

**ARMENIA TRADE PROMOTION AND QUALITY INFRASTRUCTURE
PROJECT**

**RESETTLEMENT POLICY
FRAMEWORK**

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List of Acronyms

AMD	Armenian Dram
EIA	Environmental Impact Assessment
EIF	Enterprise Incubator Foundation
FM	Financial Management
GoA	Government of Armenia
IBRD	International Bank for Reconstruction and Development
IEPI	Investment, Export Promotion and Industrial Development Agency
IT	Information Technology
M&E	Monitoring and Evaluation
MoE	Ministry of Economy
MLA	Multi-Lateral Agreement
MRA	Mutual-Recognition Agreements
NAB	National Accreditation Body
NBSM	National Body of Standards and Metrology
OP	Operational Policy
PAD	Program Assessment Document
PAP	Project Affected Person
PMU	Project Management Unit
PMO	RA Prime Minister Office
PMB	Project Management Board
PP	Procurement plan
PPP	Public Private Partnership
RAP	Resettlement Action Plan
RoA	Republic of Armenia
RPF	Resettlement Policy Framework
SARM	National Institute of Standards
TPQI	Trade Promotion and Quality Infrastructure Project
USD	United States of America Dollars
WB	World Bank
WG	Working group

DEFINITIONS

The terms used in this document are defined as follows:

- "Resettlement Policy Framework" refers to the present document which is the overall Policy Framework for Resettlement of Project Affected Persons for the Armenia Trade Promotion and Quality Infrastructure Project (TPQI). The Resettlement Policy Framework describes the process and methods for carrying out resettlement under the Project, including compensation, relocation and rehabilitation of persons affected by the Project;
- Project Affected Person (PAP) includes any person or persons who, on account of the execution of the Project, or any of its components or parts thereof, will have their right, title, or interest in any house, land (including residential, agricultural and grazing land) or any other fixed or moveable asset acquired or possessed, in full or in part, permanently or temporarily, adversely affected; or business, occupation, work, place of residence or habitat adversely affected; or standard of living adversely affected;
- The cut-off date for eligibility is publicly announced by the relevant Authorities of the Republic of Armenia (RoA) and the census of PAPs will be undertaken immediately after this announcement¹;
- For purposes of this policy, involuntary means actions that may be taken without the displaced person's informed consent or power of choice;
- "Resettlement" is the general term related to land acquisition and compensation for permanent or temporary loss of assets, whether it involves actual relocation, loss of land, shelter, assets or other means of livelihood and includes all the measures taken to mitigate any and all adverse impacts of the Project on PAPs' property and/or livelihood, including compensation, relocation (where relevant), and rehabilitation;
- Resettlement effects include permanent or temporary loss of physical and non-physical assets, including homes, productive land, crops, access to income-earning assets or sources, subsistence or other resources, community structures such as cultural sites, social structures, access to essential social services, loss of community networks and ties, cultural identity, and mechanisms for mutual help. A resettlement effect is significant when more than 200 people are physically displaced and/or 10% or more of their productive assets are lost. A resettlement effect is considered "minor" if fewer than 200 people are displaced and less than 10% of their productive assets are lost;
- "Relocation" means the physical relocation of PAPs from their pre-project place of residence on either a temporary or permanent basis;
- "Replacement Value" is the method of valuation of assets that helps determine the amount sufficient to replace lost assets and cover transaction costs. In applying this method of valuation, depreciation of structures and assets should not be taken into account;
- "Compensation" means payment in cash or in kind of the replacement value of the acquired property;
- "Rehabilitation" means the compensatory measures provided under this RPF other than payment of the replacement value of acquired property;

¹ Normally, the cut-off date is the date the census begins. However, the public announcement by the relevant GoA Authorities will be considered as the cut-off date here; see also OP 4.12, footnote 21

- “Land” includes anything growing on or permanently affixed to land, such as crops and buildings;
- "Land Acquisition" means the process whereby a person is compelled by a public agency to alienate all or part of the land s/he owns or possesses to the ownership and possession of that agency, for public purpose, in return for a compensation;
- "Right-of-Way Easement" means the process whereby the owner or possessor of land is compelled to permit the continued use of a part of his land as a means of transit of persons or services, in return for a compensation, but where the ownership of the land remains unchanged;
- “Servitude” according to Armenian Land Code, servitude of a land plot is the right of one or more owners to use the land with limitations. A servitude may be established to provide for walking and riding through the neighboring land parcel, installation and exploitation of lines of electric transmission, communication and pipelines, provision of water supply and melioration. Servitude can be temporary or permanent.
- “Eminent Doman” according to Armenian definitions, is the right of the Government to acquire land for the use of public projects that benefit the community. In accordance with the Land Code (Articles 50, 100), the landowner has a right to ask for compensation and a right to claim in Court compensation adjustments or the right to stop the Servitude
- "Grievance Redress Working Group" means a working group established at Project level to hear the complaints and grievances of PAPs regarding resettlement, including acquisition of land, houses and other assets, and loss of livelihoods caused by the Project.

SUMMARY

The purpose of the Resettlement Policy Framework is to provide the general guideline for the Trade Promotion and Quality Infrastructure Project (TPQI) financed by the World Bank for timely, adequate and efficient action to address, minimize and/or mitigate adverse impacts, in particular resettlement and resettlement issues, if and when these occur. In accordance with the World Bank resettlement policy, a Resettlement Policy Framework needs to be prepared if the extent and location of resettlement cannot be known at appraisal, which is the case with the TPQI Project.

1. INTRODUCTION

1.1 Project Description

The Project Development Objective (PDO) is to strengthen the government's capacity to provide export promotion, investment attraction and quality management services to firms.

The Project's direct beneficiaries include both existing and potential exporters, who will benefit from an improved service delivery under a more efficient trade promotion and quality system. The Project beneficiaries will also include foreign-owned firms, which exist in and/or are going to invest in Armenia as well as local enterprises, which will receive positive spillover effects from inward Foreign Direct Investment (FDI). Furthermore, relevant government agencies will benefit from training activities implemented as part of the Project by strengthening the institutional capacity to provide their services more effectively. Finally, the Project will benefit Armenian universities, research institutions and enterprises by promoting industry-academia collaboration.

The Project builds on previous and ongoing projects financed by the World Bank, including the First Development Policy Operation which went to the Board in November 2013. TPQI Project is targeting several areas that will advance the objectives of this project including:

The Project is comprised of four components:

- (1) Improving the effectiveness of the trade promotion and quality system of Armenia;
- (2) Promoting investment and exports;
- (3) Modernizing the national quality infrastructure;
- (4) Project management and monitoring and evaluation.

The summary of description of each component follows below.

Component 1: Improving the Effectiveness of the Trade Promotion and Quality System

The objective of this Component is to promote reforms aimed at improving Armenia's Trade Promotion and Quality Infrastructure System.

This component will focus on the achievement of the following results: (i) strengthening of the national investment and export promotion services; (ii) strengthening of the national metrology services; and (iii) strengthening of the national accreditation services.

The component will support the government’s efforts to improve service delivery in the trade promotion and quality system by rewarding results achieved in: i) streamlining and strengthening the institutional framework for trade promotion and quality infrastructure by merging duplicative agencies; ii) creating organizational structures that are in line with international best practice; iii) improving the monitoring and evaluation process of the agencies by incorporating annual reviews and action plans and independent evaluations; and iv) ensuring adequate budget from the state for the agencies to perform the activities outlined in their action plans.

This Results Based Financing /RBF/ component will disburse loan funds to the Government of Armenia (GoA) for agreed-upon actions, outputs and outcomes (“Disbursement-Linked Indicators” or DLIs) that result in improvements to the trade promotion and quality system. The GoA will receive disbursements based on established amounts allocated to the achieved DLIs to the extent there are sufficient Eligible Expenditure Programs (EEPs) incurred by the Government. This component will be complemented by the investments financed through Components 2 and 3 of the Project and other sources, including the GoA and donor funds outside the Project.

The Summary of DLIs is specified in Schedule 4 of the Loan Agreement.

Component 2: Promoting Investment and Exports

The objective of this Component is to strengthen the Government’s capacity to actively provide services to improve capacity of local exporters to compete in foreign markets, facilitate cluster development, and attract efficiency-seeking FDI. The component will focus on promoting investment and exports by financing activities under the following four sub-components:

Sub-component 2.1: Services to Investors and Exporters

This sub-component will finance carrying out key support services to investors and exporters, such as: (i) financing costs for the establishment of Armenian representatives in key foreign export and investment markets to conduct marketing and promotion activities; (ii) financing costs for the development of a set of export programs and market research services, including the development of an “Exporter’s Manual”, an “Export Readiness Assessments,” and “Export Training Programs”; (iii) carrying out image building and investment outreach services; (iv) building the information technology infrastructure for IEPI, including the procurement of IT equipment and the development of a Customer Relationship Management (CRM) system to improve the efficiency of operations; (v) carrying out training and capacity building activities; and (vi) hiring international experts.

