

Republic of Moldova

Ministry of Infrastructure and Regional Development

Ministry of Finance

State Road Administration

Custom Service of the Republic of Moldova

Moldova Rural Connectivity Project (P180153)

Resettlement Policy Framework (RPF)

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List of acronyms

BCP	-	Border cross point
ECA	-	Europe and Central Asia
EIA	-	Environmental impact assessment
ESIA	-	Environmental and social impact assessment
ESF	-	Environmental and Social Framework
ESMP	-	Environmental and Social Management Plan
ESS	-	Environmental and Social Standard
GRM	-	Grievance Redress Mechanism
OIP	-	Other interested party
IBRD	-	International Bank for Reconstruction and Development
LA	-	Land acquisition
LMP	-	Labor Management Procedure
LRP	-	Livelihood Restoration Plan
MCS	-	Moldova Custom Service
NGO	-	Non Governmental organization
NMT	-	Non-Motorized Transport
PAP	-	Project affected Person
PIU	-	Project Implementation Unit
RAP	-	Resettlements Action Plan
RPF	-	Resettlements Policy Framework
SEP	-	Stakeholder Engagement Plan
SIMC	-	Social Implementation Monitoring Committee
SRA	-	State Road Administration
WB	-	World Bank

1. Introduction

1.1 Country context

Moldova's road network is strategically vital and is a critical component of the Solidarity Lanes intended to support Ukraine during and after war. The national road network in Moldova is 2,598 km in length. The secondary and local road network is over 7,000 km. About 80% of the transport of goods from the Republic of Moldova are transported by road. Relative to its territorial size, Moldova has a comparatively dense network of transport infrastructure. However, the Soviet-era stock of assets has suffered from underinvestment in renewal, modernization, and maintenance since transition. In 2020, 46.8% of Moldova's road network was assessed to be in poor condition. Investment gaps are clear when comparing Moldova to international peers. According to the 2019 Global Competitiveness Report, the quality of Moldova's road infrastructure is the worst in the entire Europe Central Asia (ECA) region and one of the worst in the world and was ranked 126 out of 140 countries considered. The war in Ukraine has significantly impacted Moldova's transport sector, due to the high number of refugees fleeing the war, the re-routing of freight transport as a result of the closure/destruction of specific routes on the territory of Ukraine and disruptions to Black Sea ports. Additionally, the Danube Solidarity Lane is currently used as an option for facilitating the export of Ukrainian grain aside from fully restoring Black Sea access, thus Moldova's transport network is likely to remain strategic while the war continues. Romanian and Republic of Moldova borders continue to experience significant pressure. For example, land routes to transport grain out of Ukraine operate through border crossing points in the two countries, resulting in lorry queues of up to 20 kilometers. Despite severe capacity constraints, Moldova's road Border Crossing Points have managed to increase throughput capacity throughout 2022 but will require additional investment to continue expanding support to Solidarity Lanes¹.

1.2 Project description

The project activities will respond to these challenges under the following four components:

Component A: Linking local communities with economic opportunities (US\$ 77.8 million)

- A.1: Upgraded local road links to national and international corridors: This subcomponent will include: (i) road upgrading along three local corridors for enhanced access and increased climate resilience; and (ii) new road safety improvements along those same corridors;
- A.2: Community inclusion & accessibility: This subcomponent will include: (i) Community requested complementary works; and (ii) Non-Motorized Transport (NMT) infrastructure along and adjacent to Project road corridors. The approach to identifying community requested works will be linked to the Project's citizen engagement activities and Stakeholder Engagement Plan. Examples of community requested works include

¹ For more detailed information about solidarity lanes, please follow the link: https://eu-solidarity-ukraine.ec.europa.eu/eu-assistance-ukraine/eu-ukraine-solidarity-lanes_en

sidewalks, development of public green space, rehabilitation of public parking at amenity sites (monuments, parks, public services buildings), and ; and

- A.3: Safer roads for Moldova: This subcomponent will include: (i) remediation of road safety “black spots” (6 locations) for reducing known risks of road crash fatalities; and (ii) road safety educational and informational campaigns. For the avoidance of doubt, the location of “black spots” selected for remediation is outside the corridors selected under Component B.

Component B: Facilitating trade and expanding Solidarity Lanes (US\$ 18.0 million)

- B.1: Solidarity Lane road access to BCPs (Ungheni & Leuseni): This subcomponent will include: (i) constructing a new access road to the Ungheni bridge; (ii) upgrading the access road to the Ungheni BCP facility; (iii) upgrading the access road to the Leuseni BCP; and
- B.2: Solidarity Lane customs facilitation and BCP Upgrades (Galati/Giurgiulesti/Leuseni): This subcomponent will include: (i) BCP traffic organization and electronic queuing on the Moldovan side of the Giurgiulesti BCPs; (ii) works for expanding the capacity of the existing parking / waiting facility in Giurgiulesti and providing basic services (toilets, water supply points) to truckers; (iii) procurement and installation of scanning equipment and software at the Giurgiulesti-Galati BCP facility; (iv) expansion of the Ungheni BCP facility; and (v) expansion of the Leuseni BCP facility.

Component C: Building delivery capacity and project management support (US\$ 4.2 million)

- C.1: Project audit and supervision structure: This subcomponent will finance: (i) annual project audits; and (ii) Supervision Engineers for overseeing all civil works.
- C.2: Incremental operating costs, project management, staff development, and support to SRA’s corporatization: This subcomponent will include: (i) salary top-ups for staff in each PIU in accordance with Moldova’s civil service regulations; (ii) consultancy support to each PIU (including 1 social and 1 environmental specialist); and (iii) incremental operating costs for each PIU; and (iv) consultancy support for enabling SRA’s transition to a corporatized entity that operates under commercial principles.

Component D: Contingent Emergency Response Component (CERC) (US\$ 0 million):

Given the inherent uncertainty created by the ongoing war in Ukraine, this zero-dollar component is designed to provide swift response in the event of an emerging crisis or emergency. The Government of Moldova would be able to request the World Bank to reallocate Project funds to address an eligible crisis or emergency needs that may materialize. The activities financed by the CERC will be demand- and event-driven and will be detailed in a GoM Action Plan of Activities, which together with an official declaration of a specific emergency by the GOM represent the two obligatory conditions for triggering the component. The definition of an eligible emergency and a positive list of activities will be included in the project’s legal documents, and the mechanics of the decision-making process and implementation of the Project will be reflected in the CERC Operational Manual, part of the overall POM.

Component B of the project will require land acquisition for the construction or expansion of BCPs and associated facilities. Component A of the project does not require preliminary substantial land acquisition and envisaged physical works would be taking place on existing roads within existing rights of way, and with the primary aim of upgrading transport services. The project is not expected to require resettlement but is expected to contribute to economic displacement under Component A which will need to be mitigated through financial compensation to landowners. Significant or irreversible impacts on the natural environment are not envisaged.

The map with Project localities attached in Annex 1.

2. Land acquisition documents and processing requirements

2.1 Objective and key principles of RPF

The RPF document takes into account the needs of project-affected persons and is drafted in accordance with the Environmental and Social Framework (ESF) and its social and environmental standards of IBRD (ESS5)² and the Moldova legislation.

The RPF objective is to identify strategies, principles, institutional mechanisms, legislative framework and procedures for resettlement or acquisition of assets under the Project implementation, as well as to set forth the framework for the preparation of Resettlement Action Plans, should any be required in the course of the Project implementation.

This RPF applies to the private landowners, whose lands, rights, or resources will be permanently or temporarily affected by compulsory actions by the Government of Republic of Moldova due to land acquisition required for Project / sub-projects. It also applies to people who lease private or state-owned lands or those who have no registered or legal rights over the land they use, and who will be adversely affected as a result of the Project/ sub-projects. However, the RPF does not apply to state land that is transferred from one Moldova authority to another, or used temporarily during construction works, unless third parties are adversely affected by the transfer or use.

This RPF was prepared jointly by State Road Administration of Moldova (SRA) and by Custom Service of Moldova (CS). This document is applicable for all sub-projects included in the Project.

The final RPF version, upon IBRD approval, will be published on the official websites of the SRA and MCS and in official information resources (if any) of the respective state rayon administrations on whose territories the Project will be implemented.

This RPF expresses the commitment of Project implementation entities to avoid adverse involuntary Land Acquisition impacts, where possible, and to mitigate and manage them to ensure that Project Affected Persons (PAPs) are able to maintain, restore or improve their livelihoods at the end of the Project.

2.2 RAP drafting and approval

² <http://pubdocs.worldbank.org/en/796881511809516397/ESS5-FactSheet-WB-ESF.pdf>

Resettlement Action Plans (RAPs) may be necessary for each of the Sub-projects (in case if land acquisition required) will be elaborated following the approval of the design documentation by the state expert examination. Upon approval of design solutions, the certified land management agencies will be involved in staking and demarcating project boundaries and obtaining a detailed list of land plots and other assets falling within area of impact of the road/BCP facilities and subject to acquisition, their type and the project-affected individuals, including asset owners, leaseholders / tenants and users.

RAP(s) will verify all persons and entities who will be affected by the Project (sub-projects or their sections), specify the extent of the impact (i.e., what type of loss they will suffer and their value), and how they will be compensated and/or their incomes restored, to ensure that they are not worse off than in a “without project” situation. In all cases, the overall aim is to at least, restore the livelihoods and quality of life of the PAPs.

The primary objective of the RAP is to provide necessary details for compensation, relocation and rehabilitation, including: i) extent of losses and impact of the project; ii) information disclosure, consultation and participation; iii) detailed census of PAPs undertaken and cut off day establishing and disclosure iv) policy and framework for compensation payments and rehabilitation/livelihood restoration; (v) rehabilitation program for severely affected and vulnerable households and all qualifying entities whose livelihood are disrupted; vi) complaints and grievance redress mechanism development; vii) resettlement budget, including the compensation for lost assets, relocation, and rehabilitation; viii) the institutional framework and implementation schedule of resettlement plan; and ix) monitoring of RAP implementation. The sample outline of RAP is presented in Annex 2.

A Public information brochure with non-technical summary will be developed and distributed to PAPs during census / socio-economic survey and consultations. Consultations will be carried out during preparation of draft and final RAP(s), as well as during project implementation. The outcomes of consultations will be documented.

Draft / final RAP(s) will be disclosed on the websites of IBRD, SRA, MCS and local authorities in the settlements within the Project implementation area, as well as on the official websites of relevant Local Authorities (such as district state administration, primaries, etc.) in the Project impact area. Printed copies of RAP(s) will also be available at the offices of Local Authorities.

In accordance with the social and environmental standards of IBRD, Moldova legislation and best practices in implementing the resettlement process, when planning the resettlement process, SRA and MCS will adhere to the following principles:

- Should a need be revealed for the acquisition of land plots or other privately owned assets, the Resettlement Action Plan(s) will be delivered by SRA and CSC for relevant Subproject. The Resettlement Action Plan(s) will be elaborated in compliance with the requirements of IBRD (ESS5) and national legislation, and will comprise a complete registry of the project-affected individuals, set the cut-off date³ and include the comprehensive description of mitigation measures aimed at minimizing the adverse impacts of the Project.

³ Cut-off date – the date(s) when the Decision(s) on Land Acquisition for Public Needs is issues by respective Government or Local Authority(ies) or the date when survey is commenced. Exact cut-off date will be specified in each RAP. In the event that the right to assets was acquired after the cut-off date had been set and publicly disclosed (notifications were sent to the owners), such assets shall not be eligible for compensation.

