physical progress;
- (b) monitoring and evaluation of the project impact;
- (c) review and supervision of the environmental and social aspects of the project; and
- (d) provision of guidance to the management in early identification and resolution of the project.

## **11.2 Institutional Capacity**

PMU-C&W and PMU-DoT under PSC possess prior experience of undertaking ADP projects. Further support will be needed for implementing the present RPF and subsequent RAPs and ARAPs.

Being implementation entity, PMU-DoT may need some relevant technical staff for the implementation of Components 1 and 2 of the project, especially with regard to environmental management, social development, heritage and eco-tourism management, etc. Similarly, PMU-C&W needs some more specialists and supplementary staff and other related facilities for execution of all engineering and civil works under Component 2. GoKP will be financed/ supported by the World Bank for capacity building and better project management of both the PMUs under Component 3 of this project. Technical experts and specialists who have the experience to work with World Bank and tourism related projects shall be appointed on key positions in PMUs. In addition, capacity building of the PMU-C&W personnel will also be needed, as described below.

### **11.2.1 Capacity Building Initiative**

Capacity building will be needed to ensure that the RAP objectives, procedures, and roles and responsibilities of various entities are well understood across the board. To this end, trainings will be conducted at PMUs level and mainly the Consultants will be responsible for this activity.

The trainings will cover various aspects of RAP preparation and implementation including national regulatory requirements, WB resettlement policies and requirements, steps involved in RAP preparation, roles and responsibilities of various entities involved in RAP implementation, updating inventory of losses, entitlement matrix, valuation of compensation, public consultation, verifications required to process compensation payments, payment procedures, documentation, and GRM.

The trainings will be provided to all staff of the relevant entities of PMU-C&W. Various training modules will need to be prepared catering the needs of each entity. Trainings will be an on-going activity and will be carried out regularly preferably at the PMU-C&W office. Most of the trainings will be conducted by the staff of the RAP Consultants however some of the trainings can also be out sourced.

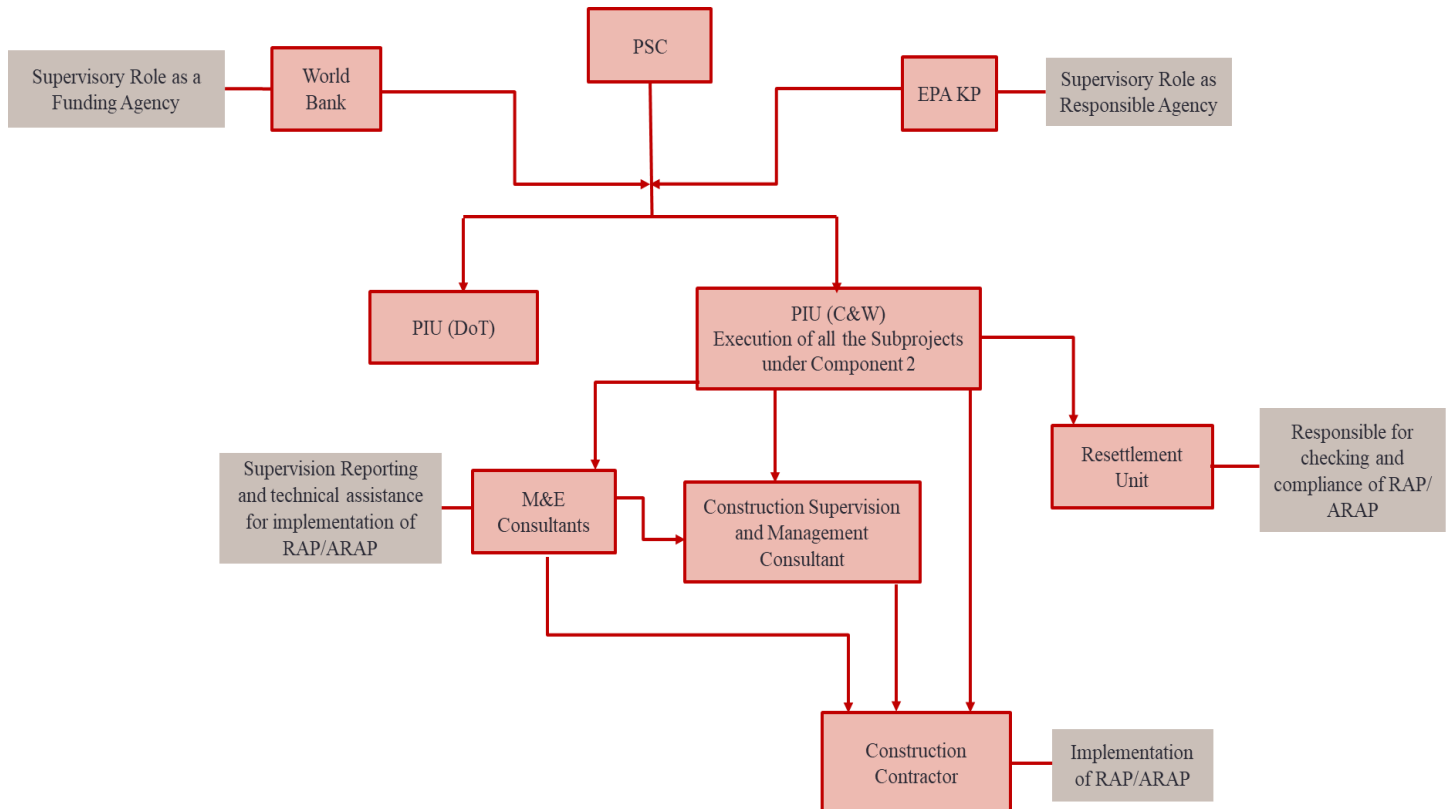
**Table 11-1: Capacity Building and Training of PAPs and PMUs**

<b>Contents</b>	<b>Provided By</b>	<b>Trainees</b>	<b>Duration</b>
<b>Trainings for Institutional Capacity Building</b>			
Training/s on Implementation of RAP	Training Consultant	DOT and C&W Staff, Supporting staff under RU	3 days
Trainings for working on Procurement especially on World Bank projects	Training Consultant	DOT and C&W Staff	3 days
Trainings on Financial Management	Training Consultant	DOT and C&W Staff	3 days
Training on hospitality standards, destination management, environmental management, optimal operating models for sites, PPP Toolkit for Tourism	Training Consultant	Local government officials and NGOs	1 week
<b>Training for PAPs (especially vulnerable and women)</b>			
Training programs for PAPs in hospitality	Training Consultant	Locals of subproject area	3 days
Entrepreneurship training for adults	Training Consultant	Locals of subproject area	1 week

Vocational skills training for youth to provide inclusive jobs and income generating opportunities including homestays	Training Consultant	Locals of subproject area	3 days
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### 11.3 Organizational Setup

The organizational setup for implementation of resettlement plan is presented in **Figure 11.1** below;



**Figure 11-1: Organizational Setup**

## **12. CONSULTATION FRAMEWORK AND DISCLOSURE STRATEGY**

### **12.1 General**

For each subproject, a comprehensive consultation, participation and information disclosure strategy shall be implemented to ensure the PAPs are meaningfully consulted in relocation and/or resettlement process; their views and concerns are fully taken into account, and appropriate steps taken to resolve them. The consultations involve the Project Affected Persons and other relevant stakeholders including community leaders host communities, civil society organizations (CSOs) and non-governmental organizations, district government, project staff and consultants. A framework for the consultations to be carried out during project implementation and disclosure requirements for the present RPF and subsequent subproject-specific ARAPs/ RAPS are described in this Chapter.

### **12.2 Objectives of Consultations**

Stakeholder consultation is a two-way process. For stakeholders, the consultation process is an opportunity to obtain project information, to raise issues and concerns, and ask questions. For the project proponents, the consultation process offers opportunity to understand the stakeholders and their concerns about the project, their needs and aspirations, and also their suggestions/ feedback (that can potentially a valuable source of information) which can improve project design and outcomes and help the project proponent to identify and control external risks. Specific objectives of the consultation process that shall be initiated while preparing the RAPS/ ARAPs are listed below;

- creating a clear image of the project;
- developing and maintaining communication links between the project proponents and stakeholders,
- sharing of information with stakeholders on the proposed project and subproject activities and provide key project information to the stakeholders, and to solicit their views on the project and its potential or perceived impacts particularly resettlement impacts,
- understanding the stakeholders' concerns regarding various aspects of the project, receiving feedback on social and resettlement impacts and verifying their significance;
- ensuring that views and concerns of the stakeholders will be incorporated into the project design and implementation as much as possible with the objectives of reducing or offsetting negative impacts and enhancing benefits of the proposed project.
- managing expectations and misconceptions related to the project;
- obtaining local and indigenous knowledge about the people living in the nearby areas of project area;
- interaction with the project affected population and other stakeholders for the collection of primary and secondary data on people and their condition;
- building trust to ensure sustained support for the project;



### 12.3 Consultation and Participation Framework During RAP Preparation/ Implementation

The stakeholder consultation and engagement is an ongoing process and will continue throughout the project's implementation. The goal of consultations and community engagement is to support and facilitate the project and RAP implementation, to maintain friendly relationships with the communities, to reduce conflicts and project opposition, to effectively address grievances, and to increase project's acceptability.

