

Report on the Field Survey on the Resettlement Impacts caused by National Road No.1 Improvement Project



Resettlement Action Network
Land and Livelihoods Programme

The NGO Forum on Cambodia
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Executive Summary

Resettlement Action Network (RAN), a network of NGO Forum on Cambodia, conducted a field survey to study resettlement impacts caused by the National Road No.1 Improvement Project, currently implemented by the government of Cambodia with assistance from Japanese Official Development Assistance. The Project requires the resettlement of more than 1800 households, and RAN has raised serious concerns over the resettlement impacts of the Project.

RAN members interviewed 269 persons in 7 communes along National Road No.1. The results of the survey show that people along National Road No.1 have been seriously and negatively affected by the Project. In particular, many said that compensation amounts were not enough to cover the cost of resettlement, and some affected people lost their sources of income after the resettlement. As a result, some of the affected people had to borrow money to restore their livelihoods.

Main findings of the survey are as follows:

- 58.8% of project affected persons (PAPs) who received compensation perceived that the compensation amount was not fair;
- 64.2% of them claimed that the compensation amount was not enough to cover the cost of resettlement; the average loss was \$1470.30;
- In order to cover the cost of resettlement, 35.6% of PAPs borrowed money; the average loan amount was \$1,264;
- 69.3% of PAPs said their income had decreased after the resettlement; the average decrease was 40.6% of income before resettlement;
- 47.5% of PAPs said their living standards got worse after the resettlement;
- Most PAPs who moved to the relocation sites complained about the insufficient infrastructure in the sites, including water and electricity;
- 57% of PAPs had not received the Resettlement Brochure, 85.1% did not know the compensation rates for lost assets;
- 84.7% of PAPs did not know how to file a complaint to the grievance committee, and none of the interviewees who had filed a complaint had received a written response from the grievance committee.

According to the standard of JICA, the Japanese governmental agency which supports the government of Cambodia to implement the Project, PAPs must be sufficiently supported in a timely manner so that their standard of living would be at least restored to the pre-project level. Also, participation by PAPs must be promoted in the resettlement planning and implementation. However, the findings above clearly show that the Project is currently not following the Guidelines set by JICA.

To ensure that fair and just compensation is provided to people affected by the Project and that, as a consequence, the Project will become more in compliance with the JICA Guidelines, we recommend that the government of Cambodia and Japan take immediate measures to address the issues identified in this survey, including:

- To suspend any civil work until all PAPs are provided with fair and just compensation;
- To disclose relevant information;
- To provide compensation based on the replacement cost as soon as possible;

- To study the Project's impacts on PAPs' livelihoods and to plan a comprehensive programme to assist restoration of PAPs' livelihoods;
- Not to sign the exchange of notes for the subsequent part of the Project until all outstanding resettlement issues are solved.

សេចក្តីសង្ខេបប្រតិបត្តិ

បណ្តាញប្រព្រឹត្តកម្មរុះរើតាំងទីលំនៅថ្មី (RAN) គឺជាបណ្តាញមួយរបស់ វេទិកាអង្គការមិនមែនរដ្ឋាភិបាល ស្តីពីកម្ពុជា បានធ្វើការអង្កេត ដើម្បីសិក្សាពីផលប៉ះពាល់នៃការផ្លាស់ប្តូរទីលំនៅ ដែលបណ្តាលមកពីគម្រោងកែលំអផ្លូវជាតិលេខ១ ដែលបច្ចុប្បន្ននេះត្រូវបានអនុវត្តដោយរាជរដ្ឋាភិបាលកម្ពុជា ដោយមានជំនួយពីជំនួយអភិវឌ្ឍន៍ផ្លូវការជប៉ុន ។ គម្រោងនេះត្រូវបានឱ្យមានការផ្លាស់ប្តូរលំនៅដ្ឋានជាង ១៨០០ គ្រួសារ ហើយបណ្តាញប្រព្រឹត្តកម្មរុះរើតាំងទីលំនៅថ្មី បានសម្តែងការប្រមូលផ្តុំឆ្លងចំពោះផលប៉ះពាល់ដែលបណ្តាលមកពីការផ្លាស់ប្តូរតាំងទីលំនៅថ្មីរបស់គម្រោង ។

សមាជិកនៃបណ្តាញប្រព្រឹត្តកម្មរុះរើតាំងទីលំនៅថ្មីបានសម្ភាសន៍ប្រជាជនចំនួន ២៦៩ នាក់នៅក្នុងឃុំ ចំនួន៧ នៅតាមផ្លូវជាតិលេខ១ ។ លទ្ធផលនៃការធ្វើអង្កេតនេះបង្ហាញថា ប្រជាជននៅតាមដងផ្លូវជាតិលេខ ១ បានទទួលផលប៉ះពាល់ជាអវិជ្ជមានយ៉ាងធ្ងន់ធ្ងរពីគម្រោងនេះ ។ ជាពិសេស ប្រជាជនជាច្រើនបាននិយាយថា ប្រាក់សំណងគឺមិនគ្រប់គ្រាន់សម្រាប់ដោះស្រាយចំណាយនៃការផ្លាស់ប្តូរលំនៅដ្ឋាន ហើយប្រជាជនប៉ះពាល់មួយចំនួន បានបាត់បង់ប្រភពប្រាក់ចំណូលរបស់ខ្លួនក្រោយពេលផ្លាស់ប្តូរលំនៅដ្ឋាន ។ ហេតុនេះ ប្រជាជនប៉ះពាល់ខ្លះបានខ្ចីប្រាក់គេ ដើម្បីស្តារជីវភាពរបស់ខ្លួនឡើងវិញ ។

របកគំហើញសំខាន់ៗនៃការអង្កេតនេះ មានដូចខាងក្រោមនេះ

- ៥៨,៨% នៃប្រជាជនប៉ះពាល់ (PAPs) ដែលបានទទួលសំណង យល់ថាចំនួនសំណងគឺ មិនមានលក្ខណៈយុត្តិធម៌ទេ ។
- ៦៤,២% នៃប្រជាជនទាំងនេះបាននិយាយថា ចំនួនសំណងនេះ មិនគ្រប់គ្រាន់ទេសម្រាប់ដោះស្រាយចំណាយនៃការផ្លាស់ប្តូរលំនៅដ្ឋាន ។ ការខាតបង់ជាមធ្យមគិតជាទឹកប្រាក់គឺ ១៤៧០,៣០ ដុល្លារ ។
- ដើម្បីដោះស្រាយចំណាយនៃការផ្លាស់ប្តូរលំនៅដ្ឋាន ៣៥,៦% នៃប្រជាជនប៉ះពាល់ បានខ្ចីប្រាក់គេ ដែលចំនួនប្រាក់កម្ចីជាមធ្យមគឺ ១,២៦៤ ដុល្លារ ។
- ៦៩,៣% នៃប្រជាជនប៉ះពាល់ បាននិយាយថា ប្រាក់ចំណូលរបស់ពួកគេបានថយចុះ ក្រោយពេលផ្លាស់ប្តូរលំនៅដ្ឋាន ។ ការថយចុះជាមធ្យមគឺ ៤០,៦% នៃប្រាក់ចំណូលមុនពេលផ្លាស់ប្តូរលំនៅដ្ឋាន ។
- ៤៧,៥% នៃប្រជាជនប៉ះពាល់ បាននិយាយថាកម្រិតជីវភាពរស់នៅរបស់ពួកគេបានធ្លាក់ចុះដុះដាប ក្រោយពេលផ្លាស់ប្តូរលំនៅដ្ឋាន ។
- ប្រជាជនប៉ះពាល់ភាគច្រើន ដែលបានរុះរើលំនៅដ្ឋានទៅទីតាំងថ្មី បានត្អូញត្អែរពីកង្វះខាតហេដ្ឋារចនាសម្ព័ន្ធនៅទីតាំងទាំងនោះ រួមទាំងទឹក និងអគ្គិសនីផងដែរ ។
- ៥៧% នៃប្រជាជនប៉ះពាល់នៅមិនទាន់បានទទួលខិត្តប័ណ្ណព័ត៌មានពីការផ្លាស់ប្តូរតាំងទីលំនៅថ្មីទេ ។ ៨៥,១% មិនដឹងពីអត្រាសំណងសម្រាប់ទ្រព្យដែលបាត់បង់ទេ ។
- ៨៤,៧% នៃប្រជាជនប៉ះពាល់មិនបានដឹងពីរបៀបដាក់បណ្តឹងសារទុក្ខជូនគណៈកម្មាធិការទទួលពាក្យបណ្តឹង ហើយគ្មានអ្នកណាម្នាក់នៃអ្នកដាក់ពាក្យបណ្តឹង ដែលបានផ្តល់បទសម្ភាសន៍បានទទួលឆ្លើយជាលាយលក្ខណ៍អក្សរពីគណៈកម្មាធិការទទួលពាក្យបណ្តឹងនៅឡើយ ។