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- During project design elaboration, SRA and MCS the design agencies takes comprehensive measures to minimize the acquisition of assets and the resettlement of individuals within the framework of the project implementation. This task achieved through optimizing design solutions and giving acquisition priority to the assets, which are in State or communal ownership
- The preparation and implementation of Resettlement Action Plans will be carried out in a transparent manner and by involving the project-affected persons through consultations and disclosing the related documents in publicly available sources
- The main principle of the resettlement process will pursue protecting/restoring the living conditions of the project-affected persons at least to those levels existing prior to the start of the Project.
- The principle of replacement value will apply and the project-affected individuals will not incur any material losses when being paid compensation for expropriated assets, re-registering the respective rights in favour of the local authorities and during implementation of resettlement arrangements
- The compensation for expropriated assets will be fully paid to the project-affected individuals, with allowances made for the respective investments. Determination of the compensation amount will be carried out exclusively by licensed assessment entities in accordance with the methodologies approved by regulatory acts in Republic of Moldova and consistent with WB/IBRD requirements. The transaction and relocation costs will be evaluated and will be added to full compensation package
- The provisions of this document extend to all project-affected individuals, regardless of their number and the degree of impact

3. OBJECTIVES, POLICY FRAMEWORK AND ENTITLEMENTS

This RPF defines the eligibility for compensation and rehabilitation assistance, and details the entitlements for each impact type, as well as procedures for valuation, compensation, complaints consideration, consultations and disclosure, and monitoring/evaluation. It combines existing legal framework and procedures for land acquisition in Republic of Moldova and involuntary resettlement safeguards requirements of IBRD (WB Group).

3.1 National Legal Framework and Practices

The basic principles of the Moldovan civil legislation are: recognition of equality among the parties to relationships regulated by it, inviolability of ownership, freedom of contract, prohibition to interfere with private affairs, free exercise of civil rights, guaranteed remedy of violated rights and judicial protection of the same. In particular art. 10 section b) of the Civil Code stipulates that “restoration of the condition, which existed before the violation of the right, and suppression of acts which violate or threaten to violate such right”. The principle of inviolability of ownership, guaranteed remedy of violated rights and judicial protection are in line with the ESS5.

Several regulatory instruments exist in the country that provide grounds for both (i) regulation, implementation, and management of acquisition of land, property, and productive assets, as well as

(ii) compensation for the loss of these assets. Laws and regulations most pertinent to resettlement and related issues (land management, environmental assessment, compensation, etc.) include the following:

Laws and by-laws related to land management:

- The Land Code (No. 828-XII, 1991 with amendments);
- Law on Small Farmers' Households No. 1353 of 3 November 2000;
- Law on Renting in Agriculture No. 198 of 15 May 2003;
- Law on Public Lands and their Delimitation No. 91 of 5 April 2007;
- Approval of the Regulation on Agricultural Terrain Consolidation, Government Decision No. 1075 of 2007.

Legislation specifically related to acquisition of land includes:

- The Law on Expropriation for Reasons of Public Use No. 488 of 7 August 1999 or Eminent Domain.

Among these laws, Land Code No. 828-XII, 1991 with amendments and the Law on Expropriation for Reasons of Public Use No. 488 of 7 August 1999 provide the basis for acquisition of land for projects of national interest and municipal needs. Specifically, these regulations consider options for the land acquisition payable only for the legal landowners: (i) land-for-land; (ii) compensation based on market prices; and (iii) dispute over the compensation subject to resolution in the courts.

3.2 IBRD requirements

All projects funded by IBRD must comply with World Bank's Environment and Social Standards (ESSs). From October 1, 2018 The Bank introduced a new set of standards under Environment and Social Framework. From social perspective, following World Bank environmental and social standards are applicable:

ESS1 Assessment and Management of Environmental and Social Risks and Impacts sets out the Borrower's responsibilities for assessing, managing and monitoring environmental and social risks and impacts associated with each stage of a project supported by the Bank through Investment Project Financing (IPF), in order to achieve environmental and social outcomes consistent with the World Bank's ESSs.

ESS5 "Land acquisition, restrictions on land use and involuntary resettlement" is one of the most important standards guiding land acquisition and related resettlement / livelihood restoration issues during project implementation. The key principle of this standard - involuntary resettlement should be avoided. Where involuntary resettlement is unavoidable, it will be minimized and appropriate measures to mitigate adverse impacts on displaced persons (and on host communities receiving displaced persons) will be carefully planned and implemented. This standard covers situation where Project must compensate people for loss of land, assets, livelihood or standard of living.

ESS 10 "Stakeholder Engagement and Information Disclosure" recognizes the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice. Effective stakeholder engagement can improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation. Urban transport and city development programs require systematic and intensive engagement of stakeholders to implement them effectively and successfully. There are a wide range of stakeholders to be consulted which may include political

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powerholders at city and national level, transport operators (both public and private), business and trade organizations, civil society organizations, and other public sector institutions who have large number of workforce commuting to the city for work. The Stakeholder engagement plan (SEP) will map project-affected persons and other interested parties, summarize their views on preferred modes of engagement throughout the project, propose stakeholder engagement activities with he respective implementation roles, timeline and budget to be carries out through the life of the project. The project will also require a robust communication and public outreach strategy to inform communities candidly about impacts as well as benefits as well as the schedule and scope of works so that residents can plan accordingly.

3.3 Gap analysis between national legislation and IBRD environmental and social standards

Gap	Moldovan legislation	ESS5	Bridging gaps
Potential resettlement impacts	Moldovan legislation does not specify the potential impacts of resettlement	Involuntary resettlement refers both to physical displacement (relocation or loss of shelter) and to economic displacement (loss of assets or access to assets that leads to loss of income sources or other means of livelihood ¹) as a result of project related land acquisition and/or restrictions on land use. Resettlement is considered involuntary when affected persons or communities do not have the right to refuse land acquisition or restrictions on land use that result in physical or economic displacement. This occurs in cases of (i) lawful expropriation or temporary or permanent restrictions on land use and (ii) negotiated settlements in which the buyer can resort to expropriation or impose legal restrictions on land use if negotiations with the seller fail	If involuntary land acquisition, displacement and/or economic displacement will be triggered, the project will develop Resettlement Action Plans and/or Livelihood Restoration Plan according to ESS5 requirements and standards. These documents will be revised and approved by the World Bank
Key objectives of ESS5	Moldovan regulations do not consider resettlement as a sustainable development program nor do they provide grounds for alternative options. Also, they do not specify benefits and opportunities that may be provided by resettlement to improve the livelihoods of the affected populations	To avoid, and when avoidance is not possible, minimize displacement by exploring alternative project designs. <ul style="list-style-type: none"> ● To avoid forced eviction. ● 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 cost⁴ and (ii) ensuring that resettlement activities are implemented with appropriate disclosure of information, consultation, and the informed participation of those affected. ● To improve, or restore, the livelihoods and standards of living of displaced persons. To improve living conditions among physically displaced persons through the provision of adequate housing with security of tenure at resettlement sites.	Infrastructures' designs will be reviewed and examined to assess if there is room for improvement in terms avoiding involuntary resettlement. If it will be assessed that resettlement is unavoidable, the project will develop Resettlement Action Plans (RAP) and/or Livelihood Restoration Plan (LRP) according to ESS5 requirements and standards. These documents will be revised and approved by the World Bank
Involuntary resettlement instruments	Moldovan legislation lack provision on developing resettlement instruments such as	Where the exact nature or magnitude of the land acquisition or restrictions on land use related to a project with potential to cause physical and/or	If involuntary land acquisition, displacement and/or economic displacement will be triggered, the project will develop Resettlement Action Plans and/or

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	Resettlement Policy Framework, Resettlement Action Plan, Livelihood Restoration Plan, Livelihood Restoration Framework	<p>economic displacement is unknown due to the stage of project development, the client will develop a Resettlement and/or Livelihood Restoration Framework outlining general principles compatible with ESS5.</p> <p>In the case of physical displacement, the client will develop a Resettlement Action Plan that covers, at a minimum, the applicable requirements of ESS5 regardless of the number of people affected.</p> <p>In the case of projects involving economic displacement only, the client will develop a Livelihood Restoration Plan to compensate affected persons and/or communities and offer other assistance that meet the objectives of ESS5</p>	Livelihood Restoration Plan according to ESS5 requirements and standards. These documents will be revised and approved by the World Bank
Different categories of resettlement such as economic or physical	Displacement and land acquisition take place under the Law on Expropriation for Reasons of Public Use No. 488 of 7 August 1999 or the Eminent Domain Law and the Land Code that only apply to physical resettlement	ESS5 recognizes both physical displacement and economical displacement. Project-related land acquisition and/or restrictions on land use may result in the physical displacement of people as well as their economic displacement. Consequently, requirements of ESS5 in respect of physical displacement and economic displacement may apply simultaneously	The project will apply ESS5 throughout the project cycle, therefore making sure all possible impacts are considered and are addressed accordingly
Displaced people without legal rights	Moldovan laws do not recognize displaced persons without legal rights. The Land Code covers only the rights of the landowners, users of land (legal tenants), and the businesses that have legal rights to the land and other property. It therefore denies compensation for populations without some form of legal title.	Displaced persons may be classified as persons (i) who have formal legal rights to the land or assets they occupy or use; (ii) who do not have formal legal rights to land or assets, but have a claim to land that is recognized or recognizable under national law; or (iii) who have no recognizable legal right or claim to the land or assets they occupy or use. The census will establish the status of the displaced persons.	RPF, RAP and LRP developed under the project will provide compensation arrangements for displaced people without legal rights as per ESS5
Livelihood restoration	Specific considerations for the livelihood restoration are not present in the Moldovan regulations	Displaced persons whose livelihoods or income levels are adversely affected will also be provided opportunities to improve, or at least restore, their means of income-earning capacity, production levels, and standards of living	The project will develop the RAP/LRP to consider for the livelihood restoration for the affected persons based on ESS5 provisions

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Replacement cost	Specific considerations for replacement costs that are disaggregated by types of affected assets (e.g. old, new houses) are not present in the Moldovan regulations	ESS5 objective - 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 (ii) ensuring that resettlement activities are implemented with appropriate disclosure of information, consultation, and the informed participation of those affected.	RPF, RAP and LRP developed under the project will provide compensation at replacement cost as per ESS5
Informed participation of project affected persons PAP	<p>Limited legal basis to provide public disclosure of land acquisition and resettlement activities</p> <p>However, a number of existing regulations and international conventions, to which Moldova is a party provide a basis for developing specific regulations on public participation and consultation processes for resettlement</p> <p>Convention on Access to Information, Public Participation in the Decision-Making Process and Access to Justice in Environment (Aarhus, 1998)</p> <p>Law on Access to Information No. 982- XIV from 11 May 2000</p>	It is important that affected disadvantaged or vulnerable individuals or groups have a voice in consultation and planning processes. This may involve special efforts to include those who are particularly vulnerable to hardship because of physical or economic displacement.	The project will disseminate information about the project and infrastructure works and resettlement arrangements in the resettlement development stage and will organize meaningful consultation with affected communities and Project Affected Persons throughout the project cycle. Special attention will be paid to vulnerable or atrisk groups to hear their concerns and plan resettlement activities to mitigate adverse impacts on these groups in particular and community in a broader context
Grievance mechanism	<p>Limited legal basis to establish a grievance mechanism consistent with ESS requirements</p> <p>However, a number of existing regulations provide a basis for addressing grievances</p> <p>Administrative Code no. 116 as of 19.07.2018</p>	The client will establish a grievance mechanism consistent with ESS1 as early as possible in the project development phase. This will allow the client to receive and address specific concerns about compensation and relocation raised by displaced persons or members of host communities in a timely fashion, including a recourse mechanism designed to resolve disputes in an impartial manner	The project will establish a grievance mechanism consistent with World Bank standards as early as possible in the project development phase

