



Update of the Livelihood Restoration Plan

Section 'B'

Good Success to Timehri Road
Infrastructure Development Project



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Sheladia Associates, Inc.
Relief, East Bank Demerara
Region # 4

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ACRONYMS

Acronym	Meaning
CH&PA	Central Housing and Planning Authority
CRBC	China Road and Bridge Corporation
ESA	Environmental Social Assessment
ESMF	Environmental Social Management Framework
ESS	Environmental Social Safeguards
ESSU	Environmental Social Safeguards Unit
FAQs	Frequently Asked Questions
GRM	Grievance Redress Mechanism
GYD	Guyana Dollar
HR	Human Resources
IDB	Inter-American Development Bank
IFC	International Finance Cooperation
LDO	Local Democratic Organ
LRP	Livelihood Restoration Plan
MER	Monitoring Evaluation and Reporting
MOF	Ministry of Finance
MoHW	Ministry of Housing and Water
MoPW	Ministry of Public Works
NAREI	National Agriculture Research and Extension Institute
NGO	Non-Governmental Organisation
PAH	Project-Affected Household
PAP	Project-Affected Person
PLRF	Preliminary Livelihood Restoration Framework
PMT	Project Management Team
Q&A	Question and Answer

SAI	Sheladia Associates Inc.
SPSS	Statistical Packages for Social Sciences
WMP	Waste Management Plan
WSA	Women's Safety Audit

KEY TERMINOLOGY

Term	Definition
Restoration entitlement	Restoration entitlement for disruption of an immovable asset or a resource that is acquired or affected by the project. This is typically understood to include all forms of assistance to restore or improve livelihood status inclusive of transportation assistance to reinstate or maintain livelihoods. This is likely to be used for unplanned livelihood impact or unplanned physical impact through the use of the GRM.
Census	This is a pre-appraisal population record of potentially affected people, which is prepared through a count based on village or other local population data or census.
Cut-off Date	The date at which point individuals or groups who have arrived in an affected area will no longer be considered eligible for compensation assistance. This date usually coincides with the date that the livelihoods census is undertaken and will be published in the approved Construction Notice. the date that the livelihoods census is undertaken.
Disruption of Income/ or Livelihood.	Includes Temporary or permanent, absolute or partial loss or interruption of PAP's/PAH's income sources or means of livelihood due to when it is not directly related to land take for project implementation, even

	if location-based. Disruption of other immovable assets rather than physical displacement. This could include land belonging to a person but not currently used for economic activity or place of residence.
Economic Displacement	Disruption of assets (including land) or access to assets that leads to disruption of income sources or means of livelihood as a result of project-related restriction of access to natural resources/land. People or enterprises may be economically displaced with or without experiencing physical displacement.
Eligible Population	The population (individuals or groups) who fall under the previously defined categories of PAPs/PAHs and require any entitlements restoration measures as a result of project-related impacts due to Program activities.
Encroachers	Another type of informal land user. These are persons who extend their property beyond that for which they hold a legal title and would not be eligible for compensation for land for which they do not possess a title.
Formal Land User	Persons on both private and public lands who will have a rental agreement with the owner of the land, whether it is a (private entity or the government or state) setting the duration and conditions to use the subject land. Such users will be identified both from land registry records (for public lands) and during the census and assets inventory surveys carried out with

	land users.
Informal Land User	<p>People who do not hold a legal document, such as (title deeds or, contractual agreements) to the private or public land they use. Typical situations where informal land users are encountered include:</p> <ul style="list-style-type: none"> • Slum dwellers, where neither landlords nor occupants have formal ownership or occupation rights; • Roadside or street-side businesses established in a public space. (A contradiction typical of such businesses is that while their occupation of the public domain is not recognized, their existence as a business is recognized through business registration or payment of taxes).
Landowners	<p>People who hold a legal document, such as title deeds, have legal title to land and other assets on the subject land (such as structures, trees, crops, etc.) on the subject land. These should be identified in the early stages of the LRP preparation process through official records obtained from the local and National Registry Offices/CH&PA.</p>
Livelihood	<p>TA livelihood comprises the capabilities, assets (including both material and social resources), and activities required for a means of living.</p>
Livelihood Restoration	<p>Specific allowances or activities intended at supporting to support displaced people’s efforts to restore their livelihoods to pre-project levels.</p>

Physical Displacement	Loss of dwelling or shelter as a result of project-related land access, which requires the affected person(s) to move to another location. Physical displacement typically may also entail economic displacement too, whereby a physically displaced person loses access to land, employment, or business opportunities associated with their former location. This can be temporary during construction or permanent.
Project Affected Household (PAH)	Project Affected Households (PAH) is where one or more of its members lose access to their livelihood (including disruption of livelihood income) as a result of the project/project works.
Project-Affected Person (PAP)	Persons or groups, including landowners, formal and informal land users, and vulnerable groups experiencing either physical or economic displacement. PAP may include Landowners, Land Users (formal and informal) & Vulnerable groups. Specifically, PAPs are any individuals or persons who may lose temporary access to their livelihood (including disruption of livelihood income) as a result of the project/project works.
Relocation	This means the physical shifting of project-affected persons or project-affected households (PAPs/PAHs) from their pre-project location. This can be temporary only during the construction period or permanent.
Replacement Value	This is usually calculated as the market value of the asset plus transaction costs (e.g., taxes, stamp

	<p>duties, legal and notarization fees, registration fees, travel costs, and any other such costs as may be incurred as a result of the transaction or transfer of property). In applying this method of valuation, depreciation of structures and assets should not be taken into account. For losses that cannot easily be valued or compensated for in monetary terms, in-kind compensation may be appropriate. However, this compensation should be made in goods or resources that are of equivalent or greater value and that are culturally appropriate. With regard to structures, replacement costs is the cost of purchasing or building a new structure, with an area and quality similar to or better than those of the affected structure, or of repairing a partially affected structure, including labour and contractors’ fees and transaction costs.</p>
<p>Structures</p>	<p>Means all structures affected by the project, such as living quarters, including roadside shops and businesses, fences, bridges and drains.</p>
<p>Temporary Shifting / Relocation</p>	<p>The physical shifting of Means displacement where PAP’s structures are required to be shifted out of the project works corridor for a limited period to enable public works to be carried out in the area. The PAP’s structures but will be able to return to the area after the public works are completed.</p>
<p>Vulnerable Groups</p>	<p>Vulnerable or “At-risk” groups includes people who, by virtue of gender, ethnicity, age, physical or mental</p>

	<p>disability, economic disadvantage or social status may be more adversely affected by displacement than others and who may be limited in their ability to claim or take advantage of resettlement restoration measures and project-related development benefits. Vulnerable groups, in the context of displacement, also include people living below the poverty line, the landless (including squatters), the elderly, single-parent women-headed and children-headed households (single parent female headed households), natural resource-dependent communities, ethnic minorities, natural resource dependent communities or other displaced persons.</p>
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1.0. INTRODUCTION

According to global best practices, livelihoods should be viewed as the entirety of the resources that people and families need to survive; these resources include both social and material assets, commerce, and income (wages). When a livelihood allows people to manage and bounce back from stressors and improves their own and future generations' well-being without endangering the environment and its resources, it is considered sustainable. In this regard, the East Bank Demerara Road Improvement Project acknowledges that it has an obligation to help PAPs/PAHs (particularly vulnerable PAPs/PAHs) regain their means of subsistence. In accordance with the Environmental Social Management Framework (ESMF), the Program's Preliminary Livelihood Restoration Framework (PLRF), and the applicable Inter-American Development Bank's (IDB) Operational Policies, the livelihood restoration actions listed below are intended to fulfil these obligations. To ensure PAPs/PAHs are aware of these opportunities and have a sufficient and equal chance to participate, public engagement sessions will be held.

Based on the livelihood restoration survey, the majority of PAPs/PAHs are involved in small-scale sole trader businesses for their livelihood. The main occupation of the PAPs/PAHs includes block making and operation of wash bays, workshops, shops, snackettes, supermarkets, grocery stores, clothing boutiques, salons, and barbershops, while informal land users sell vegetables, ground provisions, clothing, food, snacks, and raw meat from their wooden stands and moveable caravans. Relative to these PAPs/PAHs, their sources of income that sustain them will either be lost or disrupted; hence livelihood restoration will focus on minimising the impacts of construction works.

1.1. OBJECTIVE OF THE LIVELIHOOD RESTORATION PLAN

The East Bank Demerara Road Improvement Project is proposing livelihood restoration efforts to lessen the potential livelihood consequences, including physical or economic displacement, that project-affected persons (PAPs) or project-affected households

(PAHs) may have throughout the construction phase of the Project. The livelihood restoration plan (LRP) aims to:

- Quantify and categorise the PAPs/PAHs;
- Identify the potential impacts and proposed restoration measures;
- Assess and quantify the proposed restoration measures;
- Determine the eligibility criteria for restoration measures;
- Develop the implementation and monitoring procedures of the LRP; and
- Develop a public consultation plan and a grievance response mechanism to address LRP-related grievances.

1.2. PRINCIPLES GUIDING THE LRP

A sustainable approach to livelihood restoration will be adopted, which is based on the principles outlined below:

- Land acquisition must be avoided, prioritizing alternative approaches that reduce the impact on PAPs/PAHs;
- Active participation of PAPs/PAHs in livelihood restoration opportunities must be promoted;
- Livelihood restoration measures must be provided to PAPs to allow them to select the most beneficial and effective restoration measure;
- Restoration measures must be implemented to minimize livelihood consequences; and
- Targeted support through planning and implementation must be provided to vulnerable groups since they are less capable of adapting to stress.

2.0. DESCRIPTION OF THE PROJECT

The East Bank Demerara Road Improvement Project extends from Good Success, East Bank Demerara to Timehri, East Bank Demerara, encompassing 23.796 kilometres stretch of two-lane roadway running along the eastern bank of the Demerara River. The objective is to achieve improved road safety and traffic flow throughout the entire project corridor for all road users, including pedestrians, bicyclists, motorcyclists, and vehicles.

The scope of work for the Project includes increasing the width of the carriageway to 3.66 metres on each side, restoring the 15 existing bridges, constructing 26 shared path bridges of 2.5 metres in width, reconstructing, maintaining and lengthening the 41 existing culverts, reconstructing 11 water gates, constructing 29.349 kilometres of shared pathways of 1.35 metres in width, constructing 23.698 kilometres of reinforced concrete drainage channels, and shaping 13.892 kilometres of earthen drainage channels, relocating the existing utilities (water pipelines, electricity poles, and communication cables), and installing road safety infrastructure along the length of the roadway. A breakdown of the Project’s scope of work is provided in Table 1.

Table 1: Breakdown of Project's Scope of Work

Scope of Work	Section 'A'	Section 'B'	Section 'C'	Total
Asphalt Concrete Road (km)	8.72	9.548	5.528	23.796
Reinforced Concrete Drains (km)	7.076	9.005	7.617	23.698
Earthen Drains (km)	4.800	7.368	1.724	13.892
Shared Pathway (km)	7.309	13.435	8.605	29.349
Culverts (No.)	10	15	16	41
Bridges (No.)	7	7	1	15
Shared Path Bridges (No.)	12	12	2	26
Water Gates (No.)	3	7	1	11

3.0. PROJECT-AFFECTED PERSONS IN SECTION 'B'

Section 'B' of the Project extends from Support, East Bank Demerara, to Soesdyke, East Bank Demerara, with a total length of 9.548 kilometres (K08+700 – K18+200). This section covers 9 communities: Support, Relief, Land of Canaan, Sarah Johanna, Pearl, Caledonia, Te Huis Te Coverden, Den Heuvel, and Soesdyke. According to the 2012 Guyana Population and Housing Census, these communities have a total population of 8,468. Section 'B' is also subdivided into 7 sections, as shown in Table 2.

Table 2: Sub-Sections of Section 'B'

Sub-Sections	Length	Chainage
B1	1,400 metres	K08+700 – K10+100
B2	1,200 metres	K10+100 – K11+300
B3	450 metres	K11+300 – K11+750
B4	800 metres	K11+750 – K12+550
B5	250 metres	K12+550 – K12+800
B6	4,350 metres	K12+800 – K17+150
B7	1,050 metres	K17+150 – K18+200

A survey was conducted within Section 'B' from Support to Soesdyke, East Bank Demerara during the period of November 13, 2024, to January 06, 2025. The survey encompassed a total of 452 PAPs/PAHs. There were 369 formal land users, 72 informal land users, 3 educational institutions, 8 religious institutions, and 1 zoo. Tables 3 and 4 provide a breakdown of the PAPs/PAHs in Section 'B' per community and sub-section. The survey captured information on land ownership and tenancy details, contact information, addresses of the properties, impacts, and a list of potential restoration measures to be implemented to address the identified impacts.

Table 3: Summary of PAPs/ PAHs in Section 'B' per Communities

Section 'B' Communities	Formal Land Users ¹	Informal Land Users ²	Educational Institutions	Religious Institutions	Zoo	Total
Support	18	0	0	0	0	18
Supply	2	0	0	0	0	2
Relief	40	2	1	1	0	44
Land of Canaan	68	18	0	4	1	91
Sarah Johanna	28	6	0	0	0	34
Pearl	16	0	0	0	0	16
Caledonia	4	0	0	0	0	4
Coverden	91	12	0	1	0	104
Den Heuvel	28	5	0	0	0	33
Soesdyke	74	29	2	2	0	107
TOTAL	369	72	3	8	1	453

Table 4: Summary of PAPs/ PAHs in Section 'B' per Sub-Sections

Section 'B' Sub-Section	Formal Land Users	Informal Land Users	Educational Institutions	Religious Institutions	Zoo	Total
B1	65	5	1	1	0	72
B2	36	5	0	2	1	44
B3	16	8	0	2	0	26
B4	12	5	0	0	0	17
B5	22	3	0	0	0	25
B6	118	14	0	1	0	133
B7	100	32	2	2	0	136
TOTAL	369	72	3	8	1	453

¹ Formal land users are both businesses and residential properties.

² Informal land users are the vendors.

4.0. ANTICIPATED PROJECT-RELATED IMPACTS

It is anticipated that the East Bank Demerara Road Improvement Project will have some effects on the communities along the East Bank Demerara roadway. The various positive and negative impacts that could arise from the planned infrastructure development are covered in this section of the LRP.

4.1. ADVERSE/NEGATIVE IMPACTS

The PAPs/PAHs in the aforementioned communities within Section 'B' are anticipated to be negatively impacted by the East Bank Demerara Road Improvement Project. These adverse impacts include the following:

- Disruption of land (informal land user);
- Physical displacement of informal land users (temporary and permanent);
- Disruption of structures (formal land users);
- Temporary disruption of accesses (ingress and egress);
- Economic displacement (formal and informal land users)
- Temporary disruption of businesses (formal and informal land users); and
- Permanent removal or relocation of billboards, signs, and derelict vehicles.

4.2. BENEFICIAL / POSITIVE IMPACTS

Additionally, the aforementioned project-affected communities are anticipated to directly benefit from the East Bank Demerara Road Improvement Project. These positive impacts include the following:

- Employment opportunities for the local people (local content);
- Demand for goods and services for construction workers;
- Capacity building opportunities;
- Provision of livelihood restoration benefits to PAPs/PAHs;

- Improved roadway, access, drainage channels, and physical and social infrastructure;
- Reduced vehicle operating costs (VOCs); and
- Improved road safety for vulnerable road users (cyclists and pedestrians) through the installation of shared pathways, street lighting, traffic signs, and thermoplastic road markings.

Employment Opportunity for the Local People

The potential for jobs and economic possibilities for locals is the East Bank Demerara Road Improvement Project's most significant advantage throughout its construction phase. Lack of job prospects is still a problem in Section 'B', East Bank Demerara, similar to many other communities. The provision of employment possibilities for the PAPs/PAHs is a major expectation from the Project, according to the key stakeholder kick-off consultation, campsite consultations, and Section 'B' consultations with local people and community organization leaders. It is anticipated that the Project's construction phase will start in December 2024. It is anticipated that the local population will have access to skilled, semi-skilled, and casual labour opportunities throughout this phase. It is anticipated that the Project's work prospects will significantly increase the area's current labour force.

Demand for Goods and Services for Construction Workers

In addition to the previously mentioned rise in employment opportunities throughout the Project's building phase, the construction work teams are anticipated to have a greater need for locally produced goods and services. These services are based on the variety of commercial activities in the area, such as vulcanizing shops, machinery repair, and maintenance workshops, grocery stores, restaurants, food stalls, wash bays, dairy shops, poultry farms, etc. The Contractor and its workforce in the impacted area will have complete and easy access to these services, notwithstanding their modest scope. The

demand is expected to be particularly high from food and food-related enterprises operating in the impacted areas, such as vegetable stands, food stalls, grocery stores, snackettes, etc. Given that the majority of women in the Project area work in the service industry, it is anticipated that demand in this sector, particularly in businesses that involve cooking, selling food, and other related items, may significantly boost women's incomes and also encourage their participation in the workforce.

Provision of Livelihood Restoration Benefits to PAPs/PAHs

Depending on the kind of impact they may encounter, PAPs/PAHs may receive livelihood restoration benefits as part of the LRP. A detailed assessment of the impacts has been conducted and suitable restoration measures will be proposed during the consultations with the PAP and then agreed upon. General restoration measures are provided in Section 5.0. However, each individual restoration measure will vary on a case-by-case basis.