ANIF serves as implementing agency for this sub-component.

Sub-component 2.2: Export Development Grants and Innovation Matching Grants

The objective of the sub-component 2.2 is to co-finance the acquisition of knowledge and marketing services to improve the products, services and processes of innovative startups and Small Medium Enterprises (SMEs) with export potential and to increase the awareness of their products and services in foreign markets.

ISC and EIF serve as implementing agencies for this sub-component. An Exporter Development Grants (EDG), as well Innovation Matching Grants (IMG) Implementation Manuals, which includes detailed criteria and procedures for the grants are prepared by ISC and EIF accordingly and approved by the World Bank and PSC.

Sub-component 2.3: PPP Initiatives

The objective of this sub-component is to: (i) strengthen the relationships of firms within Armenia’s domestic

industries with export potential in order to accelerate the upgrading of these industries; ii) strengthen Armenia's relationships with existing efficiency-seeking, high value-added FDI as well as to enhance the potential for attracting new FDI to Armenia; and (iii) facilitate industry-academia collaboration.

This sub-component includes five PPP initiatives:

Cluster Development PPPs:

2.3.1: Establishment of Engineering City;

2.3.4: Establishment of a National Supercomputing Center of Armenia; and

Research & Skills Development PPPs:

2.3.2: Establishment of Cybersecurity Incubator and R&D Lab;

2.3.3: Establishment of Advanced Industrial Research Labs;

2.3.5: Advancing High-tech Education in Gyumri Branch of National Polytechnic University of Armenia.

EIF serves as implementing agency for the proposals related to Information Technology (IT) and Engineering sectors. PPP Implementation Manual, which includes detailed criteria and procedures for the PPP's, is prepared by EIF and approved by the WB and PSC.

Sub-component 2.4: National Venture Fund (NVF)

The NVF aims to promote the development of start-up companies through provision of investments and management support. The main objectives of this project sub-component are as follows:

- To invest in Armenian high-tech startup companies and to ensure their further development and penetration into the global markets;
- To provide sufficient financial resources to start-up companies within Armenia and prevent their relocation into other countries where other large venture funds are operating;
- To become a regional investment platform for foreign venture/investment funds, as well as for other investors who are interested in investing in high-tech startups in Armenia and other countries of the region;
- To promote the collaboration with start-up incubators and accelerators, universities and other venture funds in order to assist the start-up companies in acquiring new skills and knowledge in business, sales, marketing, project management and ensure their intense development.

The MoHTI serves as implementing agency for this sub-component. The MoHTI will be supervising and coordinating the NVF project processes flow. For the purpose of carrying out this project the Government through the MoHTI will select and retain a private management company for the NVF that will inter alia manage the NVF, actively seek investment opportunities and regularly inform the NVF Steering Board on the Fund's performance.

Component 3: Modernizing the National Quality Infrastructure

The objective of this component is to modernize metrological, accreditation and standards services in order to provide relevant quality assurance services to industry. This component consists of the two main sets of activities.

Sub-component 3.1: Support to NBSM

The objective of this sub-component is the development of industrial metrology laboratories that are in line with international standards. This sub-component will finance: (i) the renovation of a building to house the

two key industrial metrology laboratories identified in the national metrology strategy; (ii) procurement of equipment and furniture for the laboratories built under the project; and (iii) capacity building for the effective and efficient operations of the laboratories including the hiring of an local technical consultant to work with the staff, and a firm to support the implementation of a quality management system (QMS) in accordance with ISO 17025 in the industrial metrology laboratories.

Sub-component 3.2: Support to NAB

The objective of this sub-component is to support the NAB to achieve its goal of becoming an internationally recognized body by obtaining MLAs and/or MRAs with the international accreditation bodies. This sub-component will finance: (i) capacity building of NAB staff, including the hiring of an international resident advisor to support skills-building of staff and deliver the training required for the effective and efficient operations of the NAB; and (ii) the development of an electronic (E-accreditation) process automation (on-line) system.

Any investments in infrastructure under this component are subject to the progress of restructuring of National Quality Infrastructure System prepared under Component 1.

Component 4: Project Management and Monitoring and Evaluation

The objective of this component is to finance the Project management, monitoring and evaluation. Given the fact that various entities are involved in this Project, the Office of Deputy Prime Minister will oversee and coordinate the implementation of the Project through a PMU established within the Prime Minister's Office, which will be also responsible for the fiduciary aspects of the Project activities (including financial management and procurement) since the January 2020.

This component will finance: (i) consultants employed as part of the PMU, including the Project Manager and other required support staff including Project Assistant, Procurement Specialist, Financial Management Specialist, Project Accountant, Monitoring & Evaluation Specialist, Environmental and Social Specialist, IT Expert, Engineer and Translator; (ii) required goods and services to support the functioning of the PMU, as needed, including office equipment and furniture; (iii) the incremental operating costs for the PMU and EIF teams incurred on account of the Project implementation (which includes vehicle rental, cost of fuel, insurance, operation, and maintenance of vehicles, minor office equipment, furniture, office supplies, utilities, communication and media advertisement costs, printing and publications (electronic and/or paper), maintenance costs, training, meetings and in-country travel costs, translation, and salaries, including health benefits/insurance, but excluding salaries for civil servants, and other expenditures that may be agreed with the World Bank during project implementation); and (iv) all Project-related audits.

1.2 Objective and Principles of the Resettlement Policy Framework

The resettlement policy framework aims to prevent and mitigate the potential negative social impacts of implementation of project activities associated with land use or land acquisition.

The objective of the RPF is to describe the project components that may require land acquisition and resettlement, specify eligibility criteria for defining various categories of project affected persons, specify compensation approaches, describe the process for preparing and approving resettlement plans etc. In particular, the RPF serves as a guide for the preparation of Resettlement Action Plans (RAP), which would be prepared and implemented prior to commencement of any civil works which require resettlement or private land use or acquisition.

The principle is that involuntary resettlement should be avoided where feasible, or minimized, exploring all viable

alternatives in project design². If unavoidable, resettlement activities should be conceived and executed as sustainable development programs, providing sufficient investment resources to enable the persons displaced or adversely affected by the project to share the benefits of the Project. Furthermore, displaced persons should be meaningfully consulted and should be involved in planning and implementing resettlement programs; and be assisted in their efforts to improve their livelihoods and standards of living; or at least to restore them, in real terms, to pre-displacement levels or to levels prevailing prior to the beginning of Project implementation, whichever is higher. These principles – and resettlement measures stemming from them – apply to TPQI and all its components, whether or not the scale, magnitude and complexity of resettlement issues requires preparation of resettlement plans. However, the risk associated with implementation of resettlement policy is mostly related to Sub-component 2.3, 3.1, and 3.2. Under sub-component 2.2, no activities which have resettlement impacts³ will be permitted.

1.3 Extent and Scope of Resettlement within the TPQI

Within the TPQI framework the following construction works are planned *inter alia*:

- 1) Construction of facilities; such as design centers, quality and testing laboratories, joint laboratories, Innovation centers and Research and Skills Development centers, including construction of common logistic infrastructure and installation of external public utility facilities as part of PPP sub-projects (Sub-component 2.3). These facilities and infrastructure are expected to be established exclusively in areas, which already have owner certificates and which do not pose significant resettlement risks.
- 2) Renovation of industrial metrology building and laboratories, purchase of equipment and capacity building for NBSM staff. This sub-component will finance: i) the renovation of a building to house the industrial metrology laboratories; ii) procurement of equipment and furniture for the seven key industrial metrology laboratories identified in the metrology strategy; and iii) capacity building for the effective and efficient operations of the laboratories including the hiring of an international resident advisor (Sub-component 3.1). All works will be done on existing buildings and no any resettlement issues can be expected.

2. INSTITUTIONAL AND LEGAL FRAMEWORK

2.1 Institutional Framework

Several institutions, each with different roles and responsibilities, will be responsible for overseeing and implementing the principles and objectives of the RPF while developing and implementing subsequent RAP(s), if required⁴. Most, if not all, institutions that play a role in resettlement and resettlement issues associated with the implementation of the TPQI are listed below. A diagram showing the key actors, including their roles and interrelationships, is also included below in this section.

Overview

PMU established for coordinating the overall project implementation, providing advice and support to the implementing agencies, financial management and procurement functions, ensuring compliance of the Project with national legislation and WB environmental and social policies and procedures, conducting monitoring and evaluation of the Project, and reporting to the World Bank and the PSC on the progress of Project implementation.

