

Government of Saint Vincent and the Grenadines

RESETTLEMENT POLICY FRAMEWORK

Volcanic Eruption Emergency Project

Economic Planning Division
Ministry of Finance, Economic Planning, and Information Technology
SEPTEMBER 2023



Abbreviations

ARP	Abbreviated Resettlement Plan
CBOs	Community-based Organizations
DMS	Detailed Management Survey
EP&R	Emergency Preparedness and Response
ESMF	Environment and Social Management Framework
ESMP	Environment and Social Management Plan
ESS	Environment and Social Standards
ESS5	Environment and Social Standards 5
GBV	Gender-based Violence
GIF	Grievance Information Form
GoSVG	Government of Saint Vincent and the Grenadines
GRS	Grievance Redress Service
ILO	International Labor Organization
IPs	Indigenous People
LITE	Labor-Intensive Temporary Employment
LMP	Labor Management Procedures
NGOs	Non-Government Organizations
OIP	Other Interested Parties
PAPs	Project-Affected Persons
PSIPMU	Public Sector Investment Program Management Unit
RICS	Royal Institute of Chartered Surveyors
RPF	Resettlement Policy Framework
RP	Resettlement Plan
SET	Social and Environment Team
SVG	Saint Vincent and Grenadines
VEEP	Volcanic Eruption Emergency Project
WB	World Bank

Contents

Executive Summary	i
PROJECT BACKGROUND AND CONTEXT	2
1.1 Background and the Context.....	2
1.2 Project Description and Components.....	2
1.3 Project Beneficiaries and Risks	3
1.4 Rationale for RFP.....	3
RESETTLEMENT PRINCIPLES AND RPF OBJECTIVES	5
2.1 Principles of Resettlement	5
2.2 Objectives of the RPF	6
2.3 Methodology and Guidelines	6
2.4 Tentative List of Subprojects	7
2.5 Approval, Disclosure and Updating of RPF	8
3. SVG LEGAL FRAMEWORK AND RESETTLEMENT POLICY	9
3.1 SVG Laws/Legal Framework	9
3.2 SVG Procedures for Land Acquisition	9
3.3 Types of Land Tenure in SVG.....	10
3.4 Voluntary Land Donation	10
3.5 SVG Laws Governing LA and Resettlement.....	11
3.6 Gap Analysis between SVG Laws and ESS5.....	11
3.7 Screening Criteria and Steps toward LA	12
3.8 Recommended Outlines for RPs.....	14
4. RESETTLEMENT PLANNING PROCEDURES.....	15
4.1 Resettlement Planning Processes.....	15
4.2 Detailed Assessment and Census/Surveys.....	15
4.2.1 Census	15
4.2.2 Socio-Economic Survey	15
4.2.3 Determining Cut-off Date.....	16
4.3 Preparation of RAPs	16
4.4 Gender Impacts and Measures	17
4.5 Vulnerable Groups	17
5. Methods for Valuation of Assets.....	18
5.1 Valuation of Land used by the public.....	18

5.2	Valuation of Crops	19
5.3	Valuation of Building	20
5.4	Valuation of loss of livelihood	20
6	ENTITLEMENTS AND ELIGIBILITY CRITERIA.....	23
6.1	Guiding Principles.....	23
6.2	Eligibility Matrix for Land by Tenure Types	24
6.3	Entitlements Matrix for Structures, Crops and other Types of Losses.....	25
6.4	Compensation Planning/Resettlement Activities and Targets	28
6.4.1	Compensation value	28
7	STAKEHOLDERS ENGAGEMENT, CONSULTATION AND DISCLOSURE	30
7.1	Objectives of Stakeholders Engagement	30
7.2	Stakeholders Groups, Methods and Tools Used	30
7.3	Outcomes of Consultations and Beneficiary Feedback.....	32
7.4	Consultation with Vulnerable Groups.....	33
7.5	Consultation with Garifuna Community North Windward.....	33
7.6	Strategies for Future Consultations.....	34
7.7	Information Disclosure.....	34
8	GRIEVANCES REDRESS MECHANISMS	35
8.1	GRM for VEEP Project	35
8.2	Objectives of the GRM	35
8.3	Grievance Types.....	35
8.4	Responsibility for Grievance Redress	36
8.5	GRM Processes, Registry, Referral and Resolution	36
8.5.1	Submission of grievances.....	36
8.5.2	Grievances Registry.....	37
8.5.3	Classification of Grievances.....	37
8.6	Resolution and GRM Timeline	37
8.7	38
8.8	Addressing Gender-Based Violence.....	38
9	INSTITUTIONAL ROLES FOR RPF IMPLEMENTATION	40
9.1	Project Organizational Framework.....	40
9.2	Roles and Responsibility.....	40
9.3	Implementation Processes.....	41

9.4	Linking Resettlement to Civil Works	42
9.5	Cost Estimates and Budget.....	43
9.6	Training and Capacity Building	43
10	MONITORING AND EVALUATION	44
10.1	M&E Systems	44
10.2	Objectives, Monitoring Principles and Key Indicators	44
10.3	Internal Monitoring	44
10.4	External Monitoring.....	44
10.5	Reporting.....	45
10.6	Resettlement Databank	45
11	Annexes.....	46
11.1	Annex 1 – Volcanic Hazard Maps and Zones.....	46
11.2	Annex 2 – Voluntary Land Donation (as per ESS5) – General Outlines and Steps.....	47
11.3	Annex 3 – List of data as a guide to preparing the inventory of losses.....	49
11.4	Annex 4 – Agriculture Regions for crop compensation	50
11.5	Annex 5 – MOU for Temporary Use of Land and other facilities	51
11.6	Annex 6 – Grievances Registration Form	52
11.7	Annex 7 – Grievances Reporting Directory	53
11.8	Annex 8 Economically displaced in accordance to ESS 5 paragraph 33 to 36	54

Figures

Figure 3-1: Steps towards Land Acquisition, Ownership and Compensation	14
Figure 7-1: Sample of Notification	36

Tables

Table 2-1: Tentative List of Subprojects and Impacts	7
Table 3-1: LA Processes under the LA Act of 1947	9
Table 3-2: Gap Analysis between SVG Laws and ESS5	11
Table 5-1: Support agents for valuation	21
Table 6-1: Entitlement Matrix – Land	24
Table 6-2: Type of Losses and Compensation	25
Table 6-3: Eligibility Matrix – structures , crops and livelihood	26
Table 6-4: Example of Resettlement activity schedule	29
Table 7-1: Methods and Types of Tools Used for Engagement	31
Table 6-2: Considerations to be made to facilitate participation of vulnerable groups.....	33

Table 8-1: Email contacts to submit grievances	36
Table 8-2: Classification of grievances	37
Table 8-3: GRM Timeframe	38
Table 9-1: Steps and Processes in RAP Implementation	41

Executive Summary

This Resettlement Policy Framework (RPF) has been prepared by the Government of Saint Vincent and the Grenadines (GoSVG) to guide and address land acquisition and resettlement safeguard issues during the implementation of the Volcanic Eruption Emergency Project (VEEP).

The overall objectives of the VEEP are to support GoSVG to (i) provide short-term income support; (ii) improve the capacity of the government to prepare for and respond to emergencies; and (iii) 'build back better' critical services in the wake of the volcanic disasters. The VEEP is a multi-sector project involving recovery and rehabilitation works by several ministries and departments of the GoSVG.

The VEEP interventions generally are not expected to acquire land or lead to displacement, because the reconstruction works will be largely limited to existing damaged structures. However, in cases where land-related impacts are identified that may lead to economic displacement or temporary relocation for priority infrastructure, including land taking for contractors' camp/storage area or relocation of informal settlers due to site-specific project activities, the RPF will be used as a guiding document for identification and management of potential social risks and impacts likely to arise during implementation. The RPF will guide the social screening, social impact assessment and preparation of social safeguards and resettlement plans as required for the selected components for subprojects.

The RPF is based on GoSVG laws/legal framework and World Bank's *Environmental and Social Framework*, specifically ESS-5: *Land Acquisition Restrictions on Land Use and Involuntary Resettlement*. It contains methods for risk assessment/resettlement planning procedures, stakeholders' engagement and consultation, valuation of assets, entitlement and eligibility framework, grievance redress mechanisms, institutional arrangements and M&E systems.

The GoSVG's Public Sector Investment Program Management Unit (PSIPMU) will be responsible for implementation of the RPF. After clearance of the RPF by the World Bank it will be disclosed through its official website. The standards agreed and established for the eligibility and entitlement provisions of this RPF are binding upon implementing agencies and may be updated as required or deemed necessary with prior concurrence from the World Bank.

PROJECT BACKGROUND AND CONTEXT

1.1 Background and the Context

Saint Vincent and the Grenadines (hereafter SVG) is a small island country in the Eastern Caribbean. It consists of 32 islands covering 389 sq km, with an estimated population of 111,000 persons. Saint Vincent is the northern most and the largest island with its capital Kingstown, where nearly 90 percent of the country's population live. As an island country, it is highly vulnerable to various kinds of geophysical and natural disasters such as earthquakes, volcanic eruptions, and climate-change induced impacts such as hurricane, floods, drought, and landslides. In 2006, SVG was ranked as one of the top five¹ countries most vulnerable to natural disasters. The La Soufriere volcanic eruptions in December 2020 (through April 2021) is a testament to this disaster vulnerability. The resulting impact from the eruption of the La Soufriere Volcano increased the socio-economic vulnerability of the island, particularly in the northern reaches of Saint Vincent. The eruptions prompted temporary evacuation of an estimated 20,000 people. Many critical infrastructures were damaged from the volcanic ashes and the lahar flows. The eruptions covered the entire country in layers of ashes, with heaviest concentration in the northwestern part of the island with steep topography closest to the volcano. Additionally, the effects of climate change is already evident in many parts of the country, with rising sea-level and storm activity adversely affecting human settlements and economic development in the country.

To address the post-eruption crisis, the Government of Saint Vincent and the Grenadines (GoSVG), with an emergency loan from the World Bank (WB), has undertaken tasks for recovery and rehabilitation under the Volcanic Eruption Emergency Project (VEEP).² The overall objectives of the VEEP are to support SVG to (i) provide short-term income support; (ii) improve the capacity of the government to prepare for and respond to emergencies; and (iii) 'build back better' critical services in the wake of the volcanic disasters.

1.2 Project Description and Components

The VEEP has three key components. These are (a) Early recovery income support; (b) Restoration and 'building back better' of the battered services and infrastructure, including capacity building for emergency responses and preparedness; and (c) Project management support.³

The early recovery and income support comprise of three subcomponents: temporary grants and support service program; support services for beneficiary households' resilient recovery; and labor-intensive temporary employment (LITE) program. Restoration and 'building back better' will focus on restoration and/or reconstruction of the critical infrastructure damaged by the eruptions and other climatic events and strengthening emergency preparedness and response (EP&R). The project's core beneficiaries are families affected by the volcanic disasters, who are largely poor requiring post-disaster support and rehabilitation. The project management will support the administrative management of the project by the Public Sector Investment Program Management Unit (PSIPMU).

Component 2 – Restoration and "building back better" will support rapid reconstruction of critical infrastructures damaged by the volcanic eruptions, while also ensuring investments under the project

¹ In 2006, the World Bank made this ranking. See, *SVG Regional Disaster Vulnerability Reduction Project*, Jan 2014.

² The loan was approved on 30th Nov (2021) and became effective on 10th Dec 2021.

³ Operations Manual- Saint Vincent and the Grenadines Volcanic Eruption Emergency Project, Ministry of Finance, Economic Planning and Information Technology (MFEPIIT), GoSVG, Jan 2022. For more details, see Table 2 of this LMP.

Volcanic Eruption Emergency Project Resettlement Policy Framework (RPF)

incorporate transformative measures aimed at increasing climate resilience. The component will focus on three main areas:

- (i) Support for reconstruction planning that incorporates climate change considerations;
- (ii) Restoration and reconstruction of critical infrastructural services; and
- (iii) Strengthening of emergency preparedness and response (EP&R) systems and capacity building.

The potential activities under Component 2 and its sub-components may likely involve land acquisition⁴ and resettlement.

1.3 Project Beneficiaries and Risks

The project will target communities affected by the volcanic eruption, particularly people living in the northern part of the island in the ‘red’ and ‘orange’ volcanic zones. The direct beneficiaries from Components 1 and 2 are estimated at 21,227 (19.2 percent) of the total population involving women/children, vulnerable and elderly.⁵ Indirect beneficiaries of the VEEP include the entire population of SVG affected by the volcanic eruptions. Also under Component 2, the EP&R investment areas will enhance the GOSVG capacity to respond to and support early recovery from the volcanic eruptions, including any future natural calamity and disasters.

However, the subcomponents or subprojects to be identified under Component 2 may potentially involve significant social risks from project interventions. The likely range of subprojects may include – for instance, road reconstruction/rehabilitation, drainage development, possible coastal and river defence/slope stabilization, coastal degradation, relocation of public utilities and rehabilitation and reconstruction of high priority public and community-level infrastructure.⁶ Investments in recovery and reconstruction thus carry potential for significant negative impacts, in view of uncertainty around the details of civil works to be supported, and the health and safety aspects derived from the disaster context as well as the Covid-19 pandemic. There are other cross-cutting social risks such as exclusion of vulnerable/Garifuna groups, sexual exploitation, abuse and sexual harassment (SEA/SH), labor influx, involuntary resettlement, ineffective stakeholders’ engagement and complaint mechanism.

1.4 Rationale for RFP

As an emergency and disaster recovery project, the VEEP used a framework approach during project preparation due to absence of details about project components, particularly subprojects related to recovery and reconstruction. In other words, no specific subprojects identified with site-specific information for investments were available that might involve land acquisition, physical displacement and resettlement. As a result, it was agreed that the core project implementation instruments such as the Resettlement Policy Framework (RPF) will be prepared by GoSVG through the PSIPMU.⁷ It was further agreed that no physical works are to be undertaken before finalizing, disclosing and adopting the RPF.

⁴ Land acquisition” refers to all methods of obtaining land for project purposes, which may include outright purchase, expropriation of property and acquisition of access rights, such as easements or rights of way. Land acquisition may also include a) acquisition of unoccupied or unutilized land whether or not the landholder relies upon such land for income or livelihood purposes; (b) repossession of public land that is used or occupied by individuals or households, and (c) project impacts that result in land being submerged or otherwise rendered unusable or inaccessible. “Land” includes anything growing on or permanently affixed to land, such as crops, buildings and other improvements, and appurtenant water bodies.

⁵ The World Bank, *Project Appraisal Document*, VEEP, 2021.

⁶ Cited above

⁷ The World Bank, *Project Appraisal Document*, VEEP, 2021. Other instruments include ESMF, SEP, and LMP.