5.0. PROPOSED RESTORATION MEASURES

This section provides the proposed restoration measures to address the negative impacts of the Project. In general, the Contractor's methodology aims to reduce the negative impacts as much as possible by the following:

- **Advance Communication:** The Contractor shall provide notices to all property owners, businesses, educational institutions, religious institutions, and health facilities at least one week prior to construction, if not longer, and a reminder notice at least one day in advance. The reminder notice can be done via Resolv IMS. The Consultant must accompany the Contractor to verify that notices were delivered. The notice must clearly outline the nature of the planned work, work schedule (start date, expected duration, and hours of operation), description of anticipated disruptions to access, property or utility services, and contact information for questions and concerns. Property owners must also be notified that all encumbrances on the right-of-way must be removed by the specified date. Records of notification, including delivery dates and methods, must be kept to ensure accountability and for record-keeping purposes.
- **Dissemination of Construction Notices:** Construction Notices as outlined in Annex VII will be disseminated via one or more of the following methods:
 - In-person during the house-to-house consultations. PAPs are required to sign the construction notice to acknowledge that they were consulted and are aware of the impacts and the mitigation measures of the construction activities; if the PAP declines to sign the construction notice, this is stated on the notice, and a record of same is kept;
 - By email if the PAP has requested email delivery instead. PAPs will be required to acknowledge receipt of construction notice delivery;
 - By Resolv IMS when this system becomes operational; and

-
- By the Project's website: <https://mopw.odoo.com/about-foreign-projects>.
 - **Alternative Construction Method (Utility Relocation):** The Contractor shall ensure that sub-contractors consider alternative construction methods to minimize disruption to access and traffic, and disruption of structures, such as wells, stands etc.
 - **Segment Work (Utility Relocation):** The Contractor shall be responsible for ensuring that sub-contractors effectively execute the planned work one access at a time for properties with multiple accesses and in halves for accesses with a width of 7.3 meters or 24 feet and more. This strategy aims to maintain safe access to the property while maintaining the efficiency and safety of the construction process. The Contractor shall acquire the Consultant's approval prior to breaking any access to properties and permission will only be granted for the length of sections opened that can be completed on the same day.
 - **Segment Work (Road Construction):** The Contractor has included in their Construction Methodology and Traffic Management Plan that work will be planned in small and manageable sections to minimize prolonged disruption during road construction. The Consultant has recommended 1-kilometre work sections, separated by 0.5 kilometers of unopened sections.
 - **Temporary Access (Utility Relocation):** The Contractor shall be responsible for providing a temporary steel ramp or wooden bridge over the excavated trench immediately after excavation to maintain access to the property. The temporary steel ramp or wooden bridge must be on site before excavation for immediate use. The Contractor shall acquire the Consultant's approval before breaking any property access.

- **Temporary Access (Road Construction):** The Contractor shall maintain access to properties during all road construction activities. A temporary steel ramp or wooden bridge must be placed over the excavated drainage channel immediately after excavation to maintain access to the property. The temporary steel ramp or wooden bridge must be on site before excavation for immediate use. During lane construction, the Contractor shall lay materials such as sand or aggregates (crusher run) to build up the area in front of the access to the level of the existing road. This allows for vehicular and pedestrian access to the open lane. After lane construction, a temporary ramp will be placed to connect the access to the newly improved roadway.
- **Timely Execution:** The Contractor is responsible for ensuring that all planned work is executed within the designated timeframe, as outlined in the Project schedule. As best as possible, the Contractor will be required to construct roads and structures at night since some activities will be above the legal noise limits.
- **Temporary Relocation:** The Contractor shall immediately document and notify the MoPW / Works Services Group (WSG), in writing, of all informal land users (vendors) that must be temporarily relocated during construction works. No actions shall be taken until direction is given by the MoPW / WSG. The MoPW / WSG, in cooperation with the local Neighbourhood Democratic Council (NDC), shall be responsible for identifying a suitable area where vendors can temporarily relocate. This shall be done in consultation with the PAP. Support can be provided by the MoPW / WSG to assist informal land users in the relocation process. This may include dismantling and/or packing up of mobile stalls and providing transportation for the relocation of same and for returning to the original location. In cases where the informal land user is not satisfied with the identified location, inquire which location is suitable and confirm that this area is not within the construction work zone.

- **Permanent Relocation:** The Contractor shall immediately document and notify the MoPW / WSG, in writing, of all informal land users that must be permanently relocated during construction. These informal land users are currently situated in an area where the newly improved roadway is expected to be situated or in an area that is too close to the newly improved roadway and is considered unsafe. No actions shall be taken until direction is given by the MoPW / WSG. The MoPW / WSG, in cooperation with the local NDC, shall be responsible for identifying a suitable area where informal land users can permanently relocate. This shall be done prior to the signing of the form in Annex V.
- **Relocation (Billboards and Signs):** MOPW shall notify the owners of the billboards and signs along the road alignment that all signboards must be immediately removed or relocated to the property owner's land. Billboards and signs without permission will not be permitted on the road reserve by the MOPW.
- **Pre-Construction Survey:** The Contractor shall conduct a pre-construction survey to gather information on all properties along the road alignment accompanied by the Consultant. In the event of grievances regarding property damage caused by construction works, an assessment of the damage will be conducted. This process begins with the Contractor and Consultant jointly providing the property owner(s) with a copy of the pre-construction survey, which serves as proof of the property's condition prior to construction. Property owners must sign as confirmation that they have received the survey.
- **Restoration (Utility Relocation):** The Contractor shall be responsible for restoring the right-of-way in front of properties to a condition comparable to that existing before the execution of works or better. The Contractor will instruct that sub-contractors are required to backfill the excavated trench following the installation of the utility pipeline, remove any temporary bridge and excess soil, level the disturbed area, and remove all machinery and equipment to ensure safe and

continuous access. The Consultant will monitor and manage these works for compliance.

- **Restoration (Road Construction):** The Contractor is responsible for reinstating the access driveways, bridges, and/or drains in front of the properties to a condition that meets or exceeds the quality of the existing structure and is suitable for the property owner's current use. A concrete slab driveway or bridge and/or concrete drainage channels shall be constructed in areas identified in the design. Drainage channel design shall be guided by the hydraulic and drainage report prepared by the Contractor. In addition, property owners will be given the opportunity to salvage materials from the dismantling of residential structures. This must be done in a timely manner so as not to hinder the progress of construction
- **Grievance Response Mechanism for Unplanned Economic Impacts:** The Contractor shall notify in writing, the MoPW / WSG and the Consultant of any closure of businesses at least 7 – 14 days in advance to allow for review and decision-making before the commencement of any disruptive works while providing recommendations for minimizing said disruption. The Grievance Response Mechanism is provided in Annex II.
- **Temporary Detour:** The Contractor shall be responsible for identifying detour options, where possible, or constructing temporary detours to ensure a smooth flow of traffic. An approved Traffic Management Plan that includes temporary traffic signage, traffic cones, flaggers, etc., shall be in place prior to the establishment of a detour.
- **One-Lane Traffic Management:** The Contractor shall execute the planned work one lane at a time to ensure that access is always maintained. Adequate traffic management, such as temporary traffic signage, traffic cones, and flaggers, shall

be in place. At all times, two lanes of traffic must be maintained and supervised by the Consultant.

5.1. RESTORATION MEASURES TO ADDRESS NEGATIVE IMPACTS ON INFORMAL LAND USERS

The proposed restoration measures to be implemented to address the negative impacts on the informal land users are provided in Table 5.

Table 5: Mitigation Measures for Negative Impacts on Informal Land Users

Negative Impacts	Mitigation Measures
Disruption of Access to Informal Land Users	<p>Option A</p> <ul style="list-style-type: none"> • Advance Communication • Temporary Access (Utility Relocation) • Restoration (Utility Relocation) • Segment Work (Road Construction) • Temporary Access (Road Construction) • Timely Execution • Restoration (Road Construction)
Temporary Displacement of Informal Land Users	<p>Option A</p> <ul style="list-style-type: none"> • Advance Communication • Temporary Relocation • Restoration (Utility Relocation) • Segment Work (Road Construction) • Timely Execution • Restoration (Road Construction) <p>Existing condition documentation (captudata</p>

Negative Impacts	Mitigation Measures
	reference –Stakeholder Engagement Summary table on page 61)
Temporary Displacement of Informal Land Users	<p>Option B</p> <ul style="list-style-type: none"> • Advance Communication • Grievance Response Mechanism for Unplanned Economic Impacts • Restoration (Utility Relocation) • Segment Work (Road Construction) • Timely Execution • Restoration (Road Construction)
Permanent Physical Displacement of Informal Land Users	<p>Option A</p> <ul style="list-style-type: none"> • Advance Communication • Permanent Relocation • Grievance Response Mechanism for Unplanned Economic Impacts

A final survey of the informal land users was conducted during the period of November 13, 2024, to January 07, 2025. The survey encompassed 72 informal land users along the 9,500 m stretch of roadway that will be impacted during the execution of works for the East Bank Demerara Road Improvement Project. Tables 6 and 7 summarise the number of informal land users, who require the provision of temporary accesses, temporary relocation and permanent relocation, in Section “B” per community and per sub-section, respectively.

Table 6: Number of Informal Land Users per Community in Section “B”

Section ‘B’ Community	Temporary Access	Temporary Relocation	Permanent Relocation	No Relocation	Total Informal Land User
Support	0	0	0	0	0
Relief	2	0	0	2	2
Land of Canaan	19	3	7	11	21
Sarah Johanna	3	2	1	0	3
Pearl	0	0	0	0	0
Caledonia	0	0	0	0	0
Coverden	12	1	5	6	12
Den Heuvel	5	1	3	1	5
Soesdyke	29	12	3	14	29
TOTAL	70	19	19	34	72

Table 7: Number of formal Land Users per Sub-Section in Section “B”

No. of formal land users per Community

Section ‘B’ Community	Temporary Access	Temporary Relocation	Permanent Relocation	Total Informal Land User
Support	18	0	0	18
Supply	2	0	0	2
Relief	40	0	0	40
Land of Canaan	68	0	0	68
Sarah Johanna	28	0	0	28
Pearl	16	0	0	16
Caledonia	4	0	0	4

Section 'B' Community	Temporary Access	Temporary Relocation	Permanent Relocation	Total Informal Land User
Coverden	91	0	0	91
Den Heuvel	28	0	0	28
Soesdyke	74	0	0	74
TOTAL	369	0	0	369

Section 'B' Sub-Section	Temporary Access	Temporary Relocation	Permanent Relocation	Total formal Land User
B1	65	0	0	65
B2	36	0	0	36
B3	16	0	0	16
B4	12	0	0	12
B5	22	0	0	22
B6	118	0	0	118
B7	100	0	0	100
TOTAL	369	0	0	369

Formal Land Users in Section Each Community in Section B (Household)

Restoration measures for the number of formal land users per subsection in section B

5.2. RESTORATION MEASURES TO ADDRESS NEGATIVE IMPACTS ON FORMAL LANDOWNERS

The proposed restoration measures to be implemented to address the negative impacts on the formal landowners are provided in Table 8.

Table 8: Restoration Measures for Negative Impacts on Formal Landowners

Negative Impacts	Restoration Measures
Temporary Disruption of Access and Structures (Driveways and Bridges – Households)	<p>Option A</p> <ul style="list-style-type: none"> • Advance Communication • Segment Work (Utility Relocation) • Restoration (Utility Relocation) • Segment Work (Road Construction) • Temporary Access (Road Construction) • Timely Execution • Restoration (Road Construction) <p>Option B</p> <ul style="list-style-type: none"> • Advance Communication • Temporary Access (Utility Relocation) • Restoration (Utility Relocation) • Segment Work (Road Construction) • Temporary Access (Road Construction) • Timely Execution • Restoration (Road Construction)

Disruption of Structures (Drainage Channel)	Option A <ul style="list-style-type: none"> • Advance Communication • Segment Work (Road Construction) • Temporary Access (Road Construction) • Timely Execution • Restoration (Road Construction)
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5.3. RESTORATION MEASURES TO ADDRESS NEGATIVE IMPACTS ON FORMAL LAND USERS

The proposed restoration measures to be implemented to address the negative impacts on the formal land users are provided in Table 9.

Table 9: Restoration Measures for Negative Impacts on Formal Landowners

Negative Impacts	Restoration Measures
Disruption of Access and Structures (Driveways and Bridges) and Economic Displacement (Income) on Businesses	Option A <ul style="list-style-type: none"> • Advance Communication • Alternative Construction Method (Utility Relocation) • Segment Work (Road Construction) • Temporary Access (Road Construction) • Timely Execution • Restoration (Road Construction) Option B <ul style="list-style-type: none"> • Advance Communication • Segment Work (Utility Relocation) • Restoration (Utility Relocation)

	<ul style="list-style-type: none"> • Segment Work (Road Construction) • Temporary Access (Road Construction) • Timely Execution • Restoration (Road Construction) <p>Option C</p> <ul style="list-style-type: none"> • Advance Communication • Temporary Access (Utility Relocation) • Restoration (Utility Relocation) • Segment Work (Road Construction) • Temporary Access (Road Construction) • Timely Execution • Restoration (Road Construction) <p>Option D</p> <ul style="list-style-type: none"> • Advance Communication • Grievance Response Mechanism for Unplanned Economic Impacts • Segment Work (Road Construction) • Timely Execution • Restoration (Road Construction)
<p>Disruption of Access and Structures (Driveways and Bridges – Educational Institutions, Religious Institutions, Health Facilities)</p>	<p>Option A</p> <ul style="list-style-type: none"> • Advance Communication • Temporary Access (Utility Relocation) • Restoration (Utility Relocation) • Segment Work (Road Construction) • Temporary Access (Road Construction) • Timely Execution

	<ul style="list-style-type: none"> • Restoration (Road Construction)
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5.4. RESTORATION MEASURES TO ADDRESS NEGATIVE IMPACTS ON BILLBOARDS AND SIGNS

The proposed restoration measures to be implemented to address the negative impacts on billboards and signs are provided in Table 10

Table 10: Restoration Measures for Negative Impacts on Billboards and Signs

Negative Impact	Restoration Measures
Permanent Removal of Billboards and Signs	Option A <ul style="list-style-type: none"> • Advance Communication • Relocation (Signboard)

5.5. RESTORATION MEASURES TO ADDRESS NEGATIVE IMPACTS ON MINOR ROAD ACCESS

The proposed restoration measures to be implemented to address the negative impacts on access to minor roads are provided in Table 11.

Table 11: Restoration Measures for Negative Impacts on Formal Landowners

Negative Impact	Restoration Measures
Loss of Access to Minor Roads	Option A <ul style="list-style-type: none"> • Advance Communication • Timely Execution • Temporary Detour Option B <ul style="list-style-type: none"> • Advance Communication

	<ul style="list-style-type: none">• Timely Execution• One-Lane Traffic Management
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6.0. MATRIX OF RESTORATION MEASURES

The restoration matrix to address impacts and define entitlement for the different categories of identified PAPs/PAHs has been developed for rollout under the MoPW in Section ‘B,’ East Bank Demerara. Based on Section 5.0. the measures included in the matrix, shown in Table 12, will be covered under the implementation of the LRP.

Table 12: East Bank Demerara Road Improvement Project Restoration Matrix for Section ‘B’

Type of Disruption	Property Type / Use	Type of Impact (Eligibility)	Entitled Category of PAPs/PAHs	Restoration Measure
Disruption of Access to Informal Land Users	Road Reserve	Access to the structure is blocked.	Informal Land Users	Option A <ul style="list-style-type: none"> • Advance Communication • Temporary Access (Utility Relocation) • Restoration (Utility Relocation) • Segment Work (Road Construction) • Temporary Access (Road Construction) • Timely Execution • Restoration (Road Construction)
Temporary Displacement of Informal Land Users	Road Reserve	The structure is removed and temporarily relocated.	Informal Land Users	Option A <ul style="list-style-type: none"> • Advance Communication • Temporary Relocation

				<ul style="list-style-type: none"> • Restoration (Utility Relocation) • Segment Work (Road Construction) • Timely Execution • Restoration (Road Construction) <p>Option B</p> <ul style="list-style-type: none"> • Advance Communication • Grievance Response Mechanism for Unplanned Economic Impacts • Restoration (Utility Relocation) • Segment Work (Road Construction) • Timely Execution • Restoration (Road Construction)
Permanent Physical Displacement of Informal Land Users	Road Reserve	The structure is removed and relocated.	Informal Land Users	<p>Option A</p> <ul style="list-style-type: none"> • Advance Communication • Permanent Relocation • Grievance Response Mechanism for Unplanned Economic Impacts

<p>Disruption of Access and Structures (Households)</p>	<p>Residential Property</p>	<p>Concrete driveway or bridges of PAPs/PAHs is broken. Access to PAPs/PAHs driveway or bridge is blocked.</p>	<p>Formal Landowner Formal Land User</p>	<p>Option A</p> <ul style="list-style-type: none"> • Advance Communication • Segment Work (Utility Relocation) • Restoration (Utility Relocation) • Segment Work (Road Construction) • Temporary Access (Road Construction) • Timely Execution • Restoration (Road Construction) <p>Option B</p> <ul style="list-style-type: none"> • Advance Communication • Temporary Access (Utility Relocation) • Restoration (Utility Relocation) • Segment Work (Road Construction) • Temporary Access (Road Construction) • Timely Execution • Restoration (Road Construction)
<p>Disruption of Structures (Drainage Channel)</p>	<p>Residential and Commercial Properties</p>	<p>Concrete drainage channel of PAPs/PAHs is broken.</p>	<p>Formal Landowner</p>	<p>Option A</p> <ul style="list-style-type: none"> • Advance Communication • Segment Work (Road Construction)

				<ul style="list-style-type: none"> • Temporary Access (Road Construction) • Timely Execution • Restoration (Road Construction)
<p>Disruption of Access and Structures (Driveways and Bridges) and Economic Displacement (Income) on Businesses</p>	<p>Commercial Property</p>	<p>Concrete driveway or bridges of PAPs/PAHs is broken.</p> <p>Access to PAPs/PAHs driveway or bridge is blocked.</p>	<p>Formal Land User</p>	<p>Option A</p> <ul style="list-style-type: none"> • Advance Communication • Alternative Construction Method (Utility Relocation) • Segment Work (Road Construction) • Temporary Access (Road Construction) • Timely Execution • Restoration (Road Construction) <p>Option B</p> <ul style="list-style-type: none"> • Advance Communication • Segment Work (Utility Relocation) • Restoration (Utility Relocation) • Segment Work (Road Construction) • Temporary Access (Road Construction) • Timely Execution • Restoration (Road Construction)