យោងតាមបទដ្ឋានរបស់ភ្នាក់ងារអភិវឌ្ឍន៍ JICA ជាទីភ្នាក់ងាររដ្ឋាភិបាលជប៉ុន ដែលជួយគាំទ្រ រាជរដ្ឋាភិបាលកម្ពុជាក្នុង ការអនុវត្តគម្រោងនេះ ប្រជាជនប៉ះពាល់ ត្រូវតែទទួលបានការជួយឧបត្ថម្ភឱ្យបានទាន់ពេលវេលា ដើម្បីពួកគេអាចស្តារកម្រិតជីវភាព របស់ខ្លួនយ៉ាងហោចណាស់ ឱ្យបានដូចស្ថានភាពមុនពេលអនុវត្តគម្រោង ។ ទន្ទឹមនឹងនេះ គេត្រូវតែជម្រុញការចូលរួមរបស់ប្រជាជន ប៉ះពាល់ នៅក្នុងការធ្វើផែនការផ្លាស់ប្តូរទីលំនៅថ្មី និងការអនុវត្ត ។ ប៉ុន្តែបកគំហើញខាងលើបង្ហាញយ៉ាងច្បាស់ថា គម្រោងនេះ នៅ ពេលបច្ចុប្បន្ន មិនបានគោរពតាមការណែនាំ ដែលកំណត់ដោយភ្នាក់ងារអភិវឌ្ឍន៍ JICA ឡើយ ។

ដើម្បីធានាឱ្យបានថាសំណងប្រកបដោយយុត្តិធម៌ និងត្រឹមត្រូវ ត្រូវបានផ្តល់ជូនដល់ប្រជាជនប៉ះពាល់ និងដើម្បីធានាឱ្យបានថា គម្រោងនេះនឹងគោរពតាមការណែនាំរបស់ភ្នាក់ងារអភិវឌ្ឍន៍ JICA យើងខ្ញុំសូមផ្តល់អនុសាសន៍សូមឱ្យរាជរដ្ឋាភិបាលកម្ពុជា និងជប៉ុន ចាត់វិធានការជាបន្ទាន់ ដើម្បីដោះស្រាយបញ្ហាទាំងឡាយ ដែលត្រូវបានកំណត់នៅក្នុងការអង្កេតនេះ ដែលរួមមាន៖

- ផ្អាកការងារសាងសង់រហូតដល់ពេលដែលប្រជាជនប៉ះពាល់ ត្រូវបានផ្តល់សំណងប្រកបដោយយុត្តិធម៌ និងត្រឹមត្រូវ ។
- ផ្សព្វផ្សាយព័ត៌មានពាក់ព័ន្ធគំរោង ។
- ផ្តល់សំណងតាមតំលៃទ្រព្យសម្បត្តិដែលបានបាត់បង់ ឱ្យបានយ៉ាងឆាប់តាមដែលអាចធ្វើទៅបាន ។
- សិក្សាផលប៉ះពាល់របស់គម្រោងលើជីវភាពរស់នៅរបស់ប្រជាជនប៉ះពាល់ និងរៀបចំផែនការ ដើម្បីស្តារជីវភាពប្រជាជន ប៉ះពាល់ ។
- មិនចុះហត្ថលេខាលើកិច្ចព្រមព្រៀងសម្រាប់បន្តគម្រោងរហូតដល់បញ្ហាផ្លាស់ប្តូរទីលំនៅថ្មី ដែលនៅសេសសល់ត្រូវបាន ដោះស្រាយ ។

Abbreviations

ADB	Asian Development Bank
B/D	Basic Design (Study)
DMS	Detailed Measurement Survey
F/S	Feasibility Study
IRC	Inter-Ministerial Resettlement Committee
JICA	Japan International Cooperation Agency
MOFA	Ministry of Foreign Affairs
NGO	Non Governmental Organization
NR1	National Road No.1
PAP	Project Affected Person(s)
PRW	Provisional Road Width
RAP	Resettlement Action Plan
ROW	Right of Way

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The members of the Resettlement Action Network would like to thank the community members who were interviewed for this study for the generous use of their time. They would also like to offer their sincere gratitude to the donor-partners of the NGO Forum on Cambodia and Mekong Watch for their ongoing support and commitment which enabled this study to take place.

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Chapter 1 Overview of the Project

1.1 About the Project

The National Road No.1 Improvement Project will improve the 56km stretch of National Road 1 from Phnom Penh to Neak Loeng. The section from Neak Loeng to Bavet was already rehabilitated with a loan from the Asian Development Bank (ADB).

Japan International Cooperation Agency (JICA) conducted the feasibility study (F/S) and basic design study (B/D) of the Project. The implementation of the Project is largely financed by a grant from the Japanese government. The Project is estimated to cost 75 million USD, of which 69 million USD will be financed by the Japanese grant.

The Ministry of Public Works and Transportation is the executing agency for the Project, while the Inter-Ministerial Resettlement Committee is responsible for the planning and implementation of resettlement activities.

The Project is divided into 3 phases. The first phase of the Project is to build two bridges. The second phase is to improve the road from Neak Loueng to Koki Market (Sta.13+100). The rest of the road (Koki Market to Phnom Penh) will be improved at the third phase. The Governments of Japan and Cambodia have already signed the Exchange of Notes for the first and second phases. At the time of writing, the construction works to improve the second phase section are underway.

1.2 Project's Social Impacts

NGO Forum on Cambodia has worked with other NGOs since 2002 to ensure that local people's livelihoods will not be worse off as a result of the Project. Two field studies were conducted in 2003 and 2005 by the Resettlement Action Network (RAN) to verify the accuracy of the Simple Survey and the Detailed Measurement Survey. As a result of those activities, significant improvement has been made to the resettlement planning of the Project.

However, there are many remaining issues that need to be addressed. Below are the summaries of remaining issues regarding the resettlement impacts of the Project.

- Number of PAPs: According to the B/D report, 2152 buildings will be affected by the Project. The number of Project Affected Persons (PAPs) is unknown because the result of the Detailed Measurement Survey (DMS) has not been disclosed.
- Accuracy of DMS: The "DMS Assessment" conducted by NGO Forum on Cambodia in 2005 pointed out many problems with the DMS, including miscalculation, value depreciation and lack of information,
- Entitlement Policy: According to the Draft Resettlement Action Plan (RAP) prepared by a JICA consultant, the following Entitlement Policy will be adopted for the Project.
 - Loss of Land - No cash compensation for loss of land within ROW. If PAPs have land outside the PRW, of land (<30m²) outside the PRW, PAPs will be provided with land in a relocation site with land title.
 - Loss of Agricultural Land - No cash compensation.
 - Loss of Structures - Cash compensation will be provided.
 - Loss of Productive Trees - Cash compensation will be provided.
 - Disruption Allowance - 40USD for PAPs whose houses are affected.
 - Relocation Allowance - 40USD (on top of the disruption allowance) for PAPs who relocate to relocation sites.
 - Vulnerable Allowance - 20USD for vulnerable households (headed by a widow, or an aged, handicapped or poor person).
- Inadequacy of Entitlement Policy: NGOs have questioned whether the Entitlement Policy will be sufficient

to restore the livelihood of PAPs. The compensation rate used by the IRC is based on a market value survey in 2000 with 12% surplus to cover price increase since then. The rate was rejected by ADB in 2005. Also, classification of structures to 4 categories was criticized in ADB's resettlement in HW1. No compensation will be provided for loss of land, and no support will be provided to lost income during resettlement.

