

THE DEMOCRATIC SOCIALIST REPUBLIC OF
SRI LANKA

Ministry of Urban Development and
Housing Facilities

Updated Resettlement Action Plan for 318
Watte,
Madampitiya Road – Colombo 14

prepared by the
Urban Development Authority

for the
Asian Infrastructure Investment Bank (AIIB)

August 2020

Abbreviations

AIIB	-	Asian Infrastructure Investment Bank
AP	-	Affected Person
APD	-	Additional Project Director
CMC	-	Condominium Management Committee
DP &CS	-	Department of Probation & Child Care Service
DS	-	Divisional Secretary
EM	-	Entitlement Matrix
ESP	-	Environmental and Social Policy
ESS	-	Environmental and Social Standard
GCE	-	General Certificate of Education
GOSL	-	Government of Sri Lanka
GRM	-	Grievance Redress Mechanism
GRC	-	Grievance Redress Committee
HH	-	Household
HHH	-	Household Head
IRP	-	Income Restoration Program
LARS	-	Land Acquisition & Resettlement Survey (Inventory of Assets Survey)
LFPR	-	Labor Force Participation Rate
MCUDP	-	Metro Colombo Urban Development Project
MUDHF-		Ministry of Urban Development & Housing Facilities
MOH	-	Medical Officer of Health
NCPA	-	National Child Protection Authority
NIRP	-	National Involuntary Resettlement Plan
PAP	-	Project Affected Person
PAH	-	Project Affected Household
PD	-	Project Director
PIC	-	Project Implementation Cell
PMU	-	Project Management Unit
RAP	-	Resettlement Action Plan
RFP	-	Resettlement Policy Framework
SES	-	Socio Economic Survey
SSD	-	Social Services Department
UDA	-	Urban Development Authority
UN	-	United Nations
URP	-	Urban Regeneration Project
US\$	-	US Dollar
WDC	-	Women Development Committee

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Executive summary

Structure of this Document

The First chapter introduces the background to this Resettlement Plan, along with baseline information relating to the land acquisition, related impacts, the proposed location where the community would be resettled and data collection methodology. The Second chapter presents the socioeconomic profile of the Project-affected households (PAHs) including demographic statistics, livelihood status, extent of land use, household sizes, household assets, facilities, gender-disaggregated where possible. The Third chapter on eligibility and entitlement policy presents the Entitlement Matrix detailing possible impact on livelihoods, income sources, calculation methods and proposed measures to address negative social impacts. The following chapter is on stakeholder engagement and information disclosure, providing information on public consultations and the summarizes feedback. Chapter five is on the Grievance redress mechanism (GRM) and explains the different tiers and the process to be followed. Chapter six contains the gender action plan, detailing impacts on women and measures to address them. Chapter seven summarizes institutional arrangements, timeline and RP budget. The following Chapter is on internal and external monitoring, indicators to be used, and reporting requirements.

Context and Background

Colombo is the commercial capital and largest city of Sri Lanka. The Government of Sri Lanka (GoSL) estimated in 2011 that about 68,000 households were living in over 1,500 underserved settlements, accounting for roughly 50% of the city's population. In order to address issues of poor housing and services as well as ineffective land use, the GoSL has launched the Colombo Urban Regeneration Program (CURP). It provides for the resettlement of about 50,000 low-income and lower-middle-income households currently living in underserved settlements in new high-rise apartment buildings. The land thus saved and released is intended to be used for public purposes such as urban infrastructure or parks as well as for higher-value redevelopment.

The Asian Infrastructure Investment Bank (AIIB) has decided to support the resettlement of about 5,500 households into newly built units in multi-story apartment buildings in eight or nine residential complexes with provision of full infrastructure under the Support to Colombo Urban Regeneration Project (the Project). The areas made available by the resettlement program will be redeveloped, including provision of public amenities in these areas. The Project's objective is to improve housing conditions of low-income communities and increase land use efficiency in Colombo through investments in the construction of affordable housing and redevelopment of land, with associated policy and system enhancements.

The resettlement of the Project-affected households (PAHs) shall be prepared and disclosed in line with GoSL's Land Acquisition Act (LAA), Recovery of Possession of State Property Act No.7, National Involuntary Resettlement Policy (NIRP) and AIIB's Environmental and Social Framework (ESF), specifically Environmental and Social Standard 2 (ESS2) Involuntary Resettlement. The overall process, including the eligibility criteria, benefits, procedures, and standards for the resettlement component of the Project are set out in the Resettlement Policy Framework (RPF) that has been prepared in compliance with these Policies. As required by the RPF, a Resettlement Plan (RAP) is developed to elaborate on resettled

households' entitlements, people's income and livelihood restoration strategy, institutional arrangements, monitoring and reporting framework, budget, and time-bound implementation schedule. The purpose of each individual RAP is to set out the Project's planned approach, processes, responsibilities, compensation entitlements to enhancing, or at least restoring, the livelihoods of PAHs in general, and in particular physical resettlement. They shall also provide details of actual land ownership, the nature of the displacement impacts and identify all persons affected by the resettlement.

This present RAP is prepared for the 72 households living at 318 Watte, Madampitiya, Colombo. These 72 households will be resettled under the AIB-funded project in compliance with the ESF, ESS2 and the Project's RPF. The RAP preparation and implementation costs, including the cost of compensation and administration, are considered an integral part of Project cost and are contributed as a counterpart fund by the GoSL. The resettlement component (excluding construction of apartment buildings) is LKR Rs.1936800.00 equivalent to USD 10461.00 as of August 2020.

A draft RAP for Madampitiya was initially prepared in February 2019 and disclosed in June in 2019. Subsequently, newly acquired information from the year long process of continuous stakeholder engagement had to be incorporated which necessitated this update of the RAP. The cutoff date has not been changed and remains 10th October 2018, when the Census survey was undertaken. The following activities have been undertaken in the period June 2019 – May 2020 to inform this update: informal interviews in every household to be resettled, workshops in the community, and exposure visit to the newly constructed apartment complexes.

A summary of the most up-to-date socio-economic profile of the community is listed in the table below, while a comprehensive outline is presented in Chapter 2.

Table 1 Socioeconomic Profile

Impact type	Impact details
PAH to be resettled	72
Affected Residential structures to be demolished	72
Affected structures' footprint	44 are less than 500 ft ² 24 are between 501-1000 ft ² 04 are above 1000s ft ²
Affected Businesses	05
Vulnerable households	09

Based on these activities, an updated Entitlement Matrix was developed. The main impacts of displacement and resettlement include the loss of residential structures, loss of commercial structures, loss of livelihoods, and temporary loss of incomes from existing employments. Further information on social impacts are provided in the Entitlement Matrix in Chapter 4.

The Institutional Framework for the Resettlement remains unchanged and overall responsibility rests with the Project Management Unit (PMU) of the Urban Development Authority (UDA) under the newly formed Ministry of Urban Development and Housing Facilities. The updated summary timeline below showcases pre-resettlement and planned activities (detailed schedule in Chapter 7).

1 Introduction

1.1 Background and Project description

Since the late 1960s, the Government of Sri Lanka (GoSL) has undertaken a series of major housing development programs. These programs provided housing for public sector workers but also small housing plots and financial supports for other low- and middle-income households. The housing units and serviced plots provided under these programs are estimated to account for over half of the housing stock in the Colombo urban area. During the civil conflict period, however, the government could not sustain the investments necessary to continue expanding the housing supply or to provide full infrastructure and services for residential areas already developed. As a result, many new settlements emerged without adequate infrastructure or even authorization and many of the residential areas already developed lacked basic urban infrastructure and services. Based on the survey carried out by the UDA in 2011, the GoSL estimated that about 68,000 households were living in over 1,500 underserved settlements, accounting for roughly 50 percent of Colombo City's population.

In addition to the infrastructure and service challenges, another serious burden left by the earlier housing programs has been the occupation of the city's land largely by one- and two-story houses on small plots, which have been hard to redevelop, and which limit the economic density of the city. As a result, land plots in the city available for development or redevelopment have been scarce and extraordinarily expensive, allowing little but the highest value commercial development to take place. This in turn pushed most urban development activities to areas outside the three core Municipal Council areas, leading to a rapid physical expansion of the urban footprint onto farms and forests, with the attendant growth of environmental and transportation costs.

The GoSL has established the Urban Regeneration Program (URP) to address these issues of poor housing and services as well as inefficient land use. The Program aims to resettle about 50,000 low-income and lower-middle-income households currently living in underserved settlements which were provided earlier by the GoSL or occupied by squatting and are characterized by deficient infrastructure, service and housing, into new high-rise apartment buildings. The land thus saved and released is intended to be used for public purposes such as urban infrastructure or parks as well as for higher-value redevelopment. The underserved settlements are estimated to occupy around 900 acres, of which 300 acres would, once released, be utilized for the construction of 50,000 new housing units in total; 450 acres would be allocated for commercial purposes; the remaining 150 acres would be maintained for public open spaces and other key urban infrastructure.

The AIIB has agreed to support the continued implementation of URP Phase-III with significant improvements – such as the improvements in technical design, resettlement and post-resettlement policy, housing maintenance arrangements, innovation in redevelopment approach, and review of longer-term sustainability of public intervention in housing – as described below:

Component 1: Housing Construction. The component will support construction of about 5,500 housing units in multi-story apartment buildings in eight or nine residential complexes (sub-projects) with provision of full infrastructure. AIIB funding for this component is USD 153 million.

Component 2: Land Redevelopment. This component will maximize the revenue from the land that has or will become available after the households in the underserved settlements move into the new apartment units constructed under the URP. AIIB funding for this component is USD 35 million.

Component 3: Technical Support and Project Management. This component will support project management and other quality enhancement measures to improve the implementation of URP. AIIB funding for this component is USD 6 million.