				<p>Option C</p> <ul style="list-style-type: none"> • Advance Communication • Temporary Access (Utility Relocation) • Restoration (Utility Relocation) • Segment Work (Road Construction) • Temporary Access (Road Construction) • Timely Execution • Restoration (Road Construction) <p>Option D</p> <ul style="list-style-type: none"> • Advance Communication • Grievance Response Mechanism for Unplanned Economic Impacts • Segment Work (Road Construction) • Timely Execution • Restoration (Road Construction)
Disruption of Access and Structures (Driveways and	Residential Property	Concrete driveway or bridges of PAPs/PAHs is broken.	Formal Land User	<p>Option A</p> <ul style="list-style-type: none"> • Advance Communication • Temporary Access (Utility Relocation)

Bridges – Educational Institutions, Religious Institutions, Health Facilities)		Access to PAPs/PAHs driveway or bridge is blocked.		<ul style="list-style-type: none"> • Restoration (Utility Relocation) • Segment Work (Road Construction) • Temporary Access (Road Construction) • Timely Execution • Restoration (Road Construction)
Permanent Removal of Billboards and Signs	Commercial Property	Billboards and signs of PAPs were along the road alignment and are now removed.	Formal Land User	<p>Option A</p> <ul style="list-style-type: none"> • Advance Communication • Relocation (Signboard)
Loss of Access to Minor Road	Commercial Property	Access to PAPs/PAHs to minor roads is blocked.	<p>Formal Landowners</p> <p>Formal Land Users</p> <p>Informal Land User</p>	<p>Option A</p> <ul style="list-style-type: none"> • Advance Communication • Timely Execution • Temporary Detour <p>Option B</p> <ul style="list-style-type: none"> • Advance Communication • Timely Execution • One-Lane Traffic Management

7.0. LEGAL AND INSTITUTIONAL FRAMEWORKS SUPPORTING LIVELIHOOD RESTORATION

7.1. LEGAL FRAMEWORK

Legislation and IDB Policy

Guyana's legislative framework provides a foundation for property ownership, land acquisition, and infrastructure development but lacks comprehensive coverage of the social and economic protections mandated by IDB ESPS 5. Significant gaps exist in areas such as stakeholder consultation, livelihood restoration, and specific protections for vulnerable groups. To address these shortcomings, ensure compliance, and secure social safeguards for affected communities, the IDB's environmental and social policy standard 5 (ESPS 5) of the environmental and social policy framework ESPF is the best practice applicable to the project.

Below, each relevant legislation is compared to the ESPS 5's core requirements. ESPS 5 prioritizes preventing forced displacement, offering fair mitigation measures, restoring livelihoods, and ensuring fair consultation with affected communities.

Civil Law of Guyana Act, Chapter 6:01

- **Scope:** Primarily governs contractual and civil matters. It establishes fundamental legal concepts of property rights and land tenure.
- **Alignment with ESPS 5:** While this act provides a legal basis for property rights, it lacks specifics on compensation and livelihood restoration for individuals or communities displaced by projects.
- **Legislative Gaps:** No provision for fair livelihood restoration, or community consultations as required by ESPS 5.

The Deeds Registry Act, Chapter 5:01

- **Scope:** Manages property records, title deeds, and transfers, ensuring legal ownership and registration processes.
- **Alignment with ESPS 5:** Ensures clarity of land ownership, which is essential for assessing rightful claimants to compensation. However, it does not address livelihood impacts.
- **Legislative Gaps:** Does not cover compensation criteria, or provisions for vulnerable populations as outlined in ESPS 5.

The Land Registry Act, Chapter 5:02

- **Scope:** Addresses land titling and registration in Guyana, helping define legal ownership and interests in land.
- **Alignment with ESPS 5:** Establishes a basis for identifying property ownership, supporting fair compensation, but does not include guidelines for economic rehabilitation.
- **Legislative Gaps:** Lacks resettlement guidelines and livelihood restoration measures for project-affected persons (PAPs).

Roads Act (1909), Chapter 51:01

- **Scope:** Governs road construction, including the acquisition of lands necessary for road development, with an emphasis on serving the public interest.
- **Alignment with ESPS 5:** Allows land acquisition for road infrastructure but lacks structured compensation, consultation, or resettlement assistance protocols.
- **Legislative Gaps:** No provision for consultation or social impact mitigation. ESPS 5 requires these as part of fair livelihood restoration.
- It should be clearly noted that no land will be acquired. All construction will be done within the limits of the established right of way (RoW).

State Lands Resumption Act, Chapter 62:02

- **Scope:** Outlines government powers to resume (reclaim) state lands, typically for public projects.
- **Alignment with ESPS 5:** Legally enables land acquisition for development; however, it provides no detailed compensation or livelihood restoration guidelines for those impacted.
- **Legislative Gaps:** Missing consultation procedures, fair compensation processes, and livelihood support requirements.

Summary of Legislations and IDB Policy

Below, each relevant legislation is compared the ESPS 5's core requirements. ESPS 5 prioritizes preventing forced displacement, offering fair compensation, restoring livelihoods, and ensuring fair consultation with affected communities.

LEGISLATIVE GAP ANALYSIS		
Civil Law of Guyana Act, Chapter 6:01		
Scope	Alignment with ESPS 5	Legislative Gap
Primarily governs contractual and civil matters. It establishes fundamental legal concepts of property rights and land tenure.	While this act provides a legal basis for property rights, it lacks specifics on compensation and livelihood restoration for individuals or communities displaced by projects.	No provision for fair livelihood restoration, or community consultations as required by ESPS 5
The Deeds Registry Act, Chapter 5:01		
Manages property records, title deeds, and transfers, ensuring legal ownership and registration processes.	Establishes a basis for identifying property ownership, supporting fair compensation, but does not include guidelines for economic rehabilitation.	Does not cover compensation criteria, or provisions for vulnerable populations as outlined in ESPS 5.
The Land Registry Act, Chapter 5:02		
Addresses land titling and registration in Guyana, helping define legal ownership and interests in land.	Establishes a basis for identifying property ownership, supporting fair compensation, but does not include guidelines for economic rehabilitation.	Lacks resettlement guidelines and livelihood restoration measures for project-affected persons (PAPs).
Roads Act (1909), Chapter 51:01		
Governs road construction, including the acquisition of lands necessary for road development, with an emphasis on serving the public interest.	Allows land acquisition for road infrastructure but lacks structured compensation, consultation, or resettlement assistance protocols.	No provision for consultation or social impact mitigation. ESPS 5 requires these as part of fair livelihood restoration.
State Lands Resumption Act, Chapter 62:02		
Outlines government powers to resume (reclaim) state lands, typically for public projects.	Legally enables land acquisition for development; however, it provides no detailed compensation or livelihood restoration guidelines for those impacted.	Missing consultation procedures, fair compensation processes, and livelihood support requirements.

Key Gaps Identified Between Guyana's Legislation and IDB ESPS 5

1. **Consultation and Engagement:** ESPS 5 emphasizes meaningful engagement with affected communities, including transparent consultations before, during, and after displacement. Guyana's laws generally lack mandatory community engagement and stakeholder consultation processes for displacement scenarios.
2. **Livelihood Restoration:** ESPS 5 mandates that projects restore, if not improve, the livelihoods of those displaced. None of Guyana's listed acts address livelihood restoration or provide structured economic rehabilitation for affected persons.
3. **Fair and Prompt Compensation:** While some of Guyana's laws allow land acquisition for public interest, they lack clear, structured protocols for fair, timely, and adequate compensation as required by ESPS 5.
4. **Provisions for Vulnerable Groups:** ESPS 5 requires special attention to vulnerable groups during resettlement processes. Guyana's legislation does not explicitly prioritize the needs of vulnerable populations, such as indigenous communities, women, and the elderly, in displacement or compensation planning.
5. **Replacement Housing and Land:** ESPS 5 requires that displaced persons receive either replacement land or adequate housing with security of tenure. Guyana's laws, including the Housing Act, do not provide specific protections for secure replacement housing.

IDB's ESPF 5: Land Acquisition and Involuntary Resettlement

In accordance with IDB's ESPF 5: Land Acquisition and Involuntary Resettlement, the objectives of the Preliminary LRP are:

1. To avoid, and when avoidance is not possible, minimize displacement by exploring alternative project designs.
2. To avoid forced eviction.
3. To anticipate and avoid, or where avoidance is not possible, minimize adverse social and economic impacts from land acquisition or restrictions on land use by (i) providing compensation for loss of assets at replacement cost and transitional hardships; (ii) minimizing disruption to their social networks and other intangible assets; and (iii) ensuring that resettlement activities are implemented with appropriate disclosure of information, consultation, and the informed participation of those affected.
4. To improve or restore the livelihoods and standards of living of displaced persons.
5. To improve living conditions among physically displaced persons through the provision of adequate housing with security of tenure and safety at resettlement sites.

The LRP outlines the objectives, policy principles, and procedures for addressing

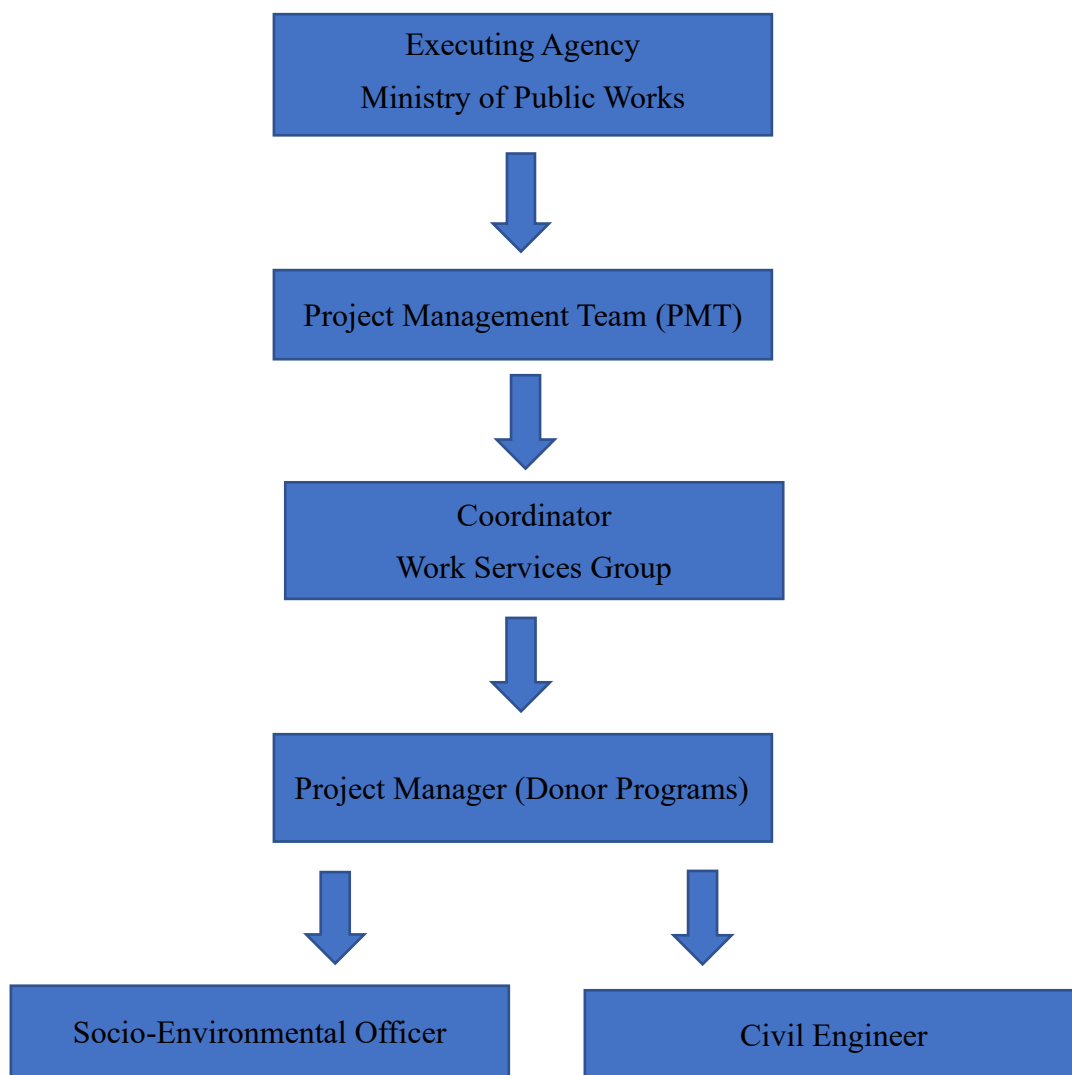
potential displacement through compensation and other assistance measures for PAPs based on the requirements established by ESPS 5.

Lastly, reference is being made to the IDB Environmental and Social Performance Standard 5 (land acquisition and involuntary resettlement). Paragraph 29 of the same ESPS 5 advises that “transitional support should be provided as necessary to all economically displaced persons.” Paragraph 30 of the same ESPS 5 advises that the executing agency coordinates with the responsible agencies that will provide training and other support to achieve the outcomes of the LRP.

7.2. INSTITUTIONAL FRAMEWORK

According to the Project’s Operation Regulations (OR), the Executing Agency (EA) of the GOG-IADB Loan No. GY – L1081 is the Ministry of Public Works (MPW), similarly, under Section 5.7 of the Project’s Environmental and Social Management Framework (ESMF), the MPW is responsible for the implementation of the Livelihood Restoration Plan. An extensive description of the institutional arrangement/governance structure of MPW for overseeing the implementation and management of the East Bank Demerara Road Improvement Project has been defined in the LRP. Therefore, complete responsibility of ensuring the implementation of the LRP rests with MPW’s PMT (formed under the MPW’s organization structure), which is also responsible for general project administration, coordination, supervision, monitoring and evaluation. However, it is the specific responsibility of a subset of PMT members, namely the Program Manager (Donor Programs), Civil Engineer and Socio-Environmental Officer which will ensure LRP implementation. Figure 6.1 below describes the general set-up of the Donor Programs, Civil Engineer and Socio-Environmental Officer to the PMT.

LRP Implementation Structure under the PMT



Project Management Team

The PMT under the MPW presently consists of the Coordinator (WSG), Project Manager (Donor Programs), Civil Engineer, and Socio-Environmental Officer. The PMT at MPW has the complete responsibility of ensuring that the LRP is implemented.

The PMT, managed by the Project Manager (Donor Programs), will be assisted by the Engineer and the Socio-Environmental Officer, with specific tasks as described further herein. The PMT, in addition to the roles prescribed at the time of its formation, will also be entrusted with the following responsibilities:

- Co-ordination with all Ministries, LDOs & Community Groups for implementation of LRP;
- Coordinate and supervise all LRP activities in accordance with the schedule;
- Ensuring proper financial management, including budgeting, accounting, and financial reporting relative to the LRP implementation to the IDB;
- Facilitate a fair and transparent process of disbursing entitlements to all eligible PAPs;
- Capacity building of the Project Management Staff;
- Overall monitoring of LRP implementation and ensuring compliance with

all social safeguards;

- Ensuring the Grievance Redress Mechanism is transparent and accessible for everyone;
- Reporting to the IDB on LRP implementation progress, inputs and outputs;
- Post-project impact evaluation, and;
- Effective dissemination of LRP document.

All major decisions relating to Livelihood Restoration will be reviewed by the Ministry and will involve the PAP, and any Local Democratic Organ (LDO), where necessary.

Socio-Environmental Officer

As the name suggests, the function prescribed for the Socio-Environmental Officer is the design and coordination of activities relating to community engagement and participation (inclusive of all stakeholders e.g., residents, LDOs, etc.) throughout the project. The Socio-Environmental Officer will also be responsible for coordinating the development of the LRP and its implementation, given the LRP's context as a community-specific program. The Socio-Environmental Officer has extensive experience with public consultation (stakeholder engagement), community participation, and development planning.

The Socio-Environmental Officer will be responsible for the following:

- Stakeholder engagements (including consultations and information sessions) for the East Bank Demerara Road Improvement Project;
- Coordinating the preparation of LRPs for the remaining project section, guided by the Preliminary Framework for Livelihood Restoration as outlined in the ESMF;
- Developing and executing the framework for public consultation, participation, and development planning for current and future LRPs;
- Ensure implementation of vulnerability considerations including gender, disability, age (elderly), and poverty-based and land-based groups;
- Public disclosure of all livelihood restoration activities for the project.
- Concluding and fulfilling entitlement agreements with PAPs as it relates to measures for assistance / livelihood restoration;
- Managing the Grievance Redress Mechanism, including the internal processes for ensuring grievance resolution;
- Direct communication with and visits to PAPs;
- Assist in the preparation and submission of bi-monthly external monitoring reports to the PMT, and Semi-Annual Reports to the IDB, and;
- Support LRP outcome evaluation activities.

Local Democratic Organizations and Community Groups

Both LDOs, such as Neighbourhood Democratic Councils (NDCs) and Community Groups, can provide useful information on identifying community boundaries, PAPs, history and culture, vulnerable groups, etc., which may be relevant to the development and implementation of future LRPs.

Issues relating to informal settling, assets valuation and impacts affecting community residents oftentimes originate from this level. Staff of the Ministry of Public Works, with the representative of the LDO and/or Community Group, will carry out the tasks of identifying PAPs and impacts/risks.

The SEO will also coordinate the Grievance Support Structures under the Grievance Redress Mechanism to ensure collaboration with the LDOs and Community Groups on issues originating as a result of project works, or livelihood restoration activities.