*Volcanic Eruption Emergency Project
Resettlement Policy Framework (RPF)*

Accordingly, GoSVG has prepared this RFP for use in the VEEP project. As soon as subprojects are identified, specific planning data are available, land areas are identified, Resettlement Action Plans (RAPs) will be prepared, consistent with this policy framework, and will be submitted to the Bank for approval prior to any land acquisition, compensation, resettlement, or any other impact on livelihood occurs. The RPF, following the World Bank ESS5 establishes the resettlement and compensation principles and organizational arrangements to be adopted by the project. It will be used as a guiding document for identification and management of potential social risks and impacts, social screening of subprojects, preparation of subproject-specific RPs and any other resettlement-related implementation issues.

RESETTLEMENT PRINCIPLES AND RPF OBJECTIVES

2.1 Principles of Resettlement

The laws of SVG and the principles outlined in the ESS5 *Land Acquisition, Restrictions on Land Use and Involuntary Resettlement* will be followed in resettlement planning, implementation and monitoring. These principles and any measures stemming from them will apply to subprojects of the VEEP, irrespective of scale and complexity of land and resettlement issues requiring RPs.

- (i) Acquisition of land and other assets, and resettlement of people will be avoided or minimized as much as possible by identifying possible alternative project designs and appropriate social, economic, operation and engineering solutions that have the least impact on populations in the project/subproject area.
- (ii) Affected households will be eligible for compensation and rehabilitation assistance, irrespective of tenure status, social or economic standing and any such factors that discriminate against achievement of the resettlement objectives. Lack of legal rights to lost assets or tenure status and social or economic status will not prohibit the affected households from entitlements to compensation and assistance.
- (iii) No site clearing will be done in anticipation or before being considered for inclusion in the project site. Affected households residing, working, doing business and/or cultivating land within the impact area during the conduct of the census and in the detailed measurement survey (DMS), are entitled to be compensated for their lost assets, incomes and businesses at replacement cost, and will be provided with assistance to improve or at least maintain their pre-project living standards, income-earning capacity and production levels.
- (iv) Affected households will be fully consulted and given the opportunity to participate in matters that will affect their lives during the design, implementation and operation. Moreover, plans for the acquisition and use of assets will be carried out in consultation with the affected households who will receive prior information of the compensation and other assistance available to them.
- (v) Any acquisition of, or restriction on access to, resources owned or managed by the affected households as a common property such as pasture area will be mitigated by arrangements that will ensure they have access to equivalent resources.
- (vi) There will be effective mechanisms for hearing and resolving grievances during the planning and implementation of the component subprojects.
- (vii) Special measures will be incorporated in the RPs to complement mitigation and enhancement activities to protect socially and economically vulnerable groups at high risk of impoverishment. Appropriate assistance will be provided to help them improve their socioeconomic status.
- (viii) Appropriate reporting, monitoring and evaluation mechanisms will be identified and set in place as part of the resettlement management system.

Volcanic Eruption Emergency Project Resettlement Policy Framework (RPF)

In sum, the primary purposes of all activities related to compensation and resettlement are to restore the income earning capacity of the project-affected persons. The aim is to improve or at least sustain the living conditions of the affected persons prior to project operations or resettlement

2.2 Objectives of the RPF

The purpose of the RPF is to clarify resettlement principles, organizational arrangements and design criteria to be applied to subprojects to be prepared during VEEP implementation. The ESS5 will guide the policies and procedures to assess risks and impacts, to identify detailed steps to develop appropriate mitigation measures, including mitigation and compensation for the impact caused by project interventions. The RPF provides the necessary background for social considerations, a checklist of potential social issues of the project activities to be considered and built into the design of the subprojects for sustainable resettlement.

Further, the RPF, based on a review of SVG legal framework, identifies gaps and policy measures to be adopted by the VEEP, describes and defines the process for preparing RAP/s, methods for consultation and engagements of the stakeholders, cut-off dates, valuation methods of assets affected/acquired, description of eligibility and entitlements, grievances redress mechanisms, and monitoring arrangements. Finally, the RPF implies that the affected persons/households should be compensated for the loss of assets as a result of project activities at replacement cost; compensated for the loss of wages and income, and finally, given opportunities to share project benefits and assisted in case of relocation and resettlement.

Accordingly, based on the varying impacts and complexity of subprojects, PSIPMU will undertake preparation of resettlement action plans as per the following:

- (a) If the impacts are limited and affected households are partially impacted without any major dislocation both in terms of physical and/or economic displacement, an abbreviated resettlement Action plan (ARAP) will be prepared for mitigation of the impacts. or
- (b) If the subprojects involve physical displacement and require resettlement of the displaced families in project-sponsored sites, RAPs will be prepared in accordance with ESS5 and/or
- (c) If any subproject(s) involve only economic displacement, the resettlement plan will be called "livelihood plan."⁸

In case of limited/partial impacts, *in situ* or on-site relocation will be preferred as prescribed by ESS5. This will allow those affected to remain in their own community, reduce disruption and benefit more directly from incremental benefits from project development – for instance, enhanced value of property that a project may bring about.

2.3 Methodology and Guidelines

The PSIPMU will provide the general direction and guidelines for the planning processes concerning compensation, relocation/resettlement, and ensure coordination between various stakeholders and monitor the implementation. The stakeholders will be duly consulted at the early planning stage to establish planning principles and work arrangements, including policies for mitigations of any adverse impacts induced by subproject operations.

The impacts covered by ESS5 refer to people who are affected physically and economically by the investment project caused by:

- Relocation or loss of shelter

⁸ ESS5 Annex 1 provides options for using 'alternative nomenclature' depending on the scope of the resettlement plan.

**Volcanic Eruption Emergency Project
Resettlement Policy Framework (RPF)**

- Loss of assets or access to assets
- Loss of income sources or means of livelihood, whether or not the affected persons must move to another location
- Involuntary restriction to legally designated protected areas/parks resulting in the loss of livelihood or income of the displaced persons.

The PSIPMU will ensure (a) adequate and timely allocation of resources for RAP preparations; (b) baseline census/surveys; (c) stakeholders’ consultation; (d) valuation of properties; and (e) payment of compensation to affected persons ahead of the commencement of work on the subproject involved.

Furthermore, civil works contractors will not be issued a notice of possession for any given geographic location within the approved subproject RP area until (i) compensation payment of affected property is satisfactorily completed for that area; (ii) agreed resettlement program (if any) is in place; and (iii) the area is free from all encumbrances. The affected households/businesses will be allowed sufficient lead time for reconstruction and re-establish their houses or businesses. No demolitions of assets and/or entry to properties will be done until the affected households are fully compensated and/or relocated.

2.4 Tentative List of Subprojects

The selected subprojects may require land acquisition and resettlement. It is also possible that some of the activities of the VEEP subprojects will result in the restriction of direct access to common properties with effect on income earning and livelihood.

The number of people and magnitude of impacts will be reflected in the concerned ARAP/RAP of the subprojects with appropriate mitigation measures.

Table 0-1 provides a brief description of potential subprojects, which are likely to induce substantial and immediate social impact. The estimates are tentative; the number of displaced persons and categories of people (e.g., farmers, business owners, fishers, vulnerable groups) will be available only after completion of the technical design of the selected subprojects under the VEEP. Accordingly, the Table will be updated.

Table 0-1: Tentative List of Subprojects and Impacts

Subproject	Short Description	Phase	LA/ha (total)	LA/ha (involving relocation)	Estimated affected persons	Categories of affected persons
Water supply	CWSA North Windward Water Supply Project	Design	TBD	NO	NO	Nil
	Restoration and Rehabilitation of watershed areas		TBD			
Roads and Bridges	Jennings Mountain Road- Construction Road		TBD	No		

*Volcanic Eruption Emergency Project
Resettlement Policy Framework (RPF)*

Subproject	Short Description	Phase	LA/ha (total)	LA/ha (involving relocation)	Estimated affected persons	Categories of affected persons
	Repairs- Waterloo 3 <i>Construction</i>		TBD			
	Installation Bailey Bridges for the MoTW:	Construction	No	No		

If impacts of any subproject are considered limited, ARAP will be prepared as per the RPF/ESS5 Guidelines. The following elements will be included in the ARAP.

- (i) Census survey of affected/displaced persons and valuation of assets
- (ii) Description of compensation and other eligible resettlement assistance
- (iii) Consultations with affected/displaced people about acceptable alternatives
- (iv) Institutional responsibility for implementation and procedures for grievance redress
- (v) Timetable and budget
- (vi) Monitoring arrangements and reporting

The ARAP will be prepared in compliance with the policy principles, entitlements, and eligibility criteria, organizational arrangements for participation, grievances resolution, and monitoring outlined in this RPF. The PSIPMU will ensure budgetary support to cover the costs of compensation, resettlement and rehabilitation within the agreed implementation period for the project.

2.5 Approval, Disclosure and Updating of RPF

This RPF is applicable to all subproject operations to be executed under the VEEP project. The PSIPMU will formally forward it to the World Bank for review and approval. After clearance by the Bank, it will be disclosed through PSIPMU official website in SVG official language(s). The original English version of the RPF will be authorized by PSIPMU for disclosure in the World Bank portal before appraisal.

For unanticipated impacts identified during project implementation and not covered under the eligibility and entitlement provisions of this RPF, new and additional eligibility and entitlement provisions will be determined in accordance with the Bank’s ESS5 and/or other relevant standards and applicable legal framework of the GoSVG. The standards agreed and established for the eligibility and entitlement provisions of this RPF are binding upon GoSVG and/or other project entities. The RPF will be further updated based on the implementation experiences of the first set of subprojects under the VEEP. The updated RPF will be shared with the World Bank for concurrence.

3. SVG LEGAL FRAMEWORK AND RESETTLEMENT POLICY

3.1 SVG Laws/Legal Framework

The GoSVG has several legal instruments that define rights to land and other private property. The Constitution of SVG (1979) gives the islanders the fundamental right to own, acquire, hold, and transfer lands. This ownership is, however, subject to the power of the state to acquire land and other properties for public purposes, following due processes of law by providing compensation for lost assets. The procedures for land acquisition is detailed in the *Land Acquisition (LA) Act* of 1947 (Chapter 241), GoSVG. The laws of SVG have provisions for involuntary acquisition of land for public purpose. The LA Act of 1947 (Section3/1) states:

“If the Governor-General considers that any land should be acquired for a public purpose she may cause a declaration to that effect to be made in the manner provided by this section and the declaration shall be conclusive evidence that he land to which it relates is required for a public purpose.”

The Government of SVG shall use the LA Act (1947) as the legal and policy framework for land acquisition and resettlement in public purpose projects. The compensation and resettlement policies in this project are derived from both SVG LA Act (1947) and the World Bank ESS5 *Land Acquisition, Restrictions on Land Use and Involuntary Resettlement*. In case of any policy gaps between the SVG legal framework and the WB ESS5, the Bank’s guidelines will prevail over policy issues.

3.2 SVG Procedures for Land Acquisition

Under the LA Act of 1947, the procedures for land acquisition involve many steps. Table 0-1 lists the land acquisition steps.

Table 0-1: LA Processes under the LA Act of 1947

Step	Activity	Tasks and Description of Processes
1	Identification of land	<ul style="list-style-type: none"> Identify land/properties to be acquired with necessary details List property owners with detailed info. Contact property owners to inform them of the need to acquire their property, reason and the amount required.
2	Gazette notification	<ul style="list-style-type: none"> Owner(s) of land to be acquired for public purpose must be notified as soon as possible. The notification shall be published in two ordinary issues of the gazette and posted in the parish/district as info for acquisition
3	Survey & valuation of properties	<ul style="list-style-type: none"> Survey affected property. Valuation of land to be acquired to determine replacement cost.
4	Negotiations	<ul style="list-style-type: none"> Negotiate price with property owners/users and prepare report with final agreed price. In case disagreement over the valuation, the owner may provide a private assessment value for further negotiation

*Volcanic Eruption Emergency Project
Resettlement Policy Framework (RPF)*

Step	Activity	Tasks and Description of Processes
5	Approval of acquisition	<ul style="list-style-type: none"> • Full documentation of LA for submission to the Cabinet for approval of acquisition of property and payments to owners
6	Payments/Transfer of money to owners	<ul style="list-style-type: none"> • Approved payment amount transferred to the Treasury Division and bank accounts of affected property owners.
7	Declaration in the official Gazette	<ul style="list-style-type: none"> • Declare acquisition official and served notice to landowners with gazzetted notification
8	Open Trust Account	<ul style="list-style-type: none"> • Establish trust account to hold any funds for compensation that do not get resolved in the timeframe needed to start the works.
9	Land transfer for civil works	<ul style="list-style-type: none"> • Transfer of land to contractors for civil works.

3.3 Types of Land Tenure in SVG

Several types of land tenure can be found in the SVG. The private ownership of land (also called “family land”) is the most prevalent. According to one source,⁹ almost 73 percent of the agricultural land is held under this formal category (i.e., owner or owner like – occupied/absentee, leaseholders – private or state). In SVG, no differentiation is made between owner and owner like possession. In other words, these occupancy rights, including customary rights, are recognized by the law.

Second, the semi-informal types refer to those having interest in land obtained through lawful inheritance but remains unregistered in the case of the current users and legalizable under the law.

Third, there are ownership arrangements for rentals for cash sharecropping, sharecropping, informal agreements (e.g., oral lease) on private and government land.

Finally, squatting or illegal land use without tenure is prevalent in SVG; this is pervasive more on public land than on private land. Such illegal use without any claim to land may be of two types: (a) a community living as informal settlers; and (b) season use of a plot of land for economic or livelihood purposes.¹⁰

3.4 Voluntary Land Donation

In addition to land acquisition, PSIPMU may apply and use Voluntary Land Donation (VLD) in case of small parcels of land necessary for any subprojects. In such case, voluntary land donation procedures and steps described in ESS5 will to be followed, taking into account any local and customary practices. If donated land is used, voluntary donations of land will be made with informed consent, free from any coercion, and will not unduly affect the livelihood of the donors. In line with ESS5, the PSIPMU will undertake the following steps:

- (i) the potential donor or donors have been appropriately informed and consulted about the project and the choices available to them;

⁹ Julie Truelsen, *Private Land Conservation in St. Vincent and the Grenadines*, University of Colorado Law School, 2004.

¹⁰ SVG Regional Disaster Vulnerability Reduction Project, Jan 2014, cited earlier, p. 21.