- Re-compensation: According to JICA, the Japanese government asked the IRC to review the compensation rate, and the IRC conducted a market value survey during late 2006, and agreed with the Japanese government that PAPs would receive re-compensation based on the replacement cost. However, no plan of re-compensation has been made available to PAPs and the results of the market value survey have not yet been disclosed.
- Compensation Payments: In the ADB-funded HW1 project, the IRC constantly deducted the value of salvaged materials from compensation payments. Also, the IRC depreciated the payments based on the state of repair of the structures.
- Relocation Sites: We have received complaints by PAPs who have moved to relocation sites regarding their access to water.
- Impacts on Farmland: New flows of water created by culverts may affect farmland around these culverts. The government of Cambodia promised to compensate such impacts, but details of mitigation/compensation measures have not been worked out yet.
- Grievance Redress: The Grievance Committee was set up to address grievances by PAPs. However, RAN has received many complaints from PAPs claiming that their grievance letters were not received by commune chiefs, or that commune chiefs received their letters but nothing happened after that.

Chapter 2 Outline of the Survey

2.1 Objectives

The ultimate objective of this survey is to ensure that project affected persons (PAPs) are provided with fair and just compensation before they resettle, and that they are able to restore their livelihood at least to the pre-project level. To achieve this objective, this survey intends:

- To verify that JICA Guidelines for Environmental and Social Consideration and the Appraisal Guidelines for Grant Aid, especially clauses relating to involuntary resettlement, are complied with. More specifically, the survey focus is to check compliance with the following provisions:
 - People to be resettled, and people whose means of livelihood will be hindered or lost, must be sufficiently compensated and supported;
 - Project proponents must make efforts to enable people affected by projects to improve their standard of living, income opportunities and production levels, or at least to restore them to pre-project levels; and
 - Appropriate participation by affected people and their communities must be promoted in the planning, implementation and monitoring of involuntary resettlement plans and measurement against the loss of their means of livelihood.
- To make recommendations on further measures to be taken by the governments of Cambodia and Japan to ensure the Project's compliance with the Guidelines.

2.2 Data Gathering Methods

In order to verify the existence and extent of the resettlement impacts caused by the Project, the Survey Team conducted household interviews with people whose assets were negatively affected by the Project, using a pre-prepared questionnaire.

A draft questionnaire was developed and revised based on the comments received from NGOs experienced in field surveys. The draft questionnaire was further tested by the Survey Team who conducted preliminary interviews on August 9, 2007. The questionnaire was revised and finalized with the feedback from the preliminary interviews. The final questionnaire was meant to solicit information on the following areas, each of which was made into a separate section in the questionnaire (see Annex 2 for English translation of the questionnaire.)

- Basic Information of the Interview
- Personal Information of the Interviewee
- Household Information
- Result of Detailed Measurement Survey
- Compensation Payment
- Impacts on Livelihood
- Situation of Relocation Site
- Provision of Information
- Grievance Mechanism

An orientation meeting for the Survey Team was held to ensure that all members of the Survey Team understood the objective of the survey, the questionnaire and the method of interview. The actual household interviews were conducted during August 17-20, 2007. 9 members of the Survey Team interviewed 269 PAPs. Results of the field survey were entered into spreadsheets and processed by Microsoft Excel software. Answers to the open questions were also categorized and analyzed statistically in this process. A draft report was prepared and revised based on the comments received from Resettlement Action Network member NGOs.

Other information, which can be considered as primary and secondary sources to understand resettlement impacts felt by PAPs, has also been analyzed and referred to in writing this report. Such sources include:

- Environmental Guidelines of JICA and MOFA;¹
- Study reports prepared by JICA;²
- Survey reports produced by NGOs;³
- Cambodian domestic laws, regulations and declarations on land, resettlement and compensation; and
- Letters and e-mails between JICA, MOFA, the Embassy of Japan in Cambodia and the government of Cambodia, and NGOs.

2.3 Scope and Limitations

The survey studies the resettlement impacts on PAPs in Phases 1 and 2 of the Project (Neak Loueng to Kokir Market) in 7 communes in Kandal province. The scope of the survey is limited to resettlement issues and their impacts on livelihoods, thus excluding many other issues that fall outside resettlement impacts, for instance, health impact of the dust caused by construction activities, the influx of laborers, the increase of traffic, and any environmental damage caused by the Project.

The Survey Team interviewed households whose assets were already affected by the project. They are (1) those who moved their structures away from the road ('setback'), (2) those who are resettled to relocation sites, and (3) those whose assets are affected in other ways (e.g. productive trees being cut down.)

In order to ensure that the numbers of interviews are in proportion to the numbers of PAPs in each commune, the number of PAPs in each commune was estimated based on the available information (see TABLE 1 in Chapter 3 for the number of interviewees in each commune.)

The following issues are part of resettlement impacts but are not addressed in this report:

- Validity of DMS for the third phase of the Project; and
- Fair compensation for impacts on farm land and other assets outside Provisional Road Width (PRW), especially caused by new flows of water created by new culverts

2.4 Composition of Survey Team

The composition of the Study Team is shown in Annex 1.

¹ **Japan International Cooperation Agency, *Guidelines for Environmental and Social Considerations (JICA Guidelines)*, April 2004, Ministry of Foreign Affairs of Japan, *Musho Shikin Kyoryoku Shinsa Gaidorain (Appraisal Guidelines on Grant Aid)*, April 2006.**

² **Japan International Cooperation Agency, *Basic Design Study Report on the Project for the Improvement of National Road No.1 (Phnom Penh - Neak Loueng section) in the Kingdom of Cambodia*, March 2005 (B/D Report), and *Draft Resettlement Action Plan in Japan International Cooperation Agency, the Second Preparatory Study Report on the Confirmation of Environmental and Social Considerations of the Project for Improvement of National Road No.1 (Phnom Penh - Neak Loeung section) in the Kingdom of Cambodia*, June 2005 (Draft RAP).**

³ **Resettlement Action Network, *Aiding the National Route to Poverty?*, October 2004, and Resettlement Action Network, *Results and Recommendations Based on DMS Assessment Conducted by Affectees of the Planned Project to Improve Cambodia's National Route 1 Phnom Penh to Neak Loeung Section*, October 2005.**

Chapter 3 Findings

3.1 Profile of Respondents

Among 269 respondents interviewed in the survey, 97 (36.1%) were male and 172 (63.9%) were female. 148 (55%) were the heads of households, and other 88 (32.7%) were the spouse of the heads. Thus, most interviewees covered by this survey, 236 (87.7%), were the head of household or their spouses, who should be most informed and aware of the resettlement process and impacts. In general, the survey covered those who were in a good position to answer the questionnaire.

Also, 56 (20.8%) of the heads of households were women, 67 (24.9%) were over 60 years old, 9 (4.1%) were people with disabilities, and 100 (37.2%) said they are poor (their monthly income is less than \$10.) The average number of family members was 5.6 persons per family.

Geographical distribution of respondents is shown in the table below.

TABLE 1: Geographical Distribution of Interviewees

District	Commune	Numbers of Interviewees (a)	Numbers of Estimated PAP ⁴ (b)	(a)/(b) (%)
Kien Svay	Kokir	26	867	7.0
	Dei Edth	34		
	Banteay Daek	18	256	7.0
	Samrong Thum	106	712	14.9
	Kokir Thum	32	184	17.4
Leuk Daek	Kompong Phnum	41	248	16.5
	Prek Tonloab	11	40	27.5
Total	7	268*	2307	11.6

* The information on the place of one household is not available.

The most common major source of livelihood is running a small business (125, 46.5%), followed by farming (109, 40.5%).⁵ A typical example of such small business is running a small shop to sell goods and provide services such as repairing bicycles. The table below shows the major source of livelihood of the respondents.

TABLE 2: Major Sources of Interviewees' Livelihood

Sources of Livelihood	No.	%
Farming	109	40.5%
Animal Husbandry	38	14.1%
Fishing	12	4.5%
Military/Police	10	3.7%
Government Worker	15	5.6%
Small Business	125	46.5%
Driver	12	4.5%
Worker	18	6.7%
Enterprise	3	1.1%
Teacher	12	4.5%
Retired	4	1.5%

⁴ The number of PAPs was estimated based on the interim result of DMS (Prek Tunloab to Banteay Daek) and the number of affected houses in PRW described in B/D Report.

⁵ This question allows multiple answers.

3.2 Detailed Measurement Survey

Among 269 respondents, 261 (97.0%) said that their assets were affected by the Project, who were within the scope of our survey (hereafter, PAPs means those 261 respondents who said their assets were affected by the Project.)