1.2 Project Land Acquisition Requirements and Impacts

The community located at 318 Watte, Madampitiya Road will be affected by the Project. No land acquisition is going to be undertaken, as current occupants do not have legal title for their land and are thus qualified as informal settlers. The total land to be used for the Project's footprint is 4 acres.

The PAHs will be offered apartments in the newly built *Helamuthu Uyana* Housing Scheme, Henemulla, which is in the immediate vicinity, approximately 750 meters aerial or 950 meters walking distance (approximately 15 minutes) away. The complex, along with the neighboring *Mihijaya* Sevana and Ranmithu Sevana were built by the UDA and consist of 3300 apartments, has 15 floors and is equipped with modern amenities, such as elevators, emergency exits and community halls. The figures below show old and new location.



Figure 1 Original location at 318 Watte, Madampitiya Road

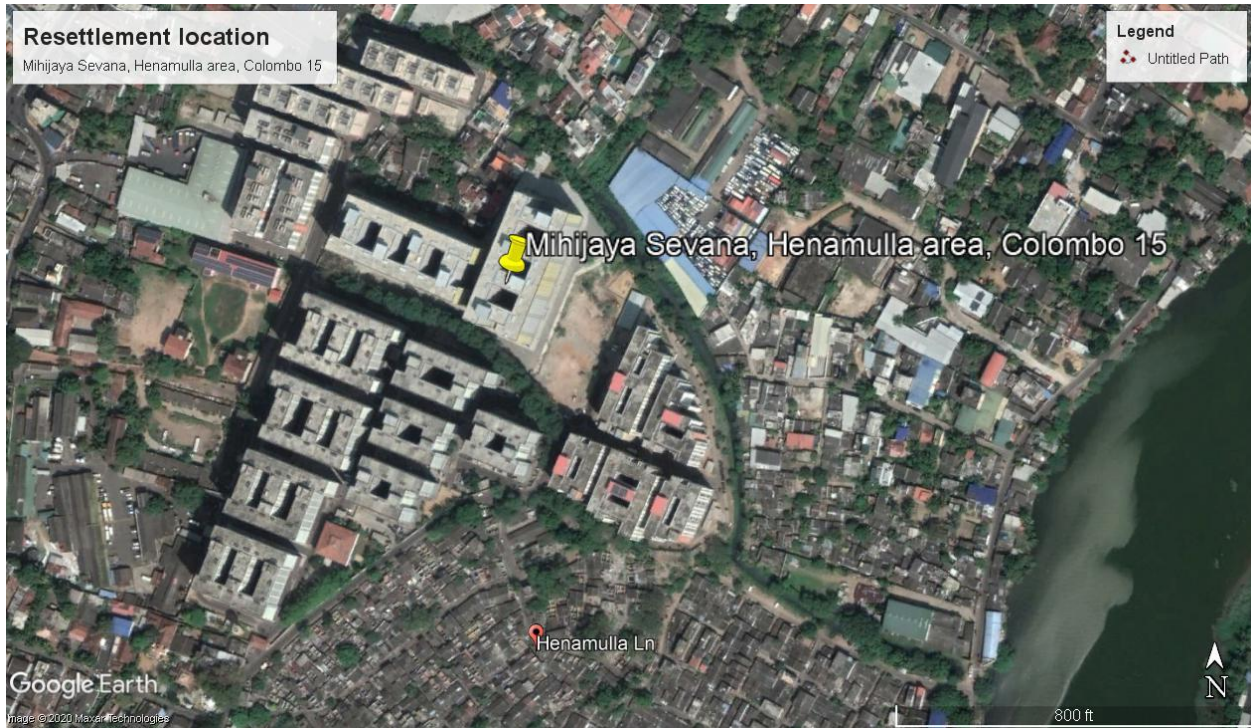


Figure 2 Resettlement location at Mihijaya Sevana, Henamulla, Colombo 15



Figure 3 Aerial distance between 318 Watte and Mihijaya Sevana

1.3 Legal Framework

All activities under the proposed Project will be consistent with the laws, regulations and notifications that are relevant to the resettlement activities. The current GoSL governing matters relating to land, such as land acquisition, recovery of state lands, compensation for property losses and compensation for improvements in Sri Lanka are enshrined in a number of legislative enactments:

The **Land Acquisition Act (LAA)** No. 9 of 1950 guides land acquisition for public purposes. The provisions of the LAA, together with the compensation listed in the Government Gazette No.1596/12 of 7th April 2009, largely meet the requirements of AIB's Environmental and Social Policy/Environmental and Social Standard (ESP/ESS)with regard to payment of compensation. However, the LAA does not address all losses due to involuntary resettlement, especially for informal settlers.

The **National Involuntary Resettlement Policy (NIRP)** is expected to address the shortcomings of the LAA and treat affected persons in a fair and equitable manner. It calls for a protective framework for people, who are displaced due to development projects, to ensure their rights are respected and that they are not impoverished or do not suffer unduly because of public or private project implementation. Through the NIRP, the displaced people are assured of a living standard comparable to that of the time of displacement. The policy provides for resettlement plans (RPs) of varying levels of details depending on the number of people being displaced, to be published and to be made publicly available. RPs must be prepared for any project requiring displacement of 20 or more persons. Further, it provides for the affected people to be fully involved in the selection of relocation sites. Through this process, the affected communities are made stakeholders of the entire process.

The NIRP, however, has yet to be adopted into legislation. Implementing agencies are not obliged to apply the principles enshrined in the NIRP. As a result, affected persons are unable to rely on the NIRP principles as a matter of right. Full compliance requires Government to amend the existing laws. Regardless, the NIRP is official and workable, and under conditions of political will, can offer durable solutions to the ethical and practical dilemmas posed by land acquisition and involuntary resettlement.

AIB's Environmental and Social Standard 2: Involuntary Resettlement aims to avoid Involuntary resettlement wherever possible; to minimize Involuntary Resettlement by exploring Project alternatives; where avoidance of Involuntary Resettlement is not feasible, to enhance, or at least restore, the livelihoods of all displaced persons in real terms relative to pre-Project levels; to improve the overall socio-economic status of the displaced poor and other vulnerable groups; and to conceive and implement resettlement activities as sustainable development programs, providing sufficient resources to enable the persons displaced by the Project to share in Project benefits.

ESS 2 applies to the resettlement of the 318 Watte community, as the Project involves the recovery of possession of GoSL lands, which are currently occupied by the 72PAHs. Thus, they will be impacted by physical displacement and to varying degrees economic displacement, inclusive of loss of assets, access to assets, income sources and means of livelihood.

1.4 Methodology

In line with the requirements of GoSL, ESF and ESS2 and RPF, this RAP was prepared in line with the prescribed procedure below.



Figure 4 Resettlement Plan's preparation methodology.

The **Screening** was conducted on 10th October 2018 to establish physical, demographic, socio-economic and environmental baseline. On the following day, a semi-structured presentation of the Project for the PAH was conducted on site at 318 Watte covering major issues of interest. At this meeting a number of PAHs expressed desire to return to 318 Watte, after the completion of the new apartment buildings and as of January 2020, at least 10 PAHs have kept their interest to do so.

Project team visited existing UDA housing complexes to **Scope** potential challenges for the planned resettlement of the PAHs in the latter part of 2019. It was noted that the socio-economic profile of the Madampitiya PAH may be different from the host community at Mihijaya Sevana.

In preparation for the **Census**, a dedicated training was conducted for the Project team covering the questionnaire types, interview techniques, stakeholder engagement and information disclosure. The enumerating team was instructed to contextualize the survey to PAHs and ensure their active participation. The census gathered data on affected structures, land ownership, movable and unmovable assets, businesses, PAH incomes and expenditures, demography, educational levels, vulnerability status, community relations, access to health facilities, women's participation in community activities and availability of state support for vulnerable groups. The data was then used to inform the preparation of this RAP.



Figure 5 Ongoing surveying of a PAP, 16th October 2018 at 318 Wattle

The RAP **Preparation** concluded in February 2019 and it was later further revised and disclosed in August 2020. A hard copy of the updated RP is available to PAPs on site and online on [UDA](#) and [AIIB's](#) websites.

1.5 Social and Economic Impacts

Table 2 Summary of Impacts

Type of Loss	Impact on structures and PAHs		Affected area (in ft ²)
	Structures	PAHs	
Loss of Residential Structures	72	72	36027
Loss of micro businesses/ structures	5	5	1060
Loss of private lands	0	0	0
Loss of livelihoods	N/A	5	NA
Loss of incomes	N/A	5	NA

The table above summarizes possible impacts. The project will lead to the displacement of 72 PAHs and consequently there will be a loss of 72 residential structures. There will be no partial loss of structures as the existing households have to be taken away for the construction of a new building on the site. There are 72 families living in the 72 residential structures. The project will also lead to the loss of five commercial structures including one PAHs which conducts the business within the household. Thus, these PAHs constitute the livelihood loss due to the project. There will be no loss of private lands as all the settlers in 318 wattle are non-titles holders.

1.6 Potential Adverse social impacts

This project will cause the displacement of 72 PAHs. Displacement, especially, when it is involuntary, can be a traumatic experience for some or at least a very stressful life encounter for most people. Many of the PAPs in Madampitiya have lived there for more than 20-30 years and hence have weaved their social networks based on the community in which they lived. Their livelihoods are intricately connected with the place they live while the education of children takes places in nearby schools. PAPs will move from their familiar locality as well as the houses in which they are accustomed to living as a result of resettlement into a high-rise apartment. However, the distance from their current location to the resettlement site is just 950 meters and therefore, it can be expected that they will be able to continue their livelihoods and children's education without disruption.

The loss of commercial structures directly affects the livelihoods of the owners and those who work there. In terms of commercial structures, 318 Watte has two small groceries, an aluminum workshop, a scrap metal collector, and a food processor. These micro businesses are in fact conducted within some part of the household. With resettlement, these structures will be lost and hence, these PAHs will be provided with appropriate livelihood restoration support in line with the RPF. The households owning these commercial structures will also be compensated for the loss of incomes for a period of six months as indicated in the Compensation matrix. Detailed information on the commercial structures and livelihoods are presented in the table below. The groceries and the aluminum workshop are semi-permanent structures.