**Volcanic Eruption Emergency Project
Resettlement Policy Framework (RPF)**

- (ii) the potential donors are aware that refusal is an option, and have confirmed in writing their willingness to proceed with the donation;
- (iii) the amount of land being donated is less than 10% of the potential donor’s land holding and that it would not have significant impact on their livelihood;
- (iv) no household relocation is involved;
- (v) the donor is expected to benefit directly from the project;
- (vi) for community or collective land, a donation can only occur with the consent of individuals using or occupying the land. PSIPMU will maintain a transparent record of all consultations and agreements reached; and
- (vii) all consultations and documentation procedures regarding the donation has to be well documented and preserved.

A detailed voluntary land donation procedures and steps are presented in Annex 2 – Voluntary Land Donation (as per ESS5) – General Outlines and Steps.

3.5 SVG Laws Governing LA and Resettlement

Provisions governing compensation to individuals/households for losses associated with compulsory acquisition of land for public purposes, and for losses associated with relocation and resettlement are contained in the SVG Constitution (1979) and the LA Act of 1947. The Act allows the government to exercise the rights of compulsory purchase of property in the absence of successful negotiations with private landowners. Additional guidance is also available for RAP and compensation programs for public purpose projects in the Environmental Management Bill (2009), Land Settlement and Development Act (2009) and Town and Country Planning Act (1992).

3.6 Gap Analysis between SVG Laws and ESS5

The national laws of SVG are generally consistent with ESS5. A major policy gap relates to timing for payment of compensation. The ESS5 requires compensation to be paid prior to taking over the land for civil work; also, ESS5 requires that resettlement activities, including moving allowances are paid prior to the commencement of any development. In contrast, the LA Act of 1947 allows the government to take possession of land and development proceeds prior to compensation being paid. In order to ensure compliance with ESS5, eligible PAPs in the VEEP will be paid before any physical work of the project/subprojects.

Table 0-2 identifies gaps in three key policy between SVG laws and ESS5 and offers measures to address the gaps. As noted earlier in the chapter, in cases of gaps and/or inconsistencies, policy provisions contained in the ESF will prevail over national laws. The measures recommended will address the gaps.

Table 0-2: Gap Analysis between SVG Laws and ESS5

Policy Issue	SVG Laws	WB requirements	Measures to address gaps
1. Timing of compensation payments and transfer of land for civil works	The LA Act of 1947 permits the GOSVG to take possession of land and commence project activities prior to	ESS5 (para 15): Taking of land and related assets may occur only <i>after</i> compensation has been paid and, where applicable,	PSIPMU will undertake early measures to submit request for land acquisition to the responsible authority to ensure that this task is included in the annual work program. The

*Volcanic Eruption Emergency Project
Resettlement Policy Framework (RPF)*

Policy Issue	SVG Laws	WB requirements	Measures to address gaps
	payment of compensation.	resettlement sites and moving allowances have been provided to the displaced persons.	Project Steering Committee (PSC) will include a representative from the Land Department to ensure speedy acquisition for this recovery and rehabilitation project. The project budget will readily make available the necessary acquisition and resettlement costs.
2. Restoration of livelihoods and living standards to pre-project levels or higher	There is no existing legislation or official policy document that specifically supports resettlement initiatives.	ESS5 (paras 2 &36) requires that 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.	All PAPs will be covered and would be eligible for income support and livelihood restoration under the project where necessary. The project will pay particular attention to vulnerable groups.
3. Opportunity to work and benefit from project construction/ other activities	Opportunities to derive development benefits are not generally part of local project/ resettlement activities	ESS 5 (para 14) requires that the client will provide opportunities to displaced communities and persons to derive appropriate development benefits from the project.	PSIPMU will advise the contractor(s) to give priority to the employment of workers (with applicable skills) originating from the affected/displaced communities.

3.7 Screening Criteria and Steps toward LA

The following steps will be used as screening criteria for land acquisition and resettlement in order to ascertain whether a resettlement action plan will be necessary for any subproject. The general principles in the process would be to avoid and/or minimize land acquisition and physical displacement, relocation and resettlement needs in the project.

*Volcanic Eruption Emergency Project
Resettlement Policy Framework (RPF)*

Step 1: The VEEP Social Development/Safeguard Specialist screens any future subprojects associated with project implementation for potential social risks and impacts, including need for land acquisition and resettlement.

Step 2: An assessment via transect walk, PRA/community consultation and other tool kits to determine whether the social impact merit the preparation of safeguard document in compliance with the RPF. Activities under Step 2 include site visits, review of maps, demarcation of project boundaries¹¹ inclusive of working area; lands for storage of material and equipment and workers bathroom; review of land use records, ownership/titles, on-site inspection of property, etc. and mapping of the site for reporting purposes.

Step 3: The subprojects sites identified during the screening process are closely reviewed for ESS requirements – for instance, identify whether or not is near to protected or designated areas or within landscapes of special heritage value or indigenous settlement. Conduct diligent inquiry on whether land acquisition is necessary, and if so, the scale and scope, impacts in terms of physical displacement and resettlement needs; verify ownership, quantities and compensation. At this stage, project engineers and local stakeholders will be involved to reduce and minimize the impact where possible.

Step 4: If the assessment confirms that land acquisition and resettlement will be required, then subproject project resettlement action plan will be developed in compliance with the principles and procedures laid out in this RPF and submitted to the World Bank for review and approval. The Social Development/Safeguard Specialist shall remain the focal person for this task.

Figure 0-1 lists the steps involved in the identification of land for acquisition, determination of ownership, notification, assessment, valuation and payment of compensation. Once affected households/persons are identified, they shall be informed of method of valuation used to assess their assets and provided with an opportunity to negotiate the final compensation amount. To ensure transparency of procedures, the project PSIPMU Social Development Specialist, a PIU (project implementation unit) representative, the PAPs and a trusted community member (selected by the PAP) shall be present in all meetings to discuss the value of compensation, negotiation of final amount and final payment.

¹¹ The demarcation should be conducted in consultation with the project engineer and land surveyor.

Volcanic Eruption Emergency Project
Resettlement Policy Framework (RPF)

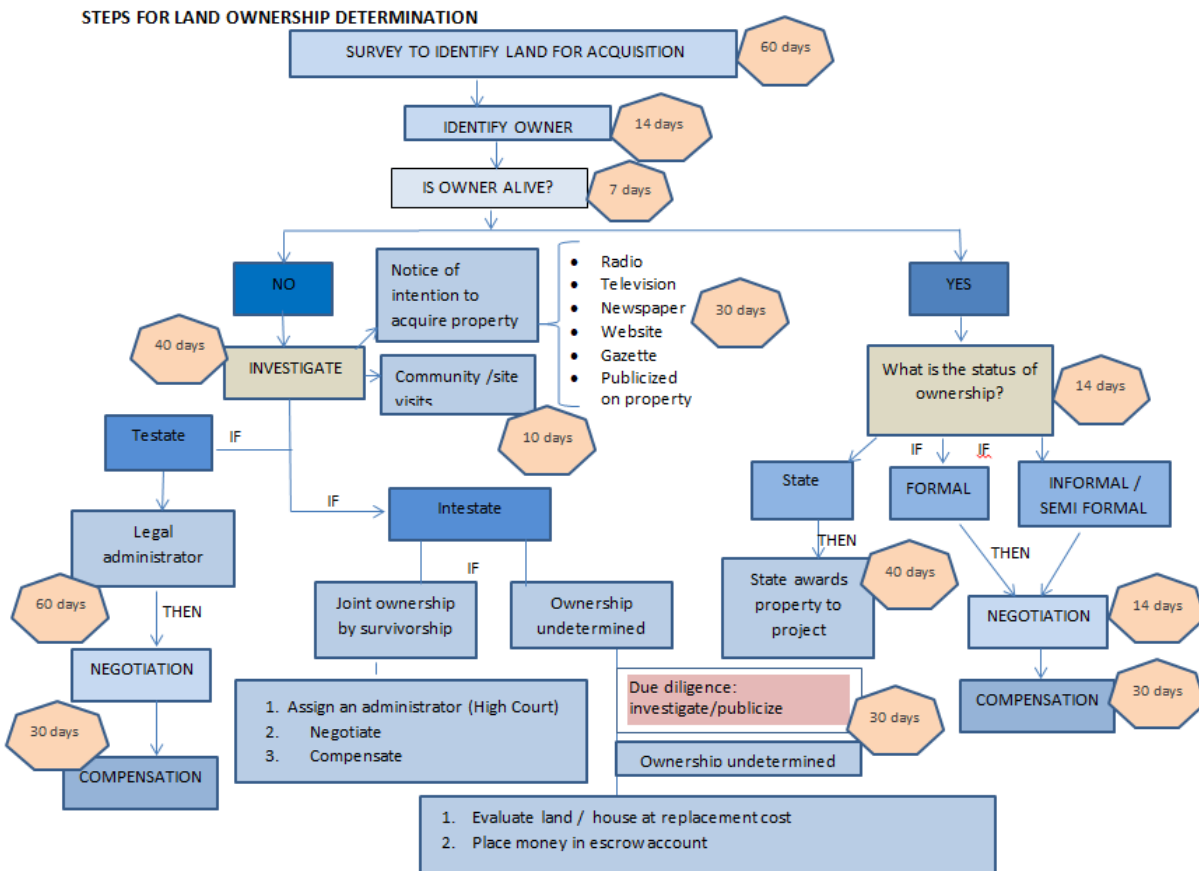


Figure 0-1: Steps towards Land Acquisition, Ownership and Compensation

3.8 Recommended Outlines for RPs

As required, subprojects RAPs will be based on the social impact assessment and meaningful consultation with the affected persons. It will include the results and findings of affected persons from the census, and their entitlements to restore losses, institutional mechanisms and schedules of RP implementation, budgets, assessment of feasible livelihood and income restoration mechanisms, grievance redress mechanisms, and results monitoring mechanisms. The subproject(s) RAPs will include: (i) a brief description of the sub-project, location and its impacts; (ii) consultation with PAP and AH; (iii) baseline information of PAP and AH; (iv) category of PAP and AH by degree and type of impacts; (v) entitlement for compensation, allowances and rehabilitation or restoration assistance by category of impacts in a compensation matrix; (vi) information on relocation site, where applicable; (vii) institutional responsibilities for implementation and monitoring; (viii) grievance redress procedures; (ix) estimated cost of resettlement and budget; and (x) time-bound plan for implementation; (x) cut off dates. Annex 2 – Voluntary Land Donation (as per ESS5) – General Outlines and Steps contain broad outlines of a RAP.¹²

¹² The full outline of a RAP can be found in Annex 1 of ESS 5 at <https://thedocs.worldbank.org/en/doc/837721522762050108-0290022018/original/ESFFramework.pdf>.

4. RESETTLEMENT PLANNING PROCEDURES

4.1 Resettlement Planning Processes

In the VEEP project, all components/subprojects with physical works/interventions will go through screening processes using guidance from the screening criteria (see Section 3.7 Screening Criteria). The social screening will be carried out during the preparatory stage once the Sub-project sites are identified. The screening will help to identify issues, which can be further examined and verified during field investigations, including avoidance or minimization of project impacts at the early stage of the project cycle. So that it would be considered in the design process. If required, resettlement planning exercises will be guided by the RPF, following the national laws, acts and policies as well as ESS5.

4.2 Detailed Assessment and Census/Surveys

The PSIPMU (or any research/consulting firm to be hired) will conduct census and socioeconomic survey to establish the socioeconomic baseline condition of the project affected persons/ households, along with the plots (ownership/title details) to be acquired by the project. The census and surveys will be conducted based on the final design. Based on the census/survey data, a detailed impact assessment will be done to establish the profiles of the affected households, including overall impacts related to land, income/livelihoods with gender-disaggregated data pertaining to the economic and socio-cultural conditions, including individuals and groups who may be fully or partially affected by the proposed sub-project(s).

The assessment will thus lead to subproject selection, based on risk assessment related to involuntary resettlement matters. If the subproject is selected, PSIPMU will prepare necessary RPs for the subprojects with adequate mitigation measures and policies so that adverse impacts can be well managed, and people affected are not disadvantaged due to the project construction rather benefit from the development interventions.

4.2.1 Census

The census will cover 100% of affected households and persons. The purpose of the census is to: (i) register the potentially affected households/persons; (ii) gender- related disaggregated data for gender and social development; and (iii) inventory of their affected assets and intensity of impact due to the sub-project and establish a cut-off period for beneficiaries at the project activity site. Annex 3 – List of data as a guide to preparing the inventory of losses contains a list of data as a guide to preparation of census/survey questionnaires. The PSIPMU will conduct stakeholders' consultation meeting with affected households/communities in the project area prior to commencement of census/surveys.

4.2.2 Socio-Economic Survey

The aim of the socioeconomic sample survey of affected persons/households is to establish further in-depth understanding of the project impacts in terms of income losses and other socio-cultural dimensions and to determine the monitoring and evaluation parameters. It will be used as a benchmark for monitoring the socioeconomic status of affected persons/households. The survey will cover at least 20% to 30% of census households, which will include significantly affected persons and others directly and indirectly affected households in the impact zone. The survey will collect:

- (i) basic social data;

Volcanic Eruption Emergency Project Resettlement Policy Framework (RPF)

- (ii) livelihood, income and poverty related data;
- (iii) gender-disaggregated data; and
 - a. risk and vulnerability related data.
- (iv) present the socio-economic situation of PAPs; assess their income and livelihoods; identify risk and vulnerabilities (economic and physical)

4.2.3 Determining Cut-off Date

The PSIPMU will conduct a census to identify the persons who may be affected by any subprojects for reconstruction of infrastructures, establish an inventory of land and assets to be affected to identify the affected people/assets for compensation and assistance and to discourage ineligible persons such as opportunistic settlers, from claiming benefits. This assessment will also address the claims of communities or groups, who for valid reasons, may not be present in the project area during the time of the census - for instance, seasonal resource users.

The census will thus establish a cut-off date compensation eligibility. Information regarding this date will be disseminated during the census both in written form such as a poster. Persons settling in the project area after the cut-of date, who have not been identified as having a legitimate reason to not have been present during the census or who can demonstrate that the census failed to identify them, will not be eligible for compensation

4.3 Preparation of RAPs

The subprojects' RAPs will be based on the social impact assessment and meaningful consultation with the affected persons. It will include the results and findings of affected persons from the census, and their entitlements to restore losses, institutional mechanisms and schedules of RAP implementation, budgets, assessment of feasible livelihood and income restoration mechanisms, grievance redress mechanisms, and results monitoring mechanisms. The RPs will comply with the principles outlined in this RPF. Once ready, the RAPs or ARAPs/Livelihood Plans will be submitted to the World Bank for clearance prior to awarding of the compensation. Disbursement of compensation payments and entitlements will be made prior to displacement. The RAPs will include measures to ensure that the displaced persons are:

- (i) informed about their entitlements pertaining to compensation, relocation, rehabilitation and assistance;
- (ii) consulted on resettlement options and choices;
- (iii) provided with resettlement alternatives; and
- (iv) not disadvantaged at all by the project interventions.