45 (93.9% of PAPs) had their assets measured in the Detailed Measurement Survey (DMS). Among the 245 respondents, 129 (48%) voiced their dissatisfaction towards the results of the DMS. Every interviewee, except for four, complained about the compensation amount. This issue will be discussed in Section 3.3. Three respondents claimed that a part of their assets was not covered by the DMS, while the other respondent complained that he was not able to present at the DMS.

Although it was envisioned in the project design stage that an external monitor would accompany the DMS,⁶ only 116 respondents (45.3% of 245) noticed the external monitor's presence at the time of the DMS.

Among the 261 affected people, 8 said that their assets were not measured in the DMS. When asked the reason why their assets were not covered by the DMS⁶, 3 said that they built them after the cut-off date, 2 said they had not been at home when the DMS team had come to measure their assets, and 3 said that they did not know the reason.

It is worth noting here that the Survey Team encountered no case of depreciation of compensation where the DMS team had devalued PAPs' assets based on the state of the condition of the assets, or deduced from the compensation the value of salvaged and recycled materials. Both of these were common practice in the ADB-funded Highway 1 Improvement Project⁷.

3.3 Compensation Payment and Its Adequacy

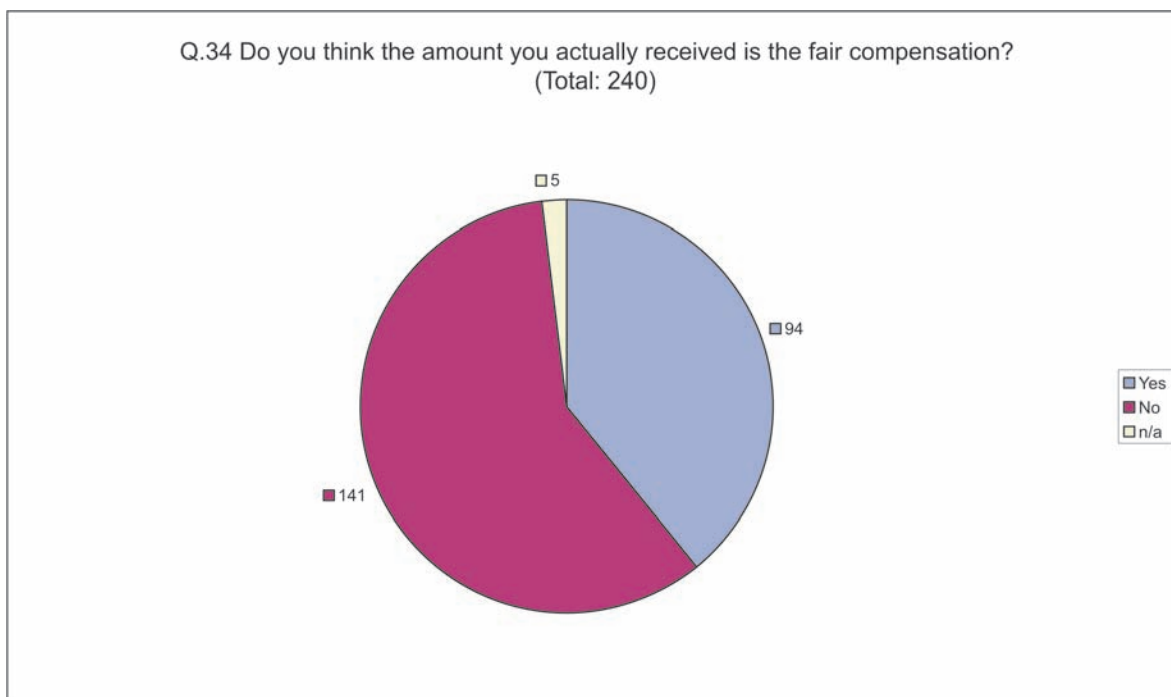
Among 261 PAPs, 240 have already received compensation. Among them, 9 said they had received less than the amount stated in the IRC receipts. In 6 of these cases where we could examine IRC receipts⁸, IRC had prepared the compensation only in dollar bills and payment was rounded down. The 9 families were not able to receive the difference from the full compensation amount recorded in the receipts, because compensation could only have been paid in Cambodian Riel⁹. When asked if they think the overall compensation amount was fair, 141 out of 240 (or 58.8%) respondents said they did not think it was fair. The reasons they felt the compensation was not fair are shown in the TABLE 3 below. Many expressed their dissatisfaction with the compensation rate. 77 respondents said the compensation was not enough to rebuild their structures, 19 said the compensation amount was less than the value of the lost assets. 9 respondents said the compensation rate for trees was less than the yield of the lost trees. 8 respondents complained that they had not received compensation for their lost land, and 2 said they had no land to rebuild their houses. 4 respondents said they had not received the compensation for the loss of business.

⁶ Draft RAP, p.42.

⁷ Asian Development Bank, RETA 6091 REG Capacity Building for Resettlement Risk: Cambodia Country Report, p.31.

⁸ Interestingly, we encountered 4 cases where IRC paid more than stated in the IRC receipts.

⁹ For example, if compensation amount is \$247.52, IRC paid only \$247.



Q.36 Why do you think the amount you actually received is not fair?

TABLE 3: Reason PAPs think that Compensation Amount is NOT Fair

Reason	No.	%
The amount of compensation is not enough to rebuild	77	32.1%
The compensation amount is too little	40	16.7%
The compensation amount is less than the value of lost assets	19	7.9%
The compensation for trees is less than yield of trees	9	3.8%
No compensation for a part of affected assets	8	3.3%
No compensation for land	8	3.3%
No compensation for loss of business	4	1.7%
Unfair compared with others	3	1.3%
No subsidy for widow	2	0.8%
No place to build a new house	2	0.8%
Other	1	0.4%
Total number of people receiving compensation	240	

(Multiple answers allowed)

When IRC paid compensation to PAPs, 117 respondents (48.8%) said they had not noticed the existence of the external monitor's presence.

154 respondents (64.2% of PAPs who had already received compensation) claimed that the compensation was not enough to cover the cost of the resettlement. To illustrate the inadequacy of compensation amounts, an analysis was made to show the difference between the compensation amounts on the one hand and the actual cost of resettlement on the other.¹⁰

¹⁰ The answer to the question regarding actual cost of resettlement is usually based on the memory of respondents and may not reflect accurate cost. On the other hand, NGOs who surveyed villagers affected by other projects were often impressed by their ability to correctly quote certain figures, such as the compensation amount and the moving cost, without referring to documents.

The TABLE 4 below shows the result of the calculation.¹¹ On the TABLE 4, negative value means the compensation amount was less than resettlement cost. Most of them (89%) spent more than they received as compensation, and the average loss was \$1470.30.¹²

TABLE 4: Difference between Compensation and Cost of Resettlement

Difference (US\$)	No.
>=0	9
0 ~ -100	3
-100 ~ -200	9
-200 ~ -500	15
-500 ~ -1000	11
-1000 ~ -2000	14
-2000 ~ -5000	15
<-5000	4
Total	80

In summary, the great majority of the surveyed PAPs received the compensation determined during the DMS. However, as much as 60% of PAPs felt that the compensation amount was not fair. Their reasoning for the unfairness is because the current compensation will not be enough for them to restore their life after the relocation. In fact, most of the affected people had received less than they needed to be resettled, and on average, they had to spend nearly \$1500 from their own account for resettlement. Finally, About 50% of PAPs did not realize that an external monitor had been present when they had received the compensation.

3.4 Impacts on Livelihoods

The Project has severely affected PAPs' livelihoods. Among 261 PAPs, 99 respondents (37.9%) lost their business as a result of resettlement. Furthermore, when asked about their income, 104 (69.3%) of 150 PAPs who were able to tell the Survey Team the amount of income both before and after the resettlement said their income had decreased after the resettlement. Only 1 respondent said that it had increased. The average decrease of their monthly income was \$89.3, or 40.6% of income before the resettlement.

TABLE 5 below shows the distribution of the 150 PAP for different income levels. A general pattern is quite clear. The number of PAPs at higher income levels (more than \$50 per month) has decreased after the resettlement. Conversely, the number of PAPs at lower income levels has increased. Most notably, only 3 families earned the monthly income of less than \$10 before the resettlement. After the resettlement, 25 PAPs were earning less than \$10.