Table 3 Breakdown of microbusinesses currently operating on site

SE No	File No	Type of commercial activity	Nature of structure	Scale of operation	Estimated monthly income	Proportion of income loss
1	59	Grocery shop	Grocery shop in a house	Wife/Son for HH	Rs.20000.00	Rs. 120,000.00 (20000 × 06 months)
2	11	Small grocery shop	Semi-permanent	Owner	Rs 14000.00	Rs. 84,000.00 (14000 × 6 months)
3	58	Food processing	Semi-permanent	Owner	Rs 35000.00	Rs.210,000.00 (35,000 × 06 months)
4	47	Scrap Metal trade	Storage room annexed to house	Owners Son in low	Rs.40000.00	Rs.240,000.00 (40,000 × 06 months)
5	138	Aluminum workshop	On the ground floor of house	Owners Husband	Rs.40000.00	Rs. 240,000.00 (40000 × 06 months)

1.7 Impact on Accessibility to livelihoods and Schools, Mobility, and Safety

All the current residents of 318 Watte are expected to be resettled in an apartment complex 950 meters away from the existing location and therefore they are not expected to face any challenges with accessibility and mobility. The resettlement site is managed by UDA and the access to the new site is through a gate supervised by security officers of UDA. Therefore, the resettlement site is expected to be a safe and secure location for all residents. PMU will follow the prescriptions of the Environmental and Social Management Plan (ESMP) to minimize the impact of dust and noise to other settlements and the school located next to 318 Watte.

1.8 Positive Impact

Resettlement of PAPs in 318 Watte in Madampitiya is expected to generate important social and cultural benefits. Although there are several lower middle-income houses, the community at 318 Watte includes with many small houses, some of which are made from substandard and temporary material. The lack of flood-prevention measurements makes the settlement vulnerable for occasional floods. The resettlement of PAHs will provide the PAPs the opportunity to live in modern, safe, and comfortable apartments. Resettlement in a modern complex is expected to improve PAPs quality of life. All the apartments are provided with running water, bathroom with the required fittings, and electricity. The apartment complex is furnished with public lighting and elevators. PMU will contribute to improve the livelihoods of the PAPs with support for livelihood development including provision of training.

2 Socio-economic profile of PAHs

The census provides comprehensive profile of the community and individual PAHs living at 318 Watte. More than 60% of PAH income earners report monthly income higher than the minimum wage, with the weighted average being just under LKR 36,000 and average of LKR of 62,596. Income figures are above the poverty line for personal income in Colombo set at LKR 5,114 per month as of December 2016. Using the average PAH size of 4.1, the adjusted PAH poverty line for 318 Watte is just under LKR 21,000. The census reveals that only one PAH's income is below this localized poverty line.

Assessing PAH monthly income reveals that 21 households have monthly average incomes above the poverty threshold, 32 households fall in the middle-class bracket, or having an average monthly income above LKR 46,097. Five households have a monthly average income of below Rs. 21,875, even though they are marginally above the poverty line. The average number of members earning or receiving an income per household is 1.75, which is on par with the national average of 1.8.

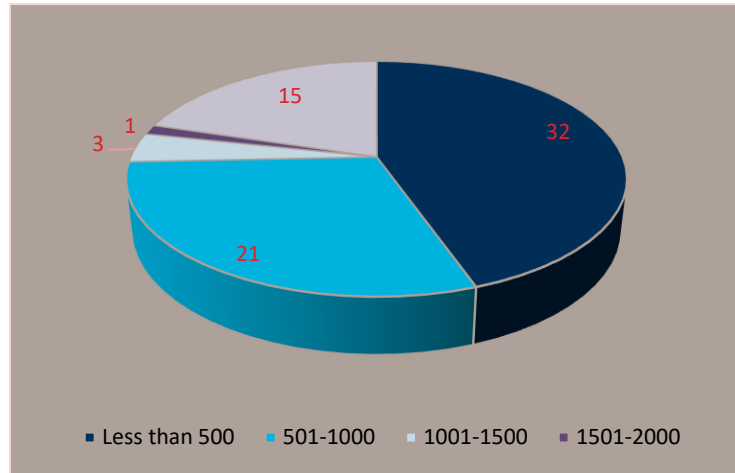


Figure 6 Affected structures' footprint in ft²

Most of the PAHs have lived on site for more than 20 years and their houses are permanent structures. Majority of PAHs have piped water connections, electricity, indoor toilets and use LP Gas for cooking.

Women appear to have space to take decisions and participate in common activities without much restriction from their spouses. Women were also active participants and often outnumbered men at stakeholder meetings.

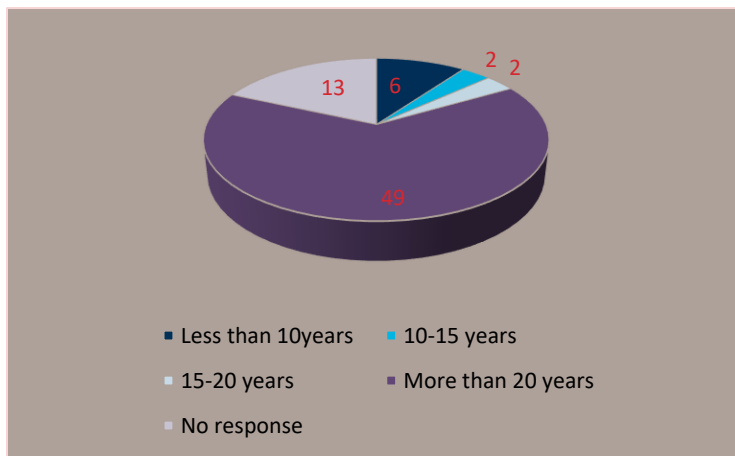


Figure 7 Years spent living at 318 Watte

Even though PAPs are not legally occupying GoSL land, majority of them demonstrate stable livelihoods and relatively long history of living at 318 Watte. Some PAHs have two storied houses and this stands as evidence to relatively stable economic and social status of the people in 318 Watte. Based on this assessment, it could be assumed that PAHs are not hard-pressed to resettle and may require additional incentives to move.

Figure 8 Summary of available features and facilities

Type	Source	Number of PAH
Access to potable water	National Water Supply and Drainage Board	47
	Common Source (Street pipe)	19
	No response	6
Source of lighting	Ceylon Electricity Board connection	66
	Kerosene oil	1
	No response	5
Access to sanitary Facilities	Flush Toilet	32
	Pit latrine	25
	Public toilet	6
	No response	9
Energy source for cooking	LP Gas	65
	Kerosene oil	2
	Firewood	1
	No response	4
Available telephone	Landline	9
	Mobile phone	51
	None	12
Access to Internet	SL Telecom	4
	Private Provider	1
	Mobile	34
	None	4
	No response	29
Available TV	SL Telecom	17
	Private Provider	10
	None	21
	No response	24

Figure 9 PAPs disaggregated by age groups and gender

Age cohort	Male	Female	Total
Under 5	11	13	24
6-10	12	15	27
11-17	23	27	50
18-30	41	32	73
31-40	34	31	65
41-60	33	39	72
Above 61	12	19	31
Total	166	176	342

Figure 10 PAH disaggregated by number of members

Household members	Number of PAHs
1-2	12
3-4	29
5-7	20
Above 7	11

Figure 11 Affected PAH Heads disaggregated by age and gender

Age group	Male	Female	Total
18-30	1	6	7
31-40	11	5	16
41-60	12	16	28
Above 61	8	13	21
Total	32	40	72

Figure 12 Ethnic Composition disaggregated by gender

Ethnicity	Male	Female	Total
Sinhala	91	101	192
Tamil	45	48	93
Muslim	29	26	55
Other	1	1	2
Total	166	176	342

Figure 13 PAPs educational levels disaggregated by gender

Level	Male	Female	Total
Functionally illiterate	4	7	11
Able to sign	0	2	2
Undergraduate and above	3	1	4

Figure 14 Breakdown of vulnerable PAPs by category

Physically or mentally disabled/handicapped	7
Destitute	1
Woman-head of PAH	1
Total	09

Figure 15 PAPs' sources of income disaggregated by gender

Type of employment	Male	Female	Total
Self-Employment	9	9	18
Private business	4	1	5
Public Sector Other Grade Job	9	1	10
Private Sector Executive Job	3	3	6
Private Sector Other Grade Job	8	6	14
Working abroad	7	4	11
Technical	2	0	2
Skilled Laborer	12	0	12
Unskilled Laborer	17	8	25
Total	71	32	103

Figure 16 PAH's Average Monthly Income disaggregated by income levels and gender of earner (in LKR)

Income levels	Male earners	Female earners	Total
Under 5,000	0	1	1
5,001 – 10,000	0	0	0
10,001 – 15,000	4	4	8
15,001 – 25,000	14	16	30
25,001 – 50,000	29	6	35
50,001 – 75,000	7	3	10
75,001 – 100,000	4	1	5
100,001 – 150,000	1	1	2
above 150,000	0	0	0
No response	12	2	14
Total	71	34	105

Figure 17 PAH's average monthly expenditure disaggregated by select categories (in LKR)

Expenditure category	Monthly expenditure in LKR
Food	20,712
Clothes	2,056
Water	617
Electricity	2,354
Fuel	2,722
Gas	1,807
Firewood	1,250
Tobacco/Betel	1,500
Alcohol	2,250
Charity	238
Communication / Telephone	1,109
Transport	4,237
Education	4,094
Health	2,750

Lease/Mortgage Payments	5,080
Religious activities	880
Vehicle Repairs	5,727
Total	59,383

Figure 18 Women's participation in household activities

Decision-making in day to day family matters.	53
Space to engage in social/community activities	96
Space to engage in religious activities	145
Space to hold positions in CBOs	80
Space to interact with state officials if need arise	45
Decision-making in children's education	56
Freedom to engage in income earning activities when available	80

Figure 19 Impact of perennial plants

Type of plant	PAH owners	No of Affected Trees
Jackfruit (<i>Artocarpus heterophyllus</i>)	1	1
Mango	08	08
Other Fruits	10	10
Other trees	35	35
Total	54	54

The **host community** surrounding Helamuthu uyana has a similar socio-economic profile and was also resettled from underserved areas of Colombo, as the 318 Watte PAHs. They have been living on site for a relatively short period of time and are still in the process of settling in. Based on discussions between the households living in other apartments near Helamuthu uyana and Project staff, it is expected that the resettlement will have minimal and temporary negative impact to the host community, mainly related to noise issues during the relocation. Standard procedures to mitigate this, such as an introduction to apartment buildings rules and regulations for 318 PAHs will be undertaken.