The RAPs will provide a stakeholder analysis of all persons who are directly or indirectly involved in the project. The ongoing consultation process could be scheduled on a regular basis with the stakeholders including but not limited to the PAPs, concerned government departments, local administration and the community representatives from the proposed project area.

The PAPs will be informed about their rights and obligations, the institutional arrangements, the procedures which need to be followed, and the grievance redress mechanism (GRM). Under the GRM, Grievance Redress Committees at subproject level will be formed. The structure of GRC will be detailed in RAP. Two tiered structures (Grievance Redress Committees, one at each subproject level while other at Implementing Agency level, will be formed. Any critical issue and complaint will be raised, discussed and resolved, if possible, at these meetings.

Separate meetings with women and vulnerable PAPs will be held so their voices are not constrained by those of men and powerful sections of the PAP communities. In addition, individual meetings and focus group discussions (FGD) will be held formally and informally, as and when the opportunity or need arises during field activities, to resolve any disagreements and reach individual agreements.

The consultation meetings will be recorded and documented comprehensively, including signed attendance lists, photographs and minutes of the key issues addressed and agreements reached, observations made in the field, and outstanding issues in need of being addressed. The consultations will be documented in the RAPs with consultation records appended. This information will be updated for each RAP and will also be continued in the resettlement monitoring reports of the M&E consultants. **Table 12.1** provides the consultations and participation framework to be carried out during project implementation.

**Table 12-1: Consultation and Participation Framework**

<b>Consultation</b>	<b>Target Stakeholders</b>	<b>Timing</b>	<b>Responsibility</b>
Stakeholder consultations as part of the preparation of each subproject-specific RAP	<ul style="list-style-type: none"> <li>• Primary stakeholders particularly PAPs</li> <li>• Secondary stakeholders</li> </ul>	During preparation of each RAP	RAP Consultants
Public awareness campaigns/	• PAPs/ communities within	Commencing with	PMU-C&W/

<b>Consultation</b>	<b>Target Stakeholders</b>	<b>Timing</b>	<b>Responsibility</b>
scoping sessions to share the RAP with the project affected persons/ communities; and other stakeholders.	subproject area, general public; and line departments/ agencies.	the preparation of first RAP; to be continued thereafter	RAP Consultants
Consultations and participation during verification of resettlement impacts and PAP list	• PAPs and communities within and around subproject area	Before implementation of subprojects activities	PMU-C&W and RAP Consultants
Consultations with the PAPs/ communities during each RAP implementation	• PAPs/ Communities at/around subproject area	Before commencement of subproject	PMU-C&W and RAP Consultants
Establishment of GRM and GRCs	• PAPs/ Communities at/around subproject area	Before commencement of subproject activities.	PMU-C&W and PMU
Focus group meetings to obtain views of stakeholders and ensure their involvement in project design and implementation.	• Women and girls particularly from the affected communities/PAPs.	Subproject implementation Stage	PMU-C&W and PSMC
Consultations with the PAPs/ communities during internal monitoring	• PAPs/ Communities at/around subproject area	Construction Stage	PMU-C&W and PSMC
Consultations with the PAPs/ Communities during the Independent Monitoring	• PAPs/ Communities at/around subproject area	Construction Stage	M&EC
Consultation workshops to review RAP implementation, any outstanding issues and grievances, views and concerns of PAPs; and actions needed to address them.	• PAPs/ Communities at/around subproject area; relevant line department; relevant NGOs	Six-monthly during implementation phase	PMU-C&W and PSMC
Consultations with the PAPs/ Communities relating to the leftover tasks	• PAPs/ Communities at/around subproject area	After completion of subprojects	PMU-C&W and M&EC
Consultations with the PAPs/ Communities during the site visits by the World Bank	• PMU-C&W; project consultants; PAPs	Construction/ Operation Stage	PMU-C&W; WB Mission

<b>Consultation</b>	<b>Target Stakeholders</b>	<b>Timing</b>	<b>Responsibility</b>
Review Missions.			

#### **12.4 Disclosure Strategy**

Public disclosure enables affected groups and interested parties to understand likely implications of the project and have input into project design. It promotes dialogue among stakeholders i.e. government, community, NGOs and implementing agencies. As per OP 4.01, for all Category A and B projects the environmental and social aspects must be discussed with the stakeholders.

The objectives of public disclosure are to aid meaningful public consultation and to ensure transparency of World Bank operations to its stakeholders and constituents.

The present RPF shall be disclosed through official website of DoT and C&W, Govt. of KP and shall also be sent to World Bank for disclosure. Executive summary of the present RPF shall be translated into Urdu and shall be made available to the affected communities. Once the subproject-specific RAPs/ ARAPs are prepared and approved, they will be disclosed in a similar manner.

## **13. GRIEVANCE REDRESS MECHANISM**

### **13.1 General**

An appropriate and accessible GRM will be established to facilitate amicable and timely resolution of grievances of the stakeholders including communities and PAPs (male and female) and thereby, facilitate the fair implementation of this RPF and the related subproject RAPs and ARAPs. This RPF provides the structure, roles and functions of the GRM. These will be further specified in each subproject-specific RAP/ARAP.

### **13.2 Need to Establish GRM**

The purpose of the GRM is to receive, review and timely resolve grievances and complaints of PAPs regarding all social issues including any decision, practice or activity arising from land or asset assessment, acquisition, compensation, resettlement/ rehabilitation or any other related issues. GRM provides a mechanism to address concerns and grievances, mediate conflicts and cut down lengthy litigations which delays such infrastructural projects. GRM will be accessible to women and girls and if needed/appropriate, female PAPC will be formulated to facilitate the grievances redress and complaints of females.

Care will always be taken to reduce the number of grievances arising from the subproject. In this regard PMU-C&W will have to ensure; careful Resettlement planning and implementation of RAP/ARAPs in accordance with this RPF; extensive communication and coordination between the community, PMU-C&W and local governments in general; and strong consultation, participation and information disclosure strategy. Nevertheless, it may be expected that some problems cannot be resolved through these actions and therefore PAPs require an accessible and effective GRM.

### **13.3 Composition of GRCs**

GRM will be set up with a two-tiered structure; one GRC will be set up at PMU-C&W head office level and GRCs will be set up for subprojects at the field level (wherever subprojects are located) enabling immediate local responses to grievances and higher-level review addressing more difficult cases not resolved at the field level. GRC composed at two (02) levels are explained below:

#### **13.3.1 1st Tier GRC at Sub-Project/ Field Level**

When a grievance arises, the PAP (male or female) may contact directly with the field level committee. GRC will log the complaint along with relevant details in the community Complaint Register to be developed on specific format by RU and also maintain a computerized record. The committee may resolve the concern at their door step. If the issue is successfully resolved, no further follow-up is required. The committee will make all efforts to resolve the issue within

fifteen (15) days of launch of complaint. GRC meetings at sub-project level will be arranged at specific locations (wherever subprojects are located) and shall include the following members:

- Social Safeguard Expert (PMU-C&W)
- A representative from PAPs (through PAPC)
- Land Acquisition Collector (LAC)
- A representative from local government (Patwari/ Naib Tehsildar)
- Representative of PSMC
- Representative of Contractor

### **13.3.2 2nd Tier GRC at PMU / PD Office Level**

If no solution can be found at field level GRC, the PAPs (male & female) may enter concern/grievance to the GRC (PMU). For each complaint, the GRC (PMU) will investigate and prepare Fact-Finding Report and assess its eligibility, and identify an appropriate solution. Accordingly, the concerns will be redressed/appropriately responded within thirty (30) days. Thus, the GRC will, as appropriate, instruct the responsible entity to take corrective actions. The GRC will review the responsible entity's response and undertake additional monitoring as needed. GRC meeting will be held in the PMU-C&W office and if needed GRC members may undertake field visits to verify and review the issues of dispute. GRC at this level shall include following members:

- Project Director, PMU-C&W
- District Officer (Revenue)
- Social Safeguard Expert
- Environmental Expert
- Project Accounts Officer (PMU-C&W))
- Representative of Project Affected Persons Committee