Similarly, LDOs and Community Groups will be instrumental in supporting and garnering support for the community engagement efforts with the Project Affected Populations, and collaboration regarding the execution of socio-economic surveys of potential PAPs.

8.0. VALUATION OF AND RESTORATION FOR LOSSES

8.1. RESTORATION FRAMEWORK

IDB Guidance

Based on the extent and importance of the impact experienced by stakeholders, the IDB recommends that a legal framework for entitlements be created. This framework should identify the impacted economic activities, define the types of PAPs, and provide an entitlement matrix that details the project's corresponding livelihood restoration strategy.

Objectives

Planning of the Restoration Framework has been guided by the following objectives:

- Avoid physical displacement to the best extent possible, and minimize economic displacement (including disruption of livelihood, especially from income disruption).
- Restore and improve the livelihoods of physically or economically displaced PAPs such that they are equal or better off than before project conditions.
- Provide fair and timely measures that equal or surpass the cost of impacted assets and activities and which include equal or higher quality structures.
- Establish acceptable and fair mitigation measures processes through agreement with PAPs;
- Enter into amicable agreements with affected landowners and land users wherever possible.
- Address the impacts of the project and the well-being of PAPs in a comprehensive manner.
- Encourage self-help and respect and build upon the socio-economic strengths of the area. Ensure PAPs have access to the established Grievance Redress Mechanism;
- Implement a livelihood restoration program in accordance with IDB's Policies and international best practices, which will serve as a key foundation for future LRP processes in Guyana.

Legal Basis

The East Bank Demerara Road Improvement Project's livelihood restoration protocols and specifications are outlined in the IDB's Preliminary Livelihood Restoration Framework (LRF), which was approved by the Ministry of Public Works in August 2022.

The LRP is being prepared for a component of the East Bank Demerara Road Improvement Project in compliance with the Amendatory Loan Agreement GOG-IADB Loan No. GY – L1081 PLRF (Section 5.4 of the ESMF) and ESMF (Sections 5.0 and 4.1),

the IDB's Operational Policies OP – 710 and OP – 703, and with guidance from IDB Social Impact Assessment Series IDB-MG-613. The aforementioned documents suggest the eligibility criteria and entitlement options that shall be presented to PAPs.

8.2. VALUATION PROCESS FOR ASSETS AND DISRUPTION OF LIVELIHOOD / INCOME

Valuation is the process of identifying the value placed on an asset for the purpose of calculating compensation entitlement for PAPs. For the purposes of valuation, the impacts that will arise from East Bank Demerara Road Improvement Project upgrade interventions in Section B, East Bank Demerara include:

- Disruption of Structures (residential and commercial)
- Disruption of Regular Income from Businesses.

8.2.1. VALUATION OF STRUCTURES

For Structures such as Fences, Bridges and Drains

In the event due to unfortunate circumstances that either bridges, fences or drains within the project corridor are damaged (partially or completely) due to construction works, the Contractor will be responsible for reinstating said structures to the existing or better quality under the guidance of the Consultant, Sheladia.

In the event that a claim is submitted for damage to structures such as fences, bridges, and drains, the claim will be reviewed by the Engineer and Ministry to determine its validity. This may include the review of photographic evidence taken during the pre-construction survey of properties. The period of time to complete the necessary field visits, etc., to determine the validity of the claim shall be two (2) weeks. Providing that the claim is deemed valid, the Contractor shall be required to reinstate/reconstruct the structure to an equal or better quality than the previous structure, within a timeframe of no more than three (3) months. Additionally, temporary restorative measures shall be provided until said time that permanent restoration is completed; for example, if a claim for damage is deemed to be valid, the Contractor shall be required to provide temporary secured fencing until a permanent fence is constructed.

Alternatively, if a submitted claim is found to be invalid after review, MPW shall inform the claimant of the outcome of the review process no more than two (2) weeks after the completion of the review process. The claimant can then employ a third party to review their claim if they choose to do so or file a complaint via the legal system.

8.2.2. VALUATION FOR LOSS OF INCOME

If, in spite of the best efforts of the Ministry, there is a claim loss of income due to the project works, income restoration will be evaluated based on the supporting documentation provided by the business registration, business records, compliances, and income tax declarations. Based on claims for unplanned economic impacts, mitigation measures will be made available to all PAPs. These will be evaluated on a case-by-case basis.

8.2.3. PROCEDURE FOR DETERMINATION OF INCOME LOSS

Step 1: Development of an asset inventory: An inventory of all assets that will be affected by the project intervention is developed by MPW and SAI during the pre-construction phase. The inventory data of each affected structure for the affected household/person is collected using a structured Asset Inventory Sheet and a record of affected assets is taken via the technical specifications form.

Step 2: Sensitization: Before any survey is conducted, a letter is provided to the potential Project Affected Persons (PAPs); the letter seeks to sensitize participants to the upcoming socio-economic baseline surveys as well as a brief on the purpose of the visit and the proposed project works.

Step 3: Livelihood restoration survey: A livelihood restoration survey is subsequently conducted, this survey examines the social, environmental, and economic conditions of persons/ households affected by the project. Data is collected on the income of each person/household with a business or income-generating activities, the number of crops, and the type of crops.

Step 4: Verification survey: A verification exercise is conducted following the completion of project works to determine the following for commercial activities affected by the project:

- Businesses must immediately inform through the GRM (within 5 business days) that the business is being negatively affected. Checks will be done and measures implemented immediately to resolve the situation and the date of commencement of the impact / disruption noted.
- If customer flow was affected
- How many days customer flow were affected
- Reduced Income
- If business was closed, how many days
- If a claim is submitted, it must be submitted to the Consultant and/or MPW and be accompanied by their income tax returns documentation, registration, compliances, etc. This will be clearly communicated to the land users prior to a claim being filed. This communication will be documented.

Step 5: Determination of restoration entitlement: The MoPW, in collaboration with consulting engineers Sheladia Associates, will evaluate legitimate claims and documents (business records, receipts, Tax returns, Business registration, etc) and carry out the assessments for entitlements.

9.0. ELIGIBILITY CRITERIA FOR RESTORATION MEASURES

General eligibility can be defined as “people who may suffer inconvenience/disruption as a consequence of the project as of the formally recognized cut-off date” which was established at the time the livelihood restoration survey and asset inventory was concluded for Section B, East Bank Demerara.

PAPs eligible for compensation are classified under the following categories:

- PAPs who are landowners and formal land users; and
- PAPs who are informal land users.

For PAPs who are landowners and formal land users, that is, those who have formal legal rights to the land, one or more of the following forms of restoration may be granted dependent on the assessment of the impact encountered:

- Provision of temporary accesses during construction;
- Complete reinstatement for inventoried immovable residential and business structures (i.e., concrete structures including drains, fences, and bridges only), only where such drains, bridges, and fences would not be replaced and or upgraded as part of the Project scope of works; reinstatement must be of equal cost and similar or better quality of the replaced structure; and
- Where PAP’s legal business is disrupted due to the construction works, and a claim is submitted, legal documentation must be submitted to support the validity of the claim. This documentation will include:
 - Business Registration,
 - GRA Compliance,
 - NIS compliance,
 - Record of income tax for three (3) previous years, and
 - Evidence of the disruption – for example, photographic evidence of demolished access without having temporary access provided.

For PAPs who are informal land users, that is, those who have no recognizable legal right to the land they are occupying or using, it is important to note that the following forms of compensation may apply depending on the assessment of the impact encountered:

- Provision of temporary access during the construction period,
- Where feasible, relocation of informal land users (such as mobile snackettes and fruit stalls) outside of the right of way during the construction period, and
- Reinstatement of inventoried immovable residential structures (i.e., concrete structures including drains, fences, and bridges only).

All PAPs will be provided with the above-stated livelihood restoration support as needed to achieve the objectives set out in the ESPS 5 Guidelines of the Environment and Social Policy Framework (ESPF) through specific budgetary allocations under the East Bank Demerara Road Improvement Project for LRP implementation. The LRP budget will cover the aforementioned support measures.

10.0. CUT-OFF DATE

For the purpose of establishing eligibility under this LRP, the cut-off date for Component 1.2 of the East Bank Demerara Road Improvement Project in Section B was December 17th 2024. The date will be communicated via a public construction notice to the PAPs during engagement sessions or other methods determined by MoPW. This cut-off date was established to the time the socio-economic survey and asset inventory was concluded for Section B, East Bank Demerara Road Improvement Project, and will be communicated to the PAPs during engagement sessions and formally adopted by all PAPs. The number of PAPs/PAHs, associated impacts, and their entitlement based on such impacts were determined as of this date. Consequently, no transfer of ownership of assets, changes in reported incomes, and changes and additions in structures built and other assets therein will be entitled after this date. Furthermore, any person or group that settles in the project area after the designated cut-off date will be ineligible for any entitlement.

Disbursement of compensation

MPW's with the assistance of the consulting engineers, Sheladia, will be responsible for preparing any entitlement agreement on behalf of the MPW. The PAP will sign this agreement (in duplicate) acknowledging that they are satisfied with the entitlement (and in agreement with the rates applied and or measures for mitigation implemented), that they are in receipt of the whole entitlement, and demonstrate that PAP(s) are releasing the MPW from all liability or future actions or claims as it relates to the disruption suffered whether to crops, income, structures, etc. Construction notices are used to document mitigation measures to impact driveway access to businesses, houses, and signboards. Forms are used to mitigate measures for temporary or permanent relocation. PAPs will be free to seek redress (if not satisfied) through the LRPs Grievance Redress Mechanism.

11.0. LRP IMPLEMENTATION SCHEDULE AND BUDGET

11.1. IMPLEMENTATION SCHEDULE

In order to ensure smooth and timely implementation of the project, it is necessary that livelihood restoration processes/activities are initiated and completed in the timeframe and order, as prescribed in this document.

Timing of all LRP activities, including the relocating of structures, is linked to the scheduled progress of the construction works within the different sections of Section B, East Bank Demerara Road Improvement Project. The implication is that before any construction activity is implemented, the PAPs eligible for livelihood restoration entitlements will need to be notified and provided with such entitlement in due time in accordance with the LRP, and where all measures required to assist households with relocation must be completed prior to displacement, if any. The timing mechanism (estimated initiation and completion dates) and order of livelihood restoration measures (chronological steps in LRP implementation) is outlined in this Implementation Schedule, including the identification of the party responsible for each activity. The activities under the livelihood restoration program for the East Bank Demerara Road Improvement Project were grouped into the following three components, which are also described in this Implementation Schedule (see Table 5.1), and which are linked to the implementation of the overall project (East Bank Demerara Road Improvement Project):

- Planning and LRP Preparation;
- LRP Implementation, including construction, and;
- Monitoring, Reporting, and Evaluation activities.

These activities run throughout the pre-construction, construction, and operation phases/periods.

LRP Implementation Schedule 2024

Main Activities	Responsible Party	Year 2024 (Months)											
		Q1			Q2			Q3			Q4		
		1	2	3	4	5	6	7	8	9	10	11	12
1. Planning and Preparation													
Project Coordination	MoPW			★									
Identification of potential impacts and PAPs **	SAI and MoPW							★	★	★	★	★	★
Development of a framework for public consultation, participation and development planning	SAI									★	★	★	★
Stakeholder engagement including public consultation and proactive disclosure	SAI & MoPW							★	★	★	★	★	★
Baseline Socio Economic Survey (including census) of PAPs**	SAI							★	★	★	★	★	★
PAP's asset inventory and valuation**	SAI and MoPW							★	★	★	★	★	★
Identification of potential livelihood restoration measures (entitlements)**	MoPW							★	★	★	★	★	★
Finalization of institutional arrangements, schedule and budget for LRP implementation	MoPW							★	★	★	★	★	★
Development of a framework for monitoring and reporting	MoPW							★	★	★	★	★	★
Review of Draft LRP	MoPW							★	★	★	★	★	★
Finalization of PAP list	SAI							★	★	★	★	★	★
Finalization and Approval of LRP **	MoPW										★	★	★
2. LRP Impmentation (including construction activities)													
Nomination of construction contractor	MoPW	★											
Preparation of construction site	CRBC										★	★	★
Construction	CRBC										★	★	★
3. Monitoring, Reporting and Evaluation													
Internal Monitoring**	MoPW										★	★	★
External Monitoring**	MoPW										★	★	★
Outcome Evaluation **	MoPW										★	★	★
Notes											★	★	★
MOPW, Ministry of Public Works, SAI, Sheladia Associates Inc, CRBC China Road and Bridge Company											★	★	★
* Key Milestones in the LRP implementation process													

N.B. The revision of the schedule would be done as the project progresses.

11.2.BUDGET FOR LRP IMPLEMENTATION

The budget matrix presented under Table 5.2 below includes the estimated budget, by cost and by Item, for livelihood restoration costs including planning and implementation, management and administration, monitoring and evaluation, and contingencies. Additionally, based on the entitlements established in Chapter 3, the final entitlement values for the damages to PAPs in Section B East Bank Demerara Road Improvement Project (associated LRP areas) of Component 1.2 of the East Bank Demerara Road Improvement Project are also reflected in Table 5.2 below.

LRP Budget for Section B East Bank Demerara Road Improvement Project

This LRP includes an estimated budget by cost and item for the implementation of mitigation measures for the Livelihood Restoration Plan including planning and implementation, management and administration, monitoring and evaluation, and contingencies. The budget is subject to change upon completion of the project design.

The following table the LRP estimated Budget

No	Category	Item	Quantity	Unit Cost (GYD)	Total cost (GYD)	Comments
1	Planning and development	Cost of public consultations and other engagement activities	1	\$ 400,000.00	\$ 400,000.00	Includes 6 hours of labor for two consultants (between preparation and presence in the consultations) plus an additional for WSG labor and expenses. It assumes initial LRP. Subsequent meeting negotiations are not included
2	Planning and development	Cost of conducting the census and asset inventory	1	\$ 2,093,201.00	\$ 2,093,201.00	Expenses and labor of a 4-people team for 7 days. Combined daily (8 hours) effort of the Guyana-DC team is \$714 USD or \$148,963 GYD per day; for 7 days that is \$1,050,043 GYD, plus about \$5,000 USD of expenses between taxis and flight tickets (equivalent to \$1,043,158 GYD). Total census estimate: \$2,093,201 GYD (about 10k USD). Preparation materials, ArcGIS tool and other expenses are not included
3	Implementation	Cost of replacing lost structures (commercial or residential)	19	\$ 20,000.00	\$ 380,000.00	Assuming 10% of all moveable assets are lost (197 temporary assets in total)
4	Implementation	Transfer costs (dismantling, packing, and moving of moveable goods / assets to alternative location)	197	\$ 50,000.00	\$ 9,850,000.00	Assuming all PAPs are relocated. 197 temporary assets were identified during the census. The unit cost is an estimation based on the LRP example provided by IDB
5	Implementation	Disturbance allowance for loss of assets (3 months of minimum wage)	1710	\$ 2,776.00	\$ 4,746,960.00	90 days times 13, assuming 10% of people loose their asset, totals 1,170. That number times the minimum wage (\$347 GYD per hour, that's \$2,776 GYD per 8 hours).
6	Implementation	Loss income allowance - daily business income x number of days lost due to disruptions in access or lost time while transferring the asset.	945	\$ 25,223.00	\$23,835,735.00	Average annual income per census is \$9,206,690 GYD or \$25,223 GYD per day. 315 is the number of PAPs identified with commercial or residential/commercial activity. 315 times 3 days (assuming 3 days of lost activities) is 945
7	Implementation	Payments for lost wages / income due to loss of economic activity. Calculated by daily wage x number of days of lost time.	2835	\$ 2,776.00	\$ 7,869,960.00	Minimum hourly wage is \$347 GYD (2,776 GYD per 8-hour day) times the number of days of lost time, per employee. Most businesses were snackettes or similar that operated with 1 to 5 employees. We are assuming 3 employees (average) by number of PAPs (315) by 3 days of lost time while moving= 315 x 3 x 3 = 2,835 units
8	Implementation	Disturbance allowance for moving (flat rate)	0	\$ 50.00	\$ -	This allowance could be given to people that will move on their own; for this budget, we are assuming none will and therefore the amount is zero. This is a measure observed in other projects and could be triggered once negotiations commence
9	Management	Cost of grievance mechanism	1	\$ 3,960,000.00	\$ 3,960,000.00	Assumed same costs as the LRP example plus 10% of inflation.
	Subtotal				\$53,135,856.00	
	10% Contingency (10%)				\$ 5,313,585.60	
	Total				\$58,449,441.60	

12.0. PARTICIPATION, CONSULTATION, AND GRIEVANCE RESPONSE MECHANISM

The Program's potential stakeholders include the Project Affected People (PAPs), local public authorities, NGOs, Community Groups, and other representatives of the project-affected population/community. The MPW recognizes that public consultations and disclosure of project-related information are a vital component of the East Bank Demerara Road Improvement Project public involvement process, especially in the development and implementation phases of the LRP. Consequently, stakeholder consultation and disclosure meetings will be continuous for the East Bank Demerara Road Improvement Project.

Relative to the LRP, the Ministry of Public Works will launch its public engagement process by providing information to community leaders and residents (including PAPs) of the East Bank Demerara Road Improvement Project. This includes the provision of information on the development of the LRP, particularly as it relates to the use of the LRP in the East Bank Demerara Road Improvement Project, key LRP activities to be undertaken, such as the Asset Inventory, and general outcomes of the livelihood restoration process. During this public engagement process, individual interviews and or meetings were held with PAPs collectively.

The following sub-sections provide a synopsis of Public Consultation, Participation and Disclosures relative to the LRP. This outline is in keeping with the stakeholder engagement approach presented in the SEP, as previously mentioned.