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Preference for negotiated agreements	Limited legal basis for preference of negotiated agreements	To help avoid expropriation and eliminate the need to use governmental authority to enforce relocation, clients are encouraged to use negotiated settlements meeting the requirements of this Performance Standard, even if they have the legal means to acquire land without the seller's consent.	The RAP/LRP developed under the project will consider and provide grounds for negotiated settlement. The preference for negotiated settlement will be advocated by the project and adequate methodology will be established
Minimization of displacement	There is no provision in Moldovan legislation regarding minimization of displacement	ESS5 objective - To avoid, and when avoidance is not possible, minimize displacement by exploring alternative project designs	Infrastructures' designs will be reviewed and examined to assess if there is room for improvement in terms avoiding involuntary resettlement. If it will be assessed that resettlement is unavoidable, the project will develop Resettlement Action Plans (RAP) and/or Livelihood Restoration Plan (LRP) according to ESS5 requirements and standards. These documents will be revised and approved by the World Bank
Baseline and Cutoff date	There is no provision in Moldova legislation relating to cut-off date establishment	In the absence of host government procedures, the client will establish a cut-off date for eligibility. Information regarding the cut-off date will be well documented and disseminated throughout the project area.	The project will establish a cutoff date for eligibility. The establishment of the cut-off date will be documented and disseminated through flyers, public displays, media announcements and social networks in the project area
Preference for in-kind compensation over cash compensation	While Moldovan expropriation law provides grounds for in-kind compensation (land swapping) there is no provision to enact preference for in-kind compensation over cash compensation	Where livelihoods of displaced persons are land-based, or where land is collectively owned, the client will, where feasible, offer the displaced land-based compensation	The project will strongly advocate for in-kind compensation especially in cases where vulnerable or at risk groups assets will be affected
Compensation for loss of economic activities and loss of income flow	There is no provision in Moldovan legislation referring to compensation for loss of economic activities and loss of income flow	In the case of projects affecting livelihoods or income generation, the Borrower's plan will include measures to allow affected persons to improve, or at least restore, their incomes or livelihoods. Economically displaced persons will be provided opportunities to improve, or at least restore, their means of income-earning capacity, production levels, and standards of living	The project will develop the RAP/LRP to consider for the livelihood restoration for the affected persons based on ESS5 provisions
Allowances and support during the transition period	There is no provision in Moldovan legislation allowing the provision of transition support and allowances	Transitional support will be provided as necessary to all economically displaced persons, based on a reasonable estimate of the time required to restore their income-earning capacity, production levels, and standards of living	The project will develop the RAP/LRP to provide special compensation arrangements transitional support: moving allowances, income restoration support, vocational training, etc

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<p>Measures for the most vulnerable population</p>	<p>There is no provision in Moldovan legislation to offer additional assistance to vulnerable groups in resettlement activities</p>	<p>The resettlement plan provides for transitional relocation assistance to people who are physically displaced. Such assistance may include transportation, food, shelter, and social services that are provided to affected persons during the relocation to their new site. Additional measures may be necessary for vulnerable groups during physical relocation, particularly pregnant women, children, the elderly, and the disabled. Assistance may also include cash allowances that compensate affected persons for the inconvenience associated with resettlement and defray the expenses of relocating to a new location, such as moving and lost workdays.</p>	<p>The RAP/LRP developed under the project will consider special provisions and compensation arrangements for vulnerable or at-risk groups. This may be tailored into additional compensation packages or special support</p>
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4. Policy Framework and Entitlements

The following groups of PAPs are eligible for entitlements under this RPF and will be addressed in the RAP(s):

- i. All PAPs losing land (and/or access to land and resources) either covered by legal title, legalizable, or without registered ownership status;
- ii. Leaseholders / tenants / land shareholders / land share right holders, whether registered or not;
- iii. Owners of structures, crops, plants, or other objects attached to the land;
- iv. PAPs losing business, income, and salaries.

In case users of land plots not registered in SLC are affected, the SRA/MCS through the relevant state agencies / local authorities will assist the affected land users to register or update the registration of their lands in order to enable to compensate them under existing national legislation. The non-land assets/structures on the affected plots of land users without titles will be evaluated and compensated by exactly the same criteria as those with titles.

Compensation and entitlements must ensure that the PAPs maintain or improve their livelihood and standard of living after the project. For purposes of eligibility, the date when relevant Local Authorities issue the Decision on Land Acquisition for Public Needs or the date when survey commences will be set as cut-off date. The publicly disclosed cut-off date will be revealed during the consultation process as part of RAP preparation. The RAP development Consultant will be required to organize public consultations within the affected communities after the social census has been completed and the list of Project Affected Persons (PAPs) has been defined. During these consultations, all PAPs and other local stakeholders will be notified that individuals who occupy or make improvements on affected areas after the cut-off date are not eligible for compensation. Additionally, the cut-off date will be made available on both the SRA and local authority's websites.

Establishing the cut-of-date for the acquisition of land for infrastructure projects is a process with a strict finality. People who are not in the country on the date of the survey or have not entered into the rights of succession or inheritance can request compensation and the extension of the negotiation or compensation term, but not the cancellation of the date for the restrictions on the sale of land subject to expropriation.

In essence, the cutoff date for land acquisition in infrastructure projects serves to balance the rights of landowners with the necessity for timely and effective project execution, ensuring fair compensation while avoiding prolonged delays in the interest of public infrastructure development.

4.1 Entitlement matrix

Table below provides the entitlements for various categories of PAPs and degrees of impacts related to the Project.

Type of impact	Category of PAP	Compensation Entitlement
Permanent losses		

Permanent loss of land (agricultural, residential, commercial)	Owners	<ul style="list-style-type: none"> - Cash compensation for affected land plot at full replacement value without deduction for taxes, transaction, registration or transfer costs and other applicable payments; or - Land for land compensation with plots of equal value to the plots lost (if suitable land is available) - In case of partial acquisition of the land plot, if the remaining part of the land is no longer viable for continued use according to its initial land use purpose, then at the request of the owner/user the affected land plot will be acquired in full or replaced with another plot comparable in value to the initial plot.
	Leaseholders	<ul style="list-style-type: none"> - If the land plot is acquired in full, SRA/MCS will coordinate with Local Authorities to facilitate provision of the land for land compensation with replacement leased plot of equal productivity to the plot lost, if possible (if land is leased by small non-commercial leaseholder the impact of lease termination will be addressed through livelihood restoration strategy); - If the leased land plot is partially acquired, amend the existing lease agreement to exclude the land area acquired for the purposes of the project and reduce the lease payment correspondingly; or - If the replacement land is not available or if the remaining part of the land is no longer viable for continued use according to its initial land use purpose, provide compensation reflecting terms of value of loss of lease and impact.
	Land shareholders / Land share right holders	Alternative / replacement land plot without charging transaction / registration and other applicable payments.
	Informal users	Leased plot on state or communal (land of territorial communities) land without charging transaction / registration and other applicable payments.
	Potential owners with registered ownership rights (if any) (title	Cash compensation for affected land plot in amount of its lease cost commensurate to

	deeds not included to the State Cadaster system or land plot are still under in heritage procedure) whose land plots were used for project without providing compensation	land size and duration of land use by the project until the compensation is provided.
Permanent loss of structures	Owners of permanent structures (residential, non-residential, commercial) including informal users	<ul style="list-style-type: none"> - Cash compensation at the full replacement value for affected structures and other real assets at existing prices at the moment of acquisition with no deduction for depreciation or transaction costs. Compensation will include the value of affected connections to water supply or other public utilities; - In case the house is affected, a house for house compensation with replacement house of equal size to the one lost (if suitable house is available) can be considered at the owner's request. If replacement house is of lower value, provide cash compensation for the difference. - The owners of structures will be notified in advance (at least 6 months before acquisition) to have sufficient time to find a new location.
	Tenants	<ul style="list-style-type: none"> - Information about the acquisition of the house at least 6 months in advance of demolition to enable the tenant to find other accommodation - Assistance with relocation for vulnerable categories
	Owners of temporary/movable structures (kiosks, stalls)	<ul style="list-style-type: none"> - Approved site to relocate structure with the relevant permissions and access to the road, if required - Locations will be agreed with local communities (local self-governments) and the access to such agreed locations in compliance with safety requirements shall be specified in the design documents and ensured
	Owners / users of land plots / structures / adjacent to the project area	Provide alternative access. Access solution shall be agreed with PAPs in advance.

Loss of access	Owners / users of land plots / structures adjacent to the project area	<ul style="list-style-type: none"> - Provide alternative access. Access solution shall be agreed with PAPs in advance - If servitude is imposed to provide permanent access, cash compensation for affected part of the land plot / property under servitude shall be provided without deduction for taxes, transaction, registration or transfer costs and other applicable payments. If imposed servitude makes the use of the land nonviable, then the land plot has to be acquired in full. - If no reasonable alternative access can be provided and an owner of structures and residential land will permanently lose the access to the property (e.g., land / property / asset), social infrastructure (community assets, municipal infrastructure, etc.) the owner/user will be resettled and the assets will be acquired.
Loss of annual crops	All PAPs including informal users	<ul style="list-style-type: none"> - The crop owners will be notified on upcoming project activities (at least 1 agricultural season prior to commencement of construction works). The crop owners will be given a possibility to collect the harvest for that season. Depending on timeline of upcoming construction works, the crop owners/users will be notified and recommended to skip sowing of the land plots required for the project needs. - In case when the opportunity to harvest the crop was not ensured, the crop owners will be paid compensation. The methodology of calculating the compensation for lost crop will be presented in RAP and ensure replacement value. In case when owners of the crop were notified about civil works in advance (1 agricultural season) but planted the crop, the compensation for crop loses will not be provided.
Loss of perennial plants and trees	All PAPs including informal users	<ul style="list-style-type: none"> - The owners will be paid compensation for loss of perennial plants based on their age and value, including the costs for the restoration of plantings. The methodology of calculating the compensation for lost perennial plants will

		<p>be presented in RAP and ensure replacement value.</p> <ul style="list-style-type: none"> - The owners of productive perennial plants and trees will be notified on upcoming project activities (at least 1 agricultural season prior to commencement of construction works), and will be given a possibility to collect the harvest for that season.
Temporary or permanent business/ employment loss	Business owners (including those with no formal rights on the land) and their affected workers	<ul style="list-style-type: none"> - If permanent business loss, cash compensation equal to one-year net income (lost profit). If not registered, calculation of compensation will be based on the official minimum wage in Republic of Moldova. - If temporary business loss, cash compensation for the period of income loss (not exceeding one year). If not registered, calculation of compensation will be based on the official minimum wage in Republic of Moldova - If permanent employment loss, 3 months average registered wages (if not registered, based on the official minimum wage in Republic of Moldova). - If temporary employment loss, average registered wage during disruption (if not registered, based on the official minimum wage in Republic of Moldova).
Relocation (transport and transitional livelihood costs)	All persons affected by relocation (physical displacement)	<ul style="list-style-type: none"> - Transportation allowance sufficient to cover transport expenses; and - Relocation allowance equivalent to monthly rental cost for similar land plots/structure multiplied by the number of months needed to rebuild and relocate to a new site. - Transition allowance to cover their households needs during transition period.
Vulnerable population groups	All vulnerable PAPs	The RAP will define vulnerability criteria and identify affected vulnerable persons. Identified PAPs with vulnerabilities will receive additional assistance (e.g., assistance with engagement access, in registration of title deeds, searching alternative location for homes and business, moving assistance, etc.).
Severely impacted households	All severely affected households	The RAP will define severe impact criteria and identify severely impacted households (households which lose more than 50%

		sources of income as result of Project implementation). Identified severely impacted households receive additional assistance (e.g., enrollment in government social assistance program if applicable and not yet enrolled; priority in local employment for severely impacted PAPs; facilitated access to training, skill development, micro-credits, other development opportunities, etc.).
Loss of livelihood	Local population, local business	If loss of livelihood is identified during RAP preparation, the livelihood restoration plan will be developed and included in the RAP.
Community assets		Rehabilitation or replacement of affected structures to pre-project function.
Temporary losses		
Land for construction camps, work sites or borrow pits – state lands shall be used for establishment of construction camps, work sites borrow pits, access roads, etc. Private lands can be used only if no state land is available and with approval of SRA/MCS (no agricultural lands shall be used).	Owners (temporary use agreed between owner and SRA/CS)	<ul style="list-style-type: none"> - Cash compensation at existing local rental rates for duration of temporary use plus income/crop/structure loss due to temporary land use, if any as provided for in the entitlements for crops, business and structure losses; - Land restored to original status at the end of temporary use period; - Payment for preparation of land management and other legal documents.
	Leaseholders (long-term and short-term land lease)	<ul style="list-style-type: none"> - Cash compensation at local state rental rates for duration of temporary use plus income/crop/structure loss due to temporary land use, if any as provided for in the entitlements for crops, business and structure losses; - Land restored to original status at the end of temporary use period; - Payment for preparation of land management and legal documents.
	State lands (permanent land users)	<ul style="list-style-type: none"> - Land restored to original status at the end of temporary use period; - Environmental safeguard measures; - Payment for preparation of land management and legal documents.
Temporary loss of access to public infrastructure. Imposition of servitudes or other restrictions (might be required for underground pipelines, communication	Owners and users of land plots	<ul style="list-style-type: none"> - Creating alternative access routes to ensure access to public infrastructure (hayfields, pastures, recreation areas, etc.). - Signing of servitude agreement, specifying conditions of access to part of the land plot.

and power lines, other utilities, etc.)		<ul style="list-style-type: none"> - Provision of compensation as per servitude agreement. - If imposition of servitude significantly restricts the designated use of land plot or makes the land plot unviable, then at the request of the owner/user the affected land plot will be acquired in full or replaced with another plot comparable in value to the initial plot.
Loss of livelihood	Local population, local business	The livelihood restoration measures will be taken according IBRD requirements to the pre-project level. In case if loss of livelihood will be identified during RAP preparation, the restoration action plan will be developed according to the livelihood restoration strategy. The livelihood restoration strategy described in Section 7.
PAPs with vulnerabilities	Land and structures owners/tenants/informal users	The RAP will define vulnerability criteria and identify affected vulnerable persons. Identified PAPs with vulnerabilities will receive additional assistance (assistance in engagement, registration of title deeds, searching alternative location for homes and business, moving assistance, etc.).