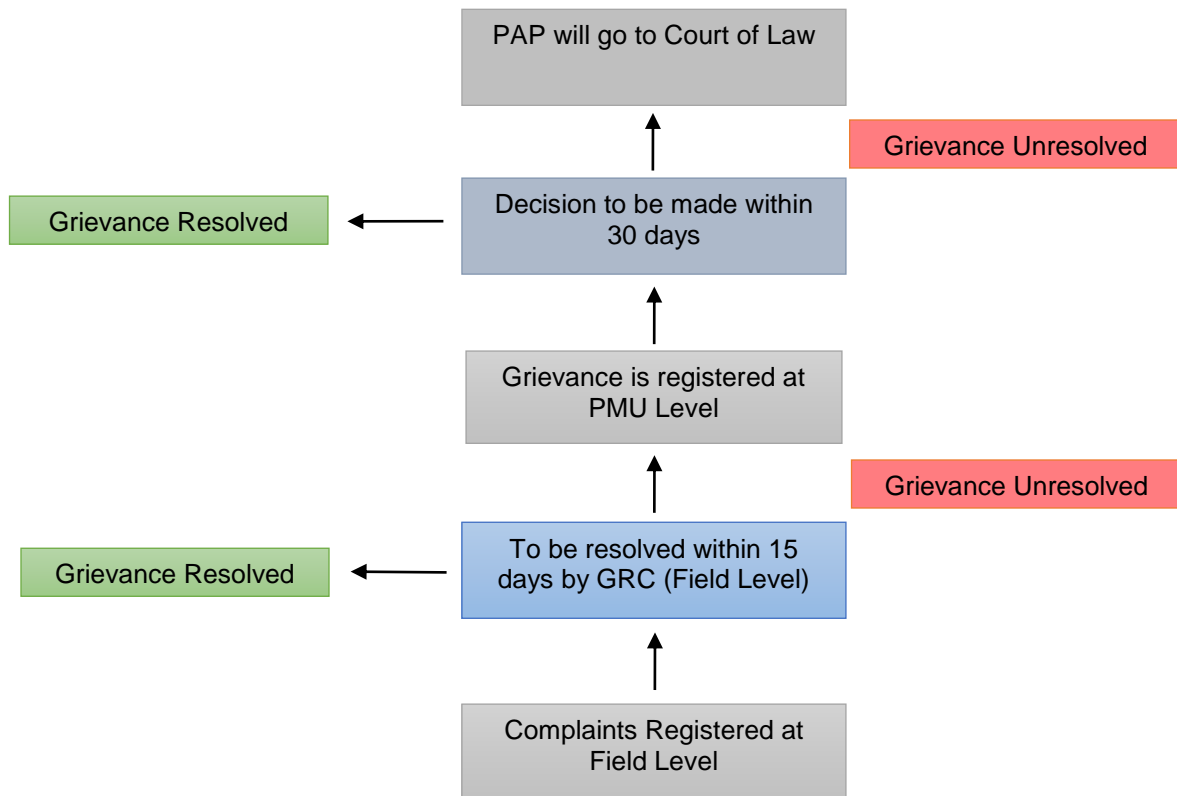
If still, the complainant is not satisfied/issue not resolved, then PAP will go to the Court of Law for remedial measures and decisions/grievance (s) will be resolved accordingly.

## **13.4 Grievance Redress System and Procedure**

GRM procedures will be disseminated particularly among the local communities and PAPs. GRM will be gender responsive, culturally appropriate, and readily accessible to the PAPs at no cost and without retribution. PAPs will be fully informed of their rights under the statutes i.e. Land Acquisition Act 1894, and World Bank Policy on Involuntary Resettlement and of the procedures for addressing complaints whether verbally or in writing during disclosure of LAA notifications and other Resettlement information including summary of RAPs, consultations throughout RAP preparation and implementation, surveys, and at the time of compensation. The procedure comprises of the following steps;

1. Any grievance in written, verbal or digital form shall be recorded by the receiving officer in CR using a specific format to be developed and maintained by RU and also uploaded to an online database maintained by PMU;
2. A serial number will be assigned to it together with the date of complaint, name and address of complainant, location, and description of complaint.;
3. A written acknowledgement to a complainant shall be sent promptly and in any case within three working days;
4. GRC at Field Level will resolve the grievance and necessary action will be taken within the specified time i.e. fifteen (15) working days from the date of receipt of the grievance;
5. Complainant will also be informed of necessary action taken;
6. Unresolved complaint will be forwarded to GRC at PMU-C&W by Social Safeguard Expert or by the PAPC or the complainant him/herself;
7. 2<sup>nd</sup> Tier GRC will then resolve the grievance within specified time i.e. thirty (30) working days and decision will be conveyed to the complainant;
8. If the grievance redress mechanism fails to satisfy the aggrieved affected person at all levels, s/he can submit the case to the appropriate court of law.

The flow chart of the proposed redress mechanism is shown below in **Figure13.1**.



**Figure 13-1: Flow Chart of the Proposed Grievance Redress Mechanism**

### **13.5 Complaints to be Addressed by GRM**

Problems expected to be addressed by a GRM during the planning or implementation of subproject RAPs/ ARAPs are usually about;

- i. the location of the project alignment and requests to avoid specific affected assets
- ii. the omission of some PAPs in a census
- iii. the identification, measurement and valuation of losses
- iv. assessment and disbursement of compensation relative to entitlements stipulated in a RAP
- v. disputes about ownership of affected assets,
- vi. delays in compensation payments, relocation activities or livelihood restoration measures
- vii. design and completion of relocation sites and facilities, or
- viii. the adequacy and appropriateness of income restoration measures, among others.

### **13.6 Closure of Grievance**

The complaint shall be considered as disposed-off and closed when:

- The designated officer/authority has acceded to the request of the complainant fully;
- Where the complainant has indicated acceptance of the response in writing;
- Where the complainant has not responded to the concerned officer within one month of being intimated about the final decision of the grievance officer on his grievance/complaint;
- Where the complainant fails to attend the proceedings of the concerned officer within the stipulated period of the disposal of the complaint; and
- Where the complainant withdraws his/her complaint.

### **13.7 Exclusions**

The following allegations/complaints shall not be construed or taken up for consideration and disposal as 'grievances':

- Anonymous complaints cannot be followed up due to inability to contact the complainant. However, if complaint is related to subproject activities and actionable, it shall be entertained.
- Cases involving decisions/policy matters in which the complainant has not been affected directly/indirectly;
- Cases where quasi-judicial procedures are prescribed for deciding matters or cases that are subjudice;
- A grievance which has already been disposed-off by the higher tier of GRM; and
- Complaints of corruption that should be lodged and dealt with separately from this system.

## 14. MONITORING AND EVALUATION

### 14.1 General

The internal and external monitoring of RAP implementation process, performance of RAP consultants, Contractor and PSMC is mandatory. M&E of post implementation phase is also done to check if results of RAP has been attained.

### 14.2 Objective of Monitoring and Evaluation

The objective of the M&E system presented herein is not only to assist in maximizing benefits of the resettlement packages to the PAPs but also to enhance the capacity of PMU-C&W with regard to resettlement implementation. Further, the system will serve as a tool to ensure timely and fair delivery of PAPs' entitlements. The key elements to be monitored are;

- Consultation of PAPs for information disclosure;
- Process of PAPs identification for compensation;
- Budget Disbursement;
- Institutional Capacity Building

#### 14.2.1 M&E Indicators

M&E will be carried out through collecting and analyzing information from the field and verifying the progress reporting on resettlement implementation progress and its effectiveness. It will ensure that inputs are provided, procedures are followed, and outputs are monitored and verified as per approved plan and schedule of action. A database with GIS will be developed for the purpose of the ongoing monitoring and evaluation and also for ex-post evaluation. Benchmarks relating to monitoring and evaluation of RAP implementation are as follows:

- Land acquisition as compared to schedule.
- Disbursement of compensation payments to PAPs.
- Functioning of grievance redress mechanism.
- Establishment of infrastructure and other facilities in project-managed resettlement areas;
- Implementation of livelihood restoration measures.

#### 14.2.2 Levels of Monitoring

Two types of monitoring will be designed in the RAP i.e. internal and external monitoring. The internal monitoring is to be carried out by the Social and Resettlement Specialist of PMU-C&W. The external/ independent monitoring is to be carried out by the M&E Consultants to be hired by



the PMU-C&W for the project. PMU-C&W will prepare the terms of reference for the M&E before RAP implementation begins, which will be cleared by the Bank.

#### **14.2.2.1 Internal Monitoring**

The preparation and implementation of each RAP will be monitored along with the status of resolution of all complaints (with details) and also the consultation plan. Internal monitoring will be carried out routinely by the social and resettlement specialist of PMU-C&W. Results of internal monitoring will be compiled and shared with the Steering Committee, PAPs, and the Bank through monthly and quarterly progress reports (QPRs). Indicators for the internal monitoring will be those related to process, immediate outputs and results.

#### **14.2.2.2 External Monitoring**

External monitoring (TPV) will need to be carried out for the entire process of RAP preparation and implementation including impacts and outcome indicators; these indicators will be specified in RAPs. External monitoring will be initiated by the beginning of the first RAP preparation, and its results will be communicated to PMU-C&W, all concerned PAPs, and the Bank through quarterly and annual reports. If required by the PMU-C&W, monthly reports may also be produced. The external monitoring will be done through reviewing the RAP preparation process, verifying the internal RAP implementation reports of the PMU-C&W and RAP Consultants, interviewing a random sample of PAPs in the field, observing the functioning of the resettlement operation at all levels to assess its effectiveness and compliance with the RAP, checking the type of grievance issues and the functioning of grievance redress mechanisms, and surveying standards of living of the PAPs. The M&EC will advise PMU-C&W regarding possible improvements in preparation and implementation of the RAP.