LRP Stakeholder Engagement Approach

The IDB ESPF defines stakeholders as "individuals, or groups, including local, downstream, and transboundary communities, who (i) are affected or likely to be affected by the project ("project-affected people") and (ii) may have an interest in the project ("other stakeholders").

This section describes the East Bank Demerara Road Improvement Project's stakeholder engagement activities, which have been undertaken to:

- Identify major program stakeholders;
- Obtain recent information on the project-affected community;
- Define engagement opportunities and activities and;
- Define organizational arrangements, including roles and responsibilities relative to stakeholder engagements;

Stakeholder engagement specifically for the livelihood restoration planning process was wide-ranging and served the following purposes:

- To identify PAPs in the Project corridor and conduct a socio-economic survey and asset inventory to ascertain the socio-economic conditions of those economically displaced or where livelihoods will be affected;
- To inform PAPs and the wider community about the livelihood restoration process and obtain their feedback and participation relative to its development and subsequent implementation;
- To discuss livelihood restoration options with PAPs and the wider community;
- To gain a better understanding of stakeholder's capacity to contribute to the livelihood restoration process, and;
- To develop a socially acceptable, efficient, and effective grievance redress mechanism.

Furthermore, MPW's LRP stakeholder engagement approach has informed the design and planning of livelihood restoration solutions and has resulted in:

- Active participation of PAPs (including community groups) in the design and development of the LRP preparation process;
- Understanding and incorporating major concerns of the project-affected population;
- Addressing the needs and priorities of the PAPs in the Livelihood Restoration Plan, ensuring optimal benefits of the East Bank Demerara Road Improvement Project and enhanced accessibility of the restoration options.

Engagements with the project-affected population will continue throughout the implementation phase (including during Monitoring and Evaluation) of the livelihood

restoration process, as well as throughout the overall project duration.

Public Consultation

The Ministry of Public Works developed a Program-specific Stakeholder Engagement Plan (SEP) in 2024, which forms part of the suite of the Project's ESMF and ESA documents. The SEP along with this LRP and other project documents including the relevant Environmental Social Management Plans (ESMPs) help to form the main project control documents and is an essential part of the project development process. The purpose of the SEP is to set out the approach that the East Bank Demerara Road Improvement Project will follow to implement a two-way engagement and consultation program with stakeholders over the life of the Program. The SEP of 2024 further ensures that stakeholders, including project-affected communities, are provided with timely and transparent information regarding the project prior to and during the construction phase and also allows stakeholders (throughout the Project's lifecycle) to provide input on potential issues or concerns relating to the Project. The aims of the SEP are to:

- Promote the development of respectful and open relationships between stakeholders, MPW, and IDB during the program life-cycle;
- Identify Program stakeholders and understand their interests, concerns and influence in relation to Program activities, particularly during the construction phase;
- Provide stakeholders with timely information about the Program, in ways that are appropriate to their interests and needs, and also appropriate to the level of expected risk and adverse impact;
- Provide stakeholders the opportunity to express their opinions and concerns in relation to the Project, and for these to be reflected in the Program's Environmental and Social Management Framework (ESMF), and decisions about Program construction and operations activities, where possible;
- Support compliance with Guyanese legislation for public consultation and disclosure and alignment with financing standards and guidelines for stakeholder engagement; and

- Record and resolve any grievances arising from Program-related activities through a formal Grievance Procedure, managed by MPW and SAI, and;
- Provide the framework for stakeholder involvement in identifying appropriate processes for providing livelihood restoration measures to displaced individuals and businesses.
- To achieve the above aims, MPW adhered to the following principles of the consultation process:
 - Written and oral communications that is clear, accurate and understandable to all stakeholders;
 - Use of oral and visual methods to explain information to the public;
 - Clear mechanism to respond/address concerns and or grievances of stakeholders;
 - Easily accessible written information on the East Bank Demerara Road Improvement Project and of the consultation/engagement process by project-affected stakeholders

Importantly, the SEP seeks to carry out stakeholder engagement in line with Guyana's Environmental Protection Act and the Physical Planning Act and has been developed to align with the IDB's Environmental and Social Framework and ESPS 5 (involuntary resettlement) and ESPS 10 (stakeholder engagement and grievance mechanism) and the MPW's Approach to Enabling Positive Community Change through Community Participation. The Stakeholder Engagement Programme for this LRP is guided by the SEP of 2024, which was designed to cover all project components. Therefore, please refer to the SEP for further details on information disclosure, consultation, and participation.

Stakeholder engagement summary

Location	# PAP	Date	Information provided	Reference Report
Support, Relief, Land of Canaan (Partial) East Bank Demerara	One hundred (100) Project Affected Persons (PAPS) were contacted throughout the period covered 1. Residential Properties 55 2. Businesses 41 3. Educational Properties 1 4. Religious Properties 2 5. Vendors 16 6. Billboards/Signboard 29 7. Driveway impacted 33 8. Bridges impacted 42	17 th to 24 th January, 2025	Construction Notice & Vendor Survey Form	Livelihood Restoration Plan (LRP) Consultation and implementation Report Section B1 – B2.
Land of Canaan and Sarah Johanna (Partial) East Bank	Fifty-two (52) PAPS were contacted throughout the period covered 1. Residential Properties 24	12 th to 20 th January, 2025	Construction Notice & Vendor Survey Form	Livelihood Restoration Plan (LRP) Consultation and Implementation

Demerara	2. Businesses 27 3. Educational Properties 0 4. Religious Properties 1 5. Vendors 17 6. Billboards/Signboard 18 7. Driveway Residential impacted 27 8. Driveway Business impacted 14 9. Bridges impacted 18 10. Bridges impacted 19			Report Section B3 – B5.
Den Heuvel (Partial), Coverden, Caledonia, Pearl, Sarah Johanna East Bank Demerara	One hundred and forty-four PAPs (144) were contacted throughout the period covered 1. Residential Properties 73 2. Businesses 61 3. Educational Properties 0 4. Religious Properties 0 5. Vendors 10 6. Billboards/Signboard 13 7. Driveway impacted 141	5 th to 9 th December, 2024	Construction Notice & Vendor Survey Form	Livelihood Restoration Plan (LRP) Consultation and Implementation Report Section B6

Den Heuvel (Partial) and Sosedylke (Partial) East Bank Demerara	One hundred and forty-four PAPs (144) were contacted throughout the period covered	3 rd to 6 th January, 2025	Construction Notice & Vendor Survey Form	Livelihood Restoration Plan (LRP) Consultation and Implementation Report Section B7
	1. Residential Properties	55		
	2. Businesses	45		
	3. Educational Properties	0		
	4. Religious Properties	2		
	5. Vendors	32		
	6. Billboards/Signboard	22		
	7. Driveway Residential	48		
	8. Driveway Business	35		
	9. Bridges impacted	6		
	10. Bridges impacted	2		

Public Engagement Meetings

This subsection provides a record of events and the methodology used to engage stakeholders during the development phase of this LRP. Following the identification of the relevant stakeholders to be engaged on the LRP, meetings were scheduled with the various LDOs, community leaders, and PAPs. During these meetings, the livelihood restoration process was explained, and participants were invited to provide feedback (comments, questions, or recommendations). MPW's stakeholder engagement/involvement process has been extensive and open, allowing for fruitful discussions with all relevant stakeholders in a transparent manner, where stakeholders can receive timely updates and voice their opinions and concerns concerning the East Bank Demerara Road Improvement Project.

Stakeholder Identification

Finding legitimate stakeholder representatives (such as elected officials, non-elected community leaders, etc.); identifying broader stakeholders who might have the ability to influence the project's outcome; identifying individuals, groups, local communities, and other stakeholders who may be impacted by the project; and mapping the impact zones by situating the Affected Communities within a geographic area are all steps in the stakeholder identification process.

To manage stakeholder expectations and effectively target the distribution of information about the project, it is essential to identify the stakeholders in order to ascertain the range of players involved in the East Bank Demerara Road Improvement Project. The East Bank Demerara Road Improvement Project's stakeholders, including those impacted, were covered in this subsection.

During the development of the SEP, a database of stakeholders was developed, and subsequently updated as part of the thematic mapping process of the LRP (including the Socio-Economic Survey). Stakeholders will be identified and annexed. The stakeholder register will be continually updated over the course of the Project.

Stakeholders for the Project continue to be identified in several ways. These include:

- Drawing on the local knowledge of IDB and MPW staff, particularly those with stakeholder engagement responsibilities;
- Desktop research including information provided in Environmental and Social Assessments;
- Observations made during field/reconnaissance visits to the local community and or Program Area, and;
- Site visits and interviews with key informants (PAPs) including community leaders and Local Democratic Organs (LDOs) active in the area.

The stakeholders identified for the East Bank Demerara Road Improvement Project are grouped as the following:

Public Administration

This grouping comprises Government and regulatory agencies, elected officials, and public service providers that may be at the local, state, national or international levels. Examples include Ministry of Public Works, Ministry of Human Services and Social Security, Ministry of Local Government and Regional Development, Ministry of Education, Guyana Police Force, Environmental Protection Agency (EPA), Community Development Council NDMA, and the Neighbourhood Democratic Council /LDOs.

At different stages of consultations, these stakeholders will be engaged to inform them (and seek feedback) on the Project layout in Section B, East Bank Demerara Road Improvement Project, associated impacts relative to economic displacement, and their role in the context of LRP implementation.

Local Residents (including PAPs and vulnerable groups)

The beneficiary community is located along Section B of the East Bank Demerara Road Improvement Project in Region 4-Demerara Mahaica.

People whose assets, income, or means of subsistence could be impacted by project activities were identified as the main stakeholders for all project-related activities during the planning and execution stages, particularly those pertaining to the livelihood

restoration process. Locally impacted individuals will play a crucial role in MPW's stakeholder engagement community gatherings from the program's beginning.

In fact, PAPs were engaged during the preparation of the Environmental and Social Assessment (ESA), and the execution of the LRP's Socio-Economic Survey and Asset Inventory process, which included Key Kick Off Stakeholder Meetings, Section B Stakeholder Meeting meetings/interviews/site visits with PAPs. For this LRP, the socioeconomic survey was conducted of all PAPs/PAHs to assess their socio-economic conditions prior to construction works and determine the level of anticipated impacts they are likely to face as a result of such works. Meetings were also conducted with community leaders including men, women and youth representation to introduce the livelihood restoration process and the preliminary measures (entitlements) being considered for inclusion in the LRP.

During site visits, PAPs shared their willingness to know more about the East Bank Demerara Road Improvement Project, especially as it relates to the positive impacts of the project such as employment generation, improvement in infrastructure and local economy, etc. As a result, the Community Development Department will regularly engage the residents through general public, and virtual meetings. Furthermore, MPW has up an Engineer/ Consultant Officer in Relief Village, East Bank Demerara that is accessible to PAPs throughout the day so that local people can easily get access to information about the Project, and to express their concerns and expectations.

The LRP desk study, community meetings and reconnaissance visits also provided the necessary socio-economic information to develop the vulnerability criteria that was used to identify the vulnerable PAPs or groups in the project-affected areas (during the survey). This criterion includes the following:

- Female Headed Single Parent Households, with limited resources to support the family;
- Households with physical and / or mental disability; and
- Age-based vulnerable PAHs such as inhabitants that are at or above the retirement age (elderly), and where there are children with the household.

NGOs, Media and Community Groups

This grouping includes NGOs operating in Guyana and that may have interest in the Project area, especially as it relates to the environment, agriculture and or land-based livelihood issues. Furthermore, News media outlets that may range from local to international in distribution were considered partners in the engagement process since they are a far-reaching communication medium that was used to raise awareness of the Project, disseminate updates, thereby keeping stakeholders informed. Community Groups which were identified includes faith-based organizations, community and social groups.

Private Sector

Businesses of any scale that could be affected positively or negatively by the Project were identified during the ESA process, and where further verification activities were conducted during the LRP's Socio-Economic Survey and Asset Inventory. Examples of business include commercial enterprises within and adjacent to the Project areas that could be affected positively or negatively during the construction and operations phases; and prospective suppliers of goods and services to the Project.

Managing Stakeholder Expectations

Given that the loan agreement for the East Bank Demerara Road Improvement Project designates some financing for the implementation of the LRP, MPW and SAI acknowledge that stakeholder participation must be managed based on previous actions related to the LRP's development. It is evident from these interactions that certain stakeholders had a preconceived notion that everyone living in Section B, East Bank Demerara, would receive financial entitlements as part of the livelihood restoration process. Therefore, it was essential to use these engagement initiatives to make it clear that only PAPs will be eligible for restoration entitlements in cases where project work could have an impact on their assets, means of subsistence, or income.

Planned Engagement

The presentation and discussion of important LRP components, such as the

entitlement framework, institutional arrangements, implementation schedule, framework for monitoring, evaluation, and reporting, and the public grievance redress mechanism, have been and will continue to be part of the planned stakeholder engagement activities pertaining to the final LRP disclosure. In order to limit complaints (grievance management), manage expectations, and preserve awareness and a clear grasp of the LRP implementation process, there will be ongoing contacts with PAPs and community leaders. As part of the Monitoring, Evaluation, and Reporting (MER) framework for the LRP, engagements with PAPs and the wider project-affected community are anticipated since the MER framework seeks to examine how the livelihood restoration measures have impacted PAHs and to determine whether LRP objectives are being met.

Public Disclosure

MPW recognizes that disclosure of the LRP is key to an effective public engagement process. To ensure stakeholder participation in the livelihood restoration process, MPW will provide PAPs with clear and timely information about the key aspects of the LRP such as the entitlement framework, institutional arrangements, anticipated negative impacts, implementation schedule and grievance redress mechanism etc.

In line with the SEP, these aspects of the LRP will be disclosed on the MPW's website (<https://MPW.gov.gy/>). The SEP was also disclosed on the MPW's website and deposited at the locations specified below. The LRP will also be disclosed on the IDB's website. Hardcopies of the LRP will be available to the public at the following locations:

Ministry of Public Works Head Office in Georgetown

Address: Wight's Lane, Kingston, Georgetown, Guyana

Sheladia Associates Inc. Site Office on East Bank Demerara

Address: 8B Relief, East Bank Demerara.

Furthermore, to give stakeholders easy and convenient access to the Project, the following contact vehicles were put in place:

- Dedicated telephone line: +592 728 2031
- General email address: eastbankproject.grm@gmail.com
- Mailing address: Relief Village East Bank Demerara
- Facebook: The Ministry of Public Works official Facebook page
- Project website: <https://mopw.odoo.com/about-foreign-projects>

The above contact vehicles will be monitored regularly, and response protocols have been developed to ensure all inquiries are tracked for reporting purposes and that responses are provided. Furthermore, the LRP will be disclosed to all PAPs through public community meetings/outreach, focused formal engagements between MPW and community leaders, and individual visits and group discussions with PAPs.

The LRP team, particularly the MPW's Socio-Environmental Officer, will further conduct meetings with the Project Team (PT), and other government agencies related to LRP implementation as part of the disclosure process. These meetings will be done to acquaint participants with the key aspects of the LRP and their role relative to its implementation. Once the LRP is approved by the IDB, the PT will then be responsible for conducting disclosure activities on the LRP through community-wide meetings, especially with PAPs and community leaders. This will be done to ensure that PAPs will be familiar with the LRP before its actual implementation. Individual disclosure activities will be conducted with individual PAPs so that they fully understand their entitlements, and the use of such entitlements in addressing their specific needs relative to the project impacts.

After the IDB has approved the final LRP, the following activities will be conducted:

- The LRP will be available at MPW's Offices (including the Engineer);
- The final LRP will be available on the MPW's website, and;
- Update Project-specific informational materials to include information and raise awareness on key features of the LRP, such as the entitlement framework and grievance redress mechanism, and where such materials will be distributed to stakeholders participating MPW organized public engagement/consultation events related to the East Bank Demerara Road Improvement Project.

13.0. MONITORING, EVALUATION AND REPORTING OF LRP

IDB Guidance

Where there are changes in land use or access to resources, thereby causing economic displacement, as a result of IDB-supported projects, the IDB ESPF: ESPS 5 defines the instrument to be used in such cases i.e., a Livelihood Restoration Plan (LRP) to properly evaluate, mitigate and manage potential impacts. The contents of the LRP have been developed based on policies and procedures of the IDB as of 2018, and where IDB specifies that for Projects, which cause economic displacement, Monitoring, Evaluation and Reporting (MER) on the effectiveness of the LRP implementation must be included as a key component of the LRP's outline.

As part of this component, the IDB's ESPF requires the executing agency to develop and implement a "framework for monitoring, evaluation and reporting" to ensure that the implementation of the LRP is effective and is in line with its objectives and implementation procedures. A key objective being to provide the IDB with feedback and to identify problems and successes as early as possible to allow timely adjustment to implementation arrangements. According to the IDB, the monitoring and evaluation activities/component should focus on compliance with the LRP in terms of the social and economic conditions achieved or maintained in the project community, and where, qualitative and or quantitative indicators must be included as benchmarks to evaluate those conditions at critical time intervals related to the progress of overall project execution. In addition, a description of the reporting arrangements and content for monitoring, the process for feedback integration, and arrangements for independent evaluation must also be provided.

Overview

Overall, the Monitoring and Evaluation process observes what works with the LRP process and why, what did not work and why, and the adjustments or changes that must be made in order to improve the process itself.

Monitoring⁴ is the measurement through time that indicates the movement toward the objective or away from it. Monitoring provides the raw data to answer questions. Evaluation is putting those data to use, thus giving them value. Evaluation is where the learning occurs, questions are answered, recommendations are made, and improvements are suggested. However, without monitoring, there would be no raw data for evaluation. Generally, monitoring is an internal activity, whereas evaluation is external.