Further to this, the Project staff have established dialogue between both communities to engage the establishment of cordial relationships. Introductory workshops will be conducted to foster community cohesiveness and mutual respect for the condominium code of conduct.

3 Eligibility and entitlement policy

3.1 Policy and legal framework

As this RP is prepared in line with the Project's RPF, the following resettlement principles, based on GoSL and AIB policy frameworks, have been followed in the preparation and update of this RAP:

- **Comply** with the legal and policy provisions of Sri Lanka and AIB Environmental and Social Policy (comply with the latter in case of conflict between them).
- **Minimize** human displacement and resettlement wherever possible.
- **Account** for local socio-economic development context.
- **Include** gender considerations into social management and resettlement planning.
- **Identify** all project impacts and record all losses properly.
- **Plan** and implement land acquisition and resettlement activities as an integral part of the Project.
- **Inform** and hold public consultations with affected people during planning and implementation.
- **Assist** the affected persons/households to restore, and ultimately to improve, their livelihoods to conditions equal or better than their earlier status.
- **Support** to enhance project benefits for the vulnerable households.
- **Implement** grievance and monitoring procedures.
- **Ensure** sustainable self-management of the resettlement sites.

Based on these generic principles and the RPF's Entitlement Matrix for the Project, a tailor-made Entitlement Matrix (EM) has been prepared for the PAH living at 318 Watte. The EM (below) applies to all components entailing involuntary resettlement impacts, irrespective of the size and extent of impact. If, at any future stage, additional resettlement impacts are identified, this RAP can be updated again by the PMU making provisions for mitigating such impacts with compensation and livelihood restoration benefits in line with this EM. The EM attempts to be exhaustive and has been prepared considering all possible categories of losses and impacts based on available information. Based on this generic EM, a PAH-specific Compensation Matrix is prepared in Annex 01.

Table 4 Detailed entitlement breakdown

Type of Loss	Category of PAH	Entitlements
Loss of residential structure <i>for 72 PAHs</i>	Informal Settlers without title to land	Resettlement and rehabilitation assistance <ol style="list-style-type: none"> 1. Offer of a new housing unit of 550 ft² in designated multi-story housing scheme with basic facilities, including electricity connection, subject to beneficiary contribution to the condominium management fund and payment of monthly maintenance charges. <i>This offer is extended to all PAHs to be resettled.</i> 2. Transport allowance of LKR 5,000 for vacating the old structure. <i>This allowance will be paid to all resettled PAHs.</i> 3. Rental allowance of LKR 15000 per month in case of emergency shifting until the offer of permanent relocation to new housing unit. 4. Right to salvage building materials but excluding asbestos (use of old materials will not be permitted at new housing complex).
Loss of commercial structure <i>for 5 PAHs</i>	Informal settlers without titles	<ol style="list-style-type: none"> 1. Offer of a new suitable space for the commercial structure with basic facilities, including electricity connection on long term lease basis subject to the payment of relevant monthly charges as applicable or livelihood restoration trainings. 2. Offer of training to improve the business where such training is relevant and necessary. 3. Offer of payment for income losses, if the business undergoes any loss of income either during the transition period or within six months after resettlement.
Loss of livelihood or income due to relocation ¹	Self-employed persons or those running small	<ol style="list-style-type: none"> 1. Training, access to credit, skills training

¹ Note: There are five self-employer activities that owned by PAHs and identified that they will experience the income loss which are already included in the RP.

<p><i>for 5 PAHs</i></p>	<p>businesses who may experience loss of livelihood or loss of income due to resettlement.</p>	<ol style="list-style-type: none"> 2. Loss of income payments will be a cash assistance equivalent to six months average income based on available records and qualitative data.
<p>Any other social impact or economic loss <i>for 9 PAHs</i></p>	<p>Vulnerable persons, and women headed households, which may experience unforeseen adverse impacts</p>	<ol style="list-style-type: none"> 1. Support for vulnerable households, including women headed households for livelihood restoration where relevant. 2. Vulnerable households will receive a cash grant of 50000.0 to support their life in a new apartment and minimize any unforeseen adverse impact. 3. PMU will facilitate access for vulnerable households, eligible for government welfare assistance, such as Samurdhi payments, old age allowance, nutritional support and poverty assistance, if not in receipt now by coordinating with relevant state agencies. 4. Housekeeping assignments at new housing complex and employment in civil works under the project.

3.2 Methodology for calculating entitlements

(a) Loss of residential structure

All PAHs are informal settlers occupying state lands without land titles; thus, they are not entitled to compensation for loss of land. They will be offered a replacement apartment of 550 ft² which costs approximately LKR 7,000,000 (calculated by taking the total construction cost divided by the number of housing units). This will be done on the basis that a portion of the total capital cost of relocation (including the cost of construction), i.e. LKR 1,200,000, is recovered from the recipients of the new apartments over a period of 400 months, i.e. LKR 3000 per month.

The UDA allows PAHs to value their affected structures and if their worth can be proven to exceed the cost of a housing unit offered, i.e. LKR 7,000,000, the excess will be compensated at replacement cost. The ownership of the housing unit will be transferred only after the total payment is made by the respective householders within the 33-year period, subject to the following conditions:

- The **ownership of the housing unit will not be transferable** to a third party within a 10-year period from the date of receiving the transfer deed.
- To safeguard the rights of women, **the house will be allotted in the name of both the spouses** and in the name of the wife in the event of a death of the husband.

Householders who pay the total payment before the specified timeframe will be entitled to receive the title deed to the housing unit within 6 months from the date of full payment.

- The eligible households that receive houses will have to contribute to the Condominium Maintenance Fund and monthly management charges as decided by the Project. The payment shall be made in favor of the UDA and this will be kept in a separate joint account to be managed by the Condominium Management Committee for the respective buildings.

Larger households that may be eligible for an additional housing unit(s) should present their case to the Special Appeals Committee (SAC) consisting of the Project Director, Director Land and Director Legal. SAC can determine the allocation of an additional housing unit taking into consideration the extent of the floor area, its structure (standard) and the extent of land occupied. Those households that become eligible will be allotted the additional house(s) and would come under the existing payment scheme.

(b) Loss of Livelihood

In addition to these compensation provisions, PAHs are entitled to pre and post resettlement assistance which aims to improve, or at least restore their livelihoods to pre-project levels, in line with the ESS2 of AIB's ESP. In addition to the provision of new apartments and financial compensations, an income restoration support and rehabilitation of vulnerable PAPs will be

undertaken. The following tables describe the comprehensive support package that has been developed based on continuous needs assessment including census, semi-structured interviews, focus group discussions (FGD) and community meetings.

Anticipated livelihood losses

The census has revealed that 05 household-run micro businesses which may be negatively impacted. They will be compensated for loss of income during the relocation and new commercial spaces at subsidized rent in the new complex. The EM in Annex 01 provides an overview of eligible compensations.

In addition to these concrete cases, PAPs who are suffering reduction of their livelihoods will be offered a spectrum of additional support which is to be determined, based on their actual needs. In line with the objectives of the Project and the various potential needs of PAPs, the PMU will take the role of facilitator for livelihood restoration support.

This role entails provision of equal access to information, training opportunities and micro-finance institutions.

Equal access

The impacts of development-induced resettlement disproportionately affect members of the community who are inherently in a disadvantaged position, such as women and vulnerable households². Women encounter greater challenges, as they are faced with more difficulties than men to cope with disruption to their households' routines. Thus, the livelihood restoration approach for the PAHs and PAPs to be resettled cannot sustainably achieve its goals without mainstreaming gender in the planning stage. Livelihood restoration focuses on livelihood activities of both women and men and their households because they are envisioned to yield several potential benefits and impacts.