M&EC will also assess the status of subproject affected vulnerable groups such as female headed households, disabled/elderly, and families below the poverty line and socially isolated. M&EC will consider indicators in monitoring and evaluation of subprojects RAPs such as socio-economic conditions of the PAPs in the post resettlement period; communications and reactions from PAPs Committee/Jirga on entitlements, compensation, options, alternative developments and relocation timetables; changes in housing and income levels; rehabilitation of squatters; valuation of assets; grievance procedures; disbursement of compensation; and level of satisfaction of PAPs in the post resettlement period.

M&EC will also carry out a post-implementation evaluation of the RAPs about a year after completion of its implementation. The compelling reason for this study is to find out if the objectives of the RAPs have been attained or not. The benchmark data of socioeconomic survey of severely affected PAPs conducted during the preparation of the RAPs will be used to compare the pre- and post-subproject conditions. The M&EC will recommend appropriate supplemental

assistance for the PAPs. The outcome of study will show if objectives of the RAPs have been attained or not.

### **14.2.3 Scope of M&E**

The status of the RAP preparation and implementation will be reviewed in the light of the policy, principles, targets, budget and duration that had been laid down in the present RPF. The key tasks during monitoring include:

- Development of specific monitoring indicators for undertaking monitoring and evaluation for RAP preparation and implementation including the compensation payments, community participation, consultation, and disclosure;
- To review results of internal monitoring and verify claims through random checks at the field level to assess whether resettlement objectives have been achieved. Involve the affected people and community groups in assessing the impacts of resettlement for monitoring and evaluation purposes.
- To review and verify the progress of RAP implementation and prepare semi-annual reports for the PMU-C&W.
- Evaluation and assessment of adequacy of compensation given to the PAPs and the livelihood opportunities and incomes as well as the quality of life of PAPs. Assess the project induced changes in their quality of life.
- Evaluation and assessment of adequacy and effectiveness of the consultative process with the PAPs, particularly with vulnerable PAPs, including the adequacy and effectiveness of grievance procedures and legal redress available to the affected parties, and dissemination of information.
- Assessment of socioeconomic conditions of the PAPs in the post-resettlement period;
- To capture reactions from PAPs on entitlements and compensation;
- Assessment of changes in housing / business restoration, income restoration, and income levels;
- To analyze and compare the livelihood and living standard of PAPs for pre- and post- project scenarios
- Evaluation and assessment of the adequacy and effectiveness of GRM; its recording, reporting and processing time and its redressal;
- Evaluation and assessment of the adequacy and effectiveness of the institutional arrangements, PMU-C&W, and Project Consultants in RAP Implementation;
- Assessment of the resettlement efficiency, effectiveness, impact and sustainability for drawing lessons for future resettlement policy formulation and planning.

### **14.2.4 Reporting Requirements**

The PSMC will prepare monthly and quarterly progress reports on resettlement implementation activities to the PMU-C&W. The M&EC will submit monthly and quarterly review/report to PMU-

C&W to assist in ascertaining whether resettlement goals have been achieved, and more importantly, whether livelihoods have been restored/enhanced. The reports will include suitable recommendations for improvements. Quarterly monitoring reports will also be shared with WB.

## 15. BUDGET AND FINANCIAL MANAGEMENT

### 15.1 Budget Sourcing

The World Bank will assign the \$ 100 million to GoKP for the implementation of the all the components under the project. The project's FM arrangements will rely on the country systems. GoKP's budgeting processes will apply, and the project's budget will be a part of the government's annual budget, and will be reflected in the provincial Government's Annual Development Programme (ADP) for each year of project operation.

GoKP will be responsible for the timely allocation of the funds needed to implement the RAP/ARAP. PMU-C&W will arrange the funds (reflected in the budgeting section of approved RAP) from the KP government and ensure to use these funds for RAP/ ARAP budget, including compensation, allowances, and RAP preparation and implementation. Costs for external monitoring tasks can be allocated to funds from WB.

### 15.2 Estimated Costs for RPF Implementation

The cost of implementation of the present RPF has been estimated to be PKR 16,500,000/- (USD 137,500) as presented below. This cost will be covered under Component 3 of the project.

**Table 15-1: Cost Estimates for RPF Implementation**

Sr. No.	Description	Unit	Quantity	Unit Rate (Rs.)	Item Total (Rs.)
1.	Social Safeguard Expert in PMU-C&W	Years	3	2,400,000	7,200,000
2.	RAPs/ ARAPs Consultants	LS	1		5,000,000
3.	M&EC Consultants	LS	1		2,000,000
4.	Training Programs	LS	1		2,300,000
	<b>Total</b>				<b>16,500,000</b>
	Implementation of RAPs	Not known at this stage.			

### 15.3 Detailed Cost Estimation

The detailed cost estimation will be carried out for each RAP/ ARAP in line with this RPF. RAP/ ARAP preparation and implementation costs, including cost of compensation, various eligible allowances, monitoring, evaluation, grievances redress and contingencies, will be estimated and included in the RAP/ARAP and will be considered an integral part of Project cost. RAP/ARAP will include a budget section indicating

- (i) unit compensation rates for all affected items and allowances;
- (ii) methodology followed for the computation of unit compensation rates; and
- (iii) a cost table for all compensation expenses including administrative costs and contingencies.

#### **15.4 Resettlement Budget**

To comply with the Operational Policy 4.12 of the World Bank, the payment of land acquisition and resettlement will need to be made prior to commencement of civil works. Detailed budgets for land acquisition and resettlement will be estimated and presented in specific RAPs or ARAPs.

PMU-C&W will be the executing agency for all the civil works under the project, therefore all the payments of the RAP implementation will be verified by PMU-C&W and Resettlement Unit will assist them. These costs are expected to vary depending on type and magnitude of impacts. Allocations will be reviewed twice a year based on the budget requirements indicated in RAP. The budget revisions will also be approved by PSC with the concurrence of the World Bank.

#### **15.5 Disbursement of Resettlement Budget**

The budget for land and crop compensation will be disbursed by implementation agency to the District Collector Office which in turn, through the LAC will disburse the compensation to the PAPs. Compensation for other items such as documented structures (houses, shops, etc.), house restoration, shops, employment, and income loss will also be paid to PAPs by PMU-C&W.

All payment to the displaced persons will be directly paid to them by crossed bank cheques. If any PAP will not have any bank account, he/she will have to open the account to receive the payment and PMU will assist them in this matter. Payment will be made and record maintained as per approved implementation guidelines. The audited financial statements will be submitted to the Bank within six (06) months of the close of the financial year.

## 16. IMPLEMENTATION PROCEDURE AND SCHEDULE

### 16.1 Implementation Procedure

The implementation procedure will include definition of various resettlement categories, the entitlements, detail procedure for identification of eligible persons for relocation and/ or resettlement entitlements of the RAP, and preparation of losses and entitlement files of individual PAP, processing payments, effecting their disbursement and documentation. The step-wise resettlement implementation procedure and responsibilities are described in the table below;

**Table 16-1: Resettlement Implementation Procedure**

No.	Description	Responsibility	Timing
Step 1	Screening of each subproject for social and resettlement impacts	PMU-C&W	As subproject is identified.
Step 2	Determining the appropriate safeguard instrument (RAP or ARAP) to be prepared	PMU-C&W	After Screening of Subproject
Step 3	Preparation of ToRs for RAP or ARAP	PMU-C&W	Once the subproject design is finalized
Step 4	Engaging RAP consultants for the preparation of RAP or ARAP	PMU-C&W	After the approval of subproject
Step 5	Preparation of RAP or ARAP	RAP consultants	After contract award for RAP/ ARAP preparation
Step 6	Review of draft RAP or ARAP	PMU-C&W	Within one week of the availability of draft RAP
Step 7	Finalization of RAP or ARAP	RAP/ ARAP Consultants	Within one week of comments provided by PMU & WB
Step 8	Approval of RAP or ARAP	PMU-C&W, WB	Within one (01) week of receiving final document.
Step 9	RAP or ARAP Implementation (steps involved: confirmation of PAPs and the associated resettlement impacts; finalization of compensation amount; completing documentation requirements for making the payments; payment of compensation; addressing and resolving grievances; continued consultations and liaison with PAPs and other key	PMU-C&W, PSMC and M&EC	Before the physical implementation of subproject

No.	Description	Responsibility	Timing
	stakeholders; complete documentation and reporting)		
Step 10	Land clearance and issuance of certificate for civil works commencement (No Objection Certificate from WB and EPA KP)	PMU-C&W, EPA KP and WB	After RAP implementation
Step 11	Consultation with PAPs and other stakeholders	PMU-C&W and PSMC	Throughout the project duration
Step 13	Engaging M&EC	PMU-C&W	Before implementation of first RAP/ARAP
Step 14	Monitoring of RPA/ARAP implementation	M&EC	During RAP/ARAP implementation
Step 15	Third Party Monitoring	M&EC	During RAP Implementation
Step 16	Evaluation of post-project impacts on PAPs	M&EC	Three (03) months after implementation of each subproject.
Step 17	RAP Completion Report	PMU-C&W	Within three months of implementation of RAP/ARAP.