The PMO supported by PMU is responsible for fiduciary arrangements, in particular for all procurement activities, and the project financial management functions, including flow of funds and controls over them, the timely provision of counterpart funding, financial monitoring and reporting of Project

² World Bank Operational Policy on Involuntary Resettlement (WB OP 4.12); January 2002, p.1

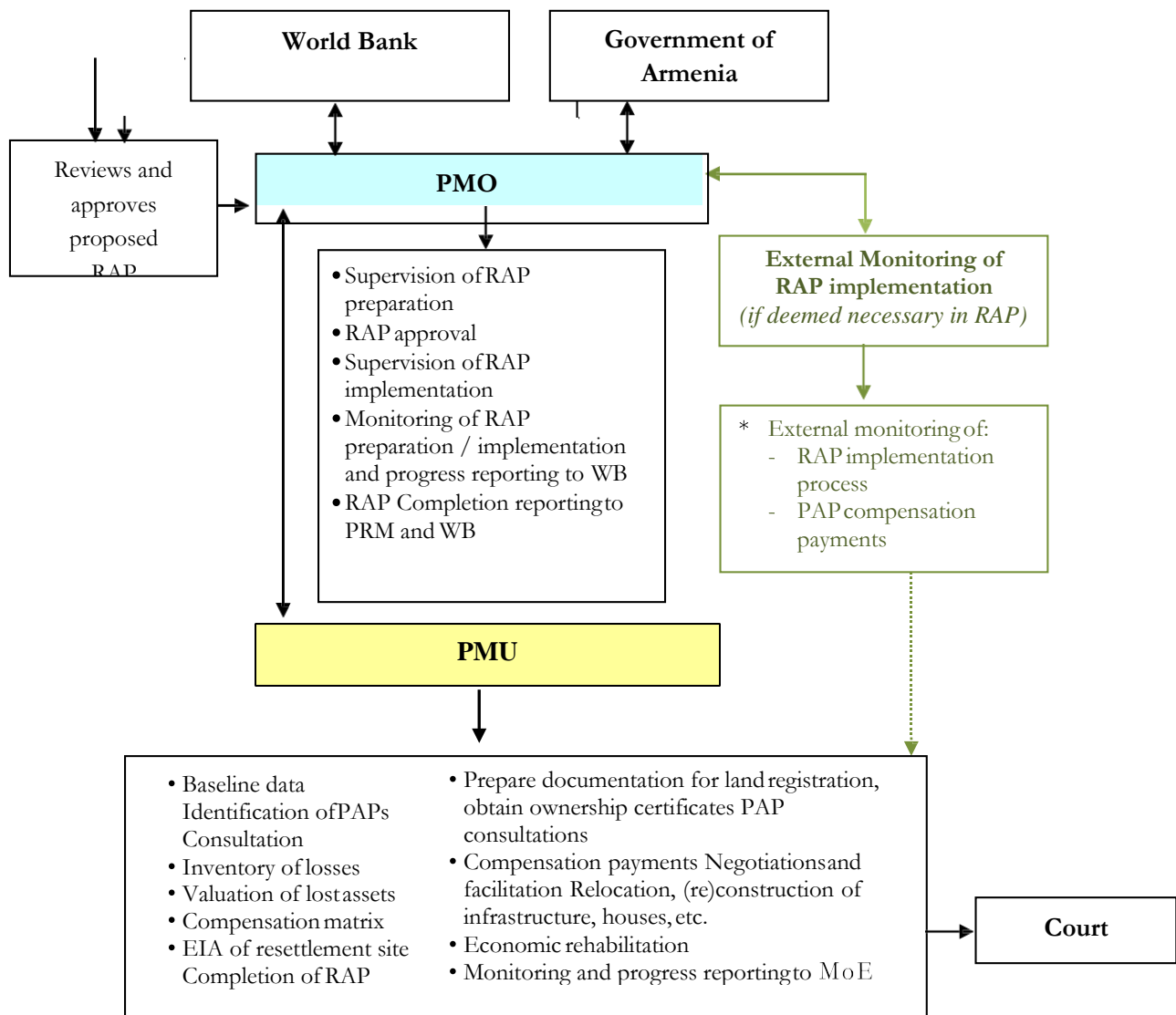
³ These include activities will permanent or temporary impacts on private land, assets, structures, incomes or livelihoods, as well as physical resettlement.

⁴ See also section 5 below

activities, and the replenishment of the designated account and allocation of funds for Project activities. On overall project financial management and procurement issues, as well as on environmental and social issues the PMU reports directly to the PSC. The PMU will be responsible for ensuring that procurement of goods, works and services is done in a timely manner in accordance with World Bank guidelines, managing project funds, monitoring and administering contracts, maintaining accounts, preparing financial management reports and getting the accounts audited annually.

The responsibility for the assessment of social risks associated with the resettlement, provision of the respective conclusions, preparation of RAP, and day-to-day responsibility, including visual inspection of the site and preparation of the above-mentioned documents, will reside with the PMU. The PMU Environmental and Social Specialist is responsible to ensure that a RAP is prepared and implemented for all activities which entail any type of land acquisition/use or involuntary resettlement. During implementation of the project, the PMU must directly coordinate these works (performance of these functions will be specified in the TORs for any respective consultants working for the PMU, if any) and ensure overall compliance with the RAP by all relevant project partners. PMO will be responsible for coordination of relations with the Bank and financial management of RAP as necessary. Final responsibility for initiation and implementation of all activities relating to resettlement policy will be borne by PMU.

Figure 1. Overview of key actors in resettlement and resettlement issues



PMU with supervision from PMO and with the involvement of relevant stakeholders, including private sector, business unions NGOs, will be in charge of preparing the RAP, including PAP identification, and socio-economic surveys, dissemination of Project and component / sub-component related information to PAPs, etc. RAPs may be prepared by an independent Consultant or in-house by the PMU Environmental and Social Specialist. In order to assist in implementation of these works, a temporary consultant may be also contracted who will carry out financial assessment of compensation. When it is necessary PMU will provide oversight and advisory services to assist external consultant in the implementation of RAP.

PMU can be supported by different consultants in the resettlement-related tasks and activities, particularly:

- **Design Consultant(s) (DC)** will prepare designs for the Project. DC will be responsible for the determination of the project alignment and location in accordance with RPF principles to avoid or minimize the Project impact. DC will be responsible for the collection of the data on the affected land plots, assets as well as PAPs and their families/households for Census and Socio-economic survey as needed, dissemination of Project and component related information during design stage.
- **Supervision Consultant** will be appointed to supervise the construction works and ensure its compliance with the design as well as all social and environmental requirements of the Project. Supervision consultant will provide social safeguards monitoring data to PMU.
- **Licensed valuator** will be temporary contracted to carry out assessment of the affected assets and calculation of the compensation in accordance with RA Valuation law and standards, WB OP 4.12 and this RPF as needed.

Other agencies that PMU will associate and coordinate within the context of resettlement issues include, but may not be limited to, those listed below⁵⁴. Main relevant functions of the selected agencies that may pertain to resettlement-related issues are presented below.

National level:

- *RA Prime Minister's Office (PMO)*
- *Deputy Prime Minister's Office*

The Office of the Deputy Prime Minister Tigran Avinyan is responsible for the entire Project coordination and for management overall Project implementation through PMU established within the PMO.

Since the January 2020 the fiduciary functions of the Project were transferred to the PMO. The PMO supported by PMU is responsible for fiduciary arrangements, in particular for all procurement activities, and the project financial management functions, including flow of funds and controls over them, the timely provision of counterpart funding, financial monitoring and reporting of Project activities, and the replenishment of the designated account and allocation of funds for Project activities.

On overall project financial management and procurement issues, as well as on environmental and social issues the PMU reports directly to the PSC. The PMU will be responsible for ensuring that procurement of goods, works and services is done in a timely manner in accordance with World Bank guidelines, managing project funds, monitoring and administering contracts, maintaining accounts, preparing financial management reports and getting the accounts audited annually.

- *Project Steering Committee (PSC):*

High-level management of the Project is carried out by the PSC, which is both the governing body for

⁵ The list of relevant agencies is presented in accordance with the GoA decision No 26 from January 14, 2002 on defining of state authorized bodies of land resources in accordance to Article 2 of the Land Code of Armenia, and updated from the official web-site of the Government of Armenia: www.gov.am

the Project and is responsible for overseeing and supervising implementation of the Project.

The PSC is chaired by the Deputy Prime Minister with representation of several key participating institutions: MoE, MoHTI, EIF.

The PSC provides inter-entity coordination, supervision and control of Project implementation, approves the Project annual budgets, Procurement Plan (PP), including the modifications to it, Terms of References (TORs), Technical Specifications (TS), the procurement activities, and confirms the results of the selection of contractors under works, goods and consultant's services.