Livelihood Development

In addition to livelihood restoration, the PMU will provide training and other required support for livelihood development among the PAHs with a view to enhancing their economic standards and quality of life in line with the RPF. While livelihood restoration is aimed at resuscitating the livelihoods affected by resettlement, the objective of livelihood development is to either enhance existing economic activities or to encourage suitable PAPs start new income generation activities. With livelihood development support, households that were earlier dependent on a single income source may establish supplementary income sources for their households. Further, with livelihood development and resulting higher purchasing power, PAPs - especially women - may be able to obtain essential household appliances, which could increase both the convenience and the efficiency of their livelihood activities. Livelihood development support may vary from one household to another

² RPF definition - *Socially and economically distressed households who may suffer disproportionately due to relocation. They may include very poor, disabled, elderly and women-headed households.*

depending on educational and professional training, age, sex, current economic standing, willingness to cooperate etc. The Project team has undertaken needs assessments and identified potential opportunities for training PAPs to help them improve their livelihoods. Food processing, food packaging, dress making, driving, work in earth moving machines, work in construction industry, and basic IT have been identified as potentially appropriate livelihood opportunities for people in 318. Subsequent mapping of organizations with such training capacities in Colombo is presented below. The Project will make a good faith effort to organize and finance reasonable number of trainings to support the enhancement of PAPs' livelihoods, such as:

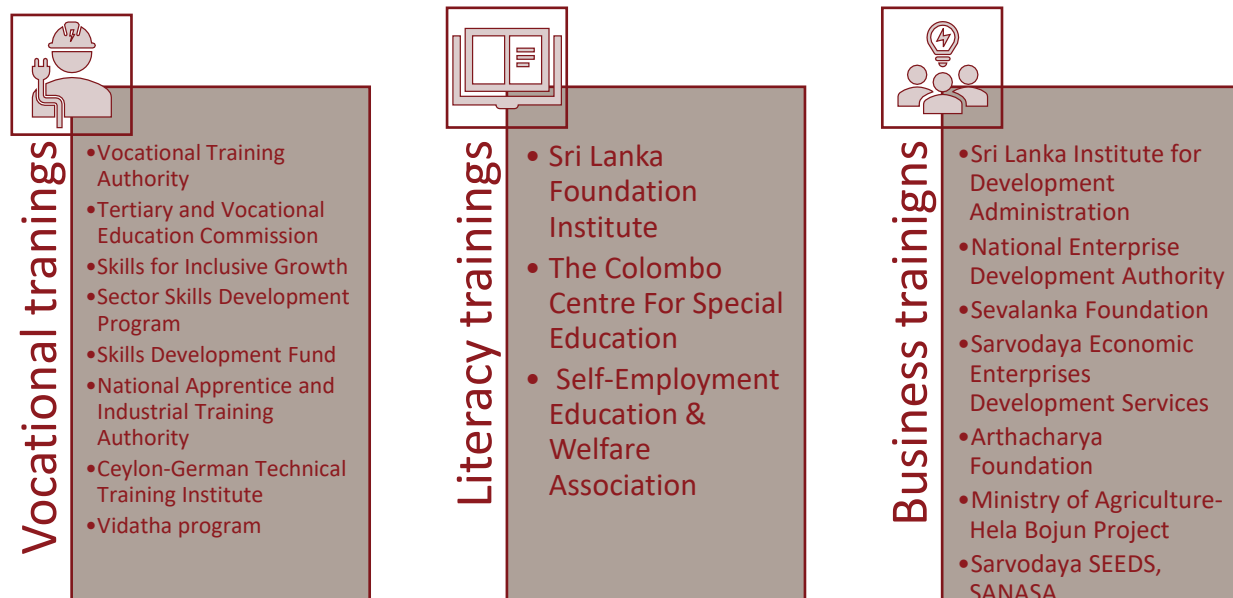


Figure 20 Overview of potential livelihood training providers

Such investments to develop livelihood activities are not expected to produce huge profits, but are practically expected to supplement family incomes to:

- **fund** the education of children (particularly the tuition fees).
- **increase** nutrition value of family meals.
- **repay** any debts and reduce dependence on private moneylenders.
- **reduce** uncertainties in their daily lives in meeting basic needs.

In most instances, it would be expected that these economic activities would be conducted jointly by husband and wife. In the case of households headed by women, women could be supported by other family members, including adult children and relatives. Thus, these economic activities are not to be isolated entities of individual women. Instead, they could be collective household ventures. Based on similar interventions in Sri Lanka, it is expected that some enterprises might be differentiated according to gender. There could be also cases of the women operating retail groceries with the men buying the requisite groceries from the wholesale market for the shops. It is overall

expected that men and women would report collaboration and mutual understanding between both sexes in these livelihood activities.

Apart from support for businesses, opportunities for both men and women to participate in the operation and maintenance of the new apartment buildings will be advertised accordingly, as outlined in the RPF. The Project team recognizes that incentivization of PAPs employment to support post-resettlement activities would foster a greater sense of ownership and belonging to the new apartment complex.

Project staff will undertake the facilitation required to ensure that vulnerable households and disabled PAPs will continue to receive social support from the GoSL. Those who are not yet enrolled will be supported to apply to relevant services. PAPs with disabilities will be given an opportunity to choose on which floor they will be resettled.

Access to information

Project staff will undertake to gather and present relevant and timely information, linkages and general awareness about opportunities for livelihood improvement. This would cover both governmental and non-governmental organizations. Further, PAHs will be informed if employment opportunities with the Project are available.

Access to Micro-finance institutions

The introduction of monthly payments for PAH's new apartments will require a readjustment of their budgets. It is also reasonable to expect that vocational and business training opportunities would inspire PAPs to initiate income-generating activities which may also require seed capital. In order to limit the risk of proliferation of payday loans, the Project will link PAPs with reputable and reliable providers of microfinance, such as the Samurdhi Bank and SANASA, which establishes a savings and micro-finance society by organizing mainly women. PAPs will be able to save and obtain loans for acceptable rates from SANASA society. An earlier resettled community under this Project, originally from Obeysekarapura Road, was provided training and support to form household savings groups which was later connected with SANASA. The saving groups act as important on-site opportunity to cover emergency financial needs. Generally, microcredit facilities in the apartment complexes are limited, thus these groups provided a source of credit with simple terms and conditions for poor women who cannot find adequate collateral to access loans from commercial banks. Contrary to the process followed by banks, the accumulated savings of the borrower or the physical assets that the borrower owned were hardly considered in the loan approval process.

4 Stakeholder engagement and information disclosure



Figure 21 Stakeholder engagement at 318 Watte on 12.10.2018



The disclosure of the draft RAP, including documentation of the consultation process, in 318 Watte was undertaken in a timely and accessible way in Sinhala, Tamil and English. In addition, its main components, such as the EM and GRM were explained and discussed at length both in public and in individual meetings with PAHs. In line with the requirements of the ESP and RPF, the public and private feedback received during the disclosure period and stakeholder engagement have been included in the initial and updated versions of the RAP.

Similarly, this updated version will be translated in the three languages, made physically and electronically available (on-site, at UDA and AIB's websites) and discussed with PAHs. PMU's outreach approach may need to be adapted due to the effects of

COVID-19 and the requirement of social distancing.

Table 5 Summary of feedback received during stakeholder engagement and information disclosure

Date	Type of engagement	Participants	Raised issues, discussion points	Feedback provided by Project team
12 Oct 2018	Public meeting at 318 Watte	53 PAH representatives (39 women and 14 men)	<ol style="list-style-type: none"> 1. Concerns related to quality of life in condominiums apartments. 2. Challenges in settling in with host community. 3. Perceived issues related to petty crime and quality of surrounding areas in Mihijaya Sevana. 4. PAH financial contribution affordability. 5. Potential to return to 318 Watte after construction of new apartment buildings is completed. 6. Requests for additional housing units. 7. General concern about house allocations for bigger existing structures. 8. Impact of resettlement on renters with absentee landlords. 9. What are other alternative resettlement locations? 	<p>1, 2 and 3. Awareness raising campaigns will be implemented to address raised concerns</p> <p>4. The heavily subsidized total cost of new apartments to PAH was contextualized with nearby market rents and cost of properties.</p> <p>5. PAH can be provided with monthly rent allowance and they will be able to return to 318 after the completion of construction.</p> <p>6 and 7 Procedure for request for additional units was explained.</p> <p>8. Question will be raised with UDA.</p> <p>9. Alternative locations are Dematagoda or Madampitiya.</p>

24 Oct 2018	Public meeting with host community at Mihijaya Sevana	26 PAH representatives (14 men and 12 women)	<ol style="list-style-type: none"> 1. General feedback of improved quality of life after resettlement. 2. Minor concerns related to proximity of schools and medical facilities. 3. Problems related to the upkeep of the area surrounding the apartment complex. 4. Challenges related to garbage disposal and collection. 5. Constrains of available space for bigger and growing households. 6. Serious issue related to drug use among some occupants. 	<p>1 to 4 Additional awareness raising activities will be taken to enhance understanding of code of conduct in shared apartment building.</p> <p>6. Condominium management was informed of this problem.</p> <p>General recommendation that is incorporated in this update is that communities should be given the opportunity to resettle together.</p>
27.09.2019	Awareness program regarding relocation process	31 PAH Representatives (26 Women and 05 Men)	<ol style="list-style-type: none"> 1. Problems related to development of welfare society 2. Requests for additional housing units. 3. Problems on resettling in new community 	<ol style="list-style-type: none"> 1. Provided information regarding Importance of development of the welfare society for have benefits to whole community 2. Explained the eligibility criteria for additional housing units 3. Explained other options related to resettlement.