Note: the measures provided in this entitlement and compensation matrix can be further specified in detail during RAP preparation.

4.2 Procedures for Impact Assessment

Assessment of final impacts for Project will be done based on the design documentation. Information on the affected plots will be derived by superimposing the road and BCPs facilities alignment on the land cadastral map. The land cadaster and information will be used to identify the names of the registered landowners / leaseholders / land share holders / land share right holders, land use rights, land use purpose, size of the affected plots and the proportion of affected land against the total area of the plot. Impacts of land acquisition will be fully assessed once the final design is available and the boundaries of area of impact are clearly known. Background information on PAPs will be obtained using a structured census / socio-economic questionnaire. Secondary information on the social, demographic and livelihood conditions in the Project area will be collected from local authorities. On the basis of the impact assessment and consultation with PAPs, a Resettlement Action Plan(s) will be prepared.

In addition to information of affected land plots, the inventory of affected assets will summarize the: (i) number of structures that will be demolished and information on their ownership disaggregated by gender; (ii) the types of construction materials used in the affected structures; and (iii) other immovable assets like power connections, etc.

The census / socio-economic surveys of PAPs will cover, but not limited to: (a) profiles of household heads by age, gender and education; (b) household members (including land owners / users without

title) business activities and employment, disaggregated by gender; (c) family incomes and its sources as compared with poverty thresholds; (d) asset ownership such as land, structures, crops and trees; (e) access to social services like schools, clinics, public markets and places of worship; (f) access to utilities and roads; (g) access to common resources in the area; (i) gender issues that may affect the LA process; and (j) vulnerability analysis and identification of vulnerable groups. The census will verify the loss of assets (land, structures, crops, plans, etc.). It will also identify the loss of potential incomes from business activities and/or employment, including small businesses operating alongside of the road. In addition, it will also identify severely affected households. These impacts will be the basis for compensation and income restoration of the PAPs. The result of the survey will be complemented with available region / district level secondary socio-economic information for the Project area.

4.3 Valuation of Losses

The permanent land loss will be compensated at either the current market value topped up with the transaction costs or normative land value as calculated per Moldovan legislation whichever is higher.

In the Republic of Moldova three methods are used for determining the market value of land and real estates:

1. Expenses method is based upon estimation of the market value of the valuation object including all expenses necessary for its creation up to current state or recovery its consumption qualities.
2. Sales comparative analysis method involves the estimation of the market value of the economic good based on the comparative analysis of similar goods recently sold and the sale prices adjustments to consider differences between these goods and valuation object.
3. Incomes method is based upon analyzing the information on incomes and expenses related to the valuation object; it allows determining the price of affected asset on the basis of net operational income which can be generated by this asset in future.

In order to determine the replacement value for structures and real estates the project will use the expenses method where depreciation of the assets will not be taken into consideration and the value will be topped up with the transaction costs (notary fees, cadastre services fee, ownership registration fee, etc.).

For land the most appropriate valuation methodology would be incomes method backed up by the other two methods in the attempt to determine the market value to be topped up with the transaction costs (notary fees, cadastre services fee, ownership registration fee, etc.). The resulting value will be compared with the normative price of land (see below) value. Whichever value is higher will be considered for compensation. The normative price of land is a measure of estimation of the land value equivalent to its natural and economic potential expressed in national currency and it determined according to the law on normative price and order of purchase and sale of land No. 1308-XIII of July 25, 1997.

The tariffs for calculating the normative price of land are established for a conventional unit (degree-hectare), on the basis of the cadastral indices (quantitative and qualitative) listed in the Annex to the above mentioned law, and are indexed based on the inflation rate by the Parliament, at the Government proposal.

The normative price for the agricultural land plots, household plots and orchard plots is calculated based on the plot area, soil fertility expressed in degrees and the tariffs indicated in the Annex to the law on normative price and order of purchase and sale of land. If no additional soil studies have been performed, the degree of the soil fertility is to be considered the average degree of the soil fertility of the respective administrative unit.

Land acquisition and compensation will be governed by national regulations that will be drawn up and approved at Cabinet level. 9 art.6 of the Law *valuation activity* No. 989 as of 18.04.2002

A detailed land evaluation methods are described in the following:

The presented land valuation methods are applicable for the valuation of all lands, regardless of their destination and current use:

a) the comparable sales analysis method, which includes: the direct comparison method, the allocation method and the extraction method;

b) the income method, which includes: the direct capitalization method, the residual method and the parceling method.

The direct comparison method is used to determine the value of land with constructions and land without constructions by comparing the sale prices of land similar to the object of evaluation. The main influencing factors on land value are usually:

a) the location and the surrounding environment;

b) the destination of the land, the way of current use and the rights of third parties on the land;

c) the physical characteristics of the land: relief, surface, shape and others;

d) access to land;

e) the existing building facilities at the plot level (water supply networks, sewage, heating, natural gas, electricity and others).

The following measurement units can be used to compare land: 1 m², 1 ha or a plot of land. The procedure for applying the direct comparison method is similar to that described in following methodology.

The direct capitalization method is used to estimate the value of land that can generate income during the exploitation period. The respective method is applied for the evaluation of land with constructions and those without constructions in cases where information is available about the income generated by the land similar to the object of the evaluation.

The income obtained from the use of the land can come both from the leasing of the land and from its exploitation by the owner for economic purposes.

The rent payment depends on the renters' income obtained from the use of the lands according to their destination. Thus, the value of the land represents the updated amount of the future income obtained from the leasing of the land.

In the case of the evaluation of agricultural lands, the income generated by the immovable property can be calculated based on market prices for agricultural production, the cultivation of which represents the best and most efficient use of the respective land.

The following stages are applied within the direct capitalization method:

- a) estimation of the annual income obtained from the use of the land;
- b) determining the capitalization rate;
- c) determining the value of the land by dividing the annual income by the capitalization rate.

The residual method is used for the evaluation of land with constructions and land intended for construction:

- a) calculation of the reconstruction value or the replacement value of the existing improvements on the assessed land or those to be built;
- b) estimation of the net operational income that can be obtained from the use of the complex real estate, based on market lease payments for real estate similar to the complex real estate of which the assessed land is a component;
- c) estimation of the net operating income attributed to the improvements by multiplying the reconstitution or replacement value by the capitalization rate for the improvements;
- d) calculation of the net operating income attributed to the land, by subtracting the net operating income attributed to the improvements from the net operating income generated by the complex real estate;
- e) determining the value of the land by dividing the net operational income attributed to the land by the capitalization rate of the land.

In the process of estimating the market value of the land, only market data should be used in the calculations (lease payments and operational expenses for real estate similar to the object of evaluation and others)

The subdivision method is used to evaluate land for which subdivision represents the best and most efficient use. To apply the respective method, it is necessary to analyze the parceling costs and the selling prices of the exploited parcels. The main stages of the parceling method are:

- a) determination of the number and sizes of plots that can be created taking into account the physical possibilities, legal provisions and economic efficiency. The plots must correspond to the local legal requirements, regarding the surface and the provision of infrastructure elements (engineering networks - water, sewerage, heating, natural gas; access roads, etc.), and satisfy the requirements of the local real estate market. The result of the analysis carried out in the first stage is fixed in a plan for the valorization of the evaluated land. The capitalization plan will indicate: the number and dimensions of the plots, the type and volume of the necessary construction works, the construction costs, the time required for the plotting and construction of the improvements and the expenses to be incurred during the market exposure period;
- b) analysis of the market on which the plots will be exposed: demand and supply, market absorption rate and market exposure period for formed plots;
- c) estimation of the most likely sale price of each parcel by applying the comparable sales method and estimating the size of the entrepreneur's profit for the capitalization of the land and the commercialization of the parcels;
- d) projecting the flow of income and expenses during the calculation period. The calculation period will start from the moment when the land was taken over to initiate the parcelling and will end when all the parcels will be sold. The net cash flow for each period will be discounted to obtain the present value of the income. The discount rate, which is extracted from market data, must reflect the degree of risk associated with the respective business;
- e) estimating the market value of the land by summing up the updated cash flows on the valuation date.

4.3.1 Compensations for loss of annual crops

The cash compensation for the loss of annual crops will be determined according to the formula below:

$V=A \times P \times AP/10$; where:

A – Land plot area, ha;

P – Average yield in the last 5 years, quintal/ha;

AP – Average value of agricultural production in the last 5 years, MDL/tonne.

An assessment is to be made separately for each crop, thereby obtaining the average annual income. Most of the losses for each affected crop would be temporary. Farmers will be given consultations on their rights according with the above methods for calculating compensation. To define the sum of compensation for temporary or permanent land acquisition, the following information is taken into consideration:

- Structure of sown areas.
- Current market prices for crops.
- Yield from crop production in the last five years.
- Expenses on crop yields. The compensation for loss of annual crops will be provided to PAPs if annual crops will be affected either through direct removal or by preventing planting (i.e. the remainder of the field is planted at the time of construction).

4.3.2 Compensations for loss of perennial crops

Compensation for the loss of perennial plantations will be calculated at the total replacement cost. Compensation includes the value of the lost harvests and plantation reestablishment costs. Therefore, the calculation of the compensation for the affected orchards has considered the direct and indirect costs related to soil preparation, plantation establishment until the plantations recovers its former state and the loss of harvests until the plantation starts to fruit.

The volume of the capital investments for establishing orchards until the fruitful period (plantation recovery costs), as well as the information on market prices and average harvest per 1 ha were established on the basis of surveys to be carried out by the valuation expert.

Calculations for loss of perennial crops were based on the replacement cost. These were made according to the following formula:

$Tc= (Pm \times Pr \times Ac \times Nc) + (Rc \times Nc)$, where

Tc – Total compensation for loss of perennial crops (Lei)

Pm – Average yield marketed (kg/tree)

Pr – Average wholesale price (lei/kg)

Ac – Years needed to recover the lost harvest (years)

Rc – Recovery costs (lei/tree) representing land preparation costs plus the cost of the seedling

Nc – Number of affected trees

Timber trees will be compensated at the market value of wood.

5. ORGANISATIONAL ARRANGEMENTS FOR COMPENSATION PROCEDURE AND RESPONSIBILITIES OF EACH PARTY

The preparation, implementation, monitoring and evaluation of RAP(s) require adequate organizational and institutional support. This section describes the tasks of various entities in LA related activities.