¹¹ We can calculate only 72 cases due to lack of information on either (1) DMS or (2) actual cost of resettlement.

¹² The biggest difference was \$57,442. The respondent was operating a gas station before the resettlement, and he needed \$60,000 for resettlement.

TABLE 5: Change of Income before and after the Resettlement

Income (US\$)	Before Resettlement (No. of Households)	After Resettlement (No. of Households)
<10	3	25
10-20	21	22
20-50	28	39
50-100	39	30
100-200	28	21
200-500	23	8
500-1000	1	3
>=1000	7	2
Total	150	150

Responses given by the 150 PAPs to the question of why their cash income has decreased indicates that the reasons are directly related to the resettlement. Many people complained that their income had decreased because their shops, which had been on the roadside, are now located far from the road. The other reasons cited included loss of business, loss of place for shops, and loss of productive trees (See TABLE 6 below.)

TABLE 6: Reasons for Decrease of Income

Reason		
Decreased customers because new place is far from road	37	24.7%
Losing Job	30	20.0%
Having no place for shop after resettlement	20	13.3%
Losing productive trees	12	8.0%
Being busy to rebuild structures	5	3.3%
Having more competition with other business	5	3.3%
Bad road condition	4	2.7%
Because of resettlement	2	1.3%
Loss of fish catch	2	1.3%
Having to Repay loan	2	1.3%
Loss of parking space	1	0.7%
Other	6	4.0%

Number of Respondents: 150 (Multiple answers allowed)

To compensate for the cost of resettlement and the decreased income, 93 respondents (35.6% of 261 PAPs) had to borrow money (See FIGURE 2 below.) Many of them (59, 63.4% of 93) borrowed between \$200 and \$2,000 (see TABLE 7,) and the average amount of loan was US\$ 1,264. Most of them spent the loan on rebuilding their houses, while some used the money to start new business.

FIGURE 2: PAPs who Borrowed Money

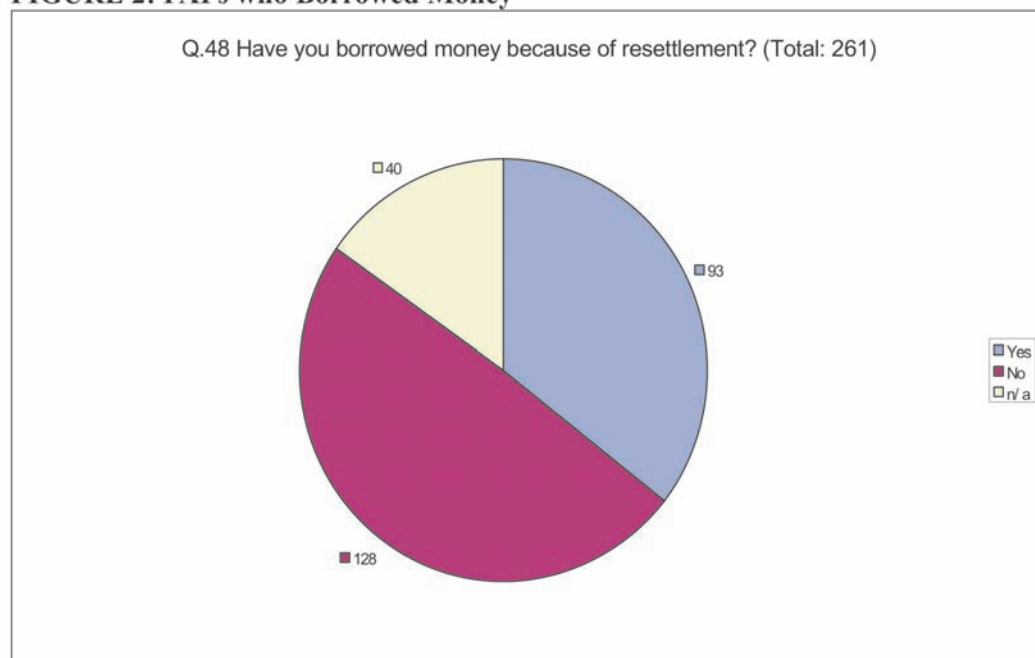
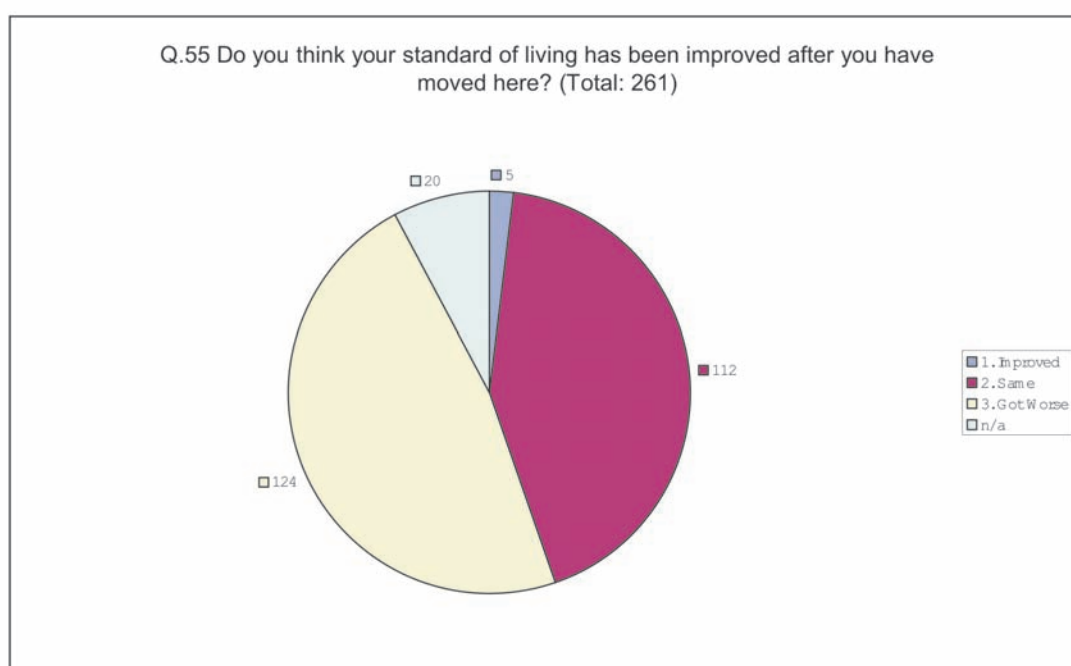


TABLE 7: Amount of Loan

Amount (US\$)	No.
0-100	3
100-200	11
200-500	24
500-1000	12
1000-2000	23
2000-5000	16
>=5000	4
Total	93

Finally, the Survey Team asked if their living standard had been improved after the resettlement. 124 respondents (47.5% of 261 PAPs) thought their living standards got worse after the resettlement. Only 5 respondents (1.9%) said their living standards had been improved (see FIGURE 3 below.)

FIGURE 3



3.5 Relocation Sites

We interviewed 13 PAPs who moved to relocation sites. None of them had received the certificate for the land title after the resettlement. Many complained about the infrastructure of the relocation sites as shown below (TABLE 8.) Only 1 respondent felt there was no problem about the living conditions of the relocation site. Especially, 11 respondents complained that water from the installed wells smelled bad and was not potable. 11 pointed out the lack of electricity, 6 said the relocation sites are too far from school and their children would have to commute much longer, and 4 faced the problem of insufficient toilet facilities. Furthermore, 9 respondents felt relocation sites had security problems.

TABLE 8: Problems with Facilities on Relocation Sites

Problems	Number of PAP who responded affirmatively
Water	11
Toilet	4
Electricity	11
School	6

Number of Respondents: 13 (Multiple answers allowed)

During the survey, we found a newly completed relocation site in Staokanleng village, Dei Eth commune, where people had started moving-in during July 2007. Unlike 3 other relocation sites, which are facing the NR1, this new relocation site is 600m away from NR1. The livelihoods of those who moved to this new relocation site were severely affected by the relocation. Since they lost their direct access to the main road, many of them lost their place of business.