03.10.2019	Exposure visit Mihijaya Sewana Housing Project	45 PAH Representatives (Male 15 and Female 30)	1. Maintain of common facilities	1. Brief Awareness on condominium management authority
10.12.2019	Awareness meeting on relocation process with PAP's and UDA	45 PAH Representatives (Male 08 and Female 37)	1. Problems on resettling in new community 2. Explaining of the project 3. Discussion about issues arising out of not providing/submitting information and applications by PAPs	1. Explained other options related to resettlement. 2. Brief explanation by Project Director and UDA regarding project and it's benefits for the PAP's. 3. Awareness on Importance of providing details to continue the relocation process and allocating house units.
14.01.2020	Special meeting for non-responsive group for relocation process in Madampitiya by Social team	14 PAH Representatives (Male 07 and Female 07)	1. Problems related to additional housing units 2. Issues on disagreements of relocation	1. Explained about the eligibility criteria 2. Provided information on project benefits, relocating options 3. Encouraged the participants to cooperate with the project
18.02.2020	Special meeting for non-responsive group for relocation process in Madampitiya by social team and UDA staff	05 PAH Representatives (Male 02 and Female 03)	1. Problems related to additional housing units 2. Safety and security issues	1. Explained about the eligibility criteria 2. Provided information on security system relating to CCTV

27.02.2020	Workshop on welfare society development and saving	29 PAH Representatives (Male 11. Female 18)	1. Disagreements of forming a society and collaboration with community people among themselves	2. Awareness on importance of welfare society development, it's benefits and formed a welfare society
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Table 6 Stakeholder engagement and information disclosure

Date / Quarter	Type of engagement	Topics to be covered
2020 03 rd Quarter	Awareness Workshop	<ul style="list-style-type: none"> • Introduction of condominium rules and regulations to PAHs to be resettled. • Awareness on Rent Purchase Agreement
2020 03 rd Quarter	Awareness meeting	Compensation Management program
2020 03 rd Quarter	Workshop	Pre-resettlement support (such as transfer of students and secure relevant social assistance from GoSL) ensuring equal support extended to women.
2020 03 rd Quarter	Awareness meeting	Support for integration of PAHs with host community.
2020 03 rd – 04 th Quarter	Awareness program	Forming and Implementing welfare societies/committees.
2020 03 rd – 04 th Quarter	Discussion	Income restoration activities
2020 03 rd – 04 th Quarter	Program Meeting - 1	Formation of CMC
2020 03 rd – 04 th Quarter	Program Meeting - 2	Monitoring of CMC
2020.03 rd – 04 th Quarter	Program Meeting - 3	Management of CMC
2020.03 rd – 04 th Quarter	Program meeting	Stakeholder meeting related to adopting to new administrative structures – Pre- resettlement

5. Grievance Redress Mechanism

In line with the requirements of GoSL's National Involuntary Resettlement Policy 2001, AIIB's ESP and the Project RPF, the Project has established an accessible Grievance Redress Mechanism (GRM). It is operational since 19.06.2019 and it is available to all PAHs and PAPs to submit their complains and grievances. The GRM's objectives are to:

- Provide an effective avenue for PAPs and PAHs to express concerns and achieve timely remedies;
- Enhance a mutually constructive relationship between the Project and the community or affected persons;
- Systematically address community concerns.

Requests for additional households are reviewed by the SAC, while all other concerns are resolved through the GRM. The availability and procedures of the system were widely disseminated during the stakeholder engagement and public consultations. The GRM has three tiers which allows for complainants to appeal their cases, if they are not satisfied with the proposed resolution.

- **Tier I:** cases are reviewed by the field-based social officers.
- **Tier II:** cases are reviewed by the Grievance Redress Committee (GRC) established at the Ministry level.
- **Tier III:** cases are reviewed by the Independent Grievance Panel (IGP).

In addition to the GRM, an aggrieved party could make use of the Mediation Board (Samatha Mandala), the conflict resolution committee appointed by the Ministry of Justice to resolve grievances. The complainant will not be charged any fees related to the redress resolution, except for any expenses incurred as a result of opting for the judicial system. The GRM is not a substitution for the GoSL legal system and a PAP can seek legal recourse at any point.

PAPs are able to file their concerns and complaints through the following channels:

- **In person** to the Project staff during their regular visits.
- **By email** sociologist.urpaiib@gmail.com
- **By or phone** 0112073883

All submitted grievances are logged into a master Grievance Log to track resolution of cases and identify patterns of concern. The Log includes all necessary elements to disaggregate the grievance by gender of the person logging it as well as by type of grievance. Each complaint is recorded with minimum the following information:

- Name and gender of the complainant,
- Description of the grievance,
- Date of receipt acknowledgement returned to the complainant,
- Description of actions taken (investigation, corrective measures), and
- Date of resolution and closure / provision of feedback to the complainant.

Upon acceptance of a grievance, the PAP receives an acknowledgement and is fully informed of the overall process, indicative timelines, potential outcomes and the contact persons. The complainant does not incur any costs associated with the GRM which is well-understood by the PAPs. Grievances may also be submitted anonymously, though this makes personalized response to the complainant impossible. In all cases, Project staff can assist formulating/drafting/writing the submission, acting in the best interests of the PAP when the latter may not be able to do so.

Project team regularly reviews Grievance Log to identify patterns and repeating issues. In such cases, an internal corrective action is prepared to rectify the source of complaints. If PMU is unable to address a particular issue, raised through the grievance mechanism, or if action is not required, it will provide a detailed explanation/ justification on why the issue was not addressed. The response will also contain an explanation on how the person/ organization that raised the complaint can proceed with the grievance in case the outcome is not satisfactory.

For cases and complaints that are related to illegal activities, such as illegal drug use, sexual violence or gender-based violence, PMU will seek the assistance of specialized agencies and adopt a victim-centered approach. This approach is defined as the systematic focus on the needs and concerns of a victim to ensure the compassionate and sensitive delivery of services in a nonjudgmental manner. In practice, this means that the victim's wishes, safety, and well-being take priority in all matters and procedures.

Table 7 Overview of structure and functionality of GRM

Tier	Process details
<p>First Tier</p> <hr/> <p>Focal point: Assistant sociologist at the field level</p> <hr/> <p>Timeline to address grievance: 15 working days</p>	<ul style="list-style-type: none"> • The GRM is publicly displayed in 318 Watta as well as the Condominium office at the field level. • GRM is also be outlined in the websites of URP, MUDWSHF including contact details of the contact person in each tier. • Grievances can be lodged informally by contacting these officers in person or by telephone. If the grievance cannot be resolved informally, the aggrieved party must submit a complaint on the Tier I Complaint Form. A copy of the form (with the URP seal) should be provided to the aggrieved party as evidence of receipt. • An electronic version of the complaint form will be available on the websites of URP and MUDWSHF. Physical copies of the form will be available from the Project office, both at the field level and the UDA. • The relevant assistant sociologist will assist filling the form for those who cannot read or write. • The relevant sociologist will keep separate registries for informal and formal complaints and maintain records of all complaints received. • The relevant assistant sociologist will discuss the matter with the Women’s Development Committee and other relevant stakeholders where deemed necessary and attain views from them. If such meetings are arranged, the date, time, location or venue, list of participants (with contact details) and a summary of the main outcome of the consultation must be annexed to the written decision issued by the relevant assistant sociologist. • If the complaint is resolved within 15 working days, the relevant assistant sociologist must communicate the decision to the aggrieved party in writing. • The aggrieved party must acknowledge the receipt of decision and submit their agreement or disagreement with the decision within 10 working days. If no response is submitted by the aggrieved party within this period, then the decision will be considered to have been accepted. • If a complaint requires more time to address, this requirement must be communicated to the aggrieved party in writing and the aggrieved party must consent and sign-off the request for the extension to take effect. An extension can be made to an additional 15 working days.
<p>Second Tier: Grievance</p>	<ul style="list-style-type: none"> • If the grievance cannot be resolved through Tier 1 to the satisfaction of the aggrieved party or if the issue is outside the authority of the assistant sociologist, PMU will forward the complaint to the second Tier. Officers of the PMU will compile the second -tier complaint form for official purposes.

<p>Redress Committee (GRC) at the Ministry of Urban Development, and Housing Facilities (MUDHF)</p>	<ul style="list-style-type: none"> • A copy of the form (with URP seal) will be provided to the aggrieved party as evidence of receipt. • An electronic version of the complaint form will be available on the websites of URP and MMWD. Physical copies of the form will be available from the Project office, both in the field and at the UDA. • The following is the proposed composition of the GRC: <ul style="list-style-type: none"> ○ DDG Planning as Chairman ○ Legal Director or nominee as member ○ Land Director or nominee as member ○ Addl. Project Director Planning (PMU) as member ○ Sociologist (PMU) as the Secretary
<p>Focal point: Appointed senior staff at PMU</p>	<ul style="list-style-type: none"> • PMU will attach a copy of the Tier 1 Complaint Form to the Tier 2 Complaint Form. • PMU screens the grievance and determine if it is related to SCURP. If it is unrelated, the aggrieved party will be notified in writing and the way forward will be outlined to them including the the necessary government institutions for follow up.
<p>Timeline to address grievance: 15 working days</p>	<ul style="list-style-type: none"> • Dedicated staff at PMU will be assigned to be the contact person in processing a grievance through the Second Tier. • The PMU, if required, will discuss the matter with relevant institutions and obtain views from them. The PMU will also arrange site visits and hold onsite discussions and meetings if deemed necessary. • The PMU will be responsible to ensure there is no cost imposed on the aggrieved person, due to the grievance mechanism at the second tier. • If the complaint is resolved within 15 working days, the PMU must communicate the decision to the aggrieved party in writing. • The aggrieved party must acknowledge the receipt of decision and submit their agreement or disagreement with the decision within 10 working days. If no acknowledgement is submitted from the aggrieved party, then the decision will be considered as accepted. • If a complaint requires more time to address, this requirement must be communicated to the aggrieved party in writing and the aggrieved party must consent and sign-off the request for the extension to take effect. An extension can be made to an additional 15 working days. • If the grievance is not resolved to the satisfaction of the aggrieved party within 15 working days of submission of the grievance to tier 2 then the aggrieved party may notify the PMU, in writing, of the intention to move to Tier 3.