PSIPMU will pay special attention to the vulnerable population i.e., the poor, informal or semi-informal settlers, the IPs/Garifuna, disabled, transgender and female headed households. Gender-inclusive consultation, information disclosure, and grievance mechanisms will be ensured so that both men and women receive adequate and appropriate compensation for their lost property and resettlement assistance as well as assistance to restore and improve their incomes and living standards.

4.4 Gender Impacts and Measures

Female-headed households and transgender are considered one of the components of vulnerability analysis. Any negative impact of the female-headed households and transgender will be treated as priority issue. The resettlement plan will formulate a gender action plan including socio-economic conditions, gender-based violence status, and needs and priorities of women/transgender so that adverse impact can be mitigated adequately, and resettlement does not disadvantage the women and transgender.

4.5 Vulnerable Groups

The vulnerable groups include the poor,¹³ women, female-headed households, young girls, youth at risks, LGBTI people, people with disabilities and the elderly, fisher folk, farmers, among others. The vulnerable groups within the project area of influence – for example, Fancy, Overland, Sandy Bay, Owia, Magum, Georgetown, Tourama, Orange Hill and Northern Western Communities Fitzhughes, Chateaubelair, Petit Bordel, Rose Hall, Rose Bank, Troumaca, Coulls Hill and Spring Village – will be further confirmed and consulted throughout the project life cycle. The project will not directly impact the Garifuna people; however, they are also considered vulnerable and therefore, are eligible beneficiary groups in the project.

¹³ The 2008 Country Poverty Assessment classified the northern region of SVG with a high poverty index.

5. Methods for Valuation of Assets

Replacement cost¹⁴ sometimes called replacement value, is the measure of determining the compensation to be paid for any resettlement impacts under this project. This 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.

The full meaning of replacement costs is defined as a method of valuation yielding compensation sufficient to replace assets, plus necessary transaction costs associated with asset replacement.

Where functioning markets exist, replacement cost is the market value as established through independent and competent real estate valuation, plus transaction costs. Where functioning markets do not exist, replacement cost may be determined through alternative means, such as calculation of output value for land or productive assets, or the undepreciated value of replacement material and labor for construction of structures or other fixed assets, plus transaction costs. In all instances where physical displacement results in loss of shelter, replacement cost will be at least be sufficient to enable purchase or construction of housing that meets acceptable minimum community standards of quality and safety.

The valuation method for determining replacement cost will be documented and included in and resettlement action plans. Transaction costs include administrative charges, registration or title fees, reasonable moving expenses, and any similar costs imposed on affected persons. To ensure compensation at replacement cost, pre-planned compensation rates will be updated in project areas where inflation is high, or if there is a six month or more time lag between the calculation of compensation rates and the actual delivery of the compensation.

5.1 Valuation of Land used by the public

The SVG Land Act (1947/Section 3 &4) describes procedures for land acquisition, valuation methods and payments of compensation. Under the Act, the Governor General appoints the Chief Surveyor to prepare acquisition instruments, with the Land Valuation Officer conducting formal valuations. The LA Act (1947), supported by ESS5 requirements, will be used for conducting the valuation of land other assets at replacement cost. The approach involves direct replacement of expropriated assets and covers an amount that is sufficient for asset replacement, net depreciation, moving expenses and other transactional costs¹⁵. Methods for undertaking valuations for compulsory acquisition may also be guided by the codes of ethics

¹⁴ “Replacement cost” is defined as a method of valuation yielding compensation sufficient to replace assets, plus necessary transaction costs associated with asset replacement. Where functioning markets exist, replacement cost is the market value as established through independent and competent real estate valuation, plus transaction costs. Where functioning markets do not exist, replacement cost may be determined through alternative means, such as calculation of output value for land or productive assets, or the undepreciated value of replacement material and labor for construction of structures or other fixed assets, plus transaction costs. In all instances where physical displacement results in loss of shelter, replacement cost must at least be sufficient to enable purchase or construction of housing that meets acceptable minimum community standards of quality and safety

¹⁵ Transaction costs include administrative charges, registration or title fees, reasonable moving expenses, and any similar costs imposed on affected persons.

Volcanic Eruption Emergency Project Resettlement Policy Framework (RPF)

and standards of the Royal Institute of Chartered Surveyors (RICS), International Valuations Standards Council, or national institutes of surveyors.

To ensure transparency of the procedures, PSIPMU rep, project-affected persons, and a trusted community member (selected by the affected people) shall be present in all meetings to discuss the value of compensation, negotiation of final amount and final payment. The owners will be given the right to provide their own assessments. Negotiations are allowed where there are differences in value. The following key guiding principles will be used in the valuation different assets.

- (i) For land, the use of the open market value of land in consistent with ESS5.
- (ii) Where the interest in the land is undefined or in dispute, the PSIPMU facilitates the appointment of an administrator. A settlement is made based on the current estimated value, placed in trust until the beneficiaries have resolved their interest.
- (iii) In case where no legal claim to ownership can be ascertained, compensation shall be determined and paid at replacement value including loss of income in case of business activity.
- (iv) Semi-formal: Where the interest in the land is undetermined(multiple family members are eligible) , that is, lawfully inherited from an intestate, the state would request or facilitate the appointment of an administrator. In any case, if the state must proceed, a settlement is made based on the current estimated value, placed in trust until the beneficiaries have resolved their interest.
- (v) Informal: Step 1 is a valuation of the existing development, minus the land. Next, compensation is paid based on replacement value, including loss of income in case of business activity.

Two methods can be used to conduct the valuation of property for PAPs. These are replacement cost and compensation value

Replacement cost¹⁶, – 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. The basis of the valuation is Gross Current Replacement Cost (GCRC). Gross Current Replacement Cost is defined as the estimated cost of erecting a new building having the same gross external area as that of the existing one, with the site works and services on a similar piece of land. The valuation process will also consider the use of “compensation value” for affected properties.

5.2 Valuation of Crops

Once crops (bearing and non- bearing fruit and as well as non – fruit trees) are identified to be removed, the Clerk of work should contact the agriculture district office to have the tree or crops evaluated **before cutting**, there are 8 districts (see Annex 4 – Agriculture Regions for crop compensation).

¹⁶ “Replacement cost” is defined as a method of valuation yielding compensation sufficient to replace assets, plus necessary transaction costs associated with asset replacement. Where functioning markets exist, replacement cost is the market value as established through independent and competent real estate valuation, plus transaction costs. Where functioning markets do not exist, replacement cost may be determined through alternative means, such as calculation of output value for land or productive assets, or the undepreciated value of replacement material and labor for construction of structures or other fixed assets, plus transaction costs. In all instances where physical displacement results in loss of shelter, replacement cost must at least be sufficient to enable purchase or construction of housing that meets acceptable minimum community standards of quality and safety

Volcanic Eruption Emergency Project Resettlement Policy Framework (RPF)

- i. Valuation of crop and trees will be prepared by the District Agriculture Extension officer with costs, and market value.
- ii. Provision of 90 days' notice should be granted to farmers to harvest standing seasonal crops. If harvest is not possible, Cash compensation for crops (or share of crops) equivalent to prevailing market price.
- iii. For permanent loss of crops - Replacement for all sprout and sapling where possible; compensation for fruit bearing trees based on annual net product market value, multiplied by a maximum of 8 bearing periods. For guidance on the compensation of farm land see section on the valuation of land

5.3 Valuation of Building

The Valuation Department would provide guidance on the valuation of structures such as foundations, fences, latrines, storage sheds or oater storage tank platforms. The cost is calculated by square footage of the structure such as residential/commercial etc. The methodology for valuation is guided by codes of ethics and standards of RICS as well as, the Saint Vincent and the Grenadines Valuation and Rating Act 18 of 2012 along with the Chief Surveyor land Act. The service of a professional institutes of surveyors and valuers is also an option.

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. In the case of temporary relocation, business owners should provide records of their income over a period of at least three months, in order to provide a standard for determining rate of compensation.

5.4 Valuation of loss of livelihood

Persons whose livelihoods activities are affected and/or forced to relocate as a result of project activities and are considered as “economically displaced” in accordance to paragraph 33 to 36 of ESS 5 apply. (see annex 11.8). Economically displaced persons will be compensated for the amount of income which they are likely to lose for a duration not exceeding six weeks and /or within the time to reestablish their livelihood to pre relocation levels.

Compensation will also be paid for identifying a viable alternative location: for net income loss during the period of transition; for cost of the transfer and reinstallation of business equipment, and for reestablishing commercial activity.

Proof of income for similar periods should include receipts, financial statements or other forms of accounting records. The Valuation for loss of livelihood is based on: (a) calculation of earning less investment, support documents include financial record reviews; journal reviews, receipts,(proof of business volume) consultation with community members, and (b) for total displacement - 2 week of income earning per month calculation during the displacement period not exceeding 6 weeks, based on the nature of the trade. within the time to reestablish their livelihood to pre relocation levels. The overall goal of compensation and livelihood supports are to ensure that PAPs end up in positions equal to or better than they were before project intervention.

In the case of temporary relocation, business owners should provide records of their income over a period of at least three months, in order to provide a benchmark for determining the amount of compensation.

*Volcanic Eruption Emergency Project
Resettlement Policy Framework (RPF)*

In addition, workers losing employment in the process of relocating should be entitled to transitional income support and assistance in finding alternative employment opportunities if needed.

Table 0-1 provides a list of the agencies/support agents to assist the Safeguard Team in the valuation of assets.

Table 0-1: Support agents for valuation

Compensation type	Description	Support agent
Individual and Household	Individual and household compensation will be made in kind and or in cash. Although the type of compensation may be an individual’s choice, compensation in kind will be preferred, if the loss amounts to more than 20% of the total loss of assets. For cash payments, compensation will be calculated in Eastern Caribbean Dollar (XCD) adjusted for inflation. For compensation in kind, items such as land, houses, other building materials, seedlings, agricultural inputs and financial credits for equipment may be included. Assistance may include moving allowance, transportation and labour.	Ministry of Finance
Buildings and Structures	Compensation for buildings and structures will be paid by replacing huts, houses, farm outbuildings, latrines, fences and other impacted structures. Any homes lost will be rebuilt on the acquired replacement land. However, cash compensation will be available as a preferred option for structures, such as, extra buildings lost, that are not the main house or house in which someone is living. The applicable replacement costs for construction materials, as well as associated labour costs needed to build replacement structure, will be used to calculate the values. Compensation will be made for structures that are abandoned because of relocation, or resettlement of an individual or household, or structures that are damaged directly by construction activities	Valuation department
Crops on farm land	Compensation for any acquired farm land is aimed at providing for loss of crops and the labour used to prepare the land and cultivate the crop. The term “farm land” refers to an area or homestead in cultivation, or cultivated during the last agricultural season. This definition recognizes that the biggest investment a farmers makes in producing a crop is his or her labour. As a result, compensation relating to land will cover the rates for labour invested, as well as the replacement cost of the crop lost will be calculated separately from loss of farm land.	Lands and Surveys Department Ministry of Agriculture
Land for land Measurement	The unit of measurement for land will be that which is used and understood by the affected persons. If a traditional unit of measurement exists in the rural areas, that unit shall be used. Understanding the unit of measurement ensures that the affected person is able to verify his/her own size of land that is being lost. This maintains transparency in the process and avoids subsequent	

*Volcanic Eruption Emergency Project
Resettlement Policy Framework (RPF)*

Compensation type	Description	Support agent
	accusations for wrong measurements or miscalculation of land areas	
Rates for Labour	The value of labour invested in preparing agricultural land will be compensated for at the average wage in the community for the same period of time. The labour cost for preparing replacement land is based on costs for clearing the land and ploughing	Labour Department
Crop Compensation Rates	Both cash and consumption crops are valued at the market price mid-way between harvest peaks. Prevailing prices for cash crops will have to be determined with the assistance of the Ministry of Agriculture. Rate schedule must be verified for accuracy. Each type of crop is to be compensated for, using agriculture stipulated rate, and be increased where necessary so that the compensation to be paid meets the required standard of replacement value. Calculating compensation using one agriculture stipulated rate guarantees uniformity and allows anyone to measure the area of land regardless of location for which compensation is due and to multiply the area by one rate known to all.	Ministry of Agriculture Extension Officers
Horticultural, Floricultural and Fruit trees	Replacement or compensation at replacement cost, for lost of trees that are important source of: <ul style="list-style-type: none"> • Subsistence food for families (coconut, cashew, guava or mango) based on production yields. Cash payments to farmers will be aimed at replacing income derived from the sale of fruit production yearly. • Crops that contributes to the local and export economy Traditional medicinal Value	
Sacred Sites	Compensation for sacred sites (e.g., proprietary rites and reconstruction) is determined through negotiation with the appropriate parties. Sacred sites include, but are not restricted to: altars, initiation centres, ritual sites, tombs and cemeteries.	Land and Surveys National Trust Valuation

6 ENTITLEMENTS AND ELIGIBILITY CRITERIA

6.1 Guiding Principles

Following ESS5, the guiding principles of entitlement and eligibility are to ensure compensation for loss of assets, incomes and businesses due to land acquisition under the project, restoration or enhancement of livelihood for all PAPs, enhancement of standards and quality of life in post-resettlement period and ensure that the affected people are satisfied with all aspects of entitlements and resettlement. The entitlement matrix will establish the eligibility criteria for affected persons and set out the procedures and standards for compensation, and timely and transparent distribution of compensation.

The affected persons will be classified as:

- (i) persons who have formal legal rights to land or assets;
- (ii) persons who do not have formal legal rights to land or assets, but have a claim to land or assets that is recognized or recognizable under national law; and
- (iii) persons who have no recognizable legal right or claim to the land or assets they occupy or use.

All persons included in (i), (ii) and (iii) are to be provided with compensation for loss of assets other than land. It is, therefore, clear that all project affected persons irrespective of their status or whether they have formal titles, semi-formal/legal rights and informal/otherwise encroaching illegally on land, are eligible for some kind of assistance if they occupied the land or had used of it, before the cut-off date.

A. Subject to the provisions of Land Acquisition Act , the following rules shall apply to the assessment and award of compensation by the Project Steering Committee for the compulsory acquisition of land.

- a) The value of the land shall be taken to be the amount to which the land, if sold in the *open market by a willing seller , might have been expected to have realised at a date* twelve months prior to the date of the publication.
- b) Provided that this rule shall not affect the assessment of compensation for any damage sustained by the person interested by reason of severance, or by reason of the acquisition injuriously affecting his other property or his earning, or for disturbance, or any other matter not directly based on the value of the land.
- c) The special suitability or adaptability of the land for any purpose shall not be taken into account if that purpose is a purpose to which the land could be applied only in pursuance of statutory powers, or for which there is no market apart from the special needs of a particular purchaser or the requirements of any Government department.
- d) Where the value of the land is increased by reason of the use thereof, or of any premises thereon, the amount if that increase shall not be taken into account.
- e) Where land is, and but for the compulsory acquisition would continue to be devoted to a purpose of such a nature that there is no general demand or market for the land for that purpose, the compensation may, if the Board is satisfied that re- instatement in some other place is Bona fide intended, be assessed on the basis of the reasonable cost of equivalent re-instatement.