Detailed information on the scope, purpose and work organization of the Steering Committee Activity is set forth in the Decree of the Prime Minister of RA.

Ministry of Economy:

The MoE is responsible for implementation of Component 1, within the framework of which Results Based Financing makes to the Government of Armenia (GoA) for agreed-upon actions, outputs and outcomes (DLIs) that result in improvements to the trade promotion and quality system. The MoE is responsible for planning and budgeting these loan proceeds and providing PMU with the reports on planned and actual EEPs incurred.

The MoE is also responsible for implementation of Component 3 of the Project, i.e. for modernization of metrological, accreditation and standards services in order to provide relevant quality assurance services to industry in line with international standards.

- PMO will be the responsible in all aspects of RPF implementation and acting as the main actor ensuring respect of World Bank safeguards policies by all project activities and implementing partners;
- in coordination with central and territorial government agencies, which own the territories allocated to construction under TPQI, will evaluate possible risks of resettlement, and damages inflicted to population of the specific communities, which are subject to liquidation (compensation);
- will develop recommendations on liquidation (compensation) of damages and submit them to the RoA government.

Ministry of High Technology Industry of RoA (MoHTI):

The MoHTI is responsible for creation of the National Venture Fund to promote the development of high-tech start-up companies through provision of investments and management support. The MoHTI will provide supervision and coordination the NVF activities through the selected Fund Manager.

Implementing Agencies (ANIF, EIF, ISC, NBSM NAB)

In addition to PMU the following Implementing agencies are involved in the implementation of the Project: ANIF, EIF, NBSM, NAB and ISC. Each implementation agency will create an internal Working Group (WG) or assign a respective responsible person that coordinates the implementation of its Project activities and provides periodic reports on the progress of the Project implementation on quarterly basis.

Such reports should be submitted to the PMU Project Manager on the first week of the month following the end of the quarter and to the World Bank team.

The implementing agencies are responsible for all technical issues under their components, also for developing of Terms of References, Technical specifications, as well as any other issues as may be stated in respective manuals.

State Committee of the Real Estate Cadastre under the GoA:

The State Committee of the Real Estate Cadaster under the GoA has the following roles and responsibilities, among others, that may pertain to resettlement related issues;

- Development and implementation of the state policy on the unified national cadaster of the real property (including land);
- Within its jurisdiction, development of the principles of land resources management and use policy, implementation of the state supervision of the land use to support the establishment of land rights institution and land market;
- Development of cadastral maps, including for lands;
- Creation and maintenance of the real property information system and provision of cadastral data;
- State registration of the real property rights;
- Development of the land balance of the RoA Land fund and lands classification by types;
- Cadastral valuation of the real estate, including lands;
- Setting of the base tax for the real property, including land tax;
- Setting of the initial price for private land; etc.

The State Committee of the Real Estate Cadaster under the GoA has its regional subdivisions and closely works with bodies of local self-governance. The Cadaster will be consulted in the process of development of the RAP, specifically in relation to identification and validation of the PAPs assets and property rights, assessment of losses.

Yerevan Municipality/YM

The YM has the following roles and responsibilities, among others, that may pertain to resettlement-related issues:

- Development and enforcement of policy provisions for territorial administration, laws, programs and plans for social-economic development of territorial administrations and local self-governments through the bodies of territorial administration and local self-governments;
- Development and coordination of implementation of the policy on state regulation of migration processes;
- Formation and management of the state mobilization reserves, etc.

Ministries presented below may be consulted in the process of RAP preparation and implementation, depending on the type of project:

- *Ministry of Environment of RoA is responsible, among others, for protection and conservation of all natural resources through;*
- *Ministry of Labor and Social Affairs of RoA is, among others, responsible for social protection, and elaborates and implements the policies of RoA in the labor and social security sectors.*
- *Ministry of Healthcare of RoA is, among others, responsible for development and enforcement of policy principles of sanitary protection zones of land use for different purposes.*
- *Ministry of Education, Science, Youth and Culture of RoA, among others develops the principles, parameters, norms for inventory, protection, use of historical and cultural monuments, as well as approve the designs and protection regime of protection zones of cultural and historical monuments.*

- *Ministry of Emergency Situations of the RoA* elaborates and implements the policies of the GoA in the area of civil defense and protection of population in emergency situations. Armenian State Hydro-meteorological and Monitoring Service SNCO is among the structural entities acting within the Ministry of Emergency Situations.
- *Committee of Urban Development under the RoA Government*, among other functions, develops the policy provisions on establishment of urban development limitations and norms for use and development of certain types of land defined in accordance with the Land Code requirements.

Regional and Marz level:

State authorities in Marzes (Marzpetarans) implement the GoA's regional policies in the following areas: finance, urban development, housing and utilities, transport and road construction, agriculture and land use, education, healthcare, social security, culture and sports, nature and environmental protection, commerce, public catering, and services. The regional policies in the aforementioned sectors are implemented by means of Marzpetarans, as well as organizations subordinate to the respective Marzes.

Representatives of the Marzpetarans may be involved in the Grievance Redress Working Group and consulted in the process of preparation and implementation of the RAP as the regional state authorities for regulation of land relations.

Yerevan Municipality

Community level:

A summary of the role of local self-governing bodies in regulation of land relations is as follows:

- Development of basic settlement plans and implementing land zoning and use mechanisms within the administrative territory of the community, according to defined procedures;
- According to basic settlement plans, within the administrative territory of the community and according to defined procedures, provide and allocate land belonging to the community and the State in accordance with the Law on Property;
- Dispose of the land belonging to the community due to the Law on Property, according to defined procedures;
- Implement:
 - Contiguous registration of the land;
 - Charges of land taxes and rent for the use of community land;
 - Control over use of the land and maintenance of the restrictions on use;
 - Other authorities defined by the law;
- Support:
 - State registration of the land;
 - Provision of protection of the land allocated to administrative territories of the communities;
 - Performance of nature protection and historical-cultural norms and implementation of measures directed to that;
 - Implementation of Republican and regional plans of the mechanisms for the utilization of forestland.

Funds for the resettlement plan can be provided from RoA budget, and the entity authorized by GoA (e.g. PMO) will monitor and supervise the implementation of land acquisition and resettlement activities in the components / sub-components falling within their jurisdiction.

2.2 Legal Framework

Legislation of the Republic of Armenia

In the Republic of Armenia the legal framework for land takings and resettlement issues mainly consist of the following legal acts:

- The Constitution of the Republic of Armenia (*adopted in 1995 amended in 2005 and 2015*),
- The Civil Code of the Republic of Armenia (*adopted on 05.05.1998, entered into force from 01.01.1999, published in Official Bulletin No 1998/17 on 10.08.1998*),
- The Law on Alienation of Property for the Needs of Society and State (*adopted on 27.11.2006, entered into force from 30.12.2006, published in Official Bulletin No 2006/64 on 20.12.2006*),
- The Land Code of the Republic of Armenia (*adopted on 02.05.2001, entered into force from 15.06.2001, published in Official Bulletin No 2001/17 on 15.06.2001*),
- The Law on Real Estate Valuation Activity (*adopted on 04.10.2005, entered into force from 26.11.2005, published in Official Bulletin No 2005/71 on 16.11.2005*),
- The Code of Civil Procedure (*adopted on 17.06.1998, entered into force from 01.01.1999, published in Official Bulletin No 1998/20 on 09.09.1998*),
- The Code of Administrative Procedure (*adopted on 28.11.2007, entered into force from 01.01.2008, published in Official Bulletin No 2007/64 on 19.12.2007*),

The Constitution

Article 10 of the Constitution of the Republic of Armenia (hereinafter referred to as the Constitution) generally acknowledges that the All forms of ownership shall be recognised and equally protected in the Republic of Armenia.. Article 60 of the Constitution states that Alienation of property with a view to ensuring overriding public interests shall be carried out in exceptional cases and under the procedure prescribed by law, only with prior and equivalent compensation.. In this context special attention shall be paid to Article 1 of Protocol 1 of the European Convention of Human Rights, stating that "Every natural or legal person is entitled to the peaceful enjoyment of his possessions. No one shall be deprived of his possessions except in the public interest and subject to the conditions provided by law and by general principles of international law".

The Civil and Land Codes

Though the process of land/property taking is mainly governed by the Civil Code there is a separate group of issues that may arise during the implementation of the Project related to the right of limited use of the other's property. These issues are addressed in the Civil and Land Codes of the Republic of Armenia.