For MPW to assess whether the goals of the Livelihood Restoration Plan (LRP) are being met, a framework for monitoring, evaluation and reporting (MER) is required (IDB 2018). Based on this framework, MPW's monitoring and evaluation for the East Bank Demerara Road Improvement Project will include three (3) components: 1) Internal Monitoring, External Monitoring and Outcome Evaluation, which are further defined below. In this context, Chapter 13 presents MPW's LRP MER framework by defining the methodology of internal and external monitoring, key parameters (indicators) for the monitoring and evaluation process, frequency of reporting and content for internal and external monitoring, integration of feedback from external monitoring into the Project implementation process, institutional arrangements, and a description of arrangements for independent evaluation, at project completion. This LRP MER framework covers the entire LRP implementation process for all project components and provides resources, including responsible persons to carry out the monitoring activities.

Monitoring, Evaluation and Reporting Framework

The purpose of this MER Framework is to ensure that livelihood restoration measures developed for mitigating and managing the disruption in income and or livelihood as a result of the Project were effective in restoring PAPs' living standards and income levels. In addition, the effectiveness of the grievance mechanism provided by MPW (under the East Bank Demerara Road Improvement Project) will be followed up. In this regard, LRP's MER framework aims to provide the CH&PA, IDB and Project Affected Persons (PAPs) with timely, concise, indicative and relevant information on whether:

- Livelihood restoration activities and investments are on track (implemented

fully and on time);

- Livelihood restoration measures are effective in enabling PAPs to restore their livelihoods;
- Grievances are responded to and addressed appropriately, and;
- Corrective actions are required.

As part of the MER process, changes in LRP procedures will be put into effect as needed. For the East Bank Demerara Road Improvement Project, MPW's PT, specifically the Socio-Environmental Officer, will undertake the LRP MER for the Project. The MER framework comprises three components of monitoring;

- Internal monitoring
- External monitoring
- Outcome evaluation

Either for internal monitoring or external monitoring, the MPW will strive to ensure such monitoring activities are undertaken using participatory techniques. The following techniques for achieving a participatory monitoring process are considered by MPW while designing its internal and external monitoring system and outsourcing the evaluation activities for the Project:

- Surveys
- Observations
- Group Discussions
- Interviews

Project monitoring will be initiated in parallel to the construction phase and will end with the completion of the external monitoring process. Independent evaluation will be undertaken once, after project completion in Section B East Bank Demerara Road Improvement Project.

Internal Monitoring

Internal monitoring also known as progress/input monitoring is an internal management function that will be used to measure whether inputs are delivered on

schedule and as defined in the LRP. Inputs are the services, resources or goods that contribute to achieving outputs and, ultimately, desired outcomes. In other words, internal monitoring will be used to measure the progress of all jobs/activities of MPW in the LRP, and will take place against the activities, entitlements, timeframe and budget set out in this document. Internal monitoring will be carried out internally on a routine basis by the Project Team (PT) as part of the Project’s general management system or quality assurance system (including cost and budget management). This is done to ensure LRP activities are synchronized with all other East Bank Demerara Road Improvement Project implementation activities. The results of this monitoring will be communicated to the IDB through the regular project implementation reports (semi-annual reports).

MPW will use the following indicators in Table 8.1 to carry out internal monitoring of the progress of its livelihood restoration activities.

Internal Monitoring Indicators

Input Indicators	Source of Information	Frequency
Overall spending against budget	Financial records	Bi-monthly ⁵
Distribution of spending by: <ul style="list-style-type: none"> - Restoration entitlements (for disruption of income) - Relocation of PAPs - Dismantling/Retrofitting/Rebuilding /Replacement - Rehabilitation/livelihood restoration activities - Consultation, engagement and or information sessions with PAPs - Vulnerable people - General implementation services and overhead 	Financial records	Bi-monthly

Number of staff dedicated to livelihood restoration activities, with distribution in-house / outsourced, if applicable, and distribution by skill type.	HR Department/ Responsible Department or Unit	Bi-monthly
Number of vehicles, computers, GPSs, and other equipment available to the livelihood restoration program.	Count	Bi-monthly
Number and type of resources dedicated to grievance. Management and grievance redress channels in place and open/available to PAPs.	HR Department, Count and Survey	Bi-monthly
Timing of implemented activities in comparison to the LRP Schedule for Implementation.	Status of Implementation compared to LRP Schedule	Bi-monthly

The above information (indicators) will be collected from MPW in collaboration with Sheladia in the field and reported to the PT on a bi-monthly basis to assess the progress of LRP implementation.

External Monitoring

External monitoring, also known as output/performance monitoring, will be used to measure the direct measurable results of the inputs, for example, the number of people receiving rebuilt/retrofitted/replaced structures or completing some form of livelihood restoration training inclusive of restoration measures, in order to determine

whether the implementation of the LRP is effective in meeting its intended targets i.e., in supporting PAPs in restoring their livelihoods. As such, external monitoring will be undertaken to:

- Monitor regularly whether the LRP mitigation or enhancement measures proposed are considered, and the relevant actions are put into practice or not;
- Identify the deficiencies; and
- Develop corrective and preventive actions for remedying the deficiencies.

Considering the scale of the MPW, the external monitoring activities and reporting will be combined with internal monitoring. Therefore, external monitoring will be undertaken internally on a regular basis by the PT. The results of this monitoring will be communicated to the IDB through the regular project implementation reports (semi-annual reports).

MPW will use the following indicators in Table 8.2 to carry out external monitoring of the performance of its livelihood restoration activities.

External Monitoring Indicators

Output Indicators	Source of Information	Frequency
Number of people having received livelihood restoration entitlements in the period, with entitlements by type and by PAPs.	Financial Records	Bi-monthly
Frequency and number of consultations and stakeholder engagement exercises with various PAPs completed in the period by area and by type/number of PAPs; and number of women and other vulnerable groups in	Community Engagement Meeting minutes	Bi-monthly

attendance.		
Number of entitlement proceeds released to target PAPs.	Financial Records and Surveys	Bi-monthly
Number of entitlement proceeds in line with the schedule approved.	Financial Records	Bi-monthly
Number of relocation of PAPs consistent with PAPs identified for relocation during baseline survey.	Financial Records and Surveys	Bi-monthly
Number of PAPs' affected structures retrofitted to new structures or rebuilt and in line with agreed entitlements for such affected structures.	Financial Records and Surveys	Bi-monthly
Number of affected local residents employed by civil works contractors for the EBD RIP.	Report of field visits and interviews with PAPs and/or contractor.	Bi-monthly
Number of grievances recorded by MPW/SAI.	Grievance/Complaint Monitoring Table	Bi-monthly
Number of grievances resolved or closed.		Bi-monthly
Number of grievances outstanding.		Bi-monthly

The above information (indicators) will be collected from MPW in collaboration with Sheladia in the field and reported to the PT on a bi-monthly basis to assess the performance of LRP implementation. Together, input and output monitoring will be used to keep track of project implementation efficiency and indicate whether changes need to be made (work program adjusted) to make the program operate more efficiently.

Outcome Evaluation

Outcome Evaluation will be used to define the extent to which the project inputs and outputs are achieving or are likely to achieve the objectives of the Livelihood Restoration Plan. Examples of outcomes include the effectiveness of livelihood restoration activities such as relocation or allowances in restoring the PAPs’ livelihood and or income lost as a result of the East Bank Demerara Road Improvement Project. Outcome evaluation, coupled with output monitoring results, indicate whether the program is genuinely working and should continue to be implemented as is, or whether fundamental changes have to be made.

Outcome evaluation will be carried out one year after the completion of infrastructure works in the East Bank Demerara Road Improvement Project. In keeping with Section 5.0 of the ESA, this evaluation will be undertaken by an Independent Third-Party/Social Expert/Consultant. The socio-economic survey and inventory will be used to compare pre- and post- project conditions. The Independent Third-Party may recommend supplemental assistance for the PAPs in case the outcome of the study shows that the objectives of the LRP have not been attained. A copy of the evaluation report and its recommendations will be submitted to the PT and the IDB simultaneously once completed.

MPW will use the following indicators in Table 8.3 to carry out outcome monitoring and evaluation of its livelihood restoration activities.

Outcome Evaluation Indicators

Outcome Indicators	Source of Information	Frequency
Grievances		
Average time for grievance processing	Measure time interval between grievance registration and closure and time between grievance registration and first acknowledgment of receipt	Bi-monthly
Number of open grievances and trend	Data Management System and Grievance/Complaint Monitoring Table	Bi-monthly

in time		
Number of grievances opened in the period and trend in time	Data Management System and Grievance/Complaint Monitoring Table	Bi-monthly
Number of grievances closed in the period and trend in time	Data Management System and Grievance/Complaint Monitoring Table	Bi-monthly
Relocation Entitlements		
Average time for effecting restoration entitlement.	Measure time between entitlement agreement and fulfilment.	Bi-monthly
Has entitlement been reinstated.	Investigate whether PAPs had their structures reinstated in a timely manner as the restoration entitlement (e.g., commercial structure, bridge, etc.).	Semi-annually
Livelihood Restoration		
Business re-establishment (if relevant)	Have affected businesses been re-established (if applicable) or are still conducting their commercial activity within the area after construction works? Survey of commercial activities over a sample of businesses and comparison with the baseline survey.	Semi-annually
Level of satisfaction of project affected people	All affected PAPs receiving entitlement have at least preserved their previous standard of living at evaluation, and communications and reactions from PAPs on entitlements and associated timetables, etc.	Semi-annually

The basic outcome evaluation process will include (but not limited to) the following:

Verifying internal LRP implementation and or monitoring reports by a field check of entitlements and resource access claims etc.

- Interview a random sample of the affected people in open-ended discussion to assess their knowledge and concerns regarding their entitlements and restoration measures.
- Observing stakeholder engagement activities with PAPs and verifying the relevant engagement consultations/engagement reports etc.
- Review formal grievances and the functioning of grievance redress; and
- Survey the standards of living of the affected people, considering baseline data and descriptions of pre-date and post-date conditions.
- Recommendations to the PT regarding the necessary improvements in the LRP implementation process, if any.

Staff and Responsibilities

For the East Bank Demerara Road Improvement Project, MPW's PT will undertake the LRP monitoring and reporting for the Project. Specifically, the roles and responsibilities for monitoring can be defined in brief as follows:

- MPW's LRP Team, a subset of the East Bank Demerara Road Improvement Project's PMT will be responsible for the regular reporting (on a bi-monthly basis or as required by the PT) for the internal and external monitoring process and following other actions defined for internal and external monitoring. The results of external and internal monitoring will be communicated to the PT and IDB through the regular project implementation reports (semi-annual reports).

The LRP team will be responsible for evaluating periodically and reporting the development process of livelihood restoration, the grievances received by affected people regarding the restoration process, whether the PAPs have received entitlements or not, and whether the PAPs enjoy the same or higher standard of living than before or not. The LRP team will also ensure the completion of all Livelihood Restoration activities in relevant sections prior to the start and during construction

works. Data collection tools developed for effective and efficient monitoring will be:

- Reports on meetings or interviews held for informing the stakeholders and/or consulting with them;
- Data collected by MPW during the socio-economic survey;
- Reports of field visits; and
- Complaints Log and a Grievance Action Form

An Independent Third Party on behalf of the IDB together with MPW's and Sheladia will be responsible for conducting outcome evaluation and reporting. Outcome evaluation will be carried out one year after the implementation of the LRP. A copy of the evaluation report and its recommendations will be submitted to the PT and the IDB simultaneously once completed.

The Independent Third-Party along with the MPW's will be responsible for monitoring and reporting on progress made with regards to commitments defined in the LRP, reviewing internal monitoring activities, recording and reporting to verify compliance with commitments in the LRP, identifying problematic areas in LRP implementation and suggesting ways of resolving those. The Third-Party *will also be responsible for verifying that livelihood restoration measures are implemented*, assessing their effectiveness and providing advice on corrective actions and measures to improve the implementation of the LRP. Data collection tools for this monitoring activity will include semi-annual reports formed on the basis of bi-monthly reports prepared by the PT for internal monitoring until the construction phase of the Project is completed, and records of interviews/engagements held with PAPs.

- Other members of the MPW's PMT set up for the East Bank Demerara will be responsible for evaluating monitoring reports prepared by authorized teams and provide information to the concerned stakeholders.

Reporting Responsibilities

Report	Content
Bi-monthly reports by Socio-Environmental Officer to PMT	<ul style="list-style-type: none"> - Community liaison activities carried out. - Community liaison activities planned. (Bi- Monthly reports are to be prepared) - Grievances - Requests - Entitlements
Semi-annual reports to IDB at the corporate level for the duration of the East Bank Demerara Road Improvement Project	Disclosing information regarding , social and environmental compliances.

Semi-annual reports to the IDB will consolidate information on livelihood restoration measures, consultation/public engagements with communities/PAPs, provision of assistance to vulnerable groups, grievance management, etc. MPW will document all meetings and consultations with minutes and photographs, and these will be made available to the IDB upon request.

14.0. ANNEXES

14.1. ANNEX I STAKEHOLDER CONSULTATION PLAN

Stakeholder Consultation Plan – Livelihood Restoration Plan (LRP) Section B

Background

The purpose of the Livelihood Restoration Plan (LRP) Section B Stakeholder Consultation Plan (SCP) is to strategically document and outline the Ministry of Public Works' (MPW) plans to engage and communicate with the pertinent stakeholders in the vicinity of Support to Coverden Section B throughout the project life cycle (pre, during, and post) with the assistance of the Sheladia Associates Inc. (SAI) Engineer.

Along with an impact assessment of per-urban communities, the SCP also aims to emphasize and reaffirm the perceived advantages of Timehri's East Bank Corridor of Good Success infrastructure development and related activities. Through ongoing consultation, MPW and SAI hope to educate and involve interested parties accordingly.

Through this SCP, stakeholders can discuss mitigation measures, voice concerns, and gain more information about the project proposal with the project and consultation team. An informative presentation on Section B of the East Bank of Demerara Road Upgrade Project provided additional assistance. In addition to compiling the main points, concerns, and complaints brought up during the consultation, the SCP plans to highlight the responses from the principal stakeholders and citizens of the communities in Section B. In order to alleviate such in a timely and consistent manner, the proper grievances must be documented, summarized, and tailored.

In the end, MPW and SAI wants to establish a cordial, solid, and constructive connection with the leaders and stakeholders of the communities of Support, Relief, Sarah Johanna, Pearl, Caledonia, and Coverden as well as the Land of Canaan. while having a beneficial effect on the socioeconomic activity of the communities by supporting local businesses, educating locals' skills, creating jobs through CRBC

openings, and selling goods at the campgrounds. However, this does not negate its negative impact on stakeholders' quality of life, such as dust production from road construction activities, gas emissions, noise pollution, vibration, deterioration of water supplies, solid waste generation, traffic congestion, an increase in accidents, and social conflict between MPW and SAI employees and the local communities.

On the other hand, the Environmental and Social Assessment, the Environmental and Social Management Plan (ESA/ESMP), the Social Engagement Plan, the Grievance Redress Mechanism, and the Employees Code of Conduct all addressed the negative effects of the East Bank Corridor's expansion and rehabilitation. It will be covered in detail, discussed, and published at sessions for Section B Stakeholder Engagement.

Stakeholders

Internal Stakeholders:

Sheladia Associates Inc (SAI) and Ministry of Public Works (MPW).

External stakeholders:

Chairpersons of Good Success / Caledonia and Te Huist Coverden / Soesdyke Neighbourhood Democratic Council (NDCs)

The consistent engagement of the NDCs is pertinent to the activities surrounding the construction of the, and the operational aspect associated with the actual East Bank upgrade project. The NDCs are critical in the Grievances Redress Mechanism process and play a mediating role between the interests of the vendors and MPW.

Head Teachers (St Mary's Primary School, Supply Primary School, Friendship Secondary School).

The head teachers of these schools categorically are members of the community leadership group and engagement is necessary to better understand the culture, values, tradition and ethos of the communities. Also, it is important to highlight how the East Bank Upgrade Project would directly and indirectly impact their daily lives,

for them and their staff and students, for instance, prolonged traffic congestion. Information coming out of the stakeholder's engagement meeting can result in contingency plan to facilitate the smooth running of their respective institutions.

Timehri Police Station and Grove Police Station

The protection of the community is called under the Jurisdiction of the State; therefore, the presence of the Police officer is to protect and enforce law and order and deter crime. As it relates to the East Bank Upgrade Project, increased police presence will be needed to better coordinate the traffic flow and reduce errant driving and accidents. Also, conflict resolution between residents and MPW employees and act as a mediator once no law has been broken.

Section B- Residence of Coverden, Supply, Land of Canaan, Sarah Johanna, Pearl, Caledonia and Soesdyke.

The village of **Coverden** is 29 km from Georgetown and 10.5 km from Timehri, situated on the eastern half of east of the road whose alignment closely parallels the Demerara River. The 2012 census (Guyana's last census) reported Coverden's population at 459 persons in 151 households. In 2012, 54% of its population identified as 'African/Black', 31% as 'Mixed' and 13% as East Indian. The primary Economic activity is subsistence farming. Unlike Supply which is located just over ten miles from Georgetown, on the East Bank of Demerara and is flanked by the busier village of Brickery to the east and Support to the west.

Brickery

Community is predominantly occupied by residents of African descendants, but there is a notable percentage of East Indians, Amerindians and the mixed race, with a population of 2000. In some sections of the village, housewives control the operations of several makeshift grocery stalls, while just a few operate from much larger outlets. The husbands and older boys in the homes are engaged in small-scale farming, fishing and even shoemaking and repairs. A large number of males also have taken up positions as labourers, supervisors and operators at the Barama operations at

Land of Canaan, not so far away, while others seek other jobs outside the village. Some villagers sell icicles, custard blocks, fudge, poulori, fruit juice and egg balls along the roadside, while others make a thriving existence on the rearing of poultry, sheep and cattle, which appears to have been a traditional custom of villagers.