<p>Third Tier: Independent Grievance Panel (IGP)</p> <hr/> <p>Focal point: Additional Secretary (Urban Development) MUDWSHF</p> <hr/> <p>Timeline to address grievance: 15 working days</p>	<ul style="list-style-type: none"> • If the grievance cannot be resolved through Tier 2 to the satisfaction of the aggrieved party, the aggrieved party can appeal to the IGP. • The IGP will comprise of representatives from Ministry of Urban Development and Hosing Facilities, Ministry of Women Affairs, Department of Valuation, a lawyer, a retired senior government officer and a representative of a recognized Civil Society Organization. • Copies of all documentation, including Tier 1 and Tier 2 Complaint Forms, must be submitted to the IGP by the PMU. • The Additional Secretary (Urban Development), MUDWSHF will act as the Chair/focal person for the panel and will convene the panel members as and when a case is to be heard. • The IGP will discuss the matter with relevant institutions, hold on-site discussions and meetings if deemed necessary. • If the complaint is resolved within 15 working days, the IGP will communicate this to the PMU, who in turn must communicate the decision of the IGP to the aggrieved party in writing. • The aggrieved party must acknowledge the receipt of decision and submit their agreement or disagreement with the decision within 10 working days. If no acknowledgement is submitted from the aggrieved party, then the decision will be considered as accepted. • If a complaint requires more time to address, this requirement must be communicated to the aggrieved party in writing and the aggrieved party must consent and sign-off the request for the extension to take effect. An extension can be made to an additional 15 working days.
<p>In addition to the GRM, an aggrieved party could make use of the Mediation Board (Samatha Mandala), the conflict resolution committee appointed by the Ministry of Justice to resolve grievances. The complainant will not be charged any fees related to the redress resolution, except for any expenses incurred as a result of opting for the judicial system. The GRM is not a substitution for the GoSL legal system and a PAP can seek legal recourse at any point.</p>	

6. Gender Action Plan

The resettlement of any community may induce disruptions, to varying degrees, to the established social fabric in general and in particular community protective mechanisms. The existing 318 Watte community is centered around few alleys that form an open space which is easily observed and monitored by community members. This physical arrangement significantly reduces individual anonymity and reduces the risk of non-community intruders. These alleys also provide enough physical space when people move and socialize. The combination of these factors potentially contribute to the anecdotal observation that petty crime levels in 318 Watte are low. This contrasts with the process of resettling in a vertical apartment building. Resettlement in a high-rise apartment complex introduces a new and unfamiliar social environment for PAPs. With hundreds of other PAPs from other locations in Colombo, PAPs will live in a completely new social environment. Hence, PAPs will not have the usual community protective mechanisms. Resettlement, the relatively weak community protective mechanisms and the stress of movement to a new location may also have an impact on the occurrence of gender-based violence including the abuse of young women. Therefore, PMU will employ its social staff to help the PAPs adjusting to high-rise living before and after resettlement. PMU will create awareness on social living, in apartments and also GBV, and will organize social and cultural programs to foster integration and cohesiveness among PAPs from different locations. Assistant sociologists will monitor any gender-based violence and will provide necessary support, including legal support, if GBV is reported. PMU will pay special attention to public lighting to assure safety at night.

As with every urban housing project, planning and designing safe housing spaces for women and girls means creating spaces with features that enhance women's safety and feelings of safety, and detract from features that cause women's insecurity and feelings of insecurity. If common spaces in the apartment buildings are dark, abandoned, unclean, cluttered, they are potentially unsafe for everybody, but for women and girls in particular. Therefore, there is an increased chance that women and girls will not use spaces where they feel fear and/or experience violence.

Mitigation of these risks necessitates that the safety needs of women and girls are taken into account in the planning and design of the apartment complexes. Experience shows that when a space is occupied by women and girls, it is also occupied by more people in general. Corridors, parks, common spaces, surrounding parking lots and green fields, etc. will be planned and designed in consideration to the specific safety needs of women and girls, such as:

- Easy access to and from the apartment complex for occupants.
- Easy movement within the apartment complex compound.
- Good lighting so that PAPs can see and be seen.
- Easy-to-read signs to help PAPs find their way.
- Signage to prevent crowding of building lifts.
- Clear, well-kept corridors where PAPs can easily see each other.

- General visibility of the entire surrounding space, free from hiding places where a person could wait unseen.
- Reduced permissible number of people in complex lifts to limit crowding and reduce risk for sexual harassment.

Further to these physical provisions, members of the Women's Development Committee will be trained about GBV/SE risks, tasked with continuous monitoring of these features and prepared to be first responders in cases of GBV/SE cases. The UDA-appointed building manager will be sensitized about GBV/SE risks. These arrangements will be reviewed at ad hoc bases to ensure their applicability and effectiveness to prevent and mitigate GBV/SE. The Project team will explore what organizations, such as the United Nations Population Fund, UNFPA, can provide such tailor-made trainings.

7. Institutional arrangements, Timeline and Budget

The MUDWSHF will be the Executing Agency and the subordinated UDA is the Implementing Agency for the overall Project and this RAP. The Project Director is responsible for the implementation of the Project and directs the PMU who undertake resettlement tasks on the ground. The PMU will retain a part-time Resettlement Specialist to support implementation of RAPs.

Given the complexity of the resettlement, settlement and livelihood-restoration activities, the PMU will hire specialized consultants to support the implementation of certain activities. This will be done in a planned manner depending on Project needs and clear terms of reference. Project staff will be actively involved to gain practical experience and capacity, by shadowing and collaborating with these organizations. The thematic priorities are:

- Organization and implementation of inclusive stakeholder-engagement activities.
- Organization and implementation of sociological data gathering and analysis.
- Continuous monitoring.
- Technical trainings.
- Micro-finance and entrepreneurial trainings.
- Assessment, prevention and mitigation of GBV/SE.

The high-level timeline below describes past and future activities that are covered by this RAP.

Table 8 Updated Timeline of RP implementation as of August 2020

Activity	Responsibility	Timeline (past or future)
Initiate pre-resettlement stakeholder engagement and public consultations with the community at 318 Watte, encouraging equal access.	Social staff of the PMU	12.10.2018 to 01.03.2020
Identify the households that will be relocated based on the criteria given in the Resettlement Policy Framework.		12.10.2018 to 19.11.18
House to house consultations.		01.08.2019 to 28.02.2018
Conduct census survey.	PMU and Consultant – Resettlement	16.10.2018 to 19.10.2018
Conduct needs assessments of PAPs and PAHs. Focus on potential different needs of men and women.		01.08.2019 to 28.02.2020
Arrange an opportunity for PAHs to visit new location and apartments for resettlement.	Social team-PMU	18.09.2019
PMU consultations with host community.	Social team-PMU	18.09.2019
Introduction of condominium rules and regulations to PAHs to be resettled.	Social team-PMU	20.08.2020 to 30.08.2020
Advanced dedicated assistance to vulnerable PAPs and women-headed households.	Social team-PMU	20.08.2020 to 30.08.2020
Valuation of PAH current houses (if requested)	UDA	15.07.2020 to 15.08.2020
Notification of valuation determined by the Valuation Department to recipients	UDA	31.08.2020 to 15.08.2020
Support PAHs to open bank accounts (emphasis on women opening their first bank account).	Social team-PMU	15.07.2020 to 30.07.2020
Entering into Rent Purchase Agreement with the recipients of the apartment units	Social team-PMU	01.08.2020 to 30.08.2020
Payment of compensation to affected households, as per Entitlement matrix (at least 30 days prior to resettlement)	Social team-PMU	15.08.2020 to 30.08.2020
Pre-resettlement support (such as transfer of students and secure relevant social assistance from GoSL) ensuring equal support extended to women.	Social team-PMU	01.08.2020 to 30.08.2020
Handing over of housing units to beneficiaries and payment of compensation (income loss, livelihood restoration and disability).	Social team-PMU	01.09.2020-30.09.2020

Allow households at least 4 weeks to vacate their houses once they are in possession of new apartments and allow PAHs to salvage material from houses to be demolished.	Social team-PMU	30.09.2020 to 30.10.2020
Completion of resettlement of PAHs	Social team-PMU	31.12.2020
The facilities listed below will be made available for general use by occupants (both men and women) of the housing complexes, including PAHs, in good faith by UDA: <ul style="list-style-type: none"> • Community Hall • Day care centers (pre-school and daycare). • Common room for women • Condominium office, • Facilitated access to government primary schools • Open space for children to play • Common parking facilities • Garbage disposal by the local authority 	Social team-PMU -UDA	15.09.2020 to 31.03.2021
Support for integration of PAHs with host community.	Social team-PMU - UDA& site Manager	01.10.2020 to 01.11.2020
Take over the vacant site after moving occupants to new apartments off the cleared area and after removal of the salvage material.	Social team-PMU -UDA	01.11.2020 to 30.11.2020
Support resettled PAHs (both men and women) to form/join the following committees: Environmental Committee: The environmental committee would be comprised of mainly school children and would be responsible for cleanliness in and around the housing complex. This would be carried out in an appropriate manner to ensure that an unfair burden is not imposed on the children. The environmental committee would educate new settlers through awareness programs on how to manage the environment to prevent health hazards such as malaria, dengue and infectious diseases. Women's Development Committee: The women's development committee will be formed to empower women through information, education and communication.	Social team-PMU – UDA-Site Manager	01.07.2020 to 31.12.2020

<p>The UDA will support the committee in organizing itself to uplift the status of women with activities such as assistance for vulnerable women, organize health clinics for pregnant and lactating mothers, children, the elderly women and sick.</p> <p>Community Welfare Committee: This committee will organize community welfare measures such as providing basic facilities to people with disabilities in liaison with relevant Government departments and NGOs, maintain playgrounds and community centers, conduct awareness programs for the prevention of drug abuse, consumption of liquor and smoking, etc. This committee will also take responsibility for keeping the members informed of their rights, entitlements and other matters related to the high-rise living.</p> <p>Condominium Management Committee (CMC) will maintain and manage the condominium property. All heads of households, their spouses and the tenants of the commercial properties will be members of the CMC. The residents and tenants of each of the housing complexes, together with UDA, will contribute an initial capital that will be invested in a long-term deposit so that the income received can be utilized for the management and maintenance of the respective housing complex.</p>		
Implementation of livelihood restoration and livelihood development to offset any negative impacts due to the resettlement and if possible, to improve economic and living standards.	Social team-PMU	15.09.2020 onwards
Implementation of Gender action plan		01.07.2020-onwards
Formation of CMC		01.09.2020 to 31.03.2021
Formation of GRM		01.07.2019 to 11.06.2019
Monitor resettled PAPs/PAHs adaptation to new environment. Evaluate if/how resettlement affect men and women.		01.10.2020 to 31.03.2021

Table 9 Updated RAP budget (which may be updated in line with actual livelihood restoration needs of business)

Item	Unit	Unit cost	Amount in LKR USD
Transportation allowance	Per PAH	Rs.5000.00 *72	Rs.360,000.00
Loss of income compensation	Per PAP		Rs.894,000.00
Income restoration ³	Per PAP		
Vulnerable family assistant		Rs.50000.00*9	Rs.450,000.00
Electricity connection fee		Rs.15000.00*72	Rs.1,080,000.00
GRM	Per sitting	Rs 10000.00 *5	Rs.50,000.00
External monitoring	Person-months		Rs.500,000.00
		Sub-total	Rs. 3,334,000.00
		Contingency	Rs. 166,700.00
		Total	Rs. 3500,700.00

³ To be updated following discussion with affected micro businesses

8. Monitoring, Evaluation and Reporting

a. Internal

The monitoring, evaluation and reporting system will be responsible for the systematic collection of information on the progress of the implementation of the RAP and its objectives and reporting the findings through the PMU. The objective of monitoring and reporting will be to ensure that the proposed mitigation measures are producing the intended results.