5.1 State Road Administration and Custom Service

The SRA/MCS is the proponent of the Project and has overall responsibility for its planning and implementation, including preparation, implementation, financing, implementation and evaluation of the LA activities. SRA/MCS is also responsible for ensuring cross-agency coordination and liaison with relevant state agencies involved in implementation of all LA tasks, making high-level decisions, including resolving PAP grievances and facilitating court processes. In particular, the SRA/MCS responsibilities will include but not be limited to the following tasks:

- Coordinate LA related tasks among all involved state agencies and stakeholders, liaise with Lenders on LA related issues;
- Make decisions on the number of required RAPs to be prepared depending on design progress, number of affected land plots and land area to be acquired, its geographical location;
- Make high-level decisions related to the land acquisition and compensation of affected people;
- Ensure availability of sufficient budget for compensation and other LA activities;
- Ensure overall compliance of LA activities with the approved RAP(s);
- Review and approve RAP(s), ensure disclosure of approved RAP(s)
- Ensure that GRM is established and operational;
- Ensure that PIUs has a capacity to manage LA related issues and ensuring hiring RAP preparation and implementation Consultants if needed
- Ensure proper implementation of monitoring activities, and involvement of External Monitor to assist in verification of RAP(s) completion, as well as preparation of RAP Compliance Report(s);
- Ensure proper implementation of stakeholder engagement activities and disclosure of RPF, RAP(s) and other relevant LA documents.

5.2 PIUs

The PIUs⁴ has overall responsibility for day-to-day project implementation, including routine planning and management of implementation of LA activities. In case if a lot of potential resettlement impacts will be identified, RAP preparation Consultant will be hired to PIU by SRA/SCS. Also, RAP implementation focal point will be appointed at PIUs and will coordinate the preparation and implementation of the RAP(s) for the Project (sub-projects or their sections with LA impacts). RAP implementation focal point at PIUs will report directly to the management of PIUs and SRA/SMCS and will be responsible for implementation of the following tasks:

⁴ If SRA will be designated the main PIU for all the works in the relation with the WB Project, the PIU under SCS will not need to have such specialist involved.

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- Maintain regular coordination and communication with SRA, Local Authorities and other relevant state agencies involved in immediate planning and implementation of LA tasks;
- Collaborate with design organizations at a time of design preparation to review design solutions and to ensure that LA impacts are avoided or minimized;
- Collaborate with SRA/MCS and Local Authorities to ensure that appropriate maps are available to define the affected land plots;
- Coordinate with Local Authorities and other relevant entities to ensure that list of PAPs is based on final design, and ensure that proper process on issuing the Decision on Land Acquisition for Public Needs and providing notifications to PAPs is duly followed;
- Supporting RAP preparation Consultant during development of resettlements plans require;
- P Supporting of RAP preparation consultant in planning and implementation of PAP's census, socio-economic survey, and data analysis;
- Collaborate with SRA/MCS to ensure that valuers for valuation of affected land plots and non-land assets are timely engaged;
- Organize and participate in public consultations and stakeholder engagement process;
- Support establishment of project grievance redress mechanism, participate in GRM as needed and facilitate resolution of grievances;
- Review RAP(s) and submit the final document for SRA/MCS and IBRD approval;
- Ensure RAP(s) disclosure;
- Carry out internal monitoring of RAP(s) implementation, prepare monitoring reports
- Follow up with expropriation cases;
- Provide information on RAP(s) implementation to the External Monitor;
- Monitor/supervise the temporary land acquisition carried out by contractor(s) engaged for the project to ensure compliance with RAP(s) and Lenders' policies on LA.
- Report to SRA/MCS on progress of planning and implementation of LA activities, any impediments and delays in LA process, suggest corrective actions (as necessary).

5.3 RAP development Consultant

RSA/CSC will engage a consultant for the preparation of the Resettlement Action Plan (RAP). The consultant must develop the RAP document aligning with the guidelines specified in World Bank's Environmental and Social Standard 5 (ESS 5) and this RPF. The detailed structure of the RAP can be found in Annex 2.

The consultant will be responsible for the end-to-end development of the RAP, encompassing data collection, impact assessment, stakeholder engagement, policy analysis, compensation framework design, and documentation, Livelihood Restoration Plans development. The RAP preparation Consultant will be responsible for implementation of following tasks:

- Review project documentation, including project objectives, area of influence, and stakeholders involved.
- Meet with project team and relevant stakeholders to understand the project's context and expectations.
- Conduct social census for assessment and identifying affected individuals (including those who have vulnerabilities), households, assets, impacts on livelihood, and land due to the project.

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- Analyze the potential impact on affected communities, considering social, economic, and cultural aspects.
- Organize and conduct consultations with affected communities, local authorities, and other stakeholders with special attention on ensuring equal access for vulnerable groups to gather their views and concerns regarding the project's impact.
- Facilitate dialogue and ensure that stakeholders' perspectives are adequately reflected in the RAP.
- Design a compensation and assistance framework, that addresses the losses and impacts identified during the assessment.
- Ensure the framework is fair, just, and compliant with best practices and cultural norms.
- Propose feasible and socially responsible resettlement strategies, considering land acquisition, housing, livelihood restoration, and community development.
- Present options for affected persons to choose from, promoting informed decision-making.
- Prepare a comprehensive and well-structured RAP document, including all relevant annexes, data, and supporting documentation.
- Ensure the document is clear, concise, and ready for submission to the project team and World Bank's Team.
- Develop a detailed timeline for the execution of tasks and the overall completion of the RAP.
- Provide regular progress updates and reports to the project team, highlighting achievements, challenges, and recommendations.
- Propose a budget estimate and allocation for the RAP development, specifying resource requirements and justifications.

5.4 Design Organizations

Design organization(s) will be engaged for designing / finalizing designs for the Subprojects (their sections with LAR impacts). In particular, the design organization(s) will:

- Finalize the design for road sections, including details of affected lands and properties;
- Coordinate closely with local authorities on project land use to ensure that sub-project LAR impacts are minimized;
- Identify potential areas for temporary land use during construction works implementation;
- In close cooperation with local authorities identify potential sites for relocation of informal roadside businesses and ensure that these sites are included in design documents;
- Participate in public consultation and disclosure activities, as needed;
- Participate in grievance redress process, as needed

5.5 Local Authorities

Local Authorities will play crucial role in both planning and implementation of RAP(s), including PAPs identification, issuance of Decision(s) on Land Acquisition for Public Needs, public consultation, grievance resolution, provision of alternative land leases for leaseholders and defining the site(s) to relocate roadside traders. In particular, local authorities will:

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- In collaboration with relevant state entities and Design organizations ensure that all PAPs are identified;
- Ensure that PAPs are duly notified on upcoming LA activities;
- Provide support during census, socio-economic survey and valuation activities;
- Support design organizations in identification of suitable areas for relocation of informal roadside businesses, solutions for maintaining / provision of access (as relevant), as well as areas for temporary use during implementation of construction works;
- Prepare documents for formalizing agreements with PAPs, processing of compensation payments, follow up with registration of land / property titles;
- Participate in grievance redress process;
- Participate in public consultation and disclosure activities.

5.6 Ministry of Finance

- Together with SRA/MIRD, ensure availability of sufficient budget for compensation and other LA activities;
- Open and maintain available for at least 3 years the money for compensation available in a special account.

5.7 Other Agencies and Institutions

Several other institutions will take part in the preparation and implementation of LAR activities.

These are:

- Courts (Justice). The court system will be involved in LA process in case the agreement is not reached between relevant Local Authority and the owner/user of the affected land plot / property.
- Independent Valuers. Qualified valuers will be engaged to appraise the affected assets subject to acquisition.
- Agency for Public Services. Will registry the rights of property in the Cadaster data base.

6. CONSULTATION, PARTICIPATION AND DISCLOSURE

6.1 Consultations

The Project will promote the active public and stakeholders' participation that involve information exchange and decision-making during the RAP(s) preparation and implementation process. The objectives of consultations are to: (a) identify and help address PAPs' concerns related to the preparation and implementation of the RAP; (b) determine PAPs' preferences on the type and delivery of compensation; (c) minimize PAPs' concerns and ensure transparency of RAP(s) activities; and, (d) help avoiding unnecessary and costly project development delays.

According to IBRD standards, the PAPs must be fully consulted and provided with opportunities to participate in the planning and implementation of LA processes. They also must be informed in an

appropriate and timely manner on their rights and entitlements, the outcomes of the planning process, as well as the schedules and procedures for implementation of the RAP(s). Public information and consultation campaign must be carried out by the SRA/MCS and PIUs with participation of the local authorities during all stages of the LA process (design organizations and construction contractors can participate in consultations as well, if requested). In addition, SRA/CS, PIUs and Local Authorities must also organize public information meetings to ensure disclosure of RAP(s) and inform PAPs about the procedures for payments for compensation and relocation.

For each sub-project at least one consultation with PAPs will be conducted once the final impacts are determined. The consultation will present the scope of the Project, description of temporary and permanent impacts, entitlements of PAPs to compensation and assistance, grievance procedures, schedule of land acquisition activities, role of various agencies and other related information. To ensure that PAPs and other key stakeholders are informed of these consultations, schedule and venues of consultations will be announced at least two weeks before the activity. Individual notifications may also be sent to potential PAPs, if deemed necessary. Representatives from CSOs/NGOs will also be invited as observers to ensure that discussions are free of intimidation and PAPs are allowed to speak. Staff from the SRA/MCS will record the discussion and prepare minutes of the meeting.

Representatives of SRA/MCS and Local Authorities shall be well-informed about the Project and its sub-projects, as their input will be solicited for conducting the inventory of affected assets, the census / socio-economic survey of PAPs and the detailed measurement surveys. Also, prior to the finalization of the RAP(s) and its submission to IBRD for endorsement, the SRA/MCS shall make sure that PAPs are well informed on the results of the census and detailed measurement survey, and their preferences on compensation or other resettlement assistance shall be given due consideration. The processes and mechanisms ensuring the active involvement of PAPs and other stakeholders will be detailed in the final RAP(s) including the date, list of participants, and minutes of consultation meetings.

The initial public consultation was organized in Giurgiulesti, Zagarancea, Leuseni mayoralities for Component B and Napadeni village for Component A: in the middle of Corridor 8. This was done to bring the progress of preparing preliminary ESIA & C8 ESMP to the public and also to provide the identified main environmental & social possible impacts and mitigation measures proposed. Also, it presented specific information about the Project. Also, SEP, RPF, and LMP were discussed and explained the GRM process, stakeholder future involvements, and Project contribution.

According to WB and national requirements, the preliminary draft ESIA report, SEP, RPF, LPM, and the C8 ESMP were published on the websites of SRA on January 22, 2024, and MCS on January 24, 2024, and also on the websites of respective mayoralities or social networks for participation on meetings and soliciting comments and suggestions. Summary hard copies of these documents were accessible to the public and at the offices of local authorities of the Project area. The disclosure period for the drafts of the documents is 30 days.

Stakeholder engagement is formally ensured through public hearing meetings to be held after the disclosure period with the involvement of all stakeholders. The records of these public consultations, announcements, minutes lists of attendees, etc. will be presented to the WB who will file them in their operational portal for their records. The records including minutes should be made publicly available at the local head office for the resident's information in a format appropriate for disclosure (ie. without any personal data).

The participants/stakeholders in public hearings were from:

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- SRA
- MCS
- LPAs (mayors and members of local councils, cadastral engineers etc.)
- Social institutions
- Business
- Potential PAPs
- Social services
- Population

- The public meetings were scheduled as follows:

Date	Hour	Locality	Location
<i>For Component B: RPF, LMP, Preliminary ESIA, SEP</i>			
30.01.24	10.00	Zagarancea	Town hall / cultural house
	14.00	Leușeni	Town hall / cultural house
31.01.24	12.00	Giurgiulesti	Town hall
<i>For Component A: C8 ESMP, RPF, LMP, SEP</i>			
02.02.24	10.00	Năpădeni	Town hall / cultural house

-

6.2 Disclosure of information

This RPF was be agreed with the IBRD and published in English and Romanian on the official website of SRA and MCS and Local Authorities in the localities falling within the Project implementation area for the proposals and comments from all stakeholders.

A non-technical summary in Romanian was published on the SRA and MCS websites on January 22-24, 2024.

<https://www.asd.md/comunicate-de-presa/proiecte-de-documente-pe-aspecte-sociale-si-de-mediu-privind-proiectul-de-conectivitate-rurala-moldova/>

<https://customs.gov.md/ro/articles/consultarea-publica-a-proiectelor-de-documente-1891-ro>

Also, the draft of SEP, RFP, LMP, and Preliminary ESIA and ESMP for C8 were disclosed at the same time in English.