3.6 Provision of Information and Participation

3.6.1 Provision of Information

Most of the respondents knew (79.7% of PAPs) and attended (78.2% of PAPs) the public information meetings held by the Cambodian government. However, more than one fifth of PAPs neither knew about nor attended the meetings. Furthermore, only 117 (43% of PAPs) received the Resettlement Brochure, which IRC promised to distribute to all PAPs, leaving the majority of PAPs without any document explaining resettlement policy. 9 respondents (11.7% of PAPs who received the Resettlement Brochure) said they did not understand the contents of the Brochure. 2 of them were pre-literate in Khmer and could not read the Brochure. Lastly, 222 respondents (85.1% of PAPs) said they did not know the compensation rate for their lost assets.

3.6.2 Grievance Mechanism

We found serious malfunction of the current grievance mechanism. When asked if 261 PAPs knew how to voice a complaint, 221 respondents (84.7%) replied that they did not know. Among 29 respondents who said they knew where to complain, only 5 PAPs gave us the correct answer (i.e. to the grievance committee through the commune offices.)

As a result, when facing difficulties, many PAPs ended up sending their complaints to whomever they thought might be appropriate or whoever happened to be available to them. 49 respondents had experiences causing them to raise concerns. The most common addressee of complaints was NGOs (19 answers), followed by JICA (8 answers.) 8 PAPs correctly sent their grievance to their commune chief. We thus asked further questions to those 8 PAPs who had filed their complaint to the commune chiefs to see how the grievance mechanism proceeded. Only 3 respondents said they had received some response. Furthermore, all of them said the response was given orally, not in written form. All 3 said that they had not been satisfied with the contents of the responses.

Finally, we asked those 182 PAPs who did not complain why they did not raise their concerns (see TABLE 9 below.) The most common answer was that they did not have any complaint (104 respondents, 57.1%). It is worth noting that many of them said that compensation was not fair (42 respondents) and that the compensation payment was not enough to cover the cost of resettlement (45). When we further asked why they did not have complaints, many of them said that even if they were not satisfied, they should not complain because the road construction is a national project and it was the government who decided the compensation rate. The second biggest reason for not raising complaint (“Knowing authority will not do anything”) also reflects PAPs’ feelings of powerlessness.

TABLE 9: Reasons for NOT Complaining

Reason	No.	%
Having No Complaint	104	57.1%
Knowing Authority will not do anything	39	21.4%
Being Afraid of Bringing to Authority	23	12.6%
Others	57	31.3%

Number of Respondents: 182 (Multiple answers allowed)

Chapter 4 Compliance with the Guidelines

Although JICA's Guidelines for Environmental and Social Considerations, which became effective in April 2004, were not directly applicable to the Project,¹³ JICA and the Ministry of Foreign Affairs of Japan repeatedly expressed its intention to apply the principles of the Guidelines to the Project.¹⁴ The government of Cambodia also has agreed to follow the Guidelines as much as possible.¹⁵

However, our field survey revealed that the Project failed to comply with the principles of the Guidelines with regard to the Project's involuntary resettlement in a number of significant ways. In this chapter, we examine how the Project does not comply with the principles of the Guidelines in reference to the results of the survey reported in the previous chapter.

4.1 Non-compliance of the Government of Cambodia

Under the Guidelines, the Government of Cambodia has the responsibility to meet all the requirements outlined in Appendix 1 of the Guidelines, as well as to incorporate the outcomes of environmental and social studies into the planning and decision-making of the Project, including the resettlement issues.¹⁶

However, the survey findings show that the following requirements of the Guidelines are not sufficiently met in the resettlement process for the Project.

4.1.1. Compensation Rate and Timing

JICA Guidelines require that the Project should comply with the laws of Cambodia.¹⁷ Under the Constitution of Cambodia, *fair and just* compensation must be provided *in advance* when the government takes the property for the public interest.¹⁸ Furthermore, JICA Guidelines provide that people being resettled must be *sufficiently* supported *in a timely manner*, and recipient governments must make efforts to at least restore PAPs' standard of living.¹⁹

The survey clearly shows that the current compensation rate is perceived as neither 'fair and just' nor 'sufficient' by many of the PAPs, and not enough for them to restore their standard of living. 58.8% of those who received the compensation answered that it was not fair, and 64.2% answered that the compensation amount was not enough for them to rebuild their lost structures. Such complaints are grounded by the fact that some PAPs had to rely on loans for their livelihoods after the resettlement. As a result of the insufficient compensation, 35.6% of PAPs said that they had ended up borrowing money for the rebuilding/relocation. The average amount of the debt owned by these PAPs was \$1,264.

Furthermore, compliance with the 'advance' or 'timely' requirement is questionable. To comply with the requirement, fair and just compensation must be paid before the resettlement. However, people have been required to resettle since August 2006, and PAPs who had lived between Neak Loueng and Koki Market had already moved their houses at the time of writing. The civil works to widen the road has already begun this dry season.

¹³ The Government of Cambodia requested the grant aid for the Project in 1999, while the Guidelines are applicable to the projects requested after April 1, 2004. The Guidelines also stipulates "ongoing projects requested before April 1, 2004 are subject to possible items mentioned in the procedures." JICA Guidelines, 2.10.3.

¹⁴ B/D Report (Japanese version), Appendix 8, p.7.

¹⁵ Ibid, p.8.

¹⁶ JICA Guideliens, 1.6.1.

¹⁷ JICA Guidelines, Appendix 1, 4.1.1.

¹⁸ The Constitution of the Kingdom of Cambodia, Art.44. See also, Land Law, Art.5.

¹⁹ JICA Guidelines, Appendix 1, 6.2.

With strong evidence and pressures from NGOs, the government of Japan and the government of Cambodia recognized that the current compensation rate, as applied to the 1st and 2nd phase of the Project, may not be sufficient for PAPs to restore their lives and livelihoods. As a result, they decided to repay replacement costs to all the PAPs. However, they still decided to proceed with the civil work of the Project. They also plan to compensate at the original insufficient rate for PAPs whose assets will be affected by the 3rd phase of the Project. Our experience with the ADB-funded Highway 1 Improvement Project shows that the delay of delivery of fair and just compensation prolongs the suffering of affected people.

Lessons with ADB-funded Highway One Project

Lessons can be learned with regard to the significance of providing compensation in a timely manner from the experiences of villagers affected by a rehabilitation project of a different section of the same road, namely the Highway One Project funded by the Asian Development Bank (ADB), which covers the road to the west from Neak Loeng all the way to the Cambodia-Vietnam border.

Although most of the affected villagers were eventually given replacement costs for their property loss, this was done 4 to 5 years after the resettlement. This delay in the compensation payment not only made it extremely difficult for many HW1 PAPs to restore their lives and livelihoods to the pre-project level, but in fact made them poorer.

In July 2007, 63 families living along the road sent an official complaint to ADB's grievance mechanism, which later was declared by ADB's Special Project Facilitator as eligible for review and assessment. NGOs interviewed 23 representative villagers from this group and discovered that because of the cost of the repeated relocations resulting from the land insecurity, as well as the decrease of cash income resulting from the loss of livelihoods, most PAPs had ended up borrowing money from local lenders, who had charged them with 10 to 20% monthly interest. The villagers had no access to commercial loans, since they lacked necessary qualifications for such loans. For 15 families, the debt was as much as 50% of the total amount of compensation they eventually received. This calculation did not include the money they returned to the creditor. The analysis confirms what NGOs often hear from villagers relocated by the HW1 Project. They say, "I used all my compensation to pay back my debt. Now, I don't have money to build a house or start a new business. And I still owe some money!"

4.1.2 Income Restoration

JICA Guidelines provide that people being resettled must be sufficiently supported in a timely manner, and recipient governments must make efforts to at least restore PAPs' standard of living and income opportunities, and production levels must at least be restored.²⁰ However, under the current entitlement policy, the disruption allowance (\$44.80 for each household) only covers income loss during the reconstruction of buildings, and no assistance is provided for permanent loss or decrease of income caused by the resettlement.²¹

The result of the survey demonstrates how severely and negatively the livelihoods and incomes of PAPs have been affected by the Project. 37.9% of PAPs lost their business after the resettlement; most of them were shop owners along the street. 69.3% of PAPs said their income decreased after the resettlement, and the average decrease was \$89.30 per month. The Government of Cambodia has not provided any assistance to loss of opportunities and actual loss of income.

²⁰ JICA Guidelines, Appendix 1, 6.2.

²¹ Draft RAP, p.24.