Internal monitoring system will be established by the PMU, consisting of:

- Progress monitoring of inputs and outputs which measures whether inputs are delivered on schedule and as defined in the RAP.
- Periodic measurement of outcome indicators against baseline conditions, obtained through the Census and recorded in individual PAH's file.
- Regular visits to the PAH (at least bi-weekly) to check their quality of life. This will be reported to the AIIB bi-annually until the end of construction and Defects Notification Period (DNP).

The table below provides a list of indicators which will be used for internal monitoring:

Table 10 Internal Monitoring and Evaluation system

Monitoring Level	Monitoring Area	Indicator	Source of Information	Frequency of Measurement
Process	Participation and consultations	Number of consultations meetings, focus group meetings, results of consultation activities inclusive of number of participants (gender disaggregated).	Meeting minutes	Biannually
	Grievance Redress	Number of grievances received and resolved by all internal instruments of GRC by type; redresses provided, timeliness of response (gender disaggregated)	GRM meeting minutes	Biannually
Output	Entitlements and payment of compensation	Number and amount of compensation paid for acquired structures, trees and affected businesses, (gender disaggregated)	Internal monitoring reports.	Biannually
	Timeliness of compensation payments	Delay days for payments.	Internal monitoring reports	Biannually
	Restoration of incomes	Number and type of old and new businesses supported and made functional in a timely manner. (gender disaggregated)	Internal monitoring reports.	Biannually
	Capacity building	Number of trainings and participants (both PAPs and Project team).	Internal monitoring reports.	Biannually
Outcome/ Impact	Re-establishment of Incomes	Number of persons/ households economically active following relocation (gender disaggregated).		Biannually
	Resettlement Process and Social Development Status	Percentage of PAPs expressing satisfaction in the resettlement process. Percentage of people expressing improved socio-economic living conditions.		Annually

b. External

The PMU will engage an external monitoring and review agency for independent review of the social safeguard implementation program to determine whether the intended goals are being achieved, and if not, what corrective actions are needed. External monitoring will have two objectives.

- Verify if the social safeguard program is/has being implemented in accordance with the approved framework; and
- Verify whether affected households and communities are able to address the negative impacts and can improve or at least restore their livelihoods and living standards.

The Director PMU will get the assistance of a procurement specialist to prepare documents (TOR) to select an external monitor. The selection will be carried out by a committee chaired by the Director PMU. External Monitoring is intended to

- Verify that the RAP has been implemented according to approved plans and procedures;
- Assess that the objectives of the RAP has been achieved.
- Determine that livelihoods and living standards have been restored or improved and if not, suggesting ways and means to improve performance.
- Obtain the views of the households on their relocation, entitlements and the performance of the Grievance Redress Committees.
- Evaluate the performance of all implementing agencies including PMU, NGOs, CBOs and other Government Agencies associated with the implementation of the project.
- All social development goals have been met; and
- Review of all reports by the internal monitoring agencies.

The external monitoring agency will carry out a baseline survey prior to implementation and carry out periodic updates as agreed. The findings of the external monitoring will be submitted to the PMU and considered at the Project Steering Committee. A TOR for hiring such a consultant will be provided.

The design of the monitoring system will also involve the delineation of the monitoring roles and responsibilities and mechanisms for coordination of monitoring. The monitoring system will provide for both internal and external monitoring and reporting. Social audits on the progress of the safeguard program will be conducted as an integral part of external monitoring. The main monitoring indicators for the project are given below.

Table 11 Monitoring Indicators

Type	Indicator	Proposed Variables
Process Indicators	Staffing	Have all resettlement staff been appointed and mobilized for the field and office work on schedule. No. of surveyors & valuation officers, resettlement officers available for training programs held for the project staff.
	Consultations	Have consultations taken place as scheduled including meetings, groups, community activities? No. of awareness meetings held with the stakeholders and participation. No. of flyers/handbills distributed How many APs are aware of their entitlements?
	Participation	No of training programs held for the, officers No. of informative bulletins distributed. How many officers attended training programs. Have committees indicated in the RP established?
	Grievance Resolution	How many grievances and appeals for additional units have been received? What is the average time to resolve them? How much do PAPs know about grievance procedures and conflict resolution procedures? Have any APs used the grievance redress procedures? What were the outcomes? Have conflicts been resolved. No. of complaints received and resolved
Output Indicators	Possession of Land	Type and extent of state land taken possession of Has all land been taken possession in time for project implementation?
	Structures,	No. type and area of private structures acquired /taken possession. No. type and area of state structures acquired. No. type and area of community structures acquired.

	<p>Compensation and Rehabilitation</p>	<p>How much affected people know about resettlement procedures and entitlements? Do people understand their entitlements? Have they received the entitlements according to numbers and categories of loss as set out in the entitlement matrix. Have they received compensation on time. Have they received entitlements according to the numbers and categories of losses set out in the entitlement matrix. Have all affected people received the agreed transport costs, relocation costs, income substitution support and any resettlement allowances on schedule? How many people have received housing as per relocation options set out in the RPF/RP. Type, number and total of allowances paid. Did businesses affected receive sufficient assistance to re-establish themselves? Have vulnerable groups been provided income earning opportunities? Has the PMU provided community facilities as mentioned in the RPF and RP. For e.g. Playing area for children, community hall for women.</p>
<p>Impact Indicators</p>	<p>Household Earning Capacity</p>	<p>No. obtained loans from bank and other sources. No. assisted by Livelihood restoration trainings No. employed by the project What changes have occurred in patterns of occupation, production and resource use compared to the pre-project situation? What changes have occurred in income and expenditure patterns compared to pre project situation? Have the households' income kept pace with these changes? What changes have taken place in key social and cultural parameters relating to living standards? What changes have occurred for vulnerable people?</p>
	<p>Changes to Status of Women</p>	<p>Participation in Community Based activities Loss of employment Empowerment /facilitation of gender issues Participation in project activities</p>

	<p>Changes to status of Children</p>	<p>Changes in school attendance by gender No. attending new schools, gender wise Improvement in education levels</p>
	<p>New Settlement & Population</p>	<p>Has there been frictions with the host population Have they established a CMC Are the new occupants paying the condominium management fees regularly? How many households have not paid the monthly fees for providing common amenities? Is there an increase in communicable diseases? Are there any school dropouts after relocation</p>

c. Evaluation Plan

Evaluation will be conducted during and after implementation of the RP for 318 Watte, Madampitya Road. It will assess whether the resettlement objectives were appropriate and whether they were met specifically, whether livelihoods and living standards have been restored and enhanced. The evaluation assesses the efficiency, effectiveness, impact and sustainability drawing lessons as a guide to future resettlement planning.

The evaluation will be based on the following objectives:

- Efficiency; the economical use of resources in producing the outputs.
- Effectiveness; the degree to which objectives have been achieved.
- Impact; positive/negative, planned or unplanned consequences of the project relevance; the degree to which the project can still be justified in relation to local and national development priorities.

Evaluation will take into account relevance of sustainability, the extent to which the positive effects of the project will continue to benefit APs after the conclusion of the project (external funding).

The evaluation will be carried out by an external agency and will cover all aspects of the project, if relevant, participation of affected people in M&E will be encouraged. The external evaluation will be participatory in the sense that inputs will be obtained from all stakeholders; particularly the affected people through the use of participatory tools and findings will be used in policy advocacy.

d. Reporting Requirements

The key output of Monitoring will consist of various types of written and oral reporting including:

- Periodic Reports (Monthly, Internal, Quarterly and Annual);
- Ad hoc Reports, especially on particular subject at the request of the management; and
- Internal notes or oral presentation for informal management review sessions.

The reports will be on a standardized format so that information received could be easily compared with previous reports. They will highlight exceptions and departure from plans and schedules.

e. Reporting Responsibilities

The reports will be shared with the affected households as part of the accountability arrangements. The reporting mechanisms at this level will be simple and accessible to all. Reporting will consist of briefing material, notices in regard to safeguard measures, and leaflets that can be distributed to

persons and households. The monthly progress review meetings of the Project will also constitute the reporting mechanism.

- Reporting to the PMU and Steering Committee and The Stakeholder Forum
- The Monitoring and Evaluation Cell will report to the PD who will in turn report monthly to the Project Steering Community.

f. Reporting Contents

Reporting will focus on the following:

- Number of affected persons by specific categories
- Number of Buildings/structures demolished
- Number of people of vulnerable groups assisted by the PMU by category
- Number of gender issues/practical issues of female beneficiaries identified
- Number of gender issues/ practical issues of female beneficiaries resolved
- Number of sexually transmitted diseases reported to the health authorities
- Number of crimes reported to the police
- Number of people that require income and livelihood restoration assistance
- Number of people assisted under IRP – training; self - employment; engaged in project etc.
- Number of GRC meetings held
- Number of complaints received by the GRC
- Number of grievances resolved by the GRC