B. No increases in the compensation amount shall be made on account of the following: -

*Volcanic Eruption Emergency Project
Resettlement Policy Framework (RPF)*

- i. Any damage sustained by the person interested which, if caused by a private person, would not render such person liable to an action.
- ii. Any damage, not being in the nature of deprivation of or interference with an easement or legal right, which, after the time of awarding compensation, is likely to be caused by, or in consequence of, the use to which the land acquired will be put:
- iii. Any increase in the value of the land acquired likely to accrue from the use to which the land acquired will be put,
- iv. Any outlay or improvement of such land which shall have been made commenced or effected within twelve months before the publication of the declaration under Section Land Acquisition Act with the intention of enhancing the compensation to be awarded therefor in the event of such land being acquired for public purposes.

6.2 Eligibility Matrix for Land by Tenure Types

In SVG, land titles, tenurial arrangements and usages are used to classify people and their rights on land into formal, semi-formal and informal systems (see Section 5.1). The eligibility criteria for categories of affected persons for compensation for loss of land and/or structures and for other resettlement assistance are dependent on and tenure status.¹⁷

Table 6-1 describe the three groups, the type of compensation to which they are entitled under the RPF, and the evidence required to support claims to compensation under each category. The GoSVG policy for compensation for the categories of affected persons for loss of land and use of assets are consistence with ESS5 requirements. All amounts which have been awarded by way of compensation under this LA Act of 1947, including interest and costs to be paid by the authorised officer, and all other costs, charges and expenses which shall be incurred under the Land Acquisition issues shall be paid out of the Consolidated Fund on the warrant of the Governor-General.

Table 6-1: Entitlement Matrix – Land

¹⁷ In case of temporary use of land and other facilities, contractual arrangements between parties will be made based on negotiation and mutual agreement (see Annex 5 – MOU for Temporary Use of Land and other facilities).

Category	Description of titles/tenure as per the laws of Saint Vincent and the Grenadines and ESS 5	Evidence	Compensation
Formal	Those who have formal rights or legitimately owned freehold titles.	Proof of legal ownership – e.g., land registers, deeds, mortgage, and leased agreement tenancy or receipt.	Compensation for land and other assets lost at full replacement cost and other resettlement assistance as per the RPF
Semi-formal	Those who do not have formal legal rights to land at the time of the census but who have customary or statutory rights recognized or recognizable under national law.	Claims to be reviewed and considered case by case, taking into account the customary and legally recognizable rights under the SVG laws	Compensation for land and assets lost, and resettlement assistance (if applicable), in accordance with the RPF.
Informal	Those who have no recognizable claim to land they are occupying or using. Typically called “squatters” or informal settlers who live on public or private land illegally and/or use the land or resources seasonally for livelihood or economic purposes.	Identified during the census, but lacking any evidence of ownership, or legal claim under national laws.	No compensation provided for land; however, compensation for loss of structures or other agricultural assets and resettlement assistance to be provided in lieu of compensation for the land occupied or used.

6.3 Entitlements Matrix for Structures, Crops and other Types of Losses

In addition to compensation for land by tenure types (Table 6-1), affected households/persons would be entitled to other types of compensation depending on the nature of losses. As it regards loss of access which may arise from the taking of land for the project, users of common utilities, road ways (need temporary parking to be paid for) closure of road would require increase transportation cost. The loss of access in similar cases will be minimized or reduced during the construction period.

Table 6-2 lists additional losses likely to incur by those affected by interventions of various types of subprojects. The compensations recommended are based on GOSVG laws and complies with ESS5.

Table 6-2: Type of Losses and Compensation

Type of Loss	Compensation
Loss of structures or buildings of all types (residential or commercials etc.) requiring relocation	Cash compensation to be determined by the tribunal constituted under the LA Act (1947), and be adjusted if necessary to meet replacement value. The valuation will consider the replacement and reconstruction costs (with labour) without depreciation to be paid prior to demolition and displacement. In some cases, other in-kind compensation may be considered. Dislocation and resettlement allowance will be considered as per ESS5 requirements. Alternative

*Volcanic Eruption Emergency Project
Resettlement Policy Framework (RPF)*

Type of Loss	Compensation
	resettlement arrangements, including self-managed resettlement, will be considered.
Loss of rental/leased land	All existing lease agreements will be considered for appropriate compensation in cash or kind that would allow income sources and/or assistance by the project at least for six months.
Loss of access to land/other types of income sources or means of livelihood	PSIPMU will assist in finding alternative land to rent/lease. The affected persons will be entitled to transitional allowances to ensure that livelihoods are not affected.
Loss of economic/perennial trees and crops	Affected persons losing crops shall be allowed to harvest any crops planted prior construction works. In cases when land must be taken before the crops are ready for harvest, crop compensation shall be determined following the LA Act (1947), and adjusted if needed to meet replacement value, and paid by the project.

Affected persons, irrespective of their status (formal title, no- title,) are eligible for some kind assistance if they occupied the land for a period greater than six months before the entitlement cut-off date. Thereafter, no new cases are entertained. Table 6-3 contains the eligibility and entitlement matrix.

Table 6-3: Eligibility Matrix – structures , crops and livelihood

Item	Type of Loss	Entitled Persons	Compensation Policy	Resettlement measure
1	Land acquisition		(see table 6-1)	
2	Loss of Structure	Owners of residential /commercial structures in the project affected Area	Compensation at replacement value of the structure (or part structure) constructed by the displaced person.	New relocation spaces can be identified, where applicable
			Provision for stamp duty, land registration fee, capital gains tax, and value added tax incurred for replacement land	
			The right to salvage materials from structure	
			Cost and arrangement for the transfer of utilities (electricity & water& Internet)	
		Tenants and leaseholders	Owners will reimburse tenants and leaseholders land rental deposit on unexpired lease. If rent deposit is more than one year	Consideration be given for occupancy of project site, if lease period is less than one year and does not prohibit project execution consideration will be

Volcanic Eruption Emergency Project
Resettlement Policy Framework (RPF)

Item	Type of Loss	Entitled Persons	Compensation Policy	Resettlement measure
				given to complete lease period
			The right to salvage materials from structure if said material is the property of the displaced person or material return to owner.	Owners will be entitled to compensation
			Provision of all taxes, registration costs and other fees incurred for replacement land and structure.	
			Cost and arrangement for the transfer of utilities (electricity & water & Internet)	
		Tenants in Government buildings	Lease /rental agreements to be continued after the reconstruction of the structure.	Temporary site to continue economic activity will be identified
			Cost and arrangement for the transfer of utilities (electricity & water & Internet)	
		Property leased from the state,	Compensation of the physical investment plus the expected income streams up to the end of the life of the lease based on market forecast and analysis	
3	Loss of livelihood	Business owners, tenants, leaseholders , employees, vendors	Assistance for lost income based on 6 months lost income or minimum wage rates. Support ot reestablish livelihood	
4	Temporary loss of livelihood	Business owners, tenants, leaseholders , employees, vendors	Provision of 30 days' notice regarding construction activities, including duration and type of disruption	
			Assistance to mobile/ambulant vendors to temporary shift for continued economic activity.	

*Volcanic Eruption Emergency Project
Resettlement Policy Framework (RPF)*

Item	Type of Loss	Entitled Persons	Compensation Policy	Resettlement measure
		For construction activities involving unavoidable livelihood disruption,	Compensation for lost income, and/or a transitional allowance for the period of 6 months to adjusted for inflation and reestablishment of livelihood in alternate location until income is restored or until PAP is relocated back to site	
			Restoration of affected land, structure utilities, common property resources.	
5	Loss of crops and trees	Owners/tenants with live crops	Provision of 90 days' notice to harvest standing seasonal crops. If harvest is not possible, cash compensation for crops (or share of crops) equivalent to prevailing market price	Work schedule to allow harvesting prior to acquisition. Ministry of Agriculture to value crops to determine market value
			Replacement for all sprout and sapling where possible; compensation for fruit bearing trees based on annual net product market value multiplied by 2 bearing period	
6	Temporary loss of Access	Users of common utilities /services and resources such as public bath, other public facilities	Provision of 60 days' notice Provision of temporary access where possible Restoration /enhancement of affected structure , utilities and common property resources	

6.4 Compensation Planning/Resettlement Activities and Targets

6.4.1 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 that what they currently occupy.

**Volcanic Eruption Emergency Project
Resettlement Policy Framework (RPF)**

Compensation for land, structures, business, and other temporary assets will be based on market valuation, productivity valuation, negotiated settlements, material and labour valuation, disposition of salvage materials and other fees paid. It should be noted that informal settlers are entitled to compensation value and the lack of title, license or permit would not be a bar to compensation.

As it regards the relocation of business, access to customers and suppliers will be taken into consideration. Workers losing employment in the process of relocating are entitled to compensation for loss day wage.

For each subproject, as soon as the affected communities are identified, a land acquisition/resettlement planning and implementation schedule will be prepared by PSIPMU, in consultation with the Project Director and the designated Social Safeguards Specialist and the affected people. The schedule will include these key milestone dates:

- (i) Target dates for conducting the census and survey of assets;
- (ii) Target dates for completing the necessary plans with budgetary provisions/approval
- (iii) Target dates for payments of all compensation to affected/eligible persons
- (iv) Target dates to relocate households to resettlement sites, if required
- (v) Target dates for commencement of civil works under the subproject

Table 6-4 provides a sample of resettlement activity schedule.

Table 6-4: Example of Resettlement activity schedule

Activity	Start date	End date	Responsible agent	Resource needed
Public relations	on going		Communication	Project activities
Consultations (Various)				Venues Menu
Survey of project site Sandy Bay			PSIPMU	Design survey Enumerators
Draft of RAP			PSIPMU	
PAPS & GRM			Social Safeguard	
Resettlement Team				
Compensation				
Preparation of relocation site				
Pre-construction				

7 STAKEHOLDERS ENGAGEMENT, CONSULTATION AND DISCLOSURE

7.1 Objectives of Stakeholders Engagement

The GoSVG places great importance on involving stakeholders in project planning and implementation. A draft Stakeholder Engagement Plan (SEP)¹⁸ has already been prepared in line with ESS10 for the VEEP project. The revised/final version will be the main guiding document for sub-projects implementation. Finally, the SEP is considered a 'living' document and thus will be revised, based on project/subproject implementation experiences.

Public consultations and participation shall remain an integral part of identification, design and execution of any subprojects under the VEEP project. The consultation meetings shall aim:

- (i) To identify stakeholders, build and maintain a constructive relationship
- (ii) To assess the level of stakeholder interest and support for the project and to ensure stakeholders' views are taken into account in project design and environmental and social performance
- (iii) To promote and provide means for effective and inclusive engagement with project-affected people throughout the project life cycle
- (iv) To ensure that appropriate project information and social risks and impacts are disclosed to stakeholders in a timely, understandable, accessible, and appropriate manner and format
- (v) To provide project-affected people/communities with accessible and inclusive means to raise issues and grievances redress mechanism to respond and manage grievances

The PSIPMU will conduct consultation meetings with stakeholders throughout the project cycle. However, the nature, scope and frequency of stakeholder engagement will be dependent on the potential risks and impacts of the subprojects. These consultations will be held in a culturally appropriate manner, free of manipulation, interference, coercion, power practice and discrimination.

7.2 Stakeholders Groups, Methods and Tools Used

In the VEEP project, the stakeholders are grouped in three categories:

First, project-affected Persons (PAPs) that include affected individuals, groups, communities, community members, and others that are affected and/or likely to be impacted by subprojects activities.

Second, there are other interested parties (OIP) consisting of civil society groups, such as non-governmental organizations (NGOs), community-based organizations (CBOs), universities and technical schools, the media, experts in the fields and so on.

Finally, potential vulnerable/disadvantaged stakeholders as part of the project affected people. These groups include the poor, women, young girls, youth at risk, LGBTI+ people, people with disabilities and the elderly, among others. The vulnerable groups within the project area of influence will be further confirmed and consulted throughout the project life cycle. Vulnerable or disadvantaged groups in these communities may include (a) fisher folks; (b) farmers; (c) persons with disability; (d) LGBTI+ people; (e) the Garifuna; (f) single female headed households; and (g) poor households.

The Project has already conducted preliminary consultations with interested stakeholder groups. The consultation thus far involved two step processes: (i) a collaborative approach amongst the relevant

¹⁸ *Stakeholders Engagement Plan, GoSVG, 24 September 2021.*

**Volcanic Eruption Emergency Project
Resettlement Policy Framework (RPF)**

sectors, government agencies and users in the project area was applied to identify the input from key stakeholders. These include relevant Government Ministries/agencies or departments, NGO/CBOs and review of past project experience concerning consultation; and (ii) analysis of the level of impact the project/subproject(s) on each stakeholder group, their level of interest, influence and importance, to identify the level of engagement required for each group and engagement strategy with each stakeholder group and assign responsibility to team members.

Table 7-1 lists various methods of engagements and tools that were already used¹⁹ during project preparatory activities and will continue to be used in future consultations to ensure different stakeholder groups are involved in the consultation process.