## 16.2 RPF Implementation Schedule

The RPF implementation schedule will generally follow the project cycle (identification, designing/engineering, implementation, monitoring, and completion) for the subprojects to be implemented under the Components 2. Since the implementation schedule for these subprojects is not known yet, hence the RPF implementation schedule cannot be prepared at this stage. However, the resettlement planning will need to be started during the subproject identification stage, RAP preparation will need to be undertaken during the design/engineering stage, payment of entitlements will need to be ensured before initiating the civil works, and RAP monitoring will need to be carried out during the design/engineering as well as implementation stages of each subproject.

Any delay in the preparation or implementation of RAP particularly payment of compensation to the PAPs will cause delay in the subproject implementation. It is therefore critically important that during the early stages of subproject designing and immediately after subproject screening for resettlement impacts, a detailed schedule is prepared for resettlement activities (essentially, RAP preparation and implementation) with key activities and milestones and associated timelines. The schedule should also fix responsibilities to implement each activity. PMU-C&W will then need to track progress of resettlement activities of each subproject against this schedule and take corrective action in case of

slippage in any of its activities. The M&EC will also need to closely monitor progress of resettlement activities of each subproject with the help of this schedule.

### **16.3 General Verdict**

As a general rule, a RAP/ARAP that has been prepared after carrying out detailed and accurate resettlement impact assessment as well as PAPs identification with required level of consultations and participation of affected communities will be easy to implement avoiding any unnecessary delays. On the other hand, any discrepancies and or inaccuracies in the RAPs/ARAPs are likely to cause delays and disruption during subproject implementation. Therefore, greatest emphasis should be focused on preparing the RAP/ARAP of each subproject in accordance with the procedures detailed in this document.



## 17. PUBLIC DISCLOSURE

### 17.1 RPF Disclosure

The RPF is disclosed on official website of Department of Communication and Works (C&W), Govt. of KP on January 04, 2019 through the link [www.cwd.gkp.pk/downloads.php](http://www.cwd.gkp.pk/downloads.php) (Draft Safeguard Documents).

The World Bank has also disclosed the RPF on its website dated 09-01-2019 with the link <http://documents.worldbank.org/curated/en/899411547111371878/Resettlement-Policy-Framework>.

Executive summary of the RPF was translated into Urdu and is distributed to the locals in the public disclosure meetings in all the project areas.

As per OP 4.01, consultations for a Category A Projects are to be conducted two times, once at initial stage during preparation of safeguard documents and second after completion of report. Similarly, Consultations with all the stakeholders for this RPF were conducted of the project areas during preparation of Draft RPF in June-July 2018 (previously described in the Chapter 5, Stakeholders Consultations). After the finalization of RPF, second time consultations and public disclosure meeting were conducted in all the project areas as mentioned below in **Table 17.1**;

**Table 17-1: Schedule of Public Disclosure and Consultation Meetings**

Sr. No.	Project Area	Date	Venue	No. of Participants*
1	Galiyat	26-01-2019	Dera Sajid Abbasi (Nazim), Nagri Tutial (Near Changala Gali), Galiyat	77
2	Chitral	29-01-2019	Pamir Riverside Inn Hotel, Chitral	45
3	Kalam	30-01-2019	Decent Hotel, Main Bazar, Kalam	71
4	Naran (Kaghan)	01-02-2019	Mosque on Main Road, Kaghan	67

\*Lists Attached as **Annex-V** (Attendance Lists of Public Disclosure Meetings)

### 17.2 Details of Disclosure Meetings

All the stakeholders were informed of the time and venue for the disclosure meeting through letters, emails, public announcements in the local mosques and banner sheets. Members of NGOs and Local Govt. were also invited (letter and emails attached as Annex-VI). The banners for the public disclosure were posted inside and outside the venue in all project areas. Naran and Galiyat were not accessible due to heavy snow, therefore public disclosure was conducted at nearby locations.

The opening of public disclosure meetings was made with the recitation of Holy Quran. The brochures

and executive summaries of RPF (in both languages; Urdu and English) were distributed. A brief presentation on findings of draft RPF was made to all the participants. Then all the participants were welcomed for their questions, concerns and suggestions for the project. All the questions were responded well and participants were assured that their concerns and suggestions will be made part of final RPF. The questions, concerns and suggestions were noted down for the record and ready reference. The photographs were taken as shown below in **Figure 17.1** and also attached in **Annex-II** (Photolog of Public Disclosure and Consultations).



Public Disclosure Meeting in Nagri Tutial (Galiyat)



Public Disclosure Meeting in Chitral



Public Disclosure Meeting in Kalam



Public Disclosure Meeting in Naran (Kaghan)

**Figure 17-1: Pictorial View of Public Disclosure Meetings**

The concerns and suggestions of the stakeholders raised during public disclosure & consultations and

responses are described in **Table 17.2** here under;

**Table 17-2: Concerns and Suggestions of the Stakeholders and Responses**

Project Area	Concerns and Suggestions of the Stakeholders	Remarks/ Responses
Nagri Total (Galiyat)	<ul style="list-style-type: none"> <li>welcomed the project in this area and assured his full cooperation and support, as this project will help improving their livelihood and provide easy access.</li> </ul>	
	<ul style="list-style-type: none"> <li>What will be the procedure for compensation?</li> <li>Who will provide compensation?</li> <li>Will the side walls be constructed?</li> <li>What is the width of land to be acquired with reference to existing road?</li> </ul>	The land will be acquired as per Land Acquisition Act 1894. The compensation shall be provided at market rates, acceptable to the public. The protection and retaining walls shall be constructed.
	<ul style="list-style-type: none"> <li>Measures should be taken to improve the livelihood of locals.</li> </ul>	The project is aimed at improved livelihood of locals and economic growth of province through tourism related activities.
	<ul style="list-style-type: none"> <li>Will the compensation of land be given if only boundary wall is acquired?</li> <li>Land should be acquired at market rates.</li> <li>The project must be completed in time.</li> </ul>	It was briefed that compensation of both land and structures will be paid on market rates as per WB policy and recommendations of RPF. Efforts shall be made to complete the project within given timeframe.
	<ul style="list-style-type: none"> <li>Please identify the locations of bypasses and crossing, if any.</li> </ul>	The bypass road is not a part of the project. It can be constructed by requesting the competent authority.
	Chitral	<ul style="list-style-type: none"> <li>What are the detailed anticipated environmental impacts?</li> </ul>
<p>Notified the concerns/ problems of the area which includes</p> <ul style="list-style-type: none"> <li>Flood Control System</li> <li>Cultural Issues</li> <li>Infrastructural Development</li> </ul>		It was briefed that possible cultural issues are considered and mitigations are also proposed. It was also told that a separate document IPPF is developed to cater the cultural issues of Kalash people. Further, it was informed that project component includes a separate activity of infrastructural development of the project areas.
<ul style="list-style-type: none"> <li>Asked about Project Implementation</li> </ul>		All the possible subprojects were presented and

Project Area	Concerns and Suggestions of the Stakeholders	Remarks/ Responses
	<p>Activities and</p> <ul style="list-style-type: none"> <li>• Project completion period</li> <li>• Recycling of Solid Waste should be done in Chitral city</li> <li>• If project includes Infrastructural Development and what activities are included?</li> <li>• Training for Capacity Building and Local Awareness</li> <li>• Development in Kalash can harm their unique culture as development and Kalash culture are inverse to each other?</li> <li>• What are steps taken for Livelihood Improvement?</li> <li>• Any alternate energy source recommended to avoid cutting of trees?</li> </ul>	<p>also communicated that project activities will be completed within five (05) years.</p> <p>Information about infrastructural development activities like internal roads and rest areas on Dir-Chitral-Shandur road was shared. Solid waste management on destination sites and training and awareness of the locals and local govt. officials is already part of the project. Further it was assured that development in Kalash valley will be made protecting their culture and with their suggestions, also communicated that a separate document (IPPF) is prepared for Kalash community explaining the protection of their unique culture.</p> <p>It was briefed that project' aim is to facilitate the tourists and improve destination places to increase the tourist influx that will contribute to the livelihood improvement of the locals, as they are mostly dependent on tourism, and consequently economic growth of the province. To avoid cutting of tree for cooking and heating purposes, alternate source like provision of subsidized gas cylinders/ centralized steam system may be proposed to the authorities.</p>
Kalam	<p>Appreciated the project initiative and suggested some destination places and some pressing needs of the area as mentioned below;</p> <ul style="list-style-type: none"> <li>• Burun Hilltop Chairlift</li> <li>• Andrab Lake (5 Km from Kalam)</li> <li>• Desan valley (7-8 Km from Kalam) is 14 Km<sup>2</sup> plain area having lakes and flowers</li> <li>• Blue water lake need proper road access</li> <li>• Asan (Destination Place)</li> <li>• No availability of clean drinking water</li> <li>• No access road (Behrain-Kalam)</li> <li>• Lack of educational facilities especially for women</li> </ul>	<p>It was assured that all his concerns and suggestions will made part of this document for consideration of the competent authority.</p>