Article 210 of the Civil Code (as well as Article 50 of the Land Code) states that the owners/users of a land plot can demand from the owner of the land plot neighboring with theirs and/or from the owners of other land plots to grant the right of limited use of their land plots (*servitude*). A servitude may be established to provide for walking and riding through the neighboring land parcel, installation and exploitation of lines of electric transmission, communication and pipelines, provision of water supply and melioration. The servitude can be voluntary or compulsory, if the agreement on servitude is not reached between the parties. Article 212 (3) of the Civil Code stipulates that for preservation and maintenance of pipelines, engineering infrastructures established to serve the public needs, a compulsory permanent free of charge servitude shall be established.

The Law on Alienation of Property for the Needs of Society and State

The most important legal act dealing with the issues of land/property takings and resettlement issues is the Law on Alienation of Property for the Needs of Society and State (the Law). The Law stipulates the cases when the

alienation of the property needs to be executed and the procedure how the alienation should be conducted.

Article 3 of the Law stipulates the exceptional public interest as the constitutional basis for the alienation and sets the following requirements for execution of the alienation in question: (i) alienation in accordance with the procedure set by the law; and (ii) prior payment of appropriate compensation against the property to be alienated.

Article 4 of the Law sets the principals/conditions in accordance to which the exceptional priority public interest should be determined. Thus, the Law stipulates that: (i) the public interest must be superior over the interests of the owner of the property; (ii) the effective implementation of the public interest cannot be achieved without the alienation of the property; (iii) the alienation of the property must not do unjustified harm to the owner of the property; (iv) the public interest must be acknowledged as superior through the Government decision; and (v) the fact of existence of the exceptional public interest may be argued through litigation in the court.

The same article states that exceptional public interest shall serve the following purposes: (a) protection of public and state security; (b) implementation of the obligations assumed by the Republic of Armenia under international treaties; (c) preservation of historical and cultural values or monuments of international and national importance, and creation and preservation of special protected nature areas; (d) protection of the environment; (e) development of education, healthcare, sport as well as science and culture; (f) implementation of projects of community and intercommunity importance in the fields of communication, transport, energy, land use, city construction, energy and water supply; (g) protection of the property, health and private life of citizens; and (h) prevention and/or mitigation/reduction of the possible effects of emergencies.

The Law also regulates the issues related to the determination of the scope of the property under alienation. In particular, Article 5 of the Law stipulates that, in case of alienation of a land parcel, all the items of real estate (buildings and other property) as well as all the improvements on the land parcel are also subject to alienation. In case of alienation of a building, the land plot necessary for the usage of the property is also subject to alienation. If a part of a property is alienated, then the non-alienated part(s) of the property should also be alienated at the demand of the owner. Such a demand should be presented within two months after the decision of the Government on acknowledgement of the exceptional public interest enters into force.

In this respect it should also be noted, that the *European Court of Human Rights* has well-established case law concerning the interpretation of the notion of —possessions (ownership, property) used in Article 1 of Protocol 1 of the European Convention which is highly desirable to take into consideration while determining the scopes of the property to be alienated. The following illustrate are of interest here.

Case of Broniowski v. Poland, point 129: “The concept of possessions in the first part of Article 1 of Protocol 1 has an autonomous meaning which is not limited to the ownership of material goods and is independent from the formal classification in domestic law. In the same way as material goods, certain other rights and interests constituting assets can also be regarded as property rights, and thus as possessions⁴ for the purposes of this provision. In each case the issue that needs to be examined is whether the circumstances of the case, considered as a whole conferred on the applicant title to a substantive interest protected by Article 1 of Protocol 1” .

Case of Kopechky v. Slovakia, point 25: “The Court recalls that according to the case-law, possessions within the meaning of Article 1 of Protocol 1 can be existing possessions or assets, including claims, in respect of which applicant can argue that he or she has at least legitimate expectations of obtaining effective enjoyment of a property right”.

The Law furthermore stipulates that the state, a community and/or an organization can act as the acquirers of the property being alienated for public and state needs.

Article 7 of the Law states that the restrictions arising from the resolution of the Government on acknowledging the exceptional superior public interest shall be registered in accordance with the procedure set by the law within 15 days upon entering into force of the resolution of the Government. The resolution is sent to the owners of the

property and other persons having registered property rights in that property within 7 days after the subject Government resolution enters into force. The Government resolution shall be published in the Official Bulletin of the Republic of Armenia and in mass media being published in not less than 3,000 copies and can be appealed in the court within one month from the day it enters into force.

The same article also stipulates that, after the Government resolution enters into force, the protocol (census) on the description of the property should be prepared by the authorized governmental authority whereas the owner and the persons having property rights over the property subject to alienation are entitled to take part in the preparation. The copy of the census is sent to the owner and to the parties having property rights over the property within 3 days after it is completed. The census can be challenged / appealed before the government authorized body or the court within 10 days after they receive the copy.

The Law recognizes also the option to conduct preliminary study of the property subject to alienation (which includes also the preparation of census) before the adoption by the Government of the resolution mentioned above at the request of the potential acquirer. The preliminary study is conducted based on the resolution of the Government.

Article 10 of the Law states that the acquirer/purchaser of the property shall, before the final date of starting the alienation of property for public and state needs set by the Government, send to the owners and other persons having property rights over the property the draft of the agreement of alienation of the property. The owners of the property are obliged to inform the acquirer/purchaser within two weeks from the date of receipt of the agreement on the persons having property rights over the property who have not registered their rights or are not subject to registration. If the owner does not inform the acquirer about the mentioned persons then he/she bears the liability for the losses of those persons arising out of the alienation without their participation.

Article 11 of the Law stipulates that equal compensation shall be paid to the owner against the property to be alienated whereas the price exceeding the market price by 15 per cent shall be deemed to be equal compensation for the purposes of the Law. The market price of the real property and/or property rights over the property shall be determined in accordance with the procedure set by the Law of the Republic of Armenia on Activity of Real Estate Valuation. In this context, it should be mentioned that the Real Estate Valuation Law (Article 8) states that the valuation of the real estate is mandatory in the cases of alienation of the property for social/public and state needs, whereas the valuation is to be conducted by licensed valuers/appraisers based on the agreement. The results of valuation are reflected in the valuation statement, which shall, *inter alia*, include: (i) the names of real estate valuation subjects, their addresses; (ii) the date when the real estate was visited and valued; (iii) the reference of application of three classical methods of valuation to valuation standard; (iv) the rights and restrictions over the property valued; (v) the data about valued real estate, the source of their authenticity; (vi) the result of on-site examination of the property and the description of the property valued; (vii) the calculations of market prices received as a result of application of three classical valuation methods and their reconciliation; (viii) the terms of commercial secrecy of the results of real estate valuation; (ix) the analysis of the most efficient use of the property, if the customer requests so; (x) the list of documents used in the process of valuation; (xi) the liability of the valuator before the customer and third parties; and (xii) the full name and signature of valuator and his/her license number.

The Law also stipulates that the persons having property rights over the property under alienation are compensated from the amount of the compensation paid against the property being alienated. As per articles 12 of the Law, if no agreement on alienation of the property is signed between the acquirer and the owners/persons having property rights over the property within three months after sending the draft alienation agreement to them, the acquirer must deposit the compensation amount with the notary public or the court, whereas the amount of compensation shall be calculated as of not more than one week prior of the date when the deposit is made. If the amount of deposit is received by the owners and/or persons having property rights before the court's decision on alienation of the property, the agreement of alienation is deemed to be made.

Article 13 of the Law provides that if no agreement on alienation is signed within 7 days after the acquirer deposits the amount of compensation, then, for the alienation of the property, the acquirer must resort to the court within one month. In this case only the issue on the size of the compensation amount can be the matter for discussion. The

court's decision on the amount of compensation shall be the basis for alienation of the property.

The law also provides for the grounds when the resolution of the Government on acknowledging the superior public interest will become void. In particular, Article 16 states that if the acquirer does not send the draft alienation agreement to the owner and/or persons having property rights, or does not deposit the amount of compensation with the notary public or court within the time set by the Law, or does not resort to the court within the time period set by the Law then it will be construed as waiver from the right to acquire the property and all the documents on recognizing the superior public interest related to that item of property shall be deemed void. The mentioned resolution may be recognized as void by the court if the acquirer, *inter alia*, have not started the activity serving as a basis for property alienation for two years from the enactment of the resolution.

Another group of issues which are relevant to the resettlement project is the one connected with the procedure of application to the court should PAPs decide to choose the court for settlement of disputes arising out in the process of resettlement. In this respect it should be noted that the Law contains also several provisions setting —limitation of actions‖ i.e. time periods for being entitled to challenge/appeal some issues before or in the courts. Thus, the Law stipulates that the resolution of the Government on acknowledging the superior public interest can be challenged before the court within one month and the resolution of the Government on conducting preliminary study within two months after their enactment.