Table 7-1: Methods and Types of Tools Used for Engagement

Instrument	Description and Use	Contents	Dissemination Method	Target groups
Types to Disseminate Information				
Flyers; Social Media; Email; Radio Programmes; Text blasts; Posters	Used to convey information on the Project and regular updates on its progress to stakeholders.	Printed materials present illustrative and written information on Project activities, facilities, technologies and design solutions, as well as impact mitigation measures. Use of precise words, graphics and pictorials.	Distribution as part of consultation meetings, public hearings, discussions and meetings with stakeholders, as well as household visits in remote areas. Placement at the offices of local administrations and NGOs, libraries and other public venues.	Households
Types to Receive Feedback				
Phone #; Email; Direct Suggestion box; Website; Internet /digital media; surveys , interviews /questionnaires	Placement of Project-related information and printed materials in /at dedicated/ designated locations that can be used by the public to obtain information, make enquiries, or provide feedback on the Project	Any issues that concern the project. Various Project-related materials, documentation, social action plans.	Telephone numbers are specified on the printed materials distributed to project stakeholders and are mentioned during public meetings. Project's designated staff assigned to answer and respond to the calls, and to direct callers to specialist experts or to offer a call-back if a question requires detailed consideration.	Nationally Affected Community
Types for Community Consultation				

¹⁹ Source: Stakeholder Engagement Plan for the VEEP project, 2021)

*Volcanic Eruption Emergency Project
Resettlement Policy Framework (RPF)*

Instrument	Description and Use	Contents	Dissemination Method	Target groups
Public consultation (direct /virtual) Television broadcast Round table discussion	Project technical staff, the affected public, authorities, regulatory bodies and other stakeholders for detailed discussion on a specific activity or facility that is planned by the Project, and which is subject to the statutory expert review.	Detailed information on the activity, including a presentation and an interactive Questions & Answers session with the audience.	Public disclosure of Project materials and associated impact assessment documentation in Directly affected communities in the Project Area of Influence. Other communities within the Project Area of Influence. Residents in the Project Area of Influence advance of the hearing. Viewers/readers of the materials are also given free access to a register of comments and suggestions that is made available during the disclosure period.	All Groups and PAPs
Additional due Diligence Communication with Vulnerable Population				
Household visit	Provide information to vulnerable households	Detailed information on the activity, including a presentation and an interactive media	Verbal communication using clear effective nontechnical language; Information in braille Brochures to household	Vulnerable population /groups

7.3 Outcomes of Consultations and Beneficiary Feedback

The post-eruption interviews/consultation data²⁰ have been utilized to prepare the Post-Disaster Needs Assessment (PNDA) reports for social protection, agricultural damages and Ministry of Transport to assess damages, including structural damages to property resulting from the eruption. These inter-agency consultation among various stakeholders²¹ have already helped in preparing various project components for recovery and reconstruction under the VEEP project. The consultation and participation of a wide range of affected stakeholders contributed to the formulation and design of the project.

The public consultation will remain an ongoing activity taking place throughout the implementation of the project/subprojects, particularly as they relate to (a) compensation and resettlement planning; (b) signing of compensation contract; (c) payment of compensation; (d) relocation/resettlement; and (e) post-relocation community support and livelihood activities.

²⁰ 500 households from the Red Zone were interviewed over a period of three months (August-October 2021) to evaluate the scale of impact, responses and needs assessment and concerns.

²¹ *Operational Manual SVG Volcanic Eruption Emergency Project*, January 2022.

7.4 Consultation with Vulnerable Groups

During project implementation, PSIPMU will make special efforts to further facilitate participation of vulnerable groups. Table 7-2 lists the considerations to be made to have vulnerable group participation in the project.

Table 7-2: Considerations to be made to facilitate participation of vulnerable groups

Factors	Consideration	Mitigation measures
Language	If the person is hearing impaired or impaired vision	Translate information using sign language, or braille or pictorial depending on the disability
Time	Advance notice for community meeting 2 weeks minimum	Socio-economic status might determine availability of time
Caregiving service	If persons are not available because they are need a caregiver for children or elderly parents and the persons contribution is essential to the meeting then	(a) Provide caregiving service for the hours required or (b) Arrange to have a televised recording of the person's contribution
Transportation	Person may need transportation before and after the meeting	(a) Monetary allocation to reimburse participants or (b) Provide transportation from different districts
Meal	Light refreshment included water	Monetary allocation to provide light refreshment or meals for participants
Safe space	Safe spaces for ethnic minorities, LGBTI and other minorities can provide a break from judgment, unsolicited opinions, and having to explain yourself. It also allows people to feel supported and respected.	Have separate meetings with minorities that require safe space and not disclosing their identities.
Location		Project site consultation: Virtual presentations

Source: MoFEP (2021)

7.5 Consultation with Garifuna Community North Windward

The population in these villages north of the Rabacca River will be impacted by the construction of the bridges, water improvement, Biotech centre, Jennings and Waterloo road rehabilitation. They are predominantly Caribs, especially in the communities of Sandy Bay and New Sandy Bay. The old Sandy Bay section is believed to have existed in 1797 after the Carib wars with the British. The area comprises mainly of decedents of the Yellow Caribs, a small number of African slaves referred to as Black Caribs the ancestors of the Black Caribs became the first permanent non-carib settlers in the island in 1675 mainly survivors from the sinking Dutch ship. During the 1900s the community had numerous upsurges from heavy flooding, hurricanes and volcanic eruption.

During the implementation of the Regional Disaster Vulnerability Reduction Project in Saint Vincent and the Grenadines it was determined by the Social Assessment of 2011 that while the communities north of the Rabacca River (Orange Hill to Fancy) self-identify (and are also identified by others) as being

Volcanic Eruption Emergency Project Resettlement Policy Framework (RPF)

distinct indigenous communities and while they do occupy specific geographical locations, they do not have distinctive customary cultural, economic, social or political institutions that are separate from the dominant society and culture, and while they do possess an indigenous language they do NOT communicate among themselves by use of an indigenous language different from the official language (English) of St. Vincent and the Grenadines. Thus the World Bank Policy 4.10 on Indigenous People did not apply to the communities north of the Rabacca River. OP 4.10 has been replaced by Environmental and Social Standard 7 in the new Environmental and Social Framework, while this Standard is not currently relevant, an assessment will be conducted (by the World Bank), to make a final determination.

Nevertheless, “extra due diligence” will be applied when consulting with these communities to ensure that project interventions

- a) Respect the rights, identity, and culture of the villages
- b) does not adversely impacts the communities and adequate consulted mitigation measures are explored,
- c) Promote sustainable development benefits and opportunities particularly given the higher than average poverty rates among the community.

7.6 Strategies for Future Consultations

Consultations will be carried out throughout the project cycle, following the methods already mentioned earlier. In addition, the following strategies will be adopted to enhance stakeholders’ participation and engagement during project/subprojects preparation (including design, procurement of contractors and supplies), construction, and operation and maintenance. The methods and strategies to be used may vary according to the target audience and would include: (i) Public/community meetings, separate meetings for women and vulnerable groups; (ii) Face-to-face meetings; (iii) Focus Group Discussions; (iv) Workshop by experts; (v) periodic surveys/interviews with stakeholders; (vi) Disclosure of written information: brochures, posters, flyers, website Information boards or desks at various sites where project work to be undertaken.

7.7 Information Disclosure

As a standard practice, PSIPMU will release the project safeguard documents including RPF and RAPs for disclosure. The RPF and RAPs will be made available in local language, if necessary. Distribution and disclosure of materials will be available at venues and locations where communities have regular/frequent access and which place is unhindered in public access. These may include project headquarter offices in Kingstown, regional/local project office, and project site-office. Electronic copies of the RPF/RAPs will be placed on the project website. This will allow stakeholders with access to Internet to view information about the planned development and to initiate their involvement in the public consultation process. The website will be equipped with an on-line feedback feature that will enable readers to leave their comments in relation to the disclosed materials.

8 GRIEVANCES REDRESS MECHANISMS

8.1 GRM for VEEP Project

The PSIPMU has already established a Grievance Redress Mechanism (GRM)²² using the World Bank ESS10 protocols to ensure the implementation of the project in a timely manner, and effectively address any grievances and dispute during the implementation phase, including the development of the necessary actions of mitigation and avoidance. The GRM will allow for anonymous and confidential submissions from all types of stakeholders. The GRM will enable the PSIPMU to address any grievances against subprojects' interventions and activities by the stakeholders. Grievances that relate to project workers will be handled by separate mechanisms that are contained in the LMP.²³

8.2 Objectives of the GRM

In general, the objectives of the Grievance Redress Mechanism are as follows:

- (i) Ensure that the Government of Saint Vincent and Grenadines' regulations and the World Bank Environmental and Social Standards are adhered to in all project activities;
- (ii) Address any negative environmental and social impacts of all project activities;
- (iii) Resolve all grievances emanating from the project activities in a timely manner;
- (iv) Establish relationships of trust between project staff and stakeholders;
- (v) Create transparency among stakeholders including affected persons through an established communication system;
- (vi) Bolster the relationship trust amongst the project staff and the affected parties.

The GRM will have a separate confidential channel that vulnerable peoples can use, if chosen to. This channel with its contact information will be defined before implementing project activities.

8.3 Grievance Types

Aggrieved persons/communities can file different types of complaints depending on the specific issue or concern of the project beneficiaries. These may include, but are not limited to:

- a. Land Acquisition
- b. Temporary Access
- c. Lack of Access
- d. Income and livelihood
- e. Disruption of services and inadequate care
- f. Noise
- g. Dust or chemical pollution, waste management issues (solid or liquids)
- h. Lack of information

Non-fulfilment of contracts, levels of compensation, or seizure of assets without compensation shall be made in writing and addressed to the GRC. Copies of the complaint shall be sent to the Project Manager.

²² See *Grievances Redress Mechanisms for World Bank Development Project – VEEP*, March 2022. This chapter has generally followed the SVG's GRM systems and processes.

²³ *Labour Management Plan*, Feb 2022.

8.4 Responsibility for Grievance Redress

The Project Manager (PM) and the Environmental/Social Specialists assigned to the project will be designated as the key officers in charge of Grievance Redress. They will be tasked with the following:

- Establish the GRM systems before the commencement of any project activities;
- Act as the Focal Point on Grievance Redress issues and facilitate access at the level of the PSIPMU
- Create awareness of the GRM amongst all the stakeholders through awareness activities;
- Receive and examine grievances;
- Assist in redressal of all grievances by coordinating with the concerned parties;
- Maintain a database/information of grievances and redressal;
- Monitor the project activities of contractors and consultants on redressal of grievances;
- Regularly contact all points of receipt of complaints;
- Prepare monthly/quarterly progress reports on grievances received.

8.5 GRM Processes, Registry, Referral and Resolution

8.5.1 Submission of grievances

All complaints shall be submitted to the PM/Social Specialist. Complaints can be made in person, writing, verbally over the phone, , emails or any other media, including websites and social media. The GRM will allow for anonymous and confidential submissions from all types of stakeholders. Contact information or e-mail contacts to submit email grievances are in Table 8-1.

Table 8-1: Email contacts to submit grievances

Name	Title	Telephone	Email address	Physical location
Roxanne John	Interim Project Coordinator	457-1746	rjohn@svgcpd.com	Administrative Building, Kingstown

Further, the project will post notification to the public on how to submit grievances. A sample of the notification in Figure 8-1. This sample notification can be place at strategic points at each facility.

All grievances related to the VEEP Project are to be directed to:

Project Grievance Officer, VEEP

Ministry of Finance, Planning and Information Technology

Bay Street, Kingstown

Telephone: 784-457-1746

E-mail: Cenplan@svgcpd.com

Figure 8-1: Sample of Notification

8.5.2 Grievances Registry

All grievances will be acknowledged by telephone or in writing using the Grievance Information Form/ GIF (see Annex 6 – Grievances Registration Form) within 48 hours of receipt and the complainant informed of the approximate timeline for addressing the complaint, if it can't be addressed immediately. The responsible officer will work diligently to ensure the speedy resolution of the grievance. If the complaint cannot be resolved at this level it is taken to the next level. The Social Specialist will undertake the following steps to register/log, screen, investigate, classify and resolve the grievance.

- (i) After receiving and recording the grievance on the GIF, it will be registered in the Grievance Redressal Registration.
- (ii) The concerned reviews the complaint and assign a grievance owner. The complaint will be forwarded to the grievance owner who will be responsible investigating the claim and liaising with both the aggrieved party and project technical team in order to come to a mutually acceptable resolution. The aggrieved will be given a specific timeline for resolving the claim. Meetings with grievant/complainant will be held, if necessary, in an attempt to resolve the matter. All meeting should be recorded.
- (iii) The grievance owner will investigate the complaint. This investigation will include, but is not limited to, meetings with the grievant/complainant, site visits, meetings/interviews with project staff and collection of relevant documentation and other forms of evidence. For meetings, the deliberations and decision will be recorded. Community representatives or representatives of the complainant will be allowed to sit in on these meetings.

8.5.3 Classification of Grievances

Table 8-2 classifies grievances into four levels depending on the nature and complexity of cases. While Level 1&2 can be resolved by the SET Team/Project Manager, any complaint classified under Level 3 will be resolved by the GRC.

Table 8-2: Classification of grievances

Level	Type	Responsible Person/Committee
Level 1	When an answer can be provided immediately and/or the safeguards team is already working on a resolution	SET Team & Project Manager
Level 2	One off event	SET Team & Project Manager
Level 3	Complaint is repeated. Any complaint that indicates breach of law or applicable policy/regulation. High-profile grievances that if not resolved promptly may represent significant risks to the environment or community.	Grievance Redress Committee
Level 4	Grievances that the Grievance Redress Committee cannot resolve Unfavourable land acquisition Refer to court	The Hon. Attorney General and to the executing agencies. The Court of Law

8.6 Resolution and GRM Timeline

The resolution at the first tier should normally be completed within 15 working days of receipt of grievance and notified to the concerned part. If the grievance is not resolved within this period, it can be referred to the next level of the Grievance Redress System. However, once it is determined that progress is being made

*Volcanic Eruption Emergency Project
Resettlement Policy Framework (RPF)*

towards a resolution, the grievance will be retained at this first level. The complainant will be informed of this decision and an estimated time for the resolution of the matter will be given either verbally or in writing. If the issue cannot be resolved within 25 working days, it will be transferred to the next level. Once a resolution has been agreed and accepted, the complainant’s acceptance will be obtained on the Disclosure Form (see Annex 7 – Grievances Reporting Directory). If the proposed resolution is not accepted the grievance will be escalated to level 3. The various timelines are listed in Table 8-3.

Table 8-3: GRM Timeframe

Step	Process	Timeframe
1	Receive grievance & log	Within 1 day
2	Acknowledge grievance	Within 2 day
3	Screen	Within 2 day
4.	Investigate	Within 10-15 days
5	Resolution	Within 25 days
6	GRC	30 days
7	Close of grievance	

8.7

8.8 Addressing Gender-Based Violence

The GRM will specify an individual who will be responsible for dealing with any gender-based violence (GBV) issues, should they arise. A list of GBV service providers will be kept available by the project. The GRM should assist GBV survivors by referring them to GBV Services Provider(s) for support immediately after receiving a complaint directly from a survivor.

To address GBV, the project will follow the guidance provided on the World Bank Technical Note “Addressing Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH) in Investment Project Financing Involving Civil Works”. This GRM will follow the official WB definitions described on the Technical Note.

GBV grievances can be received through any of the available channels and will be considered level 3 grievances investigated and addressed by the GRC. A list of GBV service providers will be kept available by the Project. Additionally, if an incident occurs, it will be reported as appropriate, keeping the anonymity and confidentiality of the complainant and applying the survivor-centered approach²⁴. Any cases of GBV brought through the GRM will be documented but remain closed/sealed to maintain the confidentiality of the survivor. The WB will be notified as soon as the Project Manager and the E&S specialist learn about the complaint.