4.1.3. Provision of Information and Participation

JICA Guidelines require participation of affected people in the resettlement processes as follows:

- When involuntary resettlement is unavoidable, “effective measures to minimize impact and compensate for losses must be agreed upon with the people who will be affected.”²²
- “Appropriate participation by affected people and their communities must be promoted in the planning, implementation, and monitoring of involuntary resettlement plans and measures against the loss of their means of livelihood.”²³

The Project falls short of these requirements. In particular, important information on the resettlement activities in the Project, which should be the basis of participation by stakeholders including PAPs, has not been available to the public so far. For instance, a resettlement action plan of the Project, which is a key document to describe resettlement policies for the Project and plans to address resettlement impacts, has never been disclosed to either the PAPs or the public,²⁴ even after repeated requests sent to the government of Cambodia and JICA by NGO Forum on Cambodia.²⁵ The following crucial information has also not yet been provided to PAPs and NGOs: (a) the total number of people who are affected by the Project, (b) results of the market rate survey conducted by IRC to determine the replacement cost, and (c) a schedule of compensation payment and resettlements.²⁶

Information on resettlement was not fully given to PAPs. Though public information meetings were well attended, 57% of PAPs said that they had not received the Resettlement Brochure, which should have been distributed to all PAPs.²⁷ Though the draft RAP proposed to disseminate to PAPs information on how to calculate compensation amounts, 85.1% of PAPs did not know the compensation rate for their assets. Lack of information disclosure and limited information dissemination has made it difficult for PAPs to participate meaningfully in the resettlement processes.

The Project grievance mechanism is not functioning as planned. Most PAPs did not understand how to file complaints. Many of them said that they did not want to complain to the government because the road improvement is a national project. Many Cambodians feel that it is next to impossible to oppose what the state decides to do. Some of them are also afraid of bringing their complaints to the authorities. Those who had either the courage or the desperation to file a grievance to the commune offices hardly received any response. None of the PAPs interviewed in the survey had received a written response²⁸. Existence of external monitors has not made it easier for PAPs to raise their concerns, since approximately half of PAPs did not notice the existence of external monitors. It is important to make sure that people are informed of the presence of external monitors, and to create the channel of communication through which PAPs can raise their complaint to external monitors without the presence of government officials.

²² JICA Guidelines, Appendix 1, 6.1.

²³ JICA Guidelines, Appendix 1, 6.3.

²⁴ Draft RAP was prepared by JICA and disclosed to public, but RAP does not seem to be updated and finalized after JICA sent the draft to the Government of Cambodia in March 2005.

²⁵ See, Letter from NGO Forum on Cambodia to Inter-Ministerial Resettlement Committee, May 28, 2007.

²⁶ See, Ibid.

²⁷ Draft RAP

4.2 Non-Compliance of Government of Japan

Under the Appraisal Guidelines for the Grant Aid, the Government of Japan has the responsibility to require recipient governments to monitor and report the environmental and social aspects of grant aid projects, and to confirm that appropriate measures have been taken. When local stakeholders, especially PAPs, raise concerns over the environmental and social impacts of projects, the Ministry of Foreign Affairs must respond to them in a good faith manner²⁹. JICA, which conducted the feasibility and basic design studies of the Project, has the responsibility to confirm proper implementation of the result of its studies, and to disclose the results of such confirmation. When unexpected impacts occur, JICA must conduct field survey and recommend remedial measures to relevant authorities when necessary³⁰.

Both the Japanese government and JICA have worked closely with the government of Cambodia to improve the resettlement practice for the Project. However, our survey results show that the current resettlement policy and its implementation still fall short of the Project's full compliance with JICA Guidelines, as stated above. If the Japanese government does not make a good faith effort to ensure that those requirements are met, there will be a serious violation of the guidelines on the side of the Japanese government and JICA.

²⁸ See, Letter from NGO Forum on Cambodia to Embassy of Japan in Cambodia, Sep. 4, 2007.

²⁹ Appraisal Guidelines on Grant Aid, p.9.

³⁰ JICA Guidelines, 3.7.

Chapter 5 Recommendations

To ensure that fair and just compensation is provided to people affected by the Project and that as a consequence the Project will become more in compliance with the JICA Guidelines, the following measures must be taken by the Governments of Cambodia and Japan.

5.1 Recommendations to the Government of Cambodia

We recommend the Government of Cambodia:

- To suspend any civil work until all PAPs are provided with fair and just compensation;
- To disclose the following information to the public, especially to the PAPs and local NGOs who support PAPs:
 - The total number of households who need to resettle due to the Project;
 - The revised Resettlement Action Plan;
 - Results of the market value survey conducted by IRC; and
 - A schedule of compensation payment and resettlement for the 3rd phase of the Project.
- To consult with PAPs and local NGOs to determine new compensation rates and how to deliver re-compensation, and to provide compensation based on the replacement cost as soon as possible;
- To study the Project's impacts on PAPs' livelihoods, and plan a comprehensive program to assist restoration of PAPs' livelihoods through consultations with PAPs and local NGOs;
- To provide options to move to new relocation sites along the NR1 with better living conditions for those PAPs who are currently resettled on a relocation site which does not face the NR1;
- To improve the infrastructure of relocation sites, especially water and toilet facilities, as well as to improve relocation sites' access to public facilities including schools, medical facilities and community halls;
- To ensure that PAPs are informed of the presence of the external monitors and ways to communicate complaints to them at the time of DMS and compensation payment;
- To improve the grievance mechanism to ensure that complaints filed by PAPs will be transmitted to the Grievance Committee and that complainants will receive written response; and
- To ensure that compensation based on replacement cost will be provided for PAPs affected by the 3rd Phase (Phnom Penh to STA13.1) before they are required to relocate.

5.2 Recommendations to the Government of Japan and JICA

We recommend the Government of Japan and JICA:

- To ensure that the recommendations in 5.1 above are agreed upon and fully implemented by the Government of Cambodia, in particular requesting the government of Cambodia to suspend civil work until all PAPs are provided with fair and just compensation;
- To provide necessary assistance, including further grants to the Government of Cambodia, to implement the recommendations listed above;

- To disclose all the information related to resettlement under the Project to the public, and to encourage the Government of Cambodia to disclose the same information to the public in Cambodia³¹;
- To request the Government of Cambodia to suspend any civil work of the Project until all PAPs are provided with fair and just compensation; and
- Not to sign the exchange of notes for the 3rd phase of the Project, until all outstanding resettlement issues are solved and the government of Cambodia commits itself to provide compensation payment on replacement cost basis for PAPs who will be affected by the 3rd phase of the Project.

³¹ JICA Guidelines 2.1.6 obligate JICA to encourage recipient governments to disclose information on projects' environmental and social considerations.

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Annex 2 English Translation of Questionnaire

Questionnaire for the Field Survey
on the Resettlement Impacts
caused by National Road No.1 Improvement Project

- Hi, my name is _____.
- We are coming from Resettlement Action Network. RAN is a network of NGOs working on resettlement issues.
- We would like to ask several questions regarding resettlement impacts caused by National Road No.1 Improvement Project, funded by Japanese Government.
- The purpose of the survey is to verify the resettlement impacts caused by the project. We will use the result of the study to ask Cambodian Government and Japanese Government to ensure that people are not worse off by the project.
- We will keep your identity confidential.
- If you do not want to answer the question, you can decline to answer.
- Now let me ask you questions.