Project Area	Concerns and Suggestions of the Stakeholders	Remarks/ Responses
	<ul style="list-style-type: none"> <li>• Lack of health facilities</li> <li>• 80,000 cars entering in Kalam in peak seasons and facilities are not available to fulfill this capacity</li> <li>• No banking system in Kalam</li> <li>• No sui gas, it is essential to avoid cutting of trees as it is destroying the natural biodiversity and beauty of Kalam.</li> </ul>	
	<ul style="list-style-type: none"> <li>• Tunnels/ retaining walls to control avalanches/ land sliding</li> </ul>	It was assured that this suggestion will be made part of recommendations and will be considered in the road construction.
	<ul style="list-style-type: none"> <li>• Provision of access road to Sober (4 Km from Kalam) and Qarin</li> </ul>	It was told that internal roads/ tourism routes to destination places is part of the project and this road will be considered as per scope and importance.
	<ul style="list-style-type: none"> <li>• No compensation of land acquisition is paid in previous local projects</li> <li>• In Kalam land is community owned, so community shall be consulted before any acquisition/ activity.</li> <li>• Market rates shall be paid for replacement cost.</li> </ul>	It was communicated that civil works would only be commenced after compensation to all the PAPs will be paid as per RPF and all the stakeholders will be consulted again when specific RAPs/ ARAPs will be prepared for the subprojects. Further it was assured that market rates will be preferred for replacement costs and same is recommended in the RPF.
	<ul style="list-style-type: none"> <li>• Improper washrooms facility in Historical Mosque in Kalam main bazar</li> </ul>	It was told that protection of cultural heritage and historical places is also included in the project activities. Further it is situated in main bazar Kalam and tourist visit this place and offer prayers so washrooms facility may also be included in the later stages.
Naran (Kaghan)	<ul style="list-style-type: none"> <li>• Install chairlift from Kaghan to Shingli Top to promote tourism in Kaghan.</li> </ul>	The suggestion has been noted.
	<ul style="list-style-type: none"> <li>• Install chairlift from Dhanna to Medan.</li> <li>• Construct road from Shingri top to Dhanna.</li> <li>• Construct track up to Ansu &amp; Suroor lakes.</li> </ul>	Suggestions have been noted as these activities are included in the project.
	<ul style="list-style-type: none"> <li>• Install chairlift up to Dhanna.</li> <li>• Construct road from Kinari to Dhanna</li> <li>• Construct road from Rajwal to Seh Kundi</li> </ul>	Suggestion of chairlift has been noted. Provision of access roads and tracks to the scenic lakes is part of the project.
	<ul style="list-style-type: none"> <li>• Provide clean drinking water supplies.</li> </ul>	Provision of clean drinking water and public

<b>Project Area</b>	<b>Concerns and Suggestions of the Stakeholders</b>	<b>Remarks/ Responses</b>
	<ul style="list-style-type: none"> <li>• Provide public wash rooms and rest rooms.</li> </ul>	washrooms in destination places for the locals and tourists is part of the project.
	<ul style="list-style-type: none"> <li>• Provision of water supply in Kinnari, Sehri and Diarian.</li> </ul>	The suggestion has been noted.
	<ul style="list-style-type: none"> <li>• There is water supply issue in Kinnari &amp; Sehri.</li> </ul>	The issue has been noted down.
	<ul style="list-style-type: none"> <li>• A committee must be constituted at local level to help in promoting tourism activities.</li> <li>• Plan water supply in Sehri and Rajwal.</li> <li>• Snow removing facilities/ machinery must be procured to make road accessible and continue tourism activities in all seasons.</li> </ul>	The suggestion for local level committee is encouraged and the department shall take steps to indulge locals. The suggestion related to procurement of snow removing machinery will be conveyed to the authorities.

## **Annexures**

**ANNEX – I**  
**PUBLIC CONSULTATION PROFORMA**





KHYBER PAKHTUNKHWA INTEGRATED TOURISM DEVELOPMENT PROJECT

Public Consultation

A. Name of Facilitator: \_\_\_\_\_ Date: \_\_\_\_\_

Venue: \_\_\_\_\_ Time: \_\_\_\_\_

No of Participants: \_\_\_\_\_ Stakeholder Category \_\_\_\_\_

=====

A) POINTS TO BE DISCUSSED

- 1. Introduction of the project
- 2. Description of various components of the project, its activities and impacts
- 3. Needs, priorities and reactions of the people

B) MAJOR CONCERNS/ ISSUES RAISED BY THE PARTICIPANTS.

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**ANNEX – II**  
**PHOTOLOG OF PUBLIC DISCLOSURE AND**  
**CONSULTATIONS**



Consultation Meeting at Quza Gali, Galiyat  
(3-7-18)



Consultation Meeting at Khanaspur, Galiyat (3-7-18)



Consultation Meeting at Ayubia NP, Galiyat  
(3-7-18)



Consultation Meeting at Butkara, Swat  
(6-7-18)



Consultation Meeting at Mahodand Lake, Swat  
(7-7-18)



Consultation Meeting at Mahodand Lake, Swat  
(7-7-18)





Consultation Meeting at Kalam Main Bazar,  
Swat (9-7-18)



Meeting at Chitral Gol NP (11-7-18)



Meeting with NGO – Helping Hand at Chitral  
(12-7-18)



Consultation Meeting at Polo Ground Chitral  
(12-7-18)



Consultation at Bamburete, Kalash  
(13-7-18)



Meeting with jeep drivers at Naran  
(20-7-13)





Gender Consultation in Kalash



Gender Consultation in Galiyat



Consultation with Naib Tehsildar, Kalam



Consultation with NGO (Helping Hand), Chitral



Consultation During Visit of Shaheed Usama Warraich Park



Consultation with Chairman Village Council, in Galiyat





Public Disclosure Meeting in Nagri Tutial (Galiyat)



Public Disclosure Meeting in Chitral





Public Disclosure Meeting in Kalam



Public Disclosure Meeting in Naran (Kaghan)

**ANNEX – III**  
**ENVIRONMENTAL & SOCIAL SCREENING**  
**CHECKLIST**

**SOCIAL AND ENVIRONMENTAL SCREENING CHECKLIST**

**Project Name: Khyber Pakhtunkhwa Integrated Tourism Development Project**

Subproject Title:

Subproject location (area/district/site):

Subproject scope of work:

Implementing Agency:

Date of screening:

Responsible agency:

Sr. No.	Screening Criteria	Assessment of Impact	Explanation	Mitigation Measures
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**ENVIRONMENT**

1	Is the subproject in an eco-sensitive area or adjoining an eco-sensitive area or monument? (Yes/No) If Yes, which is the area? Elaborate impact accordingly.			
2	Will the subproject create significant/limited/no environmental impacts during the construction stage?			
	<ul style="list-style-type: none"> <li>• Clearance of vegetation/ tree-cover/other</li> </ul>			
	<ul style="list-style-type: none"> <li>• Direct discharge of construction run-off, improper storage and disposal of excavation spoils, wastes and other construction materials adversely affecting water quality and flow regimes.</li> </ul>			
	<ul style="list-style-type: none"> <li>• Flooding of adjacent areas.</li> </ul>			
	<ul style="list-style-type: none"> <li>• Improper storage and handling of substances leading to contamination of soil and water.</li> </ul>			
	<ul style="list-style-type: none"> <li>• Elevated noise and dust emission.</li> </ul>			
	<ul style="list-style-type: none"> <li>• Disruption to traffic and visitor's movements.</li> </ul>			
	<ul style="list-style-type: none"> <li>• Damage to existing infrastructure, public utilities, and amenities.</li> </ul>			
	<ul style="list-style-type: none"> <li>• Failure to restore temporary construction sites.</li> </ul>			
	<ul style="list-style-type: none"> <li>• Possible conflicts with and/or disruption to local community and/or visitors</li> </ul>			
	<ul style="list-style-type: none"> <li>• Health risks due to unhygienic conditions at workers 'camps</li> </ul>			
	<ul style="list-style-type: none"> <li>• Safety hazards during construction</li> </ul>			
	<ul style="list-style-type: none"> <li>• Other, specify.</li> </ul>			
3	Will the subproject create significant/limited/no environmental impacts during the operational			