If a GBV related incident occurs, it will be reported through the GRM, as appropriate and keeping the survivor information confidential. Specifically, the GRM will only record the following information related to the GBV complaint:

- (i) The nature of the complaint (what the complainant says in her/his own words without direct questioning);

²⁴ The survivor-centered approach is based on a set of principles and skills designed to guide professionals—regardless of their role—in their engagement with survivors (predominantly women and girls but also men and boys) who have experienced sexual or other forms of violence. The survivor centered approach aims to create a supportive environment in which the survivor’s interests are respected and prioritized, and in which the survivor is treated with dignity and respect. The approach helps to promote the survivor’s recovery and ability to identify and express needs and wishes, as well as to reinforce the survivor’s capacity to make decisions about possible interventions.

*Volcanic Eruption Emergency Project
Resettlement Policy Framework (RPF)*

- (ii) If, to the best of their knowledge, the perpetrator was associated with the project; and,
- (iii) If possible, the age and sex of the survivor.

Any cases of GBV brought through the GRM will be documented but remain closed/sealed to maintain the confidentiality of the survivor. Here, the GRM will primarily serve to:

- Refer complainants to the GBV Services Provider; and
- Record the resolution of the complaint

The GRM will also immediately notify both the Implementing Agency and the World Bank of any GBV complaints with the consent of the survivor.

9 INSTITUTIONAL ROLES FOR RPF IMPLEMENTATION

9.1 Project Organizational Framework

It has been agreed that PSIPMU will be the project’s main coordinating body with participating line ministries providing technical staff as “focal points” relevant to specific aspects of project implementation.²⁵ Thus, the PSIPMU will take the lead role in coordinating, implementing, monitoring and evaluation of the project.

A high-powered Project Steering Committee (PSC) has been established for ensuring smooth execution of project activities and successful accomplishment of project objectives. The PSC will meet bi-monthly to review project implementation performance and to provide guidance in the course of implementation of the project. Each sub/component of the project will have representation from the concerned department or agency and coordinate activities necessary for project implementation. This chapter focuses on the organizational procedures for delivery of compensation and resettlement assistance as per the PRF and ESS5.

9.2 Roles and Responsibility

Administrative responsibility for coordinating implementation of the RPF during the life cycle of the project rests with PSIPMU through the Project Director for the concern components/subprojects. Due to the multi-sector nature of the recovery programs, several departments/agencies are expected to participate in the preparation of ARP/RAPs with technical inputs and support from relevant agencies.

The efforts of these departments/agencies will be aligned with the RPF, including the overall responsibility for coordinating and monitoring, will be guided and supported by the Social Specialist. The sole responsibility of the planning, implementation and supervisions of resettlement functions described in this RPF rests with the PSIPMU Social Specialist.

The Social Specialist/project Director will approve any resettlement plans required for the component/subprojects. The Project Director/Social Specialist will ensure that both GOSVG laws and the RPF/ESS5 are followed in land acquisition and resettlement activities. In brief, the Social Specialist will ensure:

- (i) Timely assessment of project impacts in consultation with stakeholders and affected communities
- (ii) Ensure that all eligible affected persons are identified, and full inventory of affected persons and assets are made
- (iii) Synchronize planning and resettlement activities with project construction schedule
- (iv) Supervise and monitor progress in resettlement planning and implementation
- (v) Redress all grievances timely and effectively
- (vi) Facilitate coordination with other line ministries, departments/agencies
- (vii) Appraise and update the PSC on overall performance and key issues related to project implementation

In case of non-compliance, PSIPMU will assess where, and to what extent, this is causing delays in compensation payment/relocation and/or livelihood programs as per the subprojects’ RAPs. Where delays in land acquisition is involved, the Project Director will co-ordinate with local land office to expedite both

²⁵ *Operations Manual – VEEP, January 2022*

*Volcanic Eruption Emergency Project
Resettlement Policy Framework (RPF)*

acquisition and payment of compensation to all eligible persons. If needed, the PSIPMU/Project Director will ensure implementation of the RAP with the support of local non-government organizations or agencies.

9.3 Implementation Processes

Land acquisition and resettlement activities involve many steps and processes involving multiple institutions and agencies. In SVG, land acquisition is carried out through the LA Act (1947) by the Land & Surveys Department within the Ministry of Housing, Informal Human Settlements, Land & Surveys and Physical Planning. Other departments with responsibilities related to this RPF include the Ministry of Finance, Economic Planning, Sustainable Development and Information Technology, the Ministry of National Security, Air and Sea Port Development, and the Ministry of Legal Affairs.

Land acquisition, valuation and compensation processes will involve many steps to be determined by individual project activity. The likely project impacts will be notified to the public during community consultation about project activities, boundaries and parameters. The objective is to seek their inputs, encourage involvement, and participate in the planning and design of project activities related to land and resettlement. Additionally, formal notices will also be sent following the LA Act (1947) and GoSVG regulations.

Based on the census and inventory of losses, and in consultation with the affected households/persons, a time-bound action plan with a budget for provision of compensation, resettlement, and other assistance required, shall be prepared. The compensation to all eligible households/persons will be paid prior to displacement and resettlement. All payments of compensation and resettlement assistance will ensure transparency of procedures and shall be made in the presence of community elders/leaders.

Table 9-1 lists the various steps to be followed in the implementation of RAP.

Table 9-1: Steps and Processes in RAP Implementation

Step	Key Tasks
1. Preparatory work	<ul style="list-style-type: none"> ○ Organize inception meeting with relevant stakeholders ○ Provide safeguard orientation and training for RAP implementation ○ Clarify institutional arrangements, roles and responsibilities, and logistics ○ Inception report and require approval from RAP verification survey, where needed
2. Develop Implementation Tools and Mechanisms	<ul style="list-style-type: none"> ○ Develop tools and materials for information campaign (i.e. Booklet, Leaflet, etc.) ○ Develop monitoring tools for implementation progress ○ Develop reporting format such as monthly/quarterly/semi-annual/annual ○ Develop/update GRC application form ○ Develop/update focus group meeting checklist ○ Develop format of Entitled Persons file and Entitlement Card ○ Develop Computerized Management Information System (MIS) for managing PAPs.
3. Land Acquisition and VLD	<ul style="list-style-type: none"> ○ Liaise with Land office in case of land acquisition and compensation payment ○ Assist the Land Office in the LA process, including notification and estimates ○ Assist local administration to transfer land after all payments are made ○ Assist local administration with VLD procedures as required by RFP and ESS5.

*Volcanic Eruption Emergency Project
Resettlement Policy Framework (RPF)*

Step	Key Tasks
4. Social preparation and Info dissemination	<ul style="list-style-type: none"> ○ Formation of focused groups with various occupation groups at project sites; ○ Information campaign, disclosure of RAP policy ○ Regular meetings with PAPs for updating record of rights and other documents ○ Establish a relocation timeline and plans for campaign for awareness building
5. Payment of Compensations	<ul style="list-style-type: none"> ○ Coordinate with land office for payment ○ Prepare proper records of payments ○ Payments of all other non-land compensate ○ Payment of grants/benefits for resettlement ○ Assist PAPs in Grievances, if any.
6. Relocation and Resettlement	<ul style="list-style-type: none"> ○ Payment of resettlement benefits to eligible households ○ Relocation of Affected households as per options ○ Assist those requiring relocation ○ Support resettlers in retitling, training and livelihood programs ○ Work with resettled and host community for community rebuilding and adjustments
7. Establishment of GRM	<ul style="list-style-type: none"> ○ Finalize formats for grievances case ○ Assist PAPs in submitting grievances ○ Conduct GRC meetings ○ Disclose GRC decisions ○ Resolve grievance cases and report on monthly basis
8. Submission of Progress Reports	<ul style="list-style-type: none"> ○ Generate progress reports for real-time monitoring of RAP implementation progress ○ Share the draft report with project authority and relevant stakeholders, ○ Incorporate feedback and response ○ Submission of final reports

9.4 Linking Resettlement to Civil Works

For all activities involving access to land, land acquisition and resettlement, compensation payments for acquired land and other assets, including resettlement of households (if required), must be completed as a condition for land acquisition and before commencement of civil works under any component or subprojects. In other words, civil works shall commence only after compensation, resettlement, and rehabilitation activities have been concluded.

An implementation schedule shall be designed by the Project Director, assisted by the Social Specialist, which will include:

- (i) Target dates for census/surveys and resettlement planning, including acceptable resettlement measures /sites with civic amenities when required
- (ii) Timetables for payments of compensation, and transfers/relocation to resettlement sites
- (iii) Timeframe/dates for possession of land for commencement of civil works

Strategic timing and coordination of civil works should ensure that no affected persons will be displaced (physically or economically) due to civil works activity unless and until compensation has been paid and affected persons duly resettled. Should displacement occur prior to readiness of resettlement sites,

*Volcanic Eruption Emergency Project
Resettlement Policy Framework (RPF)*

affected persons would be eligible for additional temporary resettlement or transition allowances to cope with displacement.

9.5 Cost Estimates and Budget

In case of land acquisition/expropriation and need for resettlement and livelihood support, proper cost estimates and budgeting provisions will be included in the ARP/RPs for relevant component/subprojects. Key staffing for safeguard implementation such as Social Specialist and other experts, the project will be supported by a cadre of both technical and administrative consultants of the GoSVG dedicated to the project. If additional staffing is required for land acquisition and resettlement, the ARP/RPs will provision those in their respective budget.

9.6 Training and Capacity Building

An environmental/social safeguard training program will be organized for the relevant project staff. There is a virtual ESF training provided by the World Bank, <https://projects.worldbank.org/en/projects-operations/environmental-and-social-framework/brief/esf-training> as part of the capacity building for better E&S management in the project.

The training will cover all staff levels/agencies to the identified by PSIPMU. The scope of the training will cover general environmental and social awareness and the requirements of the relevant World Bank ESSs, with special emphasis on sensitizing the project staff to the various environmental and social safeguard instruments of the project. A detailed training program will be prepared prior to the training dates. Such short training program will be conducted by PSIPMU throughout the project life cycle.

10 MONITORING AND EVALUATION

10.1 M&E Systems

Monitoring and evaluation are management tools for tracking project progress and results or outcomes. The PSIPMU is responsible for continuous review and monitoring of the land acquisition and resettlement-related activities in the project and discuss the outcomes in its technical/PSC meetings. Since the project involves many departments/agencies of the GoSVG, PSIPMU as a coordinating unit will rely on project-related data/progress from line “focal points” to monitor and evaluate sectoral results. Accordingly, PSIPMU will collect, consolidate, and report on project performance data, including social safeguards and resettlement management.

The project M&E systems will have three levels: (a) at the PSIPMU level; (b) at the line ministries/agencies level; and (c) at the field level. The PSIPMU will review project activities, including social mitigation measures, and provide guidance for improvements where needed.

10.2 Objectives, Monitoring Principles and Key Indicators

The primary objective of monitoring is not only to track progress in project implementation, but also enhance the delivery capacity of PSIPMU with regard to land acquisition and resettlement operations. The PSIPMU has adopted a monitoring and reporting system that will be further strengthened with additional baseline data as the project moves to implementation.

For RPF, the scope of monitoring will take into account the extent of social impacts/risks to be mitigated by the project with respect to the basic monitoring principles and indicators. These include:

- (i) internal monitoring process
- (ii) key monitoring indicators derived from the compensation policy and entitlement matrix
- (iii) delivery of entitlements and various livelihood support programs
- (iv) grievances and resolution
- (v) consultation/participation
- (vi) voluntary land donation
- (vii) institutional and budgetary/financial arrangements
- (viii) external monitoring
- (ix) frequency of reporting

10.3 Internal Monitoring

PSIPMU will conduct internal monitoring through the office of Project Director/Social Specialist. Likewise, ministries/departments under which components/subprojects will be planned and implemented will conduct their own monitoring. The quarterly progress reports to be prepared by PSIPMU will include a dedicated section on Environment and social safeguards/resettlement issues.

10.4 External Monitoring

External monitoring will be conducted through the World Bank Supervision/Mid-Terms Missions to monitor progress in the mitigation of the adverse social impacts. The external assessments will ensure progress on the ground, strengthen analytical capacity with mid-course corrections, and safeguard proper documentation of the resettlement operations executed. The bottom line of any monitoring and evaluation is to ensure that affected people and communities have not been subjected to impoverishment by VEEP operations.

10.5 Reporting

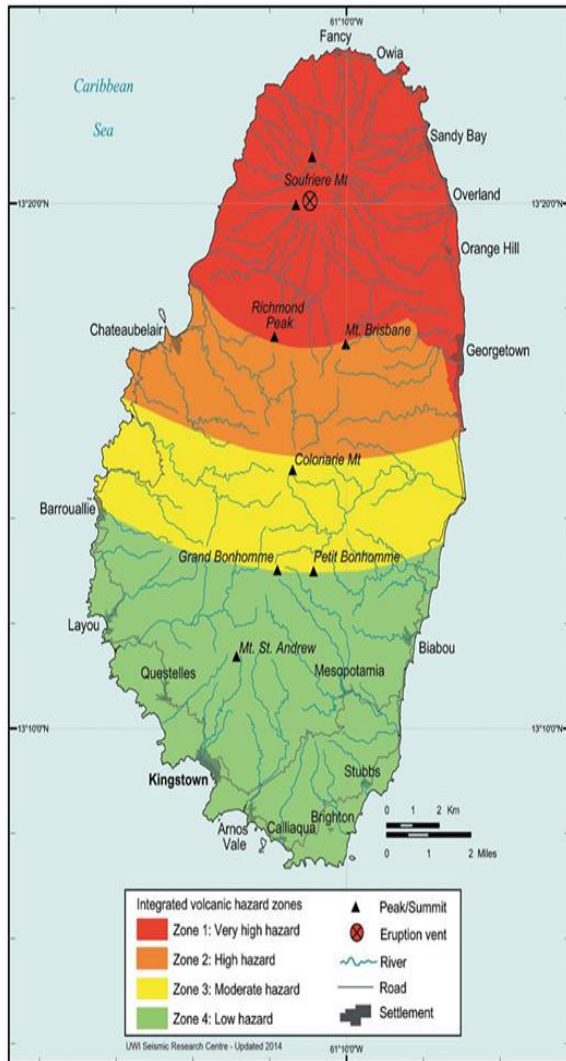
The GoSVG as part of its monitoring and evaluation function is required to produce and furnish to the Bank a series of reports on the progress achieved at various intervals in the life of the project. These include: (i) bi-annual project progress report; (ii) mid-term review report; and (iii) project completion report. The PSIPMU will undertake additional social baseline in the last quarter of project implementation and compare with the established baseline to evaluate and assess the benefits and successes of the project. The project completion report will incorporate the results of the evaluation. All reports will be posted in PSIPMU websites and accessible to stakeholders and the media.