Unlike, **Coverden, Land of Canaan** has many other businesses and in 1991 the Barama Company Ltd. came into play offering extensive employment opportunities for residents of Land of Canaan and many surrounding villages. The erection of the Gafoor's Manufacturing Complex in the village also greatly boosted its employment scope and took it to another notch higher in the world of economic and social development. Even though logging is the primary economic activity, the village also has a Karate School, Igloo Fruit Flavours Ice-Cream Parlour, the A. Azaamally & Sons Ltd. Lumber Yard and the Good Will Enterprises Inc. and the Boat House Sports Bar.

On the other hand, the community of **Sarah Johanna** is a close-knit place where the people are all known to each other and it consists of a mixture of people of East Indian, African, Amerindian and mixed-races. Sarah Johanna is about eight miles from the Cheddi Jagan International Airport (CJIA). The main economic activities of the locals include farming, poultry and pig-rearing. There are also skilled workers, self-employed persons, shop owners and other professionals who work in all sectors. Also, Sarah Johanna is home to Bliss Bar and Lounge, which is located on the public road at the start of the village; there are also wash bays, barbershops, mechanic shops, small roadside greens and fruits stalls, rum shops, other bars and other small businesses.

Likewise, **Pearl** is tucked away between **Sarah Johanna and Caledonia** villages and it has about 300 residents, some of whom work in both the private and public sectors with a few small business owners. Pearl has a nursery school which children from the neighbouring villages attend. The village has two churches, a playschool and aftercare facility that is privately owned, a few shops and a bar.

Lastly, **Soesdyke** is a village in the Demerara-Mahaica Region (Region 4), Guyana, located between the Demerara River and the East Bank Public Road. Soesdyke is located just after the village called Den Heuvel (Coverden) if you are coming from Georgetown. On the other end of Soesdyke is the village of Timehri about 3 miles

northeast of the Cheddi Jagan International Airport. In 2012, the official census recorded a population of 156 people in Soesdyke. Residents are predominantly of East Indian descent. The main religion in Soesdyke is Hinduism, with a small number of people adhering to Muslim or Christian faiths. The main economic activities in the region are agriculture, hunting and forestry.

Based on the proximity of the village to each other, and the upgrade of the East Bank Public, it is quite possible that the livelihood of the residents can be impacted during the execution phases. Therefore, it is necessary to consistently engage and inform these stakeholders on the activities of CBRC. However, there are some positive impacts resulting from the road upgrade project, for instance, the potential of employment and training for residents and an increase in spending that directly impacts socio-economic activities.

Stakeholder Engagement Strategy

Communication Method

During the data collecting and consultation phases, many approaches will be employed as part of a multidimensional approach to communication with the stakeholders. Notably, letters will be sent to external stakeholders, including the officers in charge of Timehri and Grove Police Stations, the chairs of the Good Success/Caledonia and Te Huist Coverden/Soesdyke Neighbourhood Democratic Councils (NDCs), and others, regarding the LRP. The process of meaningfully consulting the stakeholders would be ongoing.

This Livelihood Restoration Plan (LRP) engagement meeting will take place in person and will be conducted from stakeholder to stakeholder, with a focus on those who are impacted and those outside the fence line. Throughout the pre-, during, and post-phases of the project, this process will remain ongoing.

Finally, stakeholders will have the chance to voice their concerns via the project website landing page, a dedicated WhatsApp hotline (+592 728 2031) that can be used as a message board, a community suggestion box, or by visiting the

Communication Specialist office at the Relief Village, Site Office. Any complaints will be recorded and appropriately handled in a timely manner via the appropriate channel. Writing, distributing, and communicating with the main stakeholders would fall within the purview of the SAI Social Specialist, Socio-Environmental Officer, and Communication Specialist.

The process of the LRP consultation will be ongoing. The Guyana Police Force, vendors, and NDC chairs will all be included and briefed on LRP matters.

Rules guiding the format of the LRP Stakeholder Face-to-Face Interaction for LRP.

During the preparation for the community and key stakeholders' consultation exercise, MPW and SAI team will seek to provide an open and welcoming forum for local persons to express their views, opinions and suggestions on the East Bank Upgrade Project. MPW and SAI will:

- 1) Explain and discuss any issues and concerns raised
- 2) Encourage discussion and provide everyone with an opportunity to participate
- 3) Accurately record the feedback of the participants of the events during the meeting
- 4) The information will be presented on a notice and leaflet highlighting the relevant aspects of the project to communicate with stakeholders (Socio-Environmental Officer and Social Specialist and Environmental Specialist).
- 5) Encouraging collaborative problem-solving. A collaborative problem-solving session replaces the standard "report-outs" that can weigh meetings down. It's when the leader raises a topic for group discussion and the team works together to generate fresh ideas in response to project challenges.
- 6) The LRP team which comprises of four persons will write up comments and issues that may arise to bring them to the table, one at a time.

Stakeholder Consultation Plan Methodology

In order to address the LRP stakeholders, the SCP typically uses the illustrated notice and leaflet format. Through an illustrated presentation on the ESA/ESMP of the East Bank Road Upgrade Project, the engagement largely focuses on the villages between vendors and residents in Section B, Support to Soesdyke, after the face-to-face community consultation process. The goal of the in-person meetings is to educate, listen to, and record the issues, concerns, and complaints of the vendors, locals, and other stakeholders in Section B areas. Additionally, this SCP process would be continuous and aims to use various approaches to gather the unprocessed information, feelings, worries, and complaints of the stakeholders. By utilizing the mixed methodology technique, which may be varied from public notices, information sheets, and interviews (telephone, face-to-face, and recorded).

Implementation of the SCP for the Section B East Bank Upgrade Works

Commence the LRP consultation process in accordance with the schedule and deliver the notice and leaflet in a morally and consistently responsible way. Additionally, actively involve stakeholders, educate them about the various stages of the project (pre-, during, and post-construction), implement GRM, promote stakeholder participation, promptly address their concerns and grievances in a transparent, standardized manner, and guarantee open communication free from financial burdens.

Report Findings and Actions

The LRP Stakeholder Face-to-Face Report will provide a summary of the main conclusions. Based on the merits of priority and neighbouring communities, the information gathered from this report will be used to create an action plan, mitigation strategy, and stakeholder management system. SAI submitted the completed report to MPW and IDB for approval and eventual publication.

A Stakeholder Engagement Follow-Up Plan

Section B stakeholders will be notified about the adjustments made in response to their feedback and how it was used. It should be noted that this process is continuous (before, during, and after construction) and is done repeatedly throughout the project life cycle. It also encourages and sustains continual communication with the stakeholders in order to establish enduring connections.

Evaluation and Review of the Stakeholder Consultation Process.

Evaluating the efficacy of the procedures used in the consultation and pinpointing areas that require improvement for subsequent consultations are the goals of the evaluation of the stakeholder consultation process.

Date/ Duration	Time	Activities	Venue	Stakeholders	Topic	Facilitator
December 6, 2024	08:00- 18:00	Distribution of Public Notices	Communities of Den Heuval (Partially), Coverden, Caledonia, Pearl, Sarah Johanna (Partially)	Vendors and Residents of Section B 6	<ul style="list-style-type: none"> • Construction of EBDRP • Reporting of Grievances • Removal of encumbrances • Relocation of utilities • Reconstruction of culvert • Support for relocation • Construction of Roadside Drain • Culverts • Roadside rehabilitation • Among other works 	Employees of Ministry of Public Works (WSG) and Sheladia Associates Inc. (SAI) Mr. Clarvis Williamson -Civil Engineer, MoPW Ms. Yashodra Singh - Socio Environmental Officer, MoPW Mr. Roydon Croal - Social Specialist SAI/ Captudata Inspector Dr. Jewel Liddell -Environmental Health and Safety Specialist, SAI Mrs. Bibi Knights - Communications Officer, SAI Mr. Oliver Brown - Utility Coordinator, SAI/ Captudata Inspector Mr. Ravidat Narine - Site Engineer (Structures), SAI Mr. Tribuwan Oudipaul -Site Engineer (Roads) SAI/ Captudata Inspector Ms. Onika Clarke -Surveyor Assistant 2, SAI Mr. Kwame Pindar - Road Safety Engineer, SAI/ Captudata Inspector Mr. Alfred Baldeo - Surveyor Assistant 2, SAI Mr. Sam Harry - Lab Technician, SAI Ms. Delshah Hamid - Environmental and Social Inspector SAI / Captudata Inspector

December 10 to December 15, 2024	16:00-20:00	Analyse and Compile Face to Face LRP Interactions/ Stakeholder Consultation Report	SAI Site Office			Social Specialist Environmental Health and Safety Specialist Socio-Environmental Inspector
December 16, 2024	08:00	Submit Copies of Stakeholder Consultation Report.	Email	SAI, MPW and IDB		Social Specialist

14.2. ANNEX II GRIEVANCE REDRESS MECHANISM

Grievance Management

Overview of Grievance Redress Mechanism (GRM)

The Ministry of Public Works (MPW) has established a Grievance Redress Mechanism (GRM) to be aware of, address, and promptly resolve the complaints, grievances, and concerns of stakeholders, particularly those related to the Livelihood Restoration Plan (LRP) activities. Additionally, MPW will use this GRM as a vital part of the larger stakeholder engagement activities of the East Bank Demerara Road Improvement Project, including monitoring and reporting, in collaboration with its Contractor, Supervision Consultant, and with oversight from the Inter-American Development Bank (IDB).

The GRM is essentially a program that aims to receive, compile, register, and fairly resolve/address complaints, grievances, concerns, or inquiries made by stakeholders of any kind, with a focus on livelihood restoration, relocation, and restoration measures. The LRP's GRM is intended for Project Affected People (PAP), which includes any individual, household, or group affected by livelihood restoration efforts, such as relocation and displacement brought on by Project Works in Section B of the East Bank Demerara Road Improvement Project. By guaranteeing that there are options for resolving issues when administrative controls are insufficient, the GRM's implementation enhances any proactive or preventative policies or processes that may already be in place.

Principles

In compliance with the IDB's ESPS 5, this GRM complies with the following key principles:

- Address grievances, concerns and complaints on time and effectively, in a manner that is transparent, culturally appropriate and readily accessible to all segments of Section B, East Bank Demerara Road Improvement Project, with due consideration for legal requirements and ensuring confidentiality

throughout the GRM process;

- Deal with grievances, concerns and complaints whilst being discreet, objective, sensitive and responsive to the stakeholders' needs and concerns;
- Publish the GRM including details about how it operates using appropriate and easily accessible avenues, for example GRM should be easily available in public areas impacted by the Project including shops, schools, churches etc.;
- In the course of MPW community engagement activities, inform PAPs about the GRM including information on whom they can turn to in the event of a grievance and the support and sources of advice available to them;
- Keep records of all complaints, along with the response(s), minutes of any meetings and the findings and reasons for the findings;
- Set reasonable timescales for each stage of the GRM process to allow for time to investigate grievances fully whilst aiming for swift resolutions;
- Ensure the GRM process is reviewed and kept up to date, especially where there are new statutory guidelines, changes in routes or benefits;
- Not prevent access to judicial or administrative remedies, and;
- Ensure that complainant is not subjected to any reprisal.

Scope

This GRM will be functional throughout livelihood restoration planning and implementation and will further be active throughout all points of Section B, East Bank Demerara Road Improvement Project life cycle, from the present day through closure, and will be accessible to every PAP. In the context of the LRP, the GRM was in place at the time the census is undertaken so that all affected persons can respond if any findings from the census are incorrect.

Anticipated Categories of Grievances

Grievances, concerns and complaints that are anticipated for the Section B, East Bank Demerara Road Improvement Project Livelihood Restoration Programme are the following:

- Disagreement over the valuation of crop or structure;
- Post cut-off establishment of a structure or other asset, whether deliberate (opportunistic occupation in anticipation of compensation) or not;
- Confusion between formal (legal) occupants and informal occupants;
- Forged documents (identification, ownership or others);
- Damages occurring during construction e.g., property damage or damage to agriculture;
- Unsatisfactory compensation, and;
- Unsatisfactory replacement, relocation or restoration.

Grievance Support Structure

The Project Team (PT) has the primary role in resolving complaints as part of their day-to-day activities as they interact with PAPs. Therefore, to support and streamline the implementation of the GRM, the following structure has been established, and comprises key members of the PT:

- A Grievance Management Team, which comprises MPW's Socio-Environmental Officer, Health, Safety Officer, SAI Social Specialist, Environmental Health and Safety Specialist, Socio-Environmental Inspector;
- A Grievance Working Group, an ad hoc team formed (when required) to review decisions and or resolution measures that have been rejected by stakeholders. This Group comprises MPW' Project Manager (Donor Programs), SAI's Team Leader and Resident Engineer and Roads and Structural Engineers;

- A Grievance Task Force, an ad hoc team established to manage the resolution process for high severity grievances or those in which the stakeholder wishes to engage a third-party entity to be involved in the resolution process. This Task Force comprises the Programme MPW Project Manager (Donor Programs) SAI's Team Leader and Resident Engineer and Roads and Structural Engineers.

Importantly, the MPW will be in charge of managing the GRM, including the internal processes for ensuring grievance resolution. The Socio Environmental Officer will work closely with the Social Specialist, Environmental Health and Safety Specialist, the onsite ESS Technical Officer and Public Relations Officer involved in similar actions as part of the Stakeholder Engagement Plan and LRP to ensure consistency in the content and processes involved, as well as to share information and lessons learned.

Project Hotline, Postal Address and E-mail

To give stakeholders easy and convenient access to the Project, a 24-hour dedicated project hotline (+592 728 2031) will be used to allow stakeholders to call with questions and or register complaints. The hotline will be answered (by the Communications Specialist) during normal business hours (8:00 am to 5:00 pm Monday to Friday and 8:00 am to 12:30 pm on Saturdays). After hours, a voice mailbox will be set up to allow callers to relay inquiries and complaints. This voice mailbox will be monitored closely by the MPW to ensure timely feedback and resolution of issues/concerns. If a call cannot be answered directly and is a complaint about Project work, the call is to be returned within three business days.

An external e-mail inbox/address eastbankproject.grm@gmail.com has been set up for receiving feedback from stakeholders including complaints and questions. Like the voice mailbox, this email inbox will also be monitored by the Communication Specialist, Social Specialist. For emails received after business hours, an automatic response (outlining how the GRM operates and/or information on whom they can turn to in the event of a grievance and the support and sources of advice available to them) will be sent to stakeholders pending a formal acknowledgement by the MPW within

three business days.

Stakeholders will also be able to send postal mails directly to the SAI located at Sub-Office address (Relief, East Bank Demerara, Guyana). Letters will also be acknowledged within three business days of receipt. The above contact details will be included on all notifications, advertisements, project website and social media platform.

The Communication Specialist has been identified as the primary point of contact for stakeholders using these channels to voice grievances. Consequently, all grievances received through the Project hotline, e-mails and postal mails will be registered by the Communication Specialist in the Grievance/Complaint Monitoring Table.

Public Information Construction Site Office

Before construction commences, the MPW/ SAI established and maintain an easily accessible Site Office in the Relief, East Bank Demerara. This Site Office acts as MPW's primary information hub at the construction site and is being used primarily for information dissemination throughout the community. PAPs can expect to find the Communication Specialist and other members of MPW's onsite supervisory team available at the Site Office to answer questions and help resolve concerns. For the latter, the Site Office personnel will have the responsibility of receiving stakeholder complaints and updating the Grievance/Complaints Monitoring Table.

Here, PAPs are able to lodge a grievance by submitting a completed grievance/complaint form (available at the Site Office) into the grievance/feedback box located within the Site Office. Conversely, a verbal complaint or inquiry can be made to the Communications Specialist, who will then complete the complaint form on behalf of the complainant or inquirer. In both cases, the Grievance/Complaint Monitoring Table is then updated with the information of any complaints alleging adverse effects from, or related to, construction works of the project. To ensure swift resolution, questions or complaints will be assessed onsite, and the person is provided with feedback.

In the event that the Site Office personnel is unable to answer any questions or resolve complaints, such questions or complaints will be forwarded (via email, telephone or by grievance form) to the appropriate Grievance Management Team personnel at MPW and SAI Site Office so that issues can be thoroughly reviewed and effectively resolved. The Site Office will be open (and Site Office personnel present) once construction works are happening onsite. The Site Office will liaison directly with the Socio Environmental Officer and Social Specialist to resolve issues/complaints and disseminate information in the field. MPW personnel will be fully apprised on project progress and will be able to keep stakeholders informed on a regular basis, especially as it relates to the LRP Programme.

Project Website and Social Media Platform

In order to foster transparency of the GRM process, and further raise awareness of the GRM among PAPs, the GRM including details about how it operates, how stakeholders can voice their grievances, information on whom they [PAPs] can turn to in the event of a grievance and the support and sources of advice available to them will be published via the Project Website (<https://mopw.odoo.com/about-foreign-projects>)

In order to ensure that stakeholders are provided with up-to-date information on the GRM, MPW Website and will be updated as revisions are made to the GRM.

Public Meetings

MPW considers meetings with community stakeholders to be a crucial part of a successful East Bank Demerara Road Improvement Project. These meetings will take the form of neighbourhood specific meetings or meetings to discuss a specific topic, such as the GRM/LRP. The MPW will be guided by the Stakeholder Engagement Plan regarding public meetings, such as prior notification, preferred day/time, public service announcements, and participation by key community stakeholders.

The MPW will complement its meetings with high-quality presentations and information packages to raise awareness of the GRM process. These packages may

consider factsheets, FAQs, and pamphlets with basic information on the operation of the GRM and its use by PAPs.

Community PAPs will also be given the opportunity at these meetings to voice grievances, complaints or concerns, especially those relating to the implementation of the LRP, including environmental and social issues associated with the Project's construction works in the area. The Social Specialist will lead these activities, with support from the Environmental, Health and Safety Specialist, Communication Specialist, and the Socio-Environmental Inspector. All grievances received through these face-to-face meetings will be registered in the Grievance/Complaint Monitoring Table by the MPW/ SAI team executing the meeting.