	stage? (Significant / limited / no impacts)			
	<ul style="list-style-type: none"> <li>• Flooding of adjacent areas</li> </ul>			
	<ul style="list-style-type: none"> <li>• Impacts to water quality due to effluent discharge</li> </ul>			
	<ul style="list-style-type: none"> <li>• Gas emissions</li> </ul>			
	<ul style="list-style-type: none"> <li>• Safety hazards</li> </ul>			
	<ul style="list-style-type: none"> <li>• Other, specify.</li> </ul>			
4	Does the subproject involve any prior clearance from the State Forest Department for either the conversion of forest land or for tree-cutting? (Yes/ No). If yes, which?			
<b>CULTURAL HERITAGE</b>				
5	Will the subproject create significant/limited/no cultural properties impacts			
	<ul style="list-style-type: none"> <li>• Involve significant excavations, demolition, movement of earth, flooding or other major environmental damages.</li> </ul>			
	<ul style="list-style-type: none"> <li>• Is located within or in the vicinity of a recognized cultural property conservation area or heritage site.</li> </ul>			
	<ul style="list-style-type: none"> <li>• Is designed to support the management or conservation of a cultural property.</li> </ul>			
	<ul style="list-style-type: none"> <li>• Other, specify.</li> </ul>			
6	Does the subproject involve any prior clearance from the Archeology Department for either the conservation or management of heritage sites or vicinities? (Yes/ No). If yes, which?			
<b>SOCIAL</b>				
7	Will the subproject create significant/limited/no social impacts?			
	<ul style="list-style-type: none"> <li>• Land acquisition resulting in loss of income from agricultural land, plantation or other existing land.</li> </ul>			
	<ul style="list-style-type: none"> <li>• Impact on livelihood and economic activity.</li> </ul>			
	<ul style="list-style-type: none"> <li>• Land acquisition resulting in relocation of households.</li> </ul>			
	<ul style="list-style-type: none"> <li>• Any reduction of access to traditional dependent communities (to areas where they</li> </ul>			

	earn for their primary or substantial livelihood).			
	<ul style="list-style-type: none"> <li>Any displacement or adverse impact on tribal settlement(s).</li> </ul>			
	<ul style="list-style-type: none"> <li>Adverse impacts to women, including economic and safety concerns.</li> </ul>			
	<ul style="list-style-type: none"> <li>Impact on infrastructure (roads, water supply, any other type of infrastructure)</li> </ul>			
	<ul style="list-style-type: none"> <li>Possible conflicts with and/or disruption to local community and/or visitors.</li> </ul>			
	<ul style="list-style-type: none"> <li>Health risks due to unhygienic conditions at workers 'camps.</li> </ul>			
	<ul style="list-style-type: none"> <li>Safety hazards during construction.</li> </ul>			
	<ul style="list-style-type: none"> <li>Other, specify.</li> </ul>			
<b>OVERALL ASSESSMENT</b>				
<ul style="list-style-type: none"> <li>Subproject is declined</li> </ul>				
<ul style="list-style-type: none"> <li>Subproject is accepted</li> </ul>				
<ul style="list-style-type: none"> <li>Subproject is classified as environmental Category A and requires an in-depth Environmental and Social Impact Assessment.</li> </ul>				
<ul style="list-style-type: none"> <li>Subproject is classified as environmental Category B and requires an Environmental and Social Management Plan.</li> </ul>				
<ul style="list-style-type: none"> <li>Subproject is classified as environmental Category C and does not require any further studies.</li> </ul>				

**ANNEX – IV**  
**OUTLINE FOR RAP**

## **AN OUTLINE OF A RESETTLEMENT ACTION PLAN**

A resettlement plan is required for all projects with involuntary resettlement impacts. Its level of detail and comprehensiveness is commensurate with the significance of potential involuntary resettlement impacts and risks. The substantive aspects of the outline will guide the preparation of the resettlement plans, although not necessarily in the order shown.

### **A. Executive Summary**

This section provides a concise statement of project scope, key survey findings, entitlements and recommended actions.

### **B. Project Description**

This section provides a general description of the project, discusses project components that result in land acquisition, involuntary resettlement, or both and identify the project area. It also describes the alternatives considered to avoid or minimize resettlement. Include a table with quantified data and provide a rationale for the final decision.

### **C. Information Disclosure, Consultation, and Participation**

This section:

- i. identifies project stakeholders, especially primary stakeholders;
- ii. describes the consultation and participation mechanisms to be used during the different stages of the project cycle;
- iii. describes the activities undertaken to disseminate project and resettlement information during project design and preparation for engaging stakeholders;
- iv. summarizes the results of consultations with affected persons (including host communities), and discusses how concerns raised and recommendations made were addressed in the resettlement plan;
- v. confirms disclosure of the draft resettlement plan to affected persons and includes arrangements to disclose any subsequent plans; and
- vi. describes the planned information disclosure measures (including the type of information to be disseminated and the method of dissemination) and
- vii. the process for consultation with affected persons during project implementation.

### **D. Socioeconomic Baseline and Profile of Sub-project Area**

This section outlines the results of the social impact assessment, the census survey, and other studies, with information and/or data disaggregated by gender, vulnerability, and other social groupings,



including:

- i. define, identify, and enumerate the people and communities to be affected;
- ii. describe the likely impacts of land and asset acquisition on the people and communities affected taking social, cultural, and economic parameters into account;
- iii. discuss the project's impacts on the poor, indigenous and/or ethnic minorities, and other vulnerable groups; and
- iv. identify gender and resettlement impacts, and the socioeconomic situation, impacts, needs, and priorities of women.

#### **E. Grievance Redress Mechanisms**

This section describes mechanisms to receive and facilitate the resolution of affected persons' concerns and grievances. It explains how the procedures are accessible to affected persons and gender sensitive.

#### **F. Legal Framework**

This section:

- i. describes national and local laws and regulations that apply to the project and identify gaps between local laws and World Bank's policy requirements; and discuss how any gaps will be addressed.
- ii. describes the legal and policy commitments from the executing agency for all types of displaced persons;
- iii. outlines the principles and methodologies used for determining valuations and compensation rates at replacement cost for assets, incomes, and livelihoods; and set out the compensation and assistance eligibility criteria and how and when compensation and assistance will be provided.
- iv. describes the land acquisition process and prepare a schedule for meeting key procedural requirements.

#### **G. Entitlements, Assistance and Benefits**

This section:

- i. defines displaced persons' entitlements and eligibility, and describes all resettlement assistance measures (includes an entitlement matrix);
- ii. specifies all assistance to vulnerable groups, including women and other special groups; and.
- iii. outlines opportunities for affected persons to derive appropriate development benefits from the project.

## **H. Impact of the Sub-Projects and Proposed Mitigation Measures**

This section:

- i. discusses the project's potential impacts, and includes maps of the areas or zone of impact of project components or activities;
- ii. describes the scope of land acquisition (provide maps) and explains why it is necessary for the main investment project;
- iii. summarizes the key effects in terms of assets acquired and displaced persons;
- iv. Project Impact on gender and vulnerable groups
  - v. provides details of any common property resources that will be acquired.
  - vi. proposed Mitigation Measures to minimize the impacts

## **I. Relocation of Housing and Settlements**

This section:

- i. describes options for relocating housing and other structures, including replacement housing, replacement cash compensation, and/or self-selection (ensure that gender concerns and support to vulnerable groups are identified);
- ii. describes alternative relocation sites considered; community consultations conducted;
- iii. and justification for selected sites, including details about location, environmental assessment of sites, and development needs;
- iv. provides timetables for site preparation and transfer;
  - v. describes the legal arrangements to regularize tenure and transfer titles to resettled persons;
- vi. outlines measures to assist displaced persons with their transfer and establishment at new sites;
- vii. describes plans to provide civic infrastructure; and
- viii. explains how integration with host populations will be carried out.

## **J. Income Restoration and Rehabilitation**

This section:

- i. identifies livelihood risks and prepare disaggregated tables based on demographic data and livelihood sources;
- ii. describes income restoration programs, including multiple options for restoring all types of livelihoods (examples include project benefit sharing, revenue sharing arrangements, joint stock for equity contributions such as land, discuss sustainability and safety nets);

- iii. outlines measures to provide social safety net through social insurance and/or project
- iv. special funds;
- v. describes special measures to support vulnerable groups;
- vi. explains gender considerations; and
- vii. describes training programs.

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

This section:

- i. provides an itemized budget for all resettlement activities, including for the resettlement unit, staff training, monitoring and evaluation, and preparation of resettlement plans during loan implementation.
- ii. describes the flow of funds (the annual resettlement budget should show the budget-scheduled expenditure for key items).
- iii. includes a justification for all assumptions made in calculating compensation rates and other cost estimates (taking into account both physical and cost contingencies), plus replacement costs.
- iv. includes information about the source of funding for the resettlement plan budget.

#### **L. Institutional Arrangements**

This section:

- i. describes institutional arrangement responsibilities and mechanisms for carrying out the measures of the resettlement plan;
- ii. includes institutional capacity building program, including technical assistance, if required;
- iii. describes role of NGOs, if involved, and organizations of affected persons in resettlement planning and management; and
- iv. describes how women's groups will be involved in resettlement planning and management,

#### **M. Implementation Schedule**

This section includes a detailed, time bound, implementation schedule for all key resettlement and rehabilitation activities. The implementation schedule should cover all aspects of resettlement activities synchronized with the project schedule of civil works construction, and provide land acquisition process and timeline.

#### **N. Monitoring and Reporting**

This section describes the mechanisms and benchmarks appropriate to the project for monitoring and

evaluating the implementation of the resettlement plan. It specifies arrangements for participation of affected persons in the monitoring process. This section will also describe reporting procedures.