The phone conversation with Project LPAs was done in the week of 25-19 of January to express the intention for public consultations and discussions about the hosting. The electronic letters to Project mayoralities were sent on 23 January 2024 informing about availability and request to host the public meeting. A PPT was presented to the audience for environmental & social aspects.

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The mayors used their network to communicate with the local population to spread the information and inviting for public hearings.

The questions and clarifications were linked mainly with the land needs and compensation procedures. No need for changes in the RPF as all the questions and clarifications issues are already included in the document. The minutes of public consultation are presented in the Annex 3.

The stakeholders may forward their proposals and comments in the following manner:

	State Road Administration	Custom Service of Moldova:
<u>By Email:</u>	serviciu@asd.md	callcenter@customs.gov.md
<u>Web page:</u>	www.asd.md	www.customs.gov.md
<u>In writing:</u>	Chisinau, Bucuriei str. 12A MD 2004 Republic of Moldova	30, Nicolae Starostenco Street, Chisinau, MD-2065
Social Media:	https://www.facebook.com/asdrum	https://www.facebook.com/ServiciulVamalRM , https://t.me/s/ServiciulVamalRM
Phones:	+373 22 22 11 14	+373 22 574 182 / 574 133
Call center 24/24	+37360477117	+373 22 78-88-88
Mass media (communication)	+37360477004	+373 22 574 211

Each of the RAPs will be published as described in the above procedure. During RAP preparation stage, when socio-economic survey will be done and all project affected persons and assets will be identified, a series of public consultations will be arranged with the representatives of local communities and project-affected individuals to ensure that the project-affected individuals get the opportunity to participate in project implementation. The advertisements with the information about agenda, venue and time of public consultations will be available in local media, websites and public places at least 14 days before the date of consultations. In the course of consultations during RAP preparation, the stakeholders will be informed about design solutions, terms of the project implementation, quantities of land acquisition and a detailed description of the grievance mechanism.

Public information brochure (in Romanian) that summarizes PAPs' entitlements, procedures, grievance redress and related information will be developed and distributed during consultations will

be distributed. The outcomes of the consultations will be properly documented. Should the consultations in another language appropriate for local stakeholders be required, the appropriate translation will be ensured. A copy of RAP and brochures will be also available in the mayoralty office of each affected community. Also, all this information will be published on SRA and MCS websites.

Where necessary or at the request of local communities, additional consultations with stakeholders may be arranged during RAPs preparation and implementation in order to minimize the likelihood of social tension in the communities due to resettlement process.

7. LIVELIHOOD RESTORATION STRATEGY FRAMEWORK

In the process of project implementation, there may be a need to apply livelihood strategies to affected people. This strategy covers owners of assets and those with access to resources, tenants and informal users of assets and resources. The main goal of this strategy - to restore the quality of life of project affected persons as minimum to the pre-project level or even increase it. The compensation for loss of assets will be paid according to the entitlement matrix but, in some cases, compensation may not guarantee of full livelihood restoration and some additional measures may be required. The livelihood restoration may be needed as at individual level as on the level of community (in case if the level of community and public services were decreased or access to them became harder; if some community recreation areas were affected by project, etc.)

For community level, the project design will be updated or special plans for restoration of community services will be undertaken. The restoration of community affected infrastructure will be consulted with local authorities and users.

Livelihood restoration of project affected persons may applicable in such situations as:

- Physical resettlement
- When the land to be acquired or restricted is an only source for income
- When persons will lose the job or business as result of project implementation.

The Livelihood restoration measures might be necessary will be identified during socioeconomic study within the framework of RAP(s) preparation. RAP(s) will contain the livelihood restoration plan addressing the following principles:

- Livelihood restoration measures will be developed taking into account not only physical persons but also community sustainable development;
- The elaborated livelihood restoration measures will be consulted with PAPs and community members.
- The livelihood restoration measures will be implemented prior to the start of resettlement process for avoiding of period when resettlement or economical displacement have been done but the livelihood restoration measures not provided yet.
- During implementation of livelihood restoration, the gender differentiated approach will be followed because as usual women and girls are more vulnerable to displacement. The livelihood restoration activities will take into account women`s needs and preferences.

8. GRIEVANCE MECHANISM

Transparency and accountability are core elements of the Project. For this purpose, the project will include a GRM. The goal of the GRM is to strengthen accountability to beneficiaries and to provide channels for project stakeholders to provide feedback and/or express grievances related to project supported activities. The GRM is a mechanism that allows for the identification and resolution of issues affecting the project. By increasing transparency and accountability, the GRM aims to reduce the risk of the project inadvertently affecting citizens/beneficiaries and serves as an important feedback and learning mechanism that can help improve project impact. The mechanism focuses not only on receiving and recording complaints but also on resolving them. While feedback should be handled at the level closest to the complaint, all complaints should be registered and follow the basic procedures set out in this chapter.

For the purposes of these Operational Guidelines, a GRM is a process for receiving, evaluating, and addressing project-related complaints from citizens and affected communities at the level of the project. The terms ‘grievance’ and ‘complaint’ are used interchangeably.

8.1 GRM Scope and Use

SCOPE: GRM will be available for project stakeholders and other interested parties to submit questions, comments, suggestions and/or complaints, or provide any form of feedback on all project-funded activities.

GRM’s users: Project beneficiaries, project affected people (i.e. those who will be and/or are likely to be directly or indirectly affected, positively or negatively, by the project), as well as the broader citizenry can use the GRM for the above purposes (see Scope).

GRM’s management: The GRM is managed by the SRA’s and CS’s PIU.

GRM at the level of SIMC: For each sub-project affected localities Social Impact Monitoring Committee (SIMC) will be created. Affected people from the community could submit in written form the complaint, request or grievance to the SIMC.

Submission of complaints: Complaints can be expressed at any time throughout project implementation.

8.2 Grievance Investigation and Resolution Process

GRM at the Project level will be maintained during the entire period of Project implementation. The GRM will ensure that the all stakeholders can effectively be engaged in the Project design, implementation, provide project staff with practical suggestions/feedback on Project activities allowing them to be more accountable, transparent, and responsive.

This mechanism will follow the following principles:

- Grievances will be treated confidentially, assessed impartially, and handled transparently.
- The submitting and readdressing of the grievances will be free of charge for complainants.
- The SRA and MCS will ensure that all project-affected parties will have equal opportunity to submit their grievance in accessible way. The Project beneficiaries may use a range of contact options (telephone number, e-mail address and postal address, etc.). The GRM is accessible to all stakeholders.
- The channels for filling in grievance form should be disclosed on official sources;
- The SRA and MCS will provide an opportunity to submit a grievance anonymously;
- Affected persons may raise a complain at any time of project related activity.
- The GRM is designed to be responsive to the needs of all complainants, including anonymous ones.
- All grievances, simple or complex, will be addressed and resolved as quickly as possible. The action taken on the grievance will be swift, decisive, and constructive.
- In cases where the aggrieved individuals or group is not satisfied with the outcome of the amicable mechanism, they will always be able to file to the court at any stage in the resolution process;
- All grievances will be registered and documented, and each grievance resolution process and communication will be systematically tracked;
- The channels for filing complaints will be listed in SEP and communicated to the public during the consultations.

The Project implementation entities will ensure equal and nondiscriminatory access to grievance mechanisms, but the special attention will be given to the most vulnerable groups: people less informed, with limited legal knowledge, the poorest community members, with limited or no access to internet; The project team will be working together with social assistances and community mediators to provide access for complaints and ensure that the most vulnerable groups views are taken into account. Main findings from Feasibility studies and ESIA / ESMPs, RFP and technical design will also be consulted with the public and the project team will ensure that all proposals, including those from disadvantaged groups are analyzed and if the suggestions, requirements are reasonable will be included in the project design. The representatives of the vulnerable groups (NGOs, community leaders) will be included in the communication channels for ensuring the dissemination of information to diver's communities about Project preparation activities and also about planned public consultations.

The Social Specialist (or Environmental & Social Specialist – depending of PIU structure) will serve as Grievance Focal Point(s) who will register the submitted grievances in the Grievance Log (database) and review within 15 (fifteen) calendar days, including the information verification, cross-checking, and analysis, and follow-up with the applicant as needed. As necessary, the Grievance Focal Point will involve the other relevant units' specialists in this activity.

Sub-project level GRM mechanism.

Will be operated through the SIMC (will be established at the later stages of the Project).

The Mayor's Office Secretariat is designated as the Reception Point for collecting grievances/complaints from community people from the localities where SIMC operates.

- The grievance redress mechanism should be communicated to community people and contact details should be made available to all.

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- Complaints & grievances will be addressed through the following steps and actions:
- First, complaints should be lodged at the Social Impact Monitoring Committee (SIMC) at the local administration offices where resolution will be attempted with the involvement of the Engineer or can be contacted a SIMC member directly.
- The affected person/s may call Engineer representative directly and make an appointment to discuss their issues. Should the complaint arise from direct fault of Contractor to comply with environmental and social requirements set out by Employer, Engineer will take immediate action for resolution of grievance in the most prompt time by asking immediate rectification from Contractor.
- SIMC shall collect, document and address grievances referred by the local police officer in case community people are not aware of the grievance mechanism established by Engineer and the grievance is filed at the local police office. Accordingly, the local police officer should be informed that citizens can choose addressing their grievance to the SIMC and ask prompt involvement of Engineer in resolving the matter.
- The grievances may be recorded as anonymous, should this be asked by the affected person.
- The complaint/grievance will be filed in a template Letter of Complaint, attached hereto.
- If no solution is reached within 14 days, the affected person/community can further submit their case to the appropriate department of the SRA.

SEA/SH GM

Sexual exploitation and abuse / sexual harassment (SEA/SH) grievance redress mechanism is a grievance mechanism that allows for safe and ethical handling of SEA/SH allegations. This is project level grievance mechanism adapted for SEA/SH cases.

The Project level GRM will be designed to also address SEA/SH cases in ethical and confidential manner. The complainant will be able to submit the grievance with the help of project level GRM, also possibility of anonymous grievance submission will be ensured by RSA/SCS. The envelopes with SRA/MCS office post address and post stamps will be placed in contractor`s camp`s and Engineer`s offices for ensuring that employees have a possibility to submit the complaint anonymously. The special designated GBV focal point in SRA/MCS will undergo sensitization on SEA/SH handling issue process and be responsible for investigation of the SEA/SH cases and communicate with Project staff with GM responsibilities to investigate and address the grievance. The confidentiality of complainant`s personal data will have a high priority.

The special SEA/SH grievances handling and investigation trainings based on World Bank guidelines and requirements will be organized by SRA/MCS focal point for staff with GRM responsibilities.

8.3 Channels to Make Complaints

Project proposes the following channels through which citizens, beneficiaries and PAPs can make complaints regarding project-funded activities:

	State Road Administration	Custom Service of Moldova:
<u>By Email:</u>	serviciu@asd.md	callcenter@customs.gov.md

	State Road Administration	Custom Service of Moldova:
<u>Web page:</u>	www.asd.md	www.customs.gov.md
<u>In writing:</u>	Chisinau, Bucuriei str. 12A MD 2004 Republic of Moldova	30, Nicolae Starostenco Street, Chisinau, MD-2065
Social Media:	https://www.facebook.com/asdrum	https://www.facebook.com/Serviciul VamalRM, https://t.me/s/ServiciulVamalRM
Phones:	+373 22 22 11 14	+373 22 574 182 / 574 133
Call center 24/24	+37360477117	+373 22 78-88-88
SIMC	Contact number of SIMC from the affected locality (the contact will be indicated when SIMCs are created).	Contact number of SIMC from the affected locality (the contact will be indicated when SIMCs are created).

8.4 Grievance Log

It is important that all complaints, including the anonymous ones, to be recorded in writing and stored in a database.

Each grievance should be assigned with an individual reference number and appropriately tracked and recorded actions are completed. The all grievances submitted will be registered / entered by SRA/MCS in to a unique register/database. The directly received grievances by local group will also be sent to SRA/MCS for registration in the unique register. SRA/MCS will be the grievance focal point of this Project. Thus, SRA/MCS will collect the grievances and further will direct them to the local level or to the Project level for examination and solution depending on the subject and location of the grievance.