Administrative Steps for GRM

The steps to be followed during the management of grievances will be as follows and in accordance with the Grievance Timeframe (See Section 8.8):

- **Confirmation of Receipt:** For grievances received (with a name attached) in the field, the Socio-Environmental Inspector or Engineer will verbally notify the aggrieved party within 3 business days of the receipt and registration of the grievance. Similarly, for grievances received through email, postal mail, and telephone, the Communication Specialist will notify the aggrieved party within 3 business days of the receipt and registration of the grievance. The MPW personnel receiving the grievance will also indicate a timeline by when MPW should have a proposed resolution.

When a grievance is received without a name attached, the grievance will be documented within 3 business days of receipt and addressed within the timeframe relative its severity.

- **Receiving Grievances:** Site Office personnel and project staff at MPW Head Office, of the Project will receive grievances using the Grievance/Complaint Form available at the Site Office and MPW Head Office. See Annex I for a template of the Grievance/Complaint Form. This form is filled out by the

complainant and submitted into the Grievance/Feedback Boxes, which are also located at the MPW and MPW Head Office. Completed forms collected at the MPW is delivered to the Site Office Head Office, particularly to the Office of the Communication Specialist on the next business day. The completed forms collected at the MPW Head Office will be compiled by the Socio-Environmental Officer and submitted to the Communication Specialist at the end of each business day.

If the Complaint Form cannot be filled out, a verbal complaint or inquiry can be made to the Communication Specialist at the Site Office, or any member of the Grievance Management Team available at MPW, who will then collect the following basic information from the complainant/inquirer, and further complete the complaint form on behalf of the complainant and deposit same into the Feedback box within one business day.

- Date and time
- Name and surname of the Complainant
- Subject of the Grievance
- Location of the Grievance
- Contact details (phone/mobile number, address, e-mail etc.)
- Organization name (if related)

Each Complaint Form will receive a unique registration number, which will be recorded in the Grievance/Complaint Monitoring Table in order to enable tracking of each case.

- **Evaluating/Verifying and Registering Grievances:** Before delivering to the Office of the Communication Specialist, all grievances are reviewed to be classified whether they are related to the project or not. Therefore, at the end of each business day, the Communication Specialist will verify if the grievance/complaint received on the Complaint Form, and which was collected in the Feedback Boxes, is in fact related to the Project. If it is Project related, the grievance/complaint is registered into the Grievance/Complaint Monitoring Table. The Table will be filled out according to the information

received in the completed complaint forms. All corrective actions suggested by Complainant are also taken under registration via the complaint form. In addition, personnel filling out the Table will also verify the severity of the grievance/complaint and register same appropriately.

If the grievance is not related to the Project or the Construction activities, the Communication Specialist will inform the stakeholder via telephone, email or postal mail indicating this point, and guidance is provided to the Complainant to contact the relevant party.

- **Categorizing Grievances:** The Communication Specialist and/or any assigned personnel of the Grievance Management Team will categorize each grievance according to:
 - Relevance (question, complaint, request)
 - The Work-Stream personnel responsible for resolving the grievance;
 - The type of aggrieved party/complainant (individual, group, NGO);
 - The type of grievance, and;
 - The urgency (severity and consequence: - risk to life or property).

Where necessary, the Communication Specialist may request the relevant Work-Stream personnel of the Grievance Management Team to hold an interview with the aggrieved party to better understand the grievance and request further details.

- **Assigning Grievances:** After categorization, the Communication Specialist will send the grievance to the relevant Work-Stream personnel (or contractor) for investigation and resolution. The Communication Specialist will inform the Work-Stream personnel of the applicable timeframe for resolving the type of grievance and the format of any official response required.
- **Resolving Grievances:** Corrective actions for resolving grievances shall satisfy the Complainant. Therefore, when a resolution measure to a grievance has been reached by the Work-Stream personnel, that personnel will send the details of the measure to the Communication Specialist for recording in the

Grievance/Complaint Monitoring Table. The Communication Specialist will then inform the aggrieved party of the proposed measure.

If the Complainant rejects the resolution measure proposed by the Work-Stream personnel, the Communication Specialist in consultation with the Grievance Working Group will convene a meeting with the aggrieved party to explore a joint solution (inclusive of timing of the remediation), and have mutual agreement on same. The resolution measure will then be implemented immediately after the stakeholder has been consulted on the proposed measure and agreed that such measure is appropriate.

Where the grievance has been determined as unjustified or not related to the East Coast Demerara Road Improvement Project or has been rejected for any other sound reason, the Communication Specialist will send a rejection letter to the aggrieved party explaining the reasons for rejection. If the case is complex and the resolution will take longer than anticipated, the case is forwarded to the Grievance Task Force for consideration, and the stakeholder is informed of the reasons for delay and indicate the expected timeframe for resolution.

- **Closing Grievance Redress Process:** When the aggrieved party has accepted the proposed resolution, and is satisfied with the implementation of same, the grievance closure form annexed is then signed by the Communication Specialist and the complainant. The case in the Grievance/Complaint Monitoring Table will then be updated and marked as resolved/closed. In addition, evidence-based documents of corrective actions taken (e.g., photos from site) may also be collected.

Timeframes for Resolving Grievances

PAPs will be able to submit grievances via one of MPW's Grievance Lines (e.g., by speaking to a MPW or SAI employee, by submitting a completed grievance form in one of the grievance/feedback boxes at SAI's Site office, by calling SAI's grievance hotline, by sending an e-mail and/or letter to SAI).

The timeframes to resolve a grievance, as reported in Table 7.1, are based on the related severity, relative to its consequence (whether potential or actual). The severity rating (low, medium and high) will be determined by the Communication Specialist and/or any personnel designated from the Grievance Management Team.

Grievance Severity Timeframe

Grievance Severity	Timeframe (days)	Responsibility
Low	20	Grievance Management Team
Medium	25	Grievance Working Group
High	30	Grievance Task Force

To further break down the timeframe above, Table 7.2 outlines the timeframes that will be followed for the Administrative Steps in the Grievance Management process (See section 7.7).

Grievance Management Timeframe

Action	Timeframe	Responsibility
Acknowledge Grievance	Within 3 business days	In the field (Socio-Environmental Inspector or Engineer) At SAI Site Office (any member of the Grievance Management Team receiving grievance) For grievances received through email, postal mail and telephone (Communication Specialist)
Register grievance in Grievance/Complaint	Within 3 business days	In the field (Socio-Environmental Inspector or Engineer)

Monitoring Table		At MPW / SAI (any member of the Grievance Management Team receiving grievances) For grievances received through email, postal mail and telephone (Communication Specialist)
Complete investigation	Within 7 days	MPW and SAI personnel
Issue grievance rejection letter	Within 3 days from concluding investigation	Social Specialist and Communication Specialist
Agreement on resolution measure	Within 3 days from concluding investigation	Social Specialist and Communication Specialist
Implement resolution and sign grievance closure form	Within 7 days from agreeing on resolution measure	Social Specialist and Communication Specialist

Monitoring Grievances

In accordance with the Environmental Social Assessment (ESA), the following indicators were considered for monitoring the efficiency and use of the GRM as a tool throughout the life of the East Bank Demerara Road Improvement Project.

- Number of grievances registered (by week, month);
- Time in resolving grievances or complaints
- Number of complaints by category (i.e., risk to life, property damage, etc.)
- Number of grievances not completed within the timeframe.

Consequently, monitoring of grievances will be made by updating the Grievance Monitoring/Complaint Table with the following information as per complaint received:

-
- Complaint Form Registration Number
 - How complaint was received (CH&PA grievance lines)
 - Level of grievance (Site Office, MPW Head Office)
 - Date complaint was received
 - Location of complaint
 - Personnel receiving complaint
 - Coordinates of the area subject to complaint
 - Land parcel number (if complaint is related to land/lot) - Complaint information:
 - First name, last name of complainant
 - Telephone/mobile number
 - Email address
 - Postal address
 - Gender
 - Project component related to the complaint - Type of grievance:
 - Replacement/Relocation/displacement/compensation related grievances
 - Environmental/social issues
 - Damages to property/structure, crops etc.
 - The urgency (severity and consequence) of grievance
 - Complaint summary - Grievance status:
 - open
 - closed and
 - pending/in process
 - Action taken
 - responsible person/department
 - action planned
 - due date for addressing the grievance
 - date of action taken
 - Grievance Closure Form

14.3.ANNEX III TEMPLATE OF GRIEVANCE/COMPLAINT FORM

EAST BANK DEMERARA ROAD IMPROVEMENT PROGRAM GRIEVANCE/COMPLAINT FORM		
Location of Complaint Received		Date Received:
Name of personnel receiving complaint		Complaint Register Number:
Coordinates of the area subject to complaint		
Land Parcel Number (If complaint is related to land/lot)		
COMPLAINANT INFO		
Name (Surname, first name)		Form of Complaint:
Address		Telephone/mobile number:
Gender		E-Mail:
DETAILS OF COMPLAINT		
Type of complaint: <ul style="list-style-type: none"> ▪ Noise <input type="checkbox"/> ▪ Traffic congestion <input type="checkbox"/> ▪ Distution to businesses <input type="checkbox"/> ▪ Accident <input type="checkbox"/> ▪ Property Damage <input type="checkbox"/> ▪ Livelihood Impact <input type="checkbox"/> ▪ Other <input type="checkbox"/> Please state:.....		
Summary of Complaint:		
Solution requested by the Complainant:		
Name and Signature of the Receiver _____		Name and Signature of Complainant

NNEX IV TEMPLATE OF GRIEVANCE CLOSURE FORM GRIEVANCE CLOSURE FORM

Complaint Register Number		
ASSESSMENT OF THE GRIEVANCE	Damages to households or livelihoods	<input type="checkbox"/>
	Environmental and social	<input type="checkbox"/>
	Relocation/Displacement/Replacement	<input type="checkbox"/>
		<input type="checkbox"/>
Compensation Required: <input type="checkbox"/> YES <input type="checkbox"/> NO		
RESULT		
CLOSE OUT		
Both parties (MPW and Complainant) agree that the proposed resolution is accepted by both Parties, and Complainant is satisfied with the implementation of same, and that this grievance case is now final and is now considered closed.		
Responsible Personnel	Complainant	
Date, Name and Signature	Date, Name and Signature	
.....	

14.4. ANNEX V TEMPLATE OF SURVEY FORM FOR RESTORATION OF INFORMAL VENDORS

MINISTRY OF PUBLIC WORKS / SHELADIA ASSOCIATES INC. East Bank Demerara Road Improvement (Good Success to Timehri)			
LIVELIHOOD RESTORATION PLAN SURVEY FORM INFORMAL BUSINESSES			
Date		Time	
Location (Chainage)		Location (Village)	
GPS Coordinates			
Details of Informal Business			
Name of Business			
Name of Owner		Contact Number	
Address of Owner			
Nature of Business			
Year Established			
Type of structure			
Business Days and Hours			
Rush Hour			
Type of Access			
Place to Relocate identified at the time of this consultation	<input type="checkbox"/> No <input type="checkbox"/> Yes: (if no, then this needs to be updated before impact)		
Type of Impact	<input type="checkbox"/> Temporary Access <input type="checkbox"/> Temporary Relocation <input type="checkbox"/> Permanent Relocation		
Relocated location:	(Describe the location the vendor will be moved to)		
	<input type="checkbox"/> TBD		
Mitigation Measures	(Describe the mitigation measures for the vendor)		
Engineer's Description:			

Owner's Concern/Comments			
Name	Designation	Signature	Date


Stakeholders who have questions about the project are encouraged to reach out via the Grievance Redress Mechanism. The GRM, including the hotline numbers listed below, will remain available throughout the project for reporting concerns or seeking clarification about the project.

- GRM: MINISTRY OF PUBLIC WORKS, Environmental Officer: +592 620 2135
- Consulting Engineers SHELADIA, Hotline: +592 728-2031
- Email: eastbankproject.grm@gmail.com

To fill out a grievance form, please visit the landing page at <https://mopw.odoo.com/about-foreign-projects>.

14.5.ANNEX VI: TEMPLATE OF THE PROJECT'S GENERAL INFORMATION SHEET

GY-L1081 EAST BANK DEMERARA ROAD IMPROVEMENT PROJECT (GOOD SUCCESS TO TIMEHRI)



Information Sheet

PROJECT OVERVIEW

The Government of Guyana, through the Ministry of Public Works, has entered into a contract with China Road and Bridge Corporation for the design and construction of the East Bank Demerara (EBD) Road Improvement Project. This project, funded by the Inter-American Development Bank (IDB), involves upgrading a 23.7 km stretch of the two-lane road from Good Success to Timehri and will be supervised by Sheladia Associates Inc.

The project aims to significantly enhance road users safety, accessibility, promote economic growth, and overall modernization of the road infrastructure.

UPCOMING PROJECT ACTIVITIES

1. Relocation of Power Lines and Water Mains
 - o Timeline: Approximately 6 months
 - o Purpose: To facilitate the widening of the roadway.
2. Side Drainage Construction
3. Rehabilitation/Construction of Structures (Culverts)
4. Excavation Work for Corridor Widening
5. Road rehabilitation

Utility relocation is the first scheduled activity to begin shortly

THANK YOU

We appreciate your understanding and cooperation as we work to enhance our road network and modernize our road infrastructure. Together, we can create a safer and more accessible environment for all road users.

WHAT TO EXPECT

We are committed to minimizing disruptions during this project. However, some inconveniences may occur. Here's how we will manage the impact:




- Advance Notification: Residents will be informed prior to any work commencing in their area.
- Scheduled Power Outages: Necessary outages will occur during daytime hours, accommodating residents who are at work or school.
- Temporary Access Solutions: We will ensure temporary access during water main installations.
- Access points & Driveway Restoration: All driveways and accesses will be fully reinstated after work completion.
- Traffic Management Plan: A comprehensive plan will be implemented to maintain safe and efficient traffic flow for motorists, pedestrians, cyclists, and workers around the construction site.

COMMUNICATION & SUPPORT

Your feedback and concerns are important to us. To ensure effective communication throughout this project, we have established a Grievance Redress Mechanism. Please reach out with any questions or feedback.

How to lodge a complaint:

1. Identify the issue: What is the problem and how it is affecting you?
2. Gather information: Take notes of times, dates, and specific locations.
3. Submit your complaint:






- o Contractor Hotline: +592 656 7429
- o Consultant Hotline: +592 728 2031
- o Email: eastbankgrm@gmail.com
- o Complaint boxes located at NDCs and the Campsites

NOTE: All complaints are confidential, and personal details will not be shared without permission.

Other points of contact:
 Mr. Roger Hodgson, Resident Engineer – Sheladia Associates Inc.: +592 705 3455
 Ms. Yashodra Singh, Socio-Environmental Officer – Ministry of Public Works: +592 620 2135

14.6.ANNEX VII: LRP CONSTRUCTION / CONSULTATION NOTICE



MINISTRY OF PUBLIC WORKS

CONSTRUCTION NOTICE

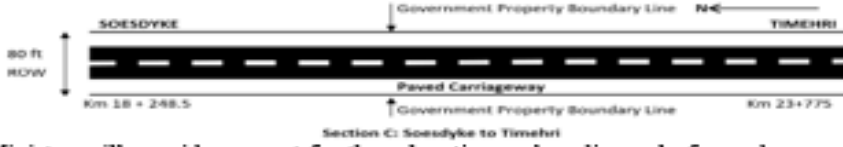
**GY-L1081 - East Bank Demerara Road Rehabilitation
 (Good Success to Timehri)**

The Ministry of Public Works hereby informs the General Public that works will commence shortly along the East Bank Public Road, between Soesdyke Junction and Timehri Junction, following a Contract that was signed with China Road and Bridge Corporation (CRBC).

A key focus of this project at this stage, is the removal of encumbrances along the roadway. This is being done to facilitate the following construction activities and to ensure these activities are carried out in a safe and responsible manner, namely:

- Relocation of Utilities (GPL, GWI, One Communications (formerly GTT), Communication Cables, etc.)
- Emergency construction of Culverts

Therefore, all owners of businesses, vendors, billboards, signs, materials, and derelict vehicles located within the declared Right-of-Way (RoW) – which is the width of fence line to fence line, are hereby notified by this Construction Notice to facilitate the upcoming roadway works.



Section C: Soesdyke to Timehri

To assist, the Ministry will provide support for the relocation and or disposal of any shops, vending structures, derelicts, and signs located on the reserve, upon request. Also, the Ministry of Public Works assures property owners and households that all ramps and accesses that may need to be temporarily removed for the construction works will be reinstated, and temporary accesses will be provided to minimize disruption during construction.

Other works to follow will include the construction of roadside drains, culverts, bridges, and road rehabilitation inclusive of widening to include cycle lanes and pedestrian walkways, roundabout construction, installation of streetlights, etc.

Stakeholder consultations between Soesdyke and Timehri will be carried out within the next couple of weeks for the residents. Stakeholders who wish to be identified as Project Affected Persons (PAP) and have questions about the project are encouraged to reach out no later than **February 28, 2025**, via the Grievance Redress Mechanism. The GRM, including the hotline numbers listed below, will remain available throughout the project for reporting concerns or seeking clarification about the project.

- ❖ **MINISTRY OF PUBLIC WORKS, Environmental Officer: +592 620 2135**
- ❖ **Consulting Engineers SHELADIA, Hotline: +592 728-2031**
- ❖ **Email: eastbankproject.grm@gmail.com**
- ❖ **To fill out a grievance form, please visit the landing page at <https://mopw.odoo.com/about-foreign-projects>**

As a stakeholder, do you acknowledge that you've been consulted on this project and understand the mitigation measures in place?

Name: Signature:

Address: Date:

.....