These resolutions shall be challenged / argued in the Administrative Court of the Republic of Armenia in accordance with the requirements of *the Code of Administrative Procedure*. As per Article 3 an individual or a legal entity shall be entitled to resort to the Administrative Court, if the actions and/or inactions and administrative acts of state or municipal bodies or their officials have violated or will violate his rights and freedoms guaranteed by the Constitution of the Republic of Armenia, international treaties, laws and other legal acts. In the meantime, it should be noted that the Code does not set a time frame for the proceedings in the Administrative Court. Article 81 states that the court proceedings shall as a rule be completed in one session, without delays. The preparation to court proceedings and the proceeding itself shall be completed within a reasonable period of time. Along with the above-mentioned, the Code of Administrative Procedure provides for simplified/accelerated proceedings in several cases, among which the most applicable in our case are the following: (i) when the presented claim is evidently well-substantiated or (ii) when the presented claim is evidently groundless. The decision of the Administrative Court enters into force from the moment it is publicized.

The case is a bit different when the case goes to court in the cases provided by article 13 of the Law (the signing of alienation agreement by resort to court). These cases are heard by the court of General jurisdiction if the amount of compensation in dispute is less than AMD 5 mln and by the civil court if it is equal to or exceeds AMD 5 mln. The proceedings in court are conducted as per the requirements of the Code of Civil Procedure of the Republic of Armenia. As in the previous case, the Code of Civil Procedure also does not stipulate any strict time limits for case hearings and set that the case should be heard in the court within a reasonable time period (Article 111). Here also the court may use accelerated hearings. Article 125 of the Civil Procedure Code stipulates that the court is entitled to use accelerated hearings if (i) the nature of the case requires immediate hearing; (ii) the claim is evidently substantiated; (iii) the claim is evidently groundless.

The decisions of the courts of general jurisdiction and the civil court enter into force after one month and can be appealed to the appeal court for civil cases. In its turn, the appeal court also is not bound by strict time- frames and shall hear the case within reasonable period taking into consideration the time period when the case was heard by the general jurisdiction / civil court. The decision of the appeal court enters into force from the moments it is publicized.

2.3 World Bank Policies

The primary objective of the WB OP 4.12 is to explore all alternatives to avoid, or at least minimize, involuntary resettlement. Where resettlement is unavoidable, the living standards of displaced persons should be restored or improved relative to those conditions that prevailed prior to the Project. The policy applies to the taking of land and other assets when land acquisition results in the permanent or temporary loss of shelter, the loss of all or part of

productive assets, or access to them, and the loss of income sources or other means of livelihood. This policy also applies to other activities, resulting in involuntary resettlement that in the judgment of the Bank, are: (a) directly and significantly related to the Bank-assisted Project; (b) necessary to achieve its objectives as set forth in the Project documents; and (c) carried out, or planned to be carried out, contemporaneously with the Project.

2.4 Comparison of Armenian Laws and the World Bank's Involuntary Resettlement Policy

Table 1: Comparison of Armenian Laws and the World Bank's Involuntary Resettlement Policy

Legislation of the Republic of Armenia	WB Involuntary Resettlement Policy	Conclusion on gaps	Actions to address the gaps
<i>1. Eligibility</i>			
<p>a) Persons having documented ownership over the property (land, buildings, crops, etc.) are eligible to receive compensation for the land being alienated, damages/ demolition and lost crops caused by a project (the Law on Property Alienation for Social/Public and State Needs), or in the cases their lands are not alienated but partially used for public projects (servitude) (the Civil Code (Articles 210-218), Land Code (Articles 50-and 100)), property (right to lease, right to free use, etc.) are eligible for compensation, whereas the amount of compensation for these persons is included and paid from the compensation paid to titled owners, (the Law on Property Alienation for Social/Public and State Needs (Article 11)). Persons having constructed buildings on their own lands but not registered them as of the cut-off date may receive compensation. (Article 188 of the Civil Code).</p> <p>b) Persons having built a construction or planted trees in areas belonging to others cannot receive compensation for loss of assets. (above mentioned RoA laws)</p>	<p>a) Persons who have formal legal rights to land (including customary and traditional rights recognized under the laws of the country) are provided compensation for the land they lose; land but have a claim to such land or assets – provided that such claims are recognized under the laws of the country or become recognized through a process identified in the resettlement plan – are provided compensation for the land they lose;</p> <p>b) Persons who have no recognizable legal right or claim to the land they are occupying are provided resettlement assistance in lieu of compensation for the land they occupy, and other assistance as necessary, if they occupy the project area prior to the cut-off date.</p>	<p>In general the provisions of the Armenian legislation and WB's OP are the same, except of provision on persons lacking the formal legal right over the property.</p>	<p>To address this gap it is recommended:</p> <p>1) WB OP 4.12 is followed,</p> <p>2) The GoA allows the application of WB OP 4.12 for the TPQI.</p>

<i>2. Entitlements</i>			
As per Armenian legislation the compensation is paid only to the owners and persons having the property rights over the assets if the ownership/property rights has been acquired before the project cut-off date, whereas all the improvements done after the cut-off date in excess of the scope set by the law and all the encumbrances generated over the property after the cut-off date are not subject to compensation.	PAPs are provided resettlement assistance in lieu of compensation for the land they occupy, and other assistance, as necessary, to achieve the objectives set out in this policy, if they occupy the project area prior to a cut-off date	Provisions of the Armenian legislation and WB's OP are the same.	
The adequate compensation should be paid to the owner in case of alienation, whereas the amount of compensation exceeding the market value by 15% will be considered as adequate (The Law on Alienation of the Property for Social/Public and State Needs Article 11)	Compensation levels should be sufficient to replace the lost land and other assets at full replacement cost in local markets.	Both Armenian legislation and WB OP 4.12 provide for compensation of lost land and assets. National legislation appears to be more beneficial for the PAPs.	
No provision for income/livelihood rehabilitation measures and/or allowances for severely affected PAPs and vulnerable groups, and/or resettlement expenses (Cf above mentioned RoA laws)	The WB policy requires rehabilitation for income/livelihood, for severe losses, and for expenses incurred by any and all PAPs during the relocation process	Armenian legislation provides very limited provisions for income/livelihood compensation and/or expenses incurred by the PAPs during the relocation process.	To address this gap it is recommended: 1) WB OP 4.12 is followed, 2) The GoA allows the application of WB OP 4.12 for the TPQI.

<i>3. Information Requirements</i>			
<p>The resolution of the Government on acknowledgment of exceptional superior public interest is to be properly communicated to the owners and persons having property rights over the assets within seven days after it enters into force. The owner and the persons having property rights over the property to be alienated are entitled to participate in completing the description of the property to be alienated. The copy of the protocol on description is to be sent to the owner and the persons having property rights over the property. (The Law on Alienation of the Property for Social/Public and State Needs Article 7)</p> <p>Local municipalities are required to acknowledge the communities through mass media and public discussions on expected changes in their living environment (Government Resolution No 660 dated 28 October 1998).</p>	<p>Information related to quantification and costing of land, structures and other assets, entitlements, and amounts of compensation and financial assistance are to be disclosed in full to the affected persons.</p>	<p>Requirements of the Armenian legislation and the WB OP 4.12 are almost the same.</p>	

2.5 Conclusions: Bridging the Gaps

In principle, Armenian laws and regulations relevant to land acquisition and resettlement and WB OP 4.12 adhere not only to the objective of compensation for affected families or persons, but also to the objective of rehabilitation. However, Armenian laws are unclear on how rehabilitation is to be achieved and in practice the provision of rehabilitation is left to ad hoc arrangements taken by the local governments and the specific project proponents. Another and rather major difference between the RoA laws and the WB policies is that the WB OP 4.12 recognizes titled and non-titled owners as well as registered and unregistered tenants, i.e. lack of legal title is no bar to compensation and rehabilitation. To clarify these issues and reconcile eventual gaps between the Armenian laws and regulations and WB OP 4.12, this RPF mandates^{6 5} compensation at full replacement cost of all items, including the rehabilitation of informal/non-titled settlers, and rehabilitation packages (as appropriate, to be determined in the RAP) for PAPs that may need to be relocated, suffer business losses, or may be severely affected⁶.

Furthermore, public disclosure and consultation are not well articulated in the RoA laws and the Project will ensure due inclusion of (potential) PAPs and, in particular, of vulnerable groups affected by the Project, in the public

⁶ It should be noted that the measures proposed require approval both by the GoA and WB

consultation and participation process prior to and during project implementation. In addition, an accessible grievance redress mechanism will be instituted (see also section 5.3 below) and physical project implementation works will not commence until all compensation and rehabilitation measures of a Project or sub component are completed.