A simple database will be developed under the Project to manage and monitor the grievances. The documentation on grievances will include:

- the name and contact details of the complainant;
- the date and nature of the complaint;
- the group charged with addressing the complaint;
- any follow up actions taken;
- the proposed resolution of the complaint; and
- how and when relevant Project decisions were communicated to the complainants.

For the verbal grievances, it will be suggested to the complainant to file a written grievance/complaint or to use the number phone and email address appointed for Project grievances in order to be directed to relevant staff/groups for appropriate grievance resolution.

The Grievance log will be submitted to the Bank of quarterly basis for review.

8.5 World Bank Grievance Redress service

WB's Grievance Redress Service: Stakeholders may submit complaints to existing project-level grievance redress mechanisms or the WB's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. Information on how to submit complaints to the WB's GRS is available at <http://www.worldbank.org/GRS>. The mechanism of addressing the complaints will be the following: Stage 1: Receiving the Complaints/proposal/suggestion (all together named future "complaint") do not matter what form of receiving: verbal, writing, online etc. An initial screening is done by the receiver - Social specialist and included obligatory in the GRM Log. All complaints that meet the admissibility criteria (related to the Project) are transmitted also to the concerned to obtain their views/proposals on the complaints or allegations of violations contained therein.

8.6 Awareness Building

The information about the Grievance Redress Mechanism will be available at the online platform and will be included in the communications conducted with the project stakeholders through the communications methods and tools that are part of this stakeholder engagement plan and communications plan under the project, including emails, website, workshops, meetings, consultations, etc

8.7 Monitoring and reporting on GRM implementation

Policies, procedures and regular updates on the GRM system will be made available for all stakeholders. The PIU will regularly track and monitor the status of complaints to ensure that all grievances are resolved within the established time-frame. The PIU will also provide and publish reports available to the World Bank team, and all stakeholders that would contain the following information:

- Status of establishment of the GRM (procedures, staffing, awareness building, etc.)
- Quantitative data on the number of complaints received, the number that were relevant, and the number resolved;
- Qualitative data on the type of complaints and answers provided, issues that are unresolved;
- Time taken to resolve complaints;
- Any issues faced with the procedures/staffing or use;
- Factors that may be affecting the use of the GRM/beneficiary feedback system;
- Any corrective measures suggested/adopted and satisfaction of the complainants.

The PIU will compile a report summarizing GRM results on annual basis. This report will provide a summary of all public consultation issues, grievances and resolutions. The report will provide a summary of relevant public consultations' findings from informal meetings held at community level. This report will be available on-line for general population. Stakeholders should be reminded once again that the grievance mechanism is available and important. The RPF will be revised and updated, supplemented as needed with project-specific arrangements and will be publicly disclosed.

For each of the RAPs, a grievance mechanism will be developed both at the local level and at the level of SRA/CS based on this RPF and SEP. The channels for filing complaints will be listed in RAPs and communicated to the public during the consultations.

The complaints resolution process for RAP(s) will be disseminated through information brochures and posted on web-sites and information boards of the SRA/CS / local authorities. Grievance redress mechanism will also be presented during the public consultations and informal meetings in the Project area. The information of grievance resolution will be summarized SRA/CS progress reports to be submitted to IBRD.

The PIUs RAP implementation focal point will be responsible for regular monitoring of grievance redress process. All grievances that will be received at both the local and the project levels during RAPs preparation, implementation and RAP post-implementation monitoring and the actions taken by the parties to resolve these grievances will be recorded in the grievance log and shared with IBRD on annual basis or upon request.

9. MEASURES TO MONITOR LAND ACQUISITION AND COMPLIANCE WITH LENDERS REQUIREMENTS

Monitoring is important because RAP(s) implementation is often the critical path for any project where civil works are involved, due to issues on land acquisition, compensation and resettlement that may cause delay in civil works. The early identification of the causes of delay will enable SRA/CS/ PIUs to prepare the mitigating measures during RAP(s) implementation and timely address the issues. Monitoring of compliance with the RAPs during implementation will be carried out by the PIUs, as well as by an External Monitor (EM), which may be a local consulting firm or NGO, or a qualified individual. Each RAP will include indicators for both internal and external monitoring.

The primary objective of monitoring is to identify as early as possible progress on RAP(s) implementation achieved and the cause(s) of constraints so that arrangements in RAP(s) implementation can be adjusted. The following two mechanisms will be used: (i) internal monitoring by PIUs; and (ii) external monitoring by E&S consultant engaged by SRA/CS.

9.1 Internal Monitoring

All activities in LA are time bounded. PIUs will routinely perform internal monitoring of LA activities with results to be reported to IBRD on annual basis. Related information will be collected from local authorities and field to assess the progress and results of RAP implementation, and to adjust the work program, when necessary. Indicators subject for integrated internal monitoring will be those related to process and immediate outputs and results, such as the following: (i) disclosure, information campaign and consultations with PAPs and stakeholders; (ii) payments of compensation on lands and affected structures; (iii) status of relocation of affected structures and other assets of PAPs; (iv) payments for loss of income; (v) provision of alternative land leases; (v) re-registration of plots; (vi) restoration of living standards; (vii) PAPs grievance resolutions; etc.

The preceding indicators will be monitored monthly by applying the following approaches: (a) review of socio economic census of all PAPs; (b) consultations and informal interviews with PAPs; (c) in-depth case studies; (d) sample survey of PAPs; (e) key informant interviews; and (f) public meetings with people in the communities located in the Project area.

SRA/CS will work closely with PIUs, which will be providing daily support to the project implementation and local authorities. The monitoring indicators given in Table below

Table. Monitoring Indicators

Indicator	Additional notes	Frequency
Overall information about RAP implementation	<ul style="list-style-type: none"> - Number of land plots which need to be acquired; - Number structures needed to be acquired; - Amount of PAPs (by groups) that claim to compensation - Number (and percentage) of land plots / houses / businesses for which compensation agreements were signed 	Quarterly
Number of formal and informal households that have to be physically displaced Number of formal and informal businesses that have to be relocated	Data will be received through the census/survey.	Quarterly
Number of grievances regarding RAP implementation received	Grievances which were received by all project implementation parties and how they were addressed.	Quarterly

9.2 External Monitoring

In order to monitor the land acquisition and grievance redress process, an External Monitor will be involved in the project SRA/SCS and will report directly to SRA/SCS and IBRD on any violations of land owners' rights, any additional negative impacts on the population, will maintain the grievance log, monitor the number of land plots required for acquisition, and deliver appropriate reports.

Furthermore, local stakeholders (local population, local authorities) will be involved in external monitoring of land allocation outside their settlements. It is planned that local authorities will be actively engaged in the process of receiving grievances at the local level, followed by their forwarding to the responsible authorities. This will be done organizing for each subproject the Social Impact Monitoring Committees (SIMCs).

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The SIMC is developed as a social, nongovernmental and non-political structure. It is established on a project basis with members from sub-project affected localities with the aim to provide community inputs in monitoring of environmental/ social impact on the local communities that may arise in course of Project implementation.

10. BUDGET

To the date of this RPF preparation, the design for civil works is still under preparation and it is not possible to determine the budget for land acquisition, compensations payments and implementation of mitigation measures. The budget for compensations and mitigation measures will be specified during RAP preparation. The SRA will be responsible to plan in the Road Fund the amount needed every year for land acquisition. This budget lines will be secured by Ministry of Finance and MIDR.

ANNEX 2. SAMPLE RESETTLEMENT ACTION PLAN OUTLINE

I. INTRODUCTION

- a. Project description and context
- b. Nature and scope of likely resettlement and economic loss impacts for PAPs

II. MINIMISING RESETTLEMENT

- a. Describe efforts made to minimise displacement and the results of these efforts, as well as mechanisms in place to minimise displacement during project implementation

III. PRINCIPLES AND OBJECTIVES

- a. Policy principles governing expropriation, resettlement, economic displacement and related social impacts
- b. Objectives of the RAP

IV. SOCIO-ECONOMIC SURVEY/BASELINE (if needed)

V. LEGAL REVIEW AND GAP ANALYSIS

- a. Local laws, customs and regulations and IBRD policy
- b. Gap analysis table
- c. Valuation methods for affected structures, trees, land...
- d. Measures to address gaps identified...

VI. ELIGIBILITY AND ENTITLEMENTS

- a. Entitlement measures
 - i. Resettlement options
 - ii. Resettlement options in the Project
 - iii. People affected by loss of land (e.g., farmland, grazing, forest land)
 - iv. People affected by loss of housing
 - v. People affected by loss of businesses or commercial premises
 - vi. People affected by economic loss
 - vii. Transitional costs ...
- b. Eligibility criteria
 - i. Legal title holders
 - ii. Informal users, etc...
- c. Entitlements Matrix

VII. RESETTLEMENT SITES/INCOME RESTORATION

- a. Indicate whether or not the project requires relocation and process for identifying suitable sites, involving PAPs in that process, etc.
- b. Indicate whether compensation entitlements are sufficient to restore income streams, and describe restoration strategies

VIII. INSTITUTIONAL ARRANGEMENTS IX. PUBLIC CONSULTATION AND GRIEVANCE REDRESS

- a. Required public consultation

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- b. Recommendations and plans for grievance redress procedures (by both Company and independent procedure)
- c. Project-specific social aspects to be addressed at design stage
- d. Institutional responsibilities ...

X. TIMETABLE AND BUDGET

- a. Integrated timetable and budget for RAP
- b. Estimated timetable and budget

XI. ANNEXES

- a. Copies of census/survey instruments, interview formats, other research tools...
- b. Information on all public consultations, lists of attendees...

ANNEX 3. PUBLIC CONSULTATIONS MINUTES

**Minutes of meeting
On public consultations for
SEP, RPF, LMP and Preliminary Environmental & Social Impact Assessment for BCP and
access roads**

<i>Date</i>	30.01.2024
<i>Time</i>	10.10-11.30
<i>Location</i>	Zagarancea. Town hall / cultural house
<i>Consultants/ moderators</i>	Veaceslav Vladicescu, Ludmila Virilan
<i>No. of participants</i>	34
<i>Topics presented by the Consultant</i>	<ul style="list-style-type: none"> - General information about the purpose of E&S package documentation (SEP, RPF, LMP, preliminary ESIA) - General information about the proposed Project - Detailed known elements of the project in the area of locality - Next steps in the MRCP - Project's positive involvement in the community through SIMCs - Specific identified possible impacts on the environment and population - Specific mitigation measures proposed. - Grievances redress mechanism - Contact information of stakeholders (SRA, MIRD, MCS, MF, WB)
<i>The questions raised and/or received proposals from participants:</i>	<i>Answers/comments from moderators/consultants:</i>
1. The name of BCP is to be Zagarancea as in many places as the closest locality and not Ungheni which is named the project now.	This name of the bridge and BCP was done by the GoM in collaboration with the Romanian Government. We will send the request to the MIRD and MoF.
2. Private land needs to be expropriated for roads we know but for BCP what is the area?	This will be known exactly after the Feasibility Study is done and then the detailed design when the needs and the best option for placing BCP infrastructure elements and connecting roads to the bridge over the Prut River will be known. .
3. It is important that every land plot on the access road from the roundabout to CS	We understand your willingness and concern and will take into consideration your proposal.