**ANNEX – V**  
**ATTENDANCE LISTS OF PUBLIC**  
**DISCLOSURE MEETINGS**

Attendance Sheets are available with the Client and with the World Bank

**ANNEX – VI**  
**INVITATION/ INTIMATION LETTERS AND**  
**EMAILS FOR PUBLIC DISCLOSURE MEETING**

# NATIONAL ENGINEERING SERVICES PAKISTAN (PVT) LIMITED

NESPAK HOUSE: 1-C, Block-N, Model Town Extension, Lahore 54700, Pakistan  
ENVIRONMENTAL & PUBLIC HEALTH ENGINEERING DIVISION



Ref: 3979/11/MRJJ/01/1081

Dated: January 11, 2019

Deputy Commissioner,  
Chitral

**Subject:** Khyber Pakhtunkhwa Integrated Tourism and Enterprise Development Project (KITE)  
(Consultation and Disclosure of Indigenous Peoples Planning Framework (IPPF) for  
Kalash Community)

Dear Sir,

This is with reference to the No Objection Certificate (NOC) issued to the NESPAK team vide letter No. 999-1001-DCC dated July 17<sup>th</sup> 2018, for site visit and data collection in Kalash Valley for Khyber Pakhtunkhwa Integrated Tourism and Enterprise Development Project (KITE). The subject study for the preparation of Indigenous Peoples Planning Framework (IPPF) for protection of Kalash community has been completed which needs to be disclosed to the local Kalash community, as required by the World Bank Policy.

The disclosure of findings of the IPPF report is planned during third week of January 2019, tentatively on Friday (January 25<sup>th</sup> 2019) in Kalash valley. The disclosure of IPPF will be comprised of presentation of the findings of study and to gather views and concerns of the local community regarding proposed project interventions.

This is for your kind information and necessary action please.

Thanking you in anticipation.

  
M. Ramzan Javed  
(Project Manager)  
042-99090428

Encl: No Objection Certificate dated July 17<sup>th</sup> 2018

Copy to:

1. Secretary, Sports and Tourism Department KP
2. Commandant Chitral Scouts, Chitral
3. District Police Officer, Chitral
4. Additional DC, Chitral
5. Project Director, ERKF, Peshawar
6. **GM/Head EPHEd**

Telephone: 92-42-99090000, 99231925 Fax: 0092-42-99231926, 99231950  
P.O.Box: 1351 Lahore  
E-mail: ephe@nespak.com.pk  
Website: <http://www.nespak.com.pk>

  
TUV  
AUSTRIA

2/7/2019

(126 unread) - mlktrq@yahoo.com - Yahoo Mail

**From:** M Ramzan Javed <mrjait@yahoo.com>  
**Sent:** Tuesday, January 22, 2019 5:56 PM  
**To:** Waqar Ahmad <wahmad244@gmail.com>  
**Cc:** Ilyas Hassan <ilyashassan2010@gmail.com>; Munir Gul <munirtemt@gmail.com>; Sardar Naeem Ahmed <sardamaeem.ahmed224@gmail.com>; mbilal\_tanoli@yahoo.com; riazarshad73@gmail.com; Mishka Zaman <mzaman2@worldbank.org>; Rahat Jabeen <rjabeen@worldbank.org>; Kiran Afzal <kafzal@worldbank.org>; Uzma Rafique <uzma-rafique@hotmail.com>; S. Zeeshan Abbas <zeeshan.jafry12@gmail.com>; Rspervaizmalik <rspervaizmalik@gmail.com>; Malik Tariq <mlktrq@yahoo.com>  
**Subject:** Tentative Schedule for Public Disclosure Meetings

[External]

Dear Sir,

Please find attached our tentative schedule for public disclosure meetings in Chitral, Kalam, Naran and CM Road for your review and change if any. You are requested to help for venue arrangements in chitral, Kalam and Naran preferably in PTDC Hotel. Also please invite relevant departments for participation in the disclosure meetings. Thanks.

Best Regards,

M. Ramzan Javed

Project Manager, NESPAK





Malik Tariq &lt;mlktrq50@gmail.com&gt;

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**Public Disclosure of Safeguard Documents in Kalash and Chitral**

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Malik Tariq &lt;mlktrq50@gmail.com&gt;

Fri, Jan 25, 2019 at 2:24 AM

To: deputycommissionerchitral@gmail.com, Munir Gul <munir.temt@gmail.com>, phechitral@gmail.com, tariq.ahmad@srsp.org.pk, sardar.ayub@akrsp.org.pk, amir.muhammad@akdn.org, shafiq@sif.org.pk, shujakhan456@gmail.com, khush.muhammad@akrsp.org, miraj@akrsp.org, muhammad.karam@akdn.org, rafibroon\_2008@yahoo.com, akram.bulasing@gmail.com, ysharkat@gmail.com, rehmanshafiq484@gmail.com  
Cc: M Ramzan Javed <mrjait@yahoo.com>, Kiran Afzal <kafzal@worldbank.org>, Mishka Zaman <mishkazaman@gmail.com>, Rahat Jabeen <rjabeen@worldbank.org>, Waqar Ahmad <wahmad244@gmail.com>, Ilyas hassan <ilyashassan2010@gmail.com>, Uzma Rafique <uzma-rafique@hotmail.com>

AoA

Dear Sir/ Madam

Public disclosure of environmental and social safeguard documents (RPF, ESMF, and IPPF) prepared for KITE development project will be held on below mentioned date, time and venue.

- **IPPF** on 28-01-2019 at 11:30 AM in Foreigners Tourist Inn, near Kalash Museum, Kalash Valley Bumburate; and
- **ESMF & RPF** on 29-01-2019 at 09:30 AM in Pamir Riverside Inn, Chitral city


This is for your intimation and request for participation. A letter has already been posted to your offices and also attached herewith for ready reference.

Thanking you in anticipation.

Regards

Malik Tariq Mahmood  
NESPAK, Lahore

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 letter to NGOs.pdf  
890K

## NATIONAL ENGINEERING SERVICES PAKISTAN (PVT) LIMITED

NESPAK HOUSE: 1-C, Block-N, Model Town Extension, Lahore 54700, Pakistan  
ENVIRONMENTAL & PUBLIC HEALTH ENGINEERING DIVISION



Ref: 3979/11/MRJ/01/1111

Dated: January 24, 2019

As per Distribution

### KHYBER PAKHTUNKHWA INTEGRATED TOURISM & ENTERPRISE DEVELOPMENT PROJECT (KITE)

**Subject:** Public Disclosure of Environmental and Social Safeguard Documents (ESMF and RPF) and Indigenous Peoples Planning Framework (IPPF) for Kalash Community

Dear Sir,

Government of Khyber Pakhtunkhwa (GoKP) intends to undertake the "Khyber Pakhtunkhwa Integrated Tourism & Enterprise Development Project (KITE)" with the collaboration of World Bank. KITE development project objective is to enhance the competitiveness, diversity and inclusiveness of Khyber Pakhtunkhwa as a tourism destination. As WB is funding the project, therefore environmental and social safeguard documents (RPF, ESMF, ESIA, RAP and IPPF) are prepared to fulfill the requirements of national regulations as well as World Bank (WB) Policy guidelines. Further, WB Policy requires the public disclosure (locally) of these documents as well.

In this regard, it is to inform you that the public disclosure of IPPF will be held on 28-01-2019 at 11:30 AM in Foreigners Tourist Inn, near Kalash Museum, Kalash Valley Bumburate and ESMF & RPF on 29-01-2019 at 09:30 AM in Pamir Riverside Inn, Chitral city.

You are requested to participate so that findings of the safeguard documents can be shared and your valuable suggestions can be noted.

Thanking you in anticipation.



**M. Ramzan Javed**  
(Project Manager)  
Mb. # 0333-6512742

Distributed to:

1. Additional Deputy Commissioner, Chitral
2. Project Director, PMU ERKF,
3. Executive Engineer, C&W, Chitral
4. Gol National Park
5. SRSP Office, Dr. Nazir House near Polo Ground, Chitral City
6. AKRSP Office near Shahi Masjid Road, Chitral
7. Agha Khan Habitat (AKH), Balch, Garam Chashma Road, Chitral
8. Helping Hand, near Excise & Taxation Office, Goldoor, Chitral
9. Snow Leopard Foundation, near Excise & Taxation Office, Goldoor, Chitral
10. Agha Khan Education Program, Balch, Garam Chashma Road, Chitral
11. Agha Khan Health Program, Mountain Inn Hotel, Chitral
12. Agha Khan Education Program, Balch, Garam Chashma Road, Chitral
13. Garam Chashma Area Development Organization (GADO), Garam Chashma Bazar, Chitral
14. Muhammad Rafi, Village Council, Bumburate, Chitral
15. Akram Hussain, Incharge Kalash Museum and Library, Bumburate, Chitral
16. Yasir Kalash, Hotel Alexander Post, Burun Bumburate, Kalash Valley, Chitral
17. Chitral Gol Community Development and Conservation Association (CGCDCA), Chitral City

Telephone: 92-42-99090000, 99231925 Fax: 0092-42-99231926, 99231950  
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Website: <http://www.nespak.com.pk>