I. Basic Information
1. Date of Interview
August ___ 2007
2. Interviewer's Name
3. Location: Name of Village
4. Location: Name of Commune (circle one)
1. Prek Tonloab 2. Kompong Phnum 3. Kokir Thum 4. Samrong Thum 5. Banteay Daek 6. Dei Edth 7. Kokir
II. Personal Information
5. What is your name?
6. How old are you?
7. Sex of Respondent (circle one)
Note: Do not ask this question.
1. Male 2. Female
III. Household Information
8. Are you a head of household? (circle one)
1. Yes (jump to Q11) 2. No
9. What is the name of the head of household?
10. How do you relate to the head of household? (circle one)
1. Husband / Wife 2. Child / Grand Child 3. Brother / Sister 4. Other (_____)
11. What are the major sources of your household's livelihoods? (circle all answers)
1. Farming 2. Animal husbandry 3. Fishing 4. Military / Police 5. Government Worker 6. Small Business (running store/restaurant etc.) 7. Driver 8. Worker (construction/factory etc.) 9 Enterprise (running company)

10. Teacher 11. Retired 12. Unemployed
13. Other (_____)

12. How many members are there in your family?

13. Is the head of household widow? (circle one)

1. Yes 2. No

14. Is the head of household older than 60 years old? (circle one)

1. Yes 2. No

15. Is the head of household handicapped? (circle one)

1. Yes 2. No

16. Is the income of head of household less than 10\$ a month? (circle one)

1. Yes 2. No.

IV. Result of Detailed Measurement Survey (DMS)

17. Are your assets affected by the project?

1. Yes 2. No (jump to Q66)

18. Did government officials come to measure your house and other assets? (circle one)

1. Yes 2. No (jump to Q23)

19. Can I copy the result of DMS? (copy the result of DMS below)

IRC No. _____ DMS No. _____

Name of Affected Person _____

1.1 Houses

Type _____ Size _____ (m2) Price _____ USD

Type _____ Size _____ (m2) Price _____ USD

Type _____ Size _____ (m2) Price _____ USD

1.2 Land

Size _____ (m2) Price _____ USD

1.3 Crops

- Mango: Unit _____ Price _____ USD

- Coconut: Unit _____ Price _____ USD

- Palm: Unit _____ Price _____ USD

- Bamboo: Unit _____ Price _____ USD

- Tamarind: Unit _____ Price _____ USD

- Others: Unit _____ Price _____ USD

1.4 Grave

Unit _____ Price _____ USD

1.5 Grave (no structure)

Unit _____ Price _____ USD

1.6 Wells

Unit _____ Price _____ USD

1.7 Fence/Gate

Type _____ Unit _____ Price _____ USD

Type _____ Unit _____ Price _____ USD

1.8 Subsidy to Affected People Price _____ USD

1.9 Subsidy to Vulnerable People

- Woman Price _____ USD

- Handicapped Price _____ USD

- Very poor (income less than 10\$/month) Price _____ USD

1.10 Subsidy for Relocation Price _____ USD

Date of Compensation Payment

2.1 Date _____ Month _____ Year _____ Price _____ USD

2.2 Date _____ Month _____ Year _____ Price _____ USD

2.3 Date _____ Month _____ Year _____ Price _____ USD

Date of Resettlement

3.1 Date _____ Month _____ Year _____

3.2 Date _____ Month _____ Year _____

3.3 Date _____ Month _____ Year _____

Date of Relocation

Date _____ Month _____ Year _____

20. Are you happy about the results of the assets measurement? (circle one)

1. Yes 2. No (jump to Q22)

21. Can you explain why you are not happy with the result of the assets measurement?

22. Did you notice anyone other than government officials (including the village chief) accompany when your assets measured? (circle one)

1. Yes (jump to Q25) 2. No (jump to Q25)

23. Do you know why the government did not measure your assets? (circle one)

1. Yes 2. No (jump to Q25)

24. Can you explain the reason?

V. Payment by IRC

25. Have you received the compensation already? (circle one)

1. Yes 2. No (jump to Q40)

26. Can I copy the IRC receipt? (copy the IRC receipt below)

Receipt No. _____ Name of Affected Person _____

Received Amount _____ USD

DMS No. _____ Date ____ Month ____ Year ____
27. How much did you actually received?
_____ USD
28. Is the amount you receive is the same as stated in the IRC receipt? (circle one)
1. Yes (jump to Q30) 2. No
29. Why the amount you receive is different from the amount written in the IRC receipt?
30. Did IRC deduct the amount of salvaged materials from the compensation payment? (circle one)
1. Yes 2. No (jump to Q32)
31. How much did IRC deduce?
_____ USD
32. Did IRC depreciate the amount of compensation based on the state of repair of structures? (circle one)
1. Yes 2. No (jump to Q34)
33. How much did IRC depreciate?
_____ USD
34. Do you think the amount you actually received is the fair compensation? (circle one)
1. Yes (jump to Q36) 2. No
35. Why do you think the amount you actually received is not fair?
36. Did you have to pay money to the government officials to receive your compensation? (circle one)
1. Yes 2. No (jump to Q39)
37. How much did you have to pay?
38. To whom did you have to pay?
39. Did you notice anyone other than the government officials (including the village chief) accompany when IRC pays compensation to you? (circle one)
1. Yes 2. No
VI. Impacts on Livelihood
40. Which assets were affected by the project? (circle all answers) Note: Try to ask one by one.
1. Land 2. Residential House 3. Other structure (shops, stock room etc.) 4. Well 5. Fence 6. Fruit Tree 7. Vegetable Garden 8. Farm Land 9. Other (_____)
41. Do you have to move back your house? (circle one)
1. Yes 2. No
42 Did you lose your business as a result of resettlement? (circle one)
1. Yes 2. No
43. Was compensation payment enough to cover the cost of resettlement? (circle one)
1. Yes (jump to Q45) 2. No

44. How much was the cost of resettlement which cannot be covered by the compensation payment?
_____ USD/R
45. How much WAS the monthly income of your household before resettlement?
_____ USD/R
46. How much IS the monthly income of your household after resettlement?
_____ USD/R
47. Why did your income decrease after resettlement? (ask only if the income got decreased, i.e. the answer to Q45 is bigger than the answer to Q46)
48. Have you borrowed money because of the resettlement? (circle one)
1. Yes 2. No (jump to Q55)
49. How much you borrowed at total?
_____ USD/R
50. How is the monthly interest rate?
_____ %
51. From whom did you borrow money?
52. What did you use it for?
53. How much debt do you have now?
_____ USD/R
54. If you have paid back any, how much?
_____ USD/R
55. Overall, do you think your standard of living has been improved after you have moved here? (circle one)
1. Improved (jump to Q57) 2. Same (jump to Q57) 3. Got worse
56. Why did your livelihood get worse after you moved?
VII. Situation of Relocation Site
Note: Ask questions in this section when you interview in the relocation sites.
57. Is this a land you were given by IRC? (circle one)
1. Yes 2. No
58. Have you got the certificate for your land title at the relocation site? (circle one)
1. Yes 2. No
59. How far is the relocation site from your original house?
_____ m
60. Do you have any problem with access to following facilities? (circle all answers) Note: Ask one by one.
1. Water 2. Toilet 3. Electricity 4. School 5. No problem (jump to Q62)
61. Can you explain the problems?
62. Do you feel the relocation site is secure? (circle one)
1. Yes 2. No (jump to Q64)
63. Why do you feel the relocation site is not secure?

64. Do you think the location of the relocation site proper? (circle one)
1. Yes 2. No (jump to Q66)
65. Why do you think the location of the relocation site is not proper?
VIII. Provision of Information
66. Do you know any meeting was held by the government to explain the project and resettlement plan? (circle one)
1. Yes 2. No (jump to Q68)
67. Did you or anyone in your family attend the meeting? (circle one)
1. Yes 2. No
68. Have you received Resettlement Brochure? (circle one)
1. Yes 2. No (jump to Q71)
69. Do you understand what is written in the Resettlement Brochure? (circle one)
1. Yes (jump to Q71) 2. No
70. Can you explain what is not clear?
71. Do you know the compensation rate for the lost assets? (circle one)
1. Yes 2. No
72. Do you know that IRC is planning to give you compensation one more time? (circle one)
1. Yes 2. No (jump to Q74)
73. From whom did you come to know?
IX. Grievance Mechanism
74. If you are not happy about your compensation and want to complain, do you know how to complaint? (circle one)
1. Yes 2. No (jump to Q76)
75. To whom should you bring your complaint?
76. Have you raised your concerns over any issue regarding resettlement? (circle one)
1. Yes 2. No (jump to Q83)
77. Who did you complain?
(if the answer is not the commune chief, then finish the interview)
78. Did commune chief receive the complaint? (circle one)
1. Yes 2. No (finish the interview)
79. Have you heard anything after you submitted your complaint? (circle one)
1. Yes 2. No (finish the interview)
80. Did you receive any written response? (circle one)
1. Yes 2. No
81. If you received the response, are you satisfied with the response? (circle one)
1. Yes (finish the interview) 2. No

82. Why are you not satisfied with the response?

83. Why did you not raise your complaint? (circle all answers)

Note: Try to ask one by one.

1. Having no complaint
2. Being afraid of bring it to authorities
3. Knowing that authorities will not do anything
4. Other (_____)

(after the interview)

- Thank you very much for your cooperation to the interview.
- If you have any question on the survey, please contact _____.



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