	has an entrance as this will be valuable for people and businesses to construct facilities (petrol stations, café, insurance offices, car parking, etc.). All these lands will cost a lot after building the BCP and CS facilities.	However, the designer has to take in consideration road safety issues and legal design parameters
4.	How long will the construction take?	Probably the construction will take 2 years but with the entire process of Project approvals, FS, detailed design, and tenders - the entire process will be 3-4 years.
5.	When we will know the exact location of BCP and road? We want to be informed at every stage of the project of the details: FS, design, and construction.	This will be known exactly after the Feasibility Study is done and then the detailed design when the needs and the best option for placing BCP infrastructure elements and connecting roads to the bridge over the Prut River will be known. Will be created a SIMC and the population will participate at all stages. Also, at the level of FS a full ESIA will be developed and consulted.
6.	The local council can decide if an owner has been abroad for a long time and is not coming for negotiations and signing for land expropriation, we can give him similar land in another location.	In RPF this possibility of exchanging land for land is mentioned if the owner accepts and if land is available. The local council cannot decide for the owner. However, if the land is expropriated, the person can withdraw the money from a special account for 3 years according to national law.
7.	What will be the restrictions in the road protection zone for the owners and vicinity (they have experience with gas pipe line when they are restricted in many activities in the vicinity).	In the protection area of the road there are restrictions, of course, such as water discharge channels, there may be gilding signs, concrete constructions, footbridges, etc. Respectively, in this area, there are restrictions to build and do activities that may damage this infrastructure and/or restrict access to road maintenance.
8.	From the experience of other municipalities that have customs points on their territory, the main road that leads to customs must be accessible from all the lots on one side and the other because economic agents from various spheres will most likely develop here that will pay taxes in the local budget, they will create jobs, etc. This is very important for our town hall and the local budget. For example, in Sculeni the local budget just from these taxes receives several million lei. From that, it depends on how	<p>We understand your willingness and concern and will take into consideration your proposal. However, the designer has to take in consideration road safety issues and legal design parameters.</p> <p>For sure the Zagarancea municipality will take advantages from this new activity in the zone. We understand the local taxes are very important for LPA.</p>

	receptive or not, how open collaboration between the local public authorities and the population of the area will be regarding the support of the project. These accesses have to be included from the beginning in the design as the main social and economic need for the PAPs and LPA.	
9.	How will the problem with the climbing road in the town of Cornesti be solved if traffic increases? Right now, it's difficult to get through with trucks, but if traffic increases, it's going to be a big problem. The situation must be resolved in the complex.	SRA knows this problem and takes measures to increase the maintenance and improve the road in that section. Right now, we do not have an answer for that. Will bring your question to SRA management.
	Conclusion	Acceptance of the Project is High. Limited concerns still appear especially on the resettlement issues and access to vicinity lands.

**Minutes of meeting
On public consultations for
SEP, RPF, LMP and Preliminary Environmental & Social Impact Assessment for BCP and
access roads**

	Date	30.01.2024
	Time	14.00-15.00
	Location	Leuseni village, Hancesti rayon. Town house/cultural house
	Consultants/ moderators	Veaceslav Vladicescu, Ludmila Virlan
	No. of participants	26
	Topics presented by consultant (inclusive PPT)	<ul style="list-style-type: none"> - General information about the purpose of E&S package documentation (SEP, RPF, LMP, preliminary ESIA) - General information about the proposed Project - Detailed known elements of the project in the area of locality - Next steps in the MRCP - Project's positive involvement in the community through SIMCs - Specific identified possible impacts on the environment and population - Specific mitigation measures proposed. - Grievances redress mechanism - Contact information of stakeholders (SRA, MIRD, MCS, MF, WB)
	The questions raised and/or received proposals from participants:	Answers/comments of moderators/consultants:

1	<i>Question if the local road near the mayoralty will be rehabilitated. This road was used as a bypass by trucks, buses, and cars when trucks were parked on the road and it was difficult to move on the central M1 road. All this traffic damaged the local road.</i>	No this is not a subject of MRCP. This is a local road and the mayoralty with rayon authorities has to take care of it. Even, we will bring this information to SRA management related to heavy traffic impact due to congestion on M1 and parked trucks on the M1 road.
2	<i>Q if they can know the exact lands needed for BCP extension.</i>	No, at the moment is not known. This will be known exactly after the Feasibility Study is done and then the detailed design when the needs and the best option for placing BCP infrastructure elements and connecting roads to the bridge over the Prut River will be known. Will be created a SIMC and the population will participate at all stages. Also, at the level of FS a full ESIA will be developed and consulted.
3	<i>What will be the solution for the bridge in the locality even is from another project? This will be especially dangerous if there is be extension of the road from 2 to 4 lanes. Please let it be in 2 levels or permanent traffic lights it is a risk of accidents even now. All the social institutions are in the old part of the village (mayoralty, school, kindergarten, etc.) but the living areas are in the new part of the village crossing the road M1.</i>	Afraid about H&S is understandable but the MRCP is not covering this section of M1 road. Another project will solve this problem with LPA consultation. Know that SRA is in the FS stage for this road and soon will have the details.
4	<i>The question is whether the road to the border guard picket (the road on the right leading to the border police infrastructure) will be affected. This road is used also by farmers for access to their lands and is in very bad conditions.</i>	Tentatively this road is not affected by the actual border of MCS in Leuseni. If additional land will be requested, for sure an access road will be provided for border police and farmers.
5	<i>What will be the procedure for procuring private land and what price range will be offered if there will be necessary expropriation?</i>	The procedure and forming prices were explained to the audience by SRA specialist. Also, it was explained the content of RPF and the role of RAP if will be needed.
	Conclusion	Acceptance of the Project is good. Limited concerns still appear especially on the resettlement issues.

SEP, RPF, LMP and Preliminary Environmental & Social Impact Assessment for BCP and access roads

	<i>Date</i>	31.01.2024
	<i>Time</i>	12.20-13.20
	<i>Location</i>	Giurgiulesti LPA premises
	<i>Consultants/moderators</i>	Veaceslav Vladicescu
	<i>No. of participants</i>	29
	<i>Topics presented by Consultant (inclusive PPT)</i>	<ul style="list-style-type: none"> - General information about the purpose of E&S package documentation (SEP, RPF, LMP, preliminary ESIA) - General information about the proposed Project - Detailed known elements of the project in the area of locality - Next steps in the MRCP - Project's positive involvement in the community through SIMCs - Specific identified possible impacts on the environment and population - Specific mitigation measures proposed. - Grievances redress mechanism - Contact information of stakeholders (SRA, MIRD, MCS, MF, WB)
	<i>The questions raised and/or received proposals from participants:</i>	<i>Answers/comments of moderators/consultants:</i>
1	<i>What equipment exactly is planned to be installed on the MCS platform?</i>	Provided the exhaustive list of types of equipment and works that will be done. All information is known at the moment.
2	<i>Why is not included in this WB project the construction of the bypass road of Giurgiulesti village (connection of road R34 with M3 approx. 4 km)?</i>	This bypass road is not the subject of this Project. GoM has to decide about approval of that construction and sources of finance. The MRCP will pay attention to the associated infrastructure that can impede or help to target the scope of the project for better rural and regional connectivity.
3	<i>If the local roads, on the territory of Giurgiulesti, will be used by heavy trucks and machinery, we insist the local roads affected by truck transit be rehabilitated accordingly</i>	Yes, may be possible. But using of local roads for transportation of materials and transit is subject of approvals by engineer and Local Public Administration. local public administration can set up conditions for rehabilitation after using local roads to their original state, limit access times, and prohibit going to certain streets.
4	<i>We encourage the speeding up of the construction of the village bypass road and, in addition, the examination of the road leading to the port as a road variant for customs access to BCP. What will be the width of the bypass road?</i>	This bypass road is not the subject of this Project. Will be probably 2 lanes (7 m of carriage way). GoM has to decide about approval of that construction and sources of finance. The MRCP will pay attention to the associated infrastructure that can impede or help to target the scope of the

	project for better rural and regional connectivity. The road going to the port near Prut river is under passing the bridge over Prut in connection to Romania. It may be difficult to use this road to bypass the village and go to BCP. Let FS take into consideration these options if will be accepted.
Conclusion	The Project has good acceptance.

**Minutes of meeting
On public consultations for
SEP, RPF, LMP and ESMP for C8**

Date	02.02.2024
Time	10.00-11.00
Location	Napadeni village, Ungheni rayon.
Consultants/ moderators	Veaceslav Vladicescu, Nichita Purici
No. of participants	25
Topics presented by Consultant (inclusive PPT)	<ul style="list-style-type: none"> - General information about the purpose of E&S package documentation (SEP, RPF, LMP, ESMP for C8) - General information about the proposed Project - Detailed known elements of the project in the area of Corridor 8 - Next steps in the MRCP - Project's positive involvement in the community through SIMCs - Specific identified possible impacts on the environment and population - Specific mitigation measures proposed. - Grievances redress mechanism - Contact information of stakeholders (SRA, MIRD, MCS, MF, WB)
The questions raised and/or received proposals from participants:	Answers / comments of moderators / consultants:
1 <i>How long will be the construction period?</i>	Usually the construction period is 1,5-2 years (two working seasons). The entire Project will be 3,5 years as are planned preparation stage, international tenders etc.
2 <i>What is the history between the G88 road (C8) and the highway that will come from Ungheni and will go through this area to Chisinau after to Odessa. The route and timeline.</i>	Corridor 8, which mostly runs on the G88 and G87, are regional roads and are included in the MRCP. The highway that will connect Romania to Moldova and Ukraine (Iasi-Ungheni-Chisinau-Odessa) will probably pass parallel to this road, through this area, but certainly not on this route, because usually high-speed roads bypass localities while C8 connects them.

		Likewise, the purpose, structure, and width of roads are different. At the moment Corridor 8 is already designed and will probably be ready in 3 years from this moment and the highway will just enter the pre-feasibility study phase this year and will probably be ready no earlier than 7-10 years, no one can say exactly yet.
3	<i>Is street lighting also included in the Project? We need to know that we have lighting projects in villages, for example in Boghenii Noi, and not to spend from the local budget, we better wait for the road project.</i>	Yes, it was verified in the design and it is included.
	<i>Will existing and damaged bus stations be rehabilitated under the project?</i>	It depends. If the bus station will be in the same place, it will probably be rehabilitated. If it is provided in another location, new type stations with organic glass and a modern roof will be installed. All bus stations will be repaired and maintained by SRA.
	<i>It is possible to include the Drujba-Bobletici road in your project. It is an important road that connects 2 districts Ungheni and Singerei and local markets. It is a road that started but was blocked for some reason.</i>	This local road is not included in the Project. We do not know his situation, We will document and at the next meeting, we will inform you. He is not at the balance of SRA.
	<i>What will be the width of the road in the village and outside?</i>	Usually, the carriageway is 7 m, the sidewalk is 1,5m, and the right of way may vary due to road infrastructure (ditches, culverts, embankment etc.)
	<i>We are disappointed that in 15 years this road could not be built even though it has already been designed 3 times. We are pessimistic already. Our villages are territorially located in the Cula area, a socio-economically disadvantaged area declared by the Government in 2007. An action plan was developed to improve the situation and nothing was done.</i>	We understand, we know that certain projects for tourism development, water, sewerage, and repair of roads through villages have already been supported by the Government, However, we are confident that in this Project with WB support, we will be able to complete the improvement of corridor 8. Efforts are being made to achieve this. We encourage the participation of representatives from all localities in the activity of SIMC in order to keep up with the news and progress of the project and to contribute to achieving the objectives of the MRCP project.
	<i>From Radeni village. According to the previous project, in 2017 it was necessary to close a well in the village, which is the situation now. I understand it's getting around.</i>	That's how it looks according to the project we know and the printed design we have here. We will return with more detailed information at the next meeting. The

	previously accepted solution was to move the aerial part of the fountain a little further back. Another solution was to build a new one 5 meters from the road.
Conclusion	Project Public acceptance - high

Public consultations pictures by locality

<p>Zagarancea</p>  <p>A photograph of a public consultation meeting in Zagarancea. The room is decorated with many small photos and posters on the walls. A banner on the wall reads "FORMAȚIA FOLCLORICĂ 'DATINA'". People are seated around a long table, and a man is standing at the front of the room, possibly presenting.</p>	 <p>A photograph of a public consultation meeting in Zagarancea from a different angle. The room is filled with people seated at tables. A banner on the wall reads "ACTIVITĂȚI SPORTIVE" and "ZAGARANCEA". A man is standing at the front of the room.</p>
<p>Leuseni</p>  <p>A photograph of a public consultation meeting in Leuseni. The room has a tiled ceiling and large windows. People are seated in rows of chairs, facing a man who is standing at the front of the room.</p>	 <p>A photograph of a public consultation meeting in Leuseni from a different angle. People are seated in rows of chairs, facing a man who is standing at the front of the room.</p>
<p>Giurgiulesti</p>	



Napadeni (C8)