10.6 Resettlement Databank

PSIPMU will collect and computerize all information/data concerning resettlement issues related to land acquisition, socioeconomic information of the acquired land and affected structures, inventory of losses by individual PAP, compensation and entitlements and finally payments and relocation/resettlement of the affected people. The Social Specialist will manage and update the databases including quantified data on impacted assets with type, census details of the PAPs and compensation entitlements with payment progress against the entitlements and payable costs to each PAP, etc. This databank will form the basis of information for implementation, monitoring and reporting purposes and facilitate efficient resettlement management operations. The resettlement databank will be used as a resource for assessing the project outcomes concerning safeguards/resettlement impact.

11 Annexes

11.1 Annex 1 – Volcanic Hazard Maps and Zones



Volcanic Hazard Map - St. Vincent

Hazard Zone 1 (Red Zone) - Very High Hazard:

This includes all areas expected to experience maximum damage in the short term, and is the zone where all hazardous events have their greatest influence. It is defined by the zone of expected total destruction from pyroclastic flows, surges and mudflows and by the zone of maximum expected

damage from all projectiles. This zone is likely to experience more than 30 cm of ash.

Hazard Zone 2 (Orange Zone) - High Hazard:

This includes all areas of moderate pyroclastic flow and surge hazard, areas within the 5km projectile zone, and areas likely to experience between 10 and 30cm of ash fall. These areas will be affected in a similar manner as Zone 1 during large scale eruptions.

Hazard Zone 3 (Yellow Zone) Moderate Hazard:

This zone will be free from the effects of flows and surges but will be affected by 5 to 10 cm thick ash falls, minor earthquakes and lightning strikes. This zone will experience significantly less physical damage than Zones 1 and 2.

Hazard Zone 4 (Green Zone) - Low Hazard:

This zone includes areas likely to be relatively safe from hazardous events, except for minor ash fall of less than 5cm. Crop damage and disruption of water supply due to ash fall will be the main effect but other physical damage will be minimal.

11.2 Annex 2 – Voluntary Land Donation (as per ESS5) – General Outlines and Steps

I. Preparation of Land Survey Map and Documentation

After collecting the information related to land and assets, which will be affected by project implementation, the responsible official, with assistance from the related persons, will prepare a land survey map. The following conditions will be confirmed:

- Confirmation that affected people agree to donate land or asset, based on a face-to-face meeting and stakeholder’s consultation;
- No one would lose more than 10% of the total productive assets
- No physical relocation is necessary;
- There is an alternative, in case the donor refuses to donate the piece of land in question.

II. Verification Process (Surveys) to Identify Land Ownership and Use

Project Director/Social Specialist and local government will ensure that the land study will include specific surveys to understand the type of land rights that exist in the component area, and to identify any particular issue relating to land ownership and use. The specific surveys must be conducted on each parcel of land proposed for donation to identify:

- a. The owner or owners of the land;
- b. The users of the land, or any parties that occupy the land (either physically or through ownership of an asset or conduct of livelihood or business activities on the land);
- c. Any competing claims of ownership or use;
- d. Structures and assets on the land;
- e. Any encumbrances on the land; and
- f. Owners can donate the land for temporary use during construction and operation.

It is important to: (i) identify the right that is being transferred (an ownership right, a use right, a right of way, etc.); and (ii) check whether the transferee actually has the right s/he claims to have. In many circumstances where careful due diligence has not been carried out, significant conflict has arisen at a later stage when another party claims that they have the same or a competing right. In some circumstances – but not all – the transferee will have documentary evidence of such right. Where no such evidence exists, the due diligence can establish rights by speaking with local community officials and neighbors.

III. Transferring and Formalizing the Land

Process for land donation includes very clear procedures that explain the process that should be followed to transfer the land, and appropriate ways to formalize the respective transfer. The process includes consideration of the legal and administrative requirements based on government regulations and World Bank Policy. The process will describe a clear and transparent decision-making process.

IV. Public Consultations and Disclosure

The decision to donate land must be taken based on a full understanding of the components and the consequences of agreeing to donate the land. Accordingly, the parties that will be affected by the donation (the owners and users of the land) must be provided with accurate and accessible information regarding what the land will be used for, for how long, and the impact the donation will have on them and their families. It is

*Volcanic Eruption Emergency Project
Resettlement Policy Framework (RPF)*

important that prior written notification indicating the location and amount of land that is sought to be provided and that its intended use for the project component is disclosed.

The right to refuse must be a legitimate right, unconditional, and the potential transferee must be able to exercise it in the local community and political context. For this reason, it is important to be sure that the decision to donate is undertaken without coercion, manipulation, or any form of pressure on the part of public or traditional authorities. For collective or communal land, donation must be based upon the informed consent of all individuals using or occupying the land.

V. Documentation

For documentation, the PMU will ensure that:

- i. Report is recorded on the consultation that has taken place; the parties in attendance
- ii. There should be a memorandum of understanding signed by all parties which sets out the terms of the transfer;
 - It should state /confirm that the decision to transfer was freely made, and was not subject to coercion, manipulation, or any form of pressure;
 - an accurate map of the land being transferred (boundaries, coordinates) should be attached along with copy of ownership ;
 - the documents state who will bear the costs of the transfer (e.g., notarial fees, taxes, title issues) and documenting the residual land rights;
 - ensure that all necessary parties sign the documents, including obtaining consent from spouses and children over a certain age;
- iii. The transfer and title is registered or recorded;
- iv. The land remaining after the donated land is excised is properly titled, registered or recorded; and
- v. Confirmation is given that there is no disputed ownership and that there are no claims by renters, users, squatters, or encroachers.

■

11.3 Annex 3 – List of data as a guide to preparing the inventory of losses

Land Use: (a) existing use of land; (b) areas under different land usages, where applicable; (c) total and affected area of land with breakdown by usages, if applicable; (d) estimate whether the remaining area is viable for continued use; (e) total area of land by type for compensation purposes.

Structures: (a) type of structure; (b) number of floors; (c) area by floor/square meter; (d) name of owner of structure; (e) year of construction; (f) evidence of permit obtained for structure; (g) use of structure and areas by usages, if applicable; (h) description of building material used for roof, walls and floors by surface areas; (i) type of foundation; (j) description of any special features of structure; (k) utility connections (electric meter, water supply, etc.); (l) charges paid for utility connections; (m) affected area of structure; (n) estimate whether the remaining structure is viable for continued use; (o) total area of building for compensation purposes.

Other Structures: (a) types of structures (wells, boundary wall, fence, warehouse, etc.); (b) area of fish pond affected, if relevant; (c) average household income from fish pond; (d) description of areas and construction material of affected structures; (e) use of other structures.

Agricultural Products: (a) type of crops affected; (b) Owner of affected crops; (c) Total yearly production of crop on affected land; (d) average yield of crop; (e) any products sold at market; (e) number of employees/labor used for crop production; (f) average value of crop; and (g) average yearly household income from agriculture.

Trees: (a) number and types of affected trees; (b) Age of trees; (c) name of owner of trees; (d) average yield of fruit bearing trees ; (e) average yearly income from fruit trees.

Business: (a) Type of business affected; (b) name of owner of business; (c) registration/permit number of business (check document)note if no documentation is available probe for daily sales for a week and make an estimated forecast; question neighbours regarding sales etc. ; (d) total yearly household income from business; (e) average operating expenditure of business; (f) number of employees in business; (g) number of permanent and temporary employees; (h) average income and profit as reported for income tax (check document); (i) whether the business needs to be relocated.

Affected Public Utilities and Facilities: (a) description of affected community infrastructure; (b) description of affected facilities by area & building material used; (c) estimated number of population adversely affected by the facilities/infrastructure

Preference for Relocation: (a) Whether there is a need for relocation or reorganization; (b) Preferred mode of compensation (cash or kind) for land; (c) Preferred mode of compensation for structure; (d) preferences for relocation (e.g., self-managed or project-assisted resettlement); (f) preferred type of assistance for income rehabilitation.

11.4 Annex 4 – Agriculture Regions for crop compensation

District Contact Information

District	Boundaries	Officer	Office Location	Contact Information
Region Three				
8 North	Dry River to Fancy	Lauren Baptiste	Orange Hill Office	784-457-6044
8 South	Byera Tunnel to Dry River	Gale Da Silva	Orange Hill Office	784-457-6044
7	Gas Station	Osborne Labban	New Grounds	784-451-1683
6	Bus Stop at Peruvian Vale to Gas Station at New Grounds including Greggs, Lowmans up to Maroon Hill	Catherine Bonadie-John and Racquel Woodley	New Grounds Agricultural Station	784-451-1683
Region Two				
5 East	Marriaqua Valley	Hilford Bullock	Dumbarton Agricultural Station	784-458-5326
5 West	Marriaqua Valley	Fedaria Richardson	Dumbarton Agricultural Station	784-458-5326
4 West East	Ashburton to Fenton Road	Haniff Da Santos	Dauphine Boxing Plant	Nil
4 West West		Lynette Thomas	Dauphine Boxing Plant	Nil
4 East	Peruvian Vale by Bridge and Calliaqua by Bridge	Tyrone John	Rivulet Agricultural Station	784-456-8113
Region One				
3	North Layou – Lowmans Rd.	Sydney Sutherland	Layou Regional Office	784-456-0574
2	North Spring Village	Norris Hackshaw	Spring Village District Office	Nil
1	South Barrouallie	Rachel Sylvester	Layou Regional	784-456-0574
1	North Westwood - Richmond		Belmont	

11.5 Annex 5 – MOU for Temporary Use of Land and other facilities

Contractual arrangement

MEMORANDUM OF UNDERSTANDING FOR THE TEMPORARY USE OF LAND OR OTHER FACILITIES DURING PROJECT CONSTRUCTION M

The following agreement has been made on..... day of.....
between.....resident of(the Owner) and
.....(the Recipient).

1. That the Owner holds the transferable right of acres/square feet of land/structure/asset in.....
2. That the Owner testifies that the land/structure is free of squatters or encroachers and not subject to other claims.
3. That the Owner hereby grants to the Recipient this asset for the construction and development offor the benefit of the villagers and the public at large.
(Either, in case of donation:)
4. That the Owner will not claim any compensation against the grant of this asset.
(Or, in case of compensation:)
5. That the Owner will receive compensation against the grant of this asset as per the attached Schedule.
6. That the Recipient agrees to accept this grant of asset for the purposes mentioned.
7. That the Recipient shall construct and develop the.....and take all possible precautions to avoid damage to adjacent land/structure/other assets.
8. That both the parties agree that the.....so constructed/developed shall be public premises.
9. That the provisions of this agreement will come into force from the date of signing of this agreement.

Signature of the Owner

Signature of the Recipient

Witnesses:

1. _____

2. _____

(Signature, name and address)

11.6 Annex 6 – Grievances Registration Form

Grievance No.:

REGISTRATION OF GRIEVANCE

Please use capitals:

Name: _____

Contact No: _____

Address: _____

E-mail Address: _____

(Detail where to find you)

Gender: _____

NIS Number: _____

(Optional)

Age Group: _____

National ID No: _____

(5-19) (20-39) (40-59) (60 +)

(Optional)

Name of Project Site: _____

As per the SEP of the Emergency Recovery Project

Grievance Redressal, I register my grievance as detailed:

Details of Grievance

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

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

List documents:

A: _____

B: _____

C: _____

D: _____

Undertaking:

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

Date: _____

Signature of aggrieved person: _____

Name of recording Officer: _____

Signature: _____

11.7 Annex 7 – Grievances Reporting Directory

Notes:

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

Grievance Details

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

11.8 Annex 8 Economically displaced in accordance to ESS 5 paragraph 33 to 36

Economic displacement

33. In the case of projects affecting livelihoods or income generation, the Borrower's plan will include measures to allow affected persons to improve, or at least restore, their incomes or livelihoods. The plan will establish the entitlements of affected persons and/or communities, paying particular attention to gender aspects and the needs of vulnerable segments of communities, and will ensure that these are provided in a transparent, consistent, and equitable manner. The plan will incorporate arrangements to monitor the effectiveness of livelihood measures during implementation, as well as evaluation once implementation is completed. The mitigation of economic displacement will be considered complete when the completion audit concludes that affected persons or communities have received all of the assistance for which they are eligible, and have been provided with adequate opportunity to reestablish their livelihoods.

34. Economically displaced persons who face loss of assets or access to assets will be compensated for such loss at replacement cost:

(a) In cases where land acquisition or restrictions on land use affect commercial enterprises²⁶, affected business owners will be compensated for the cost of identifying a viable alternative location; for lost net income during the period of transition; for the cost of the transfer and reinstallation of the plant, machinery, or other equipment; and for reestablishing commercial activities. Affected employees will receive assistance for temporary loss of wages and, if necessary, assistance in identifying alternative employment opportunities;

(b) In cases affecting persons with legal rights or claims to land that are recognized or recognizable under national law (see paragraph 10 (a) and (b)), replacement property (e.g., agricultural or commercial sites) of equal or greater value will be provided, or, where appropriate, cash compensation at replacement cost; and

(c) Economically displaced persons who are without legally recognizable claims to land (see paragraph 10 (c)) will be compensated for lost assets other than land (such as crops, irrigation infrastructure and other improvements made to the land), at replacement cost. Additionally, the Borrower will provide assistance in lieu of land compensation sufficient to provide such persons with an opportunity to reestablish livelihoods elsewhere. The Borrower is not required to compensate or assist persons who encroach on the project area after the cutoff date for eligibility.

35. Economically displaced persons will be provided opportunities to improve, or at least restore, their means of income-earning capacity, production levels, and standards of living:

(a) For persons whose livelihoods are land-based, replacement land that has a combination of productive potential, locational advantages, and other factors at least equivalent to that being lost will be offered where feasible;

(b) For persons whose livelihoods are natural resource-based and where project-related restrictions on access envisaged in paragraph 4 apply, measures will be implemented to either allow continued access to affected resources or to provide access to alternative resources with equivalent livelihood-earning potential and accessibility. Where common property resources are

²⁶ This includes shops, restaurants, services, manufacturing facilities and other enterprises, regardless of size and whether licensed or unlicensed.

affected, benefits and compensation associated with restrictions on natural resource usage may be collective in nature; and

(c) If it is demonstrated that replacement land or resources are unavailable, the Borrower will offer economically displaced persons options for alternative income earning opportunities, such as credit facilities, skills training, business start-up assistance, employment opportunities, or cash assistance additional to compensation for assets. Cash assistance alone, however, frequently fails to provide affected persons with the productive means or skills to restore livelihoods.

36. Transitional support will be provided as necessary to all economically displaced persons, based on a reasonable estimate of the time required to restore their income-earning capacity, production levels, and standards of living.