In line with the Paragraph 4 of WB OP 4.12, these measures apply to all components of the Project that result in involuntary resettlement, regardless of the source of financing.

3. ELIGIBILITY AND ENTITLEMENTS

3.1. Eligibility

The basic principle followed in this RPF is that PAPs should be assisted in their efforts to improve their living standards, income earning capacity, and production levels, or at least to restore them to pre-project level whereby lack of legal title does not exclude individuals from the eligibility to receive compensation and/or rehabilitation assistance.

The WB OP 4.12 recognizes that individuals and households who occupy project-affected areas after the cut-off date are not eligible for compensation. The cut-off date will be set and publicly announced by the relevant GoA authorities and the census of PAPs will commence immediately following this announcement. All people moving into the project area and/or people conducting construction works, planting trees, etc. after the cut-off date are non-eligible PAPs and thus will not receive any compensation. Advance notice will be given, requesting them to vacate their premises and dismantle affected structures prior to project implementation. To facilitate this, the Project will put at their disposal the necessary transportation means for their relocation.

3.2. Entitlements

Land acquisition and resettlement will be implemented according to a compensation and entitlements framework in line with both RoA laws and regulations and WB OP 4.12. During compensation identification for impacts associated with particular component / sub-component, the entitlement matrix and description of compensation entitlements⁷ shall be revised and updated accordingly.

The entitlement matrix is based on the premise that resettlement, rehabilitation and compensation programs should improve or, at a minimum, maintain the PAPs' pre-project living standards and ensure their participation in Project benefits⁸. This is reflected in the following principles of compensation:

Eligibility

PAPs eligible for compensation will include those who have formal legal rights to land or other assets, and those who initially do not have formal legal rights to land or other assets but have a claim to legal rights based upon the laws of the country; upon the possession of documents such as land tax receipts and residence certificates; or upon the permission of local authorities to occupy or use the project affected plots. The genesis of these rights may come from continued possession of public land where the government has not sought their eviction. Affected items could include, but may not be limited to, the following:

- Relocation or loss of shelter
- Permanently or temporarily affected land;
- Loss of assets or of access to assets including: houses or other structures, crops, trees, or other assets; Businesses and or factors of production; and/or,
- Suffered income losses as a result of the Project. Loss of income or livelihood is considered whether or not

⁷ For a global overview of entitlements see section 3 below and Annex 1 attached.

⁸ A provisional entitlements matrix is included in **Annex 1**.

the affected persons must move to another location.

- All PAPs living in the project area before the cut-off date may be considered for compensation for their losses and/or rehabilitation assistance. Lack of legal rights or titles do not make them ineligible for entitlements;

Compensation

- PAPs will be compensated at full replacement and substitution costs without depreciation, and relocated or resettled in and after due consultation with them. The preliminary compensation rates for replacement and substitution cost will be proposed to the PAPs to give them an opportunity to compare those with the prevailing market rates;
- All fees and taxes on land and/or house transfers will be waived or otherwise fees and taxes will be included in a compensation package for land and/or house. The competent government authorities will give preferential treatment to PAPs reconstructing their houses on their own, and support them in obtaining the necessary property titles and official certificates;

Resettlement strategies

- Preference will be given to land-based resettlement strategies for PAPs whose livelihoods are land-based. These strategies may include resettlement on public land or on private land acquired or purchased for resettlement. Whenever replacement land is offered, resettlers are provided with land for which a combination of productive potential, location advantages and other factors is at least equivalent to the advantages of the land taken.
- If land is not the preferred option of the PAPs, or the provision of land would adversely affect the sustainability of a park or protected area, or sufficient land is not available at a reasonable price⁹, non-land-based options built around opportunities for employment or self-employment should be provided in addition to cash compensation for land and other assets lost.

Cash compensation

- Payment of cash compensation for lost assets may be appropriate where (a) livelihoods are land-based but the land taken for the project is a small fraction¹⁰ of the affected asset and the residual is economically viable; (b) active markets for land, housing, and labor exist, PAPs use such markets, and there is sufficient supply of land and housing; or (c) livelihoods are not land-based. Cash compensation levels should be sufficient to replace the lost land and other assets at full replacement cost in local markets, calculated as of the cut-off date.
- Compensation in cash for all residential, commercial or other structures will be paid at replacement cost of these structures, without any depreciation of the structure and without deduction for salvageable materials;

Consultation and Planning

- Resettlement plans will be developed and implemented in consultation with the PAPs. In the relocation area, community infrastructure and services will be built and improved, so that the PAPs will have access to these services.
- Effective and timely design, planning and implementation of resettlement and rehabilitation measures will be conducted to avoid unnecessary delays and consequent inconveniences to the PAPs.

Relocation

⁹ The lack of adequate land shall be demonstrated and documented to the satisfaction of the WB.

¹⁰ As a general principle, this applies if the land taken constitutes less than 20% of the total productive area; see also WB OP 4.12, point 12, footnote 17.

- PAPs will be provided full assistance for transportation of personal belongings, household inventory and salvaged material, and will be given a relocation allowance in addition to the compensation at replacement cost of their houses, lands and other properties.
- In cases where community infrastructure such as schools, factories, water sources, roads, sewage systems, electrical supply, or other community resources such as a woodlot or pasture is lost, this will be replaced at no cost to the community.

Timing

- Resettlement, compensation and rehabilitation Programs for PAPs will be timed so as to guarantee the availability of new land and residences, prior to commencement of project or sub component related construction activities;
- Land clearance will not be started before the PAPs have received compensation and rehabilitation assistance.

Monitoring

- Institutional arrangements will be made for internal monitoring of resettlement activities. If deemed necessary in RAP, an external monitoring entity will be involved to ensure independent monitoring of RAP preparation and implementation activities.¹¹

3.3. Valuing Affected Assets

During RAP preparation, the POM and TPQI funds will engage the services of a competent and acknowledged independent assessor, responsible for determining replacement cost of affected land and assets. During the valuation process, PAPs, local officials and relevant government offices (such as the State Committee for Real Estate Cadaster under the GoA) will be consulted. Subsequently, compensation and rehabilitation measures will be developed with support from assessor and PMU based on the valuations thus established. The following guiding principles for the valuation will be taken into account:

Replacement valuation

With regard to land and structures, the replacement value is defined as follows:

- (i) For agricultural land, it is the pre-project or pre-displacement, whichever is higher, market value of land of equal productive potential or use located in the vicinity of the affected land, plus the cost of preparing the land to levels similar to those of the affected land, plus the cost of any registration and transfer taxes;
- (ii) For land in urban areas, it is the pre-displacement market value of land of equal size and use, with similar or improved public infrastructure facilities and services and located in the vicinity of the affected land, plus the cost of any registration and transfer taxes; and
- (iii) For houses and other structures, it is the market cost of the materials to build a replacement structure with an area and quality similar to or better than those of the affected structure, or to repair a partially affected structure, plus the cost of transporting building materials to the construction site, plus the cost of any labor and contractors' fees, plus the cost of any registration and transfer taxes.

In determining the replacement cost to be compensated to the PAP, depreciation of the asset and the value of salvage materials are not taken into account, nor is the value of benefits to be derived from the project deducted from the valuation of an affected asset. Where domestic law does not meet the standard of compensation at full replacement cost, WB policies, guidelines and technical specifications for compensation at replacement cost will be applied.

Compensation for land, structures, business, fixed improvements and other temporary assets will be based on market valuation, productivity valuation, negotiated settlements, material and labor valuation, disposition of

¹¹ For further details see section 5.4 below

salvage materials and other fees paid. It should be noted that lack of title, license or permit is not a bar to compensation.

Rehabilitation cost

In addition to compensation for lost assets, PAPs will be entitled to transitional assistance which includes moving expenses, temporary residence (if necessary), employment training and income support while awaiting employment. PAPs should have an option for full compensation as regulated by RoA legislation, and WB procedures, which were described in detail in previous paragraphs, if the duration of impact is to exceed two years. These losses will be estimated for each individual case and may vary from (temporary or permanent) loss of business opportunities to loss of crops, orchards, trees, and other items.

In relation to losses that cannot easily be valued or compensated for in monetary terms (e.g., access to public services, customers, and suppliers; or to fishing, grazing, or forest areas), attempts will be made to establish access to equivalent and culturally acceptable resources and earning opportunities.

4. RAP INFORMATION REQUIREMENTS

4.1. Census and Inventory of Project Affected Persons

Upon approval of PPP subprojects which may potentially involve resettlement impacts a cutoff date will be set and publicly announced and, where applicable, a census of families and persons adversely affected by the Project's component/sub-component will be conducted by the Project. The census will include a complete inventory of all losses to be incurred by each PAP. This information will include as a minimum: (a) number of persons, main occupation and level of income; (b) number, type, and dimension of the houses; (c) number, quality, and area of all the residential plots; (d) number, category, type, and area of agricultural land held and to be lost by each PAP; (e) tenure status of agricultural land and amount of rent paid by tenant/lessee, where applicable; (f) quantity, category, and dimension of all rent of other fixed assets adversely affected; (g) productive assets lost as a percentage of total productive assets; (h) temporary damage to productive assets; (i) quantity, category, and quality of non-agricultural livelihood adversely affected; (j) quantity, type, and quality of community resources to be acquired¹²¹¹.

4.2. Identification of Losses

If the TPQI component/sub-component involves physical relocation of PAPs, or provision of replacement land, data will be collected on the location (that PMU is responsible for these; Environmental and Social specialists hired by PMU and/or an internal research consultant may conduct the census.

Care will be taken to ensure that the relocation site or replacement land is in the vicinity of the PAPs' previous location to avoid social dislocation and unrealistic division of the PAPs' economic livelihood¹³¹².

4.3. Baseline Survey

In addition to the census and inventory of affected land and assets, components / sub-components requiring physical relocation of PAPs may include a baseline survey of the affected population as part of the RAP¹⁴. The baseline survey will provide data on the existing social structure, tenure arrangements and resource use, access to common property resources, social services and infrastructure facilities by different social groups in the project area, and for the host population at the proposed resettlement site (if relevant), clearly identifying all special interest groups, particularly those who are poor and vulnerable (e.g. tenants, landless laborers, and female-headed households), and describing their special characteristics in relation to the project¹⁵.

5. IMPLEMENTATION ARRANGEMENTS

RAP Development and Approval Process

RAPs, as needed, will be developed by the PMU with the help of consultants (if any) engaged by the PMU and supervised by the PMO. The PMU will bear overall responsibility for RAP preparation and oversight. RAP preparation will commence immediately after a cut-off date has been declared and main activities to be undertaken include – but may not be limited to – the following:

- Identification of and consultation with PAPs;
- Census survey and inventory of losses of PAPs;
- Valuation of lost land and assets;

¹² See also (i) **Annex 2: Checklist for Census Information**; and (ii) **Annex 3: List of Data for Census Survey**

¹³ See also **Annex 4: List of Data for Inventory of Losses**

¹⁴ If a full RAP is required, a baseline survey is mandatory. For an abbreviated RAP a baseline survey is undertaken if physical relocation of PAPs is unavoidable and/or if some of the PAPs lose more than 10% of their productive assets; cf. footnote 6, OP 4.12, Annex A

¹⁵ See also **Annex 6: Data for Baseline Survey**

- Development of compensation matrix;
- Preparation of indicative budget and schedule for implementation.

The draft and final version of RAP(s) in will be submitted by the PMU to the WB for approval and disclosure.

5.2. Process for the Preparation and Approval of Resettlement Action Plans

Overview

This RPF guides the preparation of Resettlement Action Plan (RAP). Component / sub-component specific RAPs, consistent with this RPF, will be submitted to the WB for approval after specific planning information becomes available.

The PMU will as needed revise and submit final version of the RAPs to WB for approval. During implementation of these works, PMU is responsible for execution of works.

The component specific RAPs under this RPF will include baseline census and socio-economic survey information; specific compensation rates and standards; policy entitlements related to any additional impacts identified through the census or survey; description of resettlement sites; programs for improvement or restoration of livelihoods and standards of living; implementation schedule for resettlement activities; and detailed cost estimates¹⁶. While carrying out these tasks, specific attention will be paid to the needs of vulnerable groups among those displaced, especially those below the poverty line, the landless, the disabled, the elderly, women and children, indigenous peoples, ethnic minorities, or other displaced persons who may not be protected through national land/property compensation legislation.

RoA legislation requires the same level of protection for all groups of the society, including those mentioned as vulnerable groups. This principle is reflected in the RoA Constitution. In particular, Article 28 and 29 of the Constitution states: All the people shall be equal before the law. Discrimination based on sex, race, ethnicity, political or other views, belonging to ethnic minorities, property status, birth, disability, age or other personal or social circumstances is prohibited.

Article 5 of the Constitution states that the Constitution has superior legal force and its norms shall be applied directly. All the laws and other legal acts shall be in conformity with the Constitution.

Resettlement Action Plans

According to WB OP 4.12, all projects that entail resettlement require a RAP. The scope and level of detail of the resettlement plan vary with the magnitude and complexity of resettlement, i.e. a full RAP is required whenever land acquisition in a project affects more than 200 people, takes more than 10 percent of any holding, and involves physical relocation of population. An abbreviated RAP is acceptable if fewer than 200 people are displaced. Even if more than 200 people are affected, if all land acquisition is minor (10 percent or less of all holdings is taken) and no physical relocation is involved, an abbreviated RAP is acceptable. If fewer than 200 people are displaced but some physical relocation is involved, the abbreviated RAP is expanded to include a rehabilitation program. An overview is provided in Table 2 below:

Table 2: Subcomponent Categorization and Resettlement Planning Requirements

¹⁶ See also later sections of this RPF

Category	No. of Affected People	Resettlement Impact	Planning Requirement
A	200 or more people experience major impacts, defined as <ul style="list-style-type: none"> ▪ Physical displacement and/or ▪ Loss of 10 % or more of their 	Significant	Full RAP
B	Less than 200 people experience major impacts	Minor	Abbreviated RAP
C	No loss of assets and incomes or displacement	None	No RAP

Full or abbreviated RAPs for components / sub-components will be developed – as needed – by the PMU and supervised by PMO. RAPs will document in detail the implementation arrangements for resettlement, including asset acquisition, compensation, relocation and rehabilitation. A census and inventory of assets, livelihoods and losses of all PAPs will be prepared immediately after the relevant GoA authorities have publicly announced the cut-off date for PAP identification purposes.

Each completed RAP will be submitted by PMU to WB to obtain approval. After approval has been obtained, compensation, resettlement and rehabilitation activities will be initiated, and will be completed before awarding contracts of civil works under each component / sub-component of TPQI.

Resettlement Screening Process

The TPQI project Sub-component 2.3 aims to strengthen PPP industry clusters by financing: i) the development of industry-wide initiatives that would improve the competitiveness of the entire industry, such as developing sectorial branding and marketing strategies; and ii) building industry specific facilities that are prohibitively expensive for individual firms in order to develop economies of scale and improve productive such as quality and testing laboratories, training centers and common logistics infrastructure. These instruments will be funded through agreements between the government and the private sector participant which is expected to be an industry consortium on a 50/50 matching basis.

Several industries have expressed interest in the cluster development PPPs. Potential first movers include: i) the engineering sector which has proposed the establishment of a facility for training and testing, and ii) the wine industry which has proposed a package including a testing and bottling laboratory to improve the grape varieties and packaging, developing a branding strategy for the industry, and expert assistance for logistics support.

R&D PPPs will be targeted at encouraging efficiency-seeking FDI (primarily in high tech) to ramp up their level of engagement in the country and facilitate skills development by funding joint projects between multinationals and academia to develop enabling infrastructure, such as laboratories and Innovation centers. This sub-component is leveraging a model that has been proven to work in Armenia where the government provides the infrastructure and the multinational provides equipment and technical know-how.

While there are no dollar limitations (the selection committee will determine the viability of the proposals) it is anticipated that up to 4 projects of about \$2 million to \$3 million each will be funded under the R&D PPPs.

In order to identify possible resettlement and ensuing effects under these activities, process of preliminary inspection should be initiated within the framework of the project, including the following steps:

1. The PMU for TPQI components / sub-components provides an initial and documented description of the existing baseline situation, in particular related – but not limited – to resettlement, land required for the component / sub component (either permanent or temporary), and identification and mapping of landownership in the affected area;
2. Once completed, the feasibility studies / designs are reviewed by the PMU and WB as needed. Potential impacts are identified and followed up by PMU through visits to those sites where impacts are expected;

3. Site visits include (i) initial discussions with local authorities; (ii) verifying information provided by the PMU; and if required or warranted, (iii) obtaining additional information on the scale and magnitude of the potential impacts;
4. Each sub component thus confirmed to include potential resettlement or resettlement effects is subsequently scheduled for an intensive sensitization and consultation process to involve the potentially impacted communities;
5. The consultation process is properly documented by the PMU and the outcome presented to the PMO for further processing and eventual approval to proceed (or otherwise) with the specific component / sub component;
6. If approval to go ahead is obtained and a cut-off date for eligibility declared, PAPs and the local authorities are informed about the impending compensation and resettlement;
7. Subsequently, a PAP census survey – as an integral part of RAP preparation – is undertaken and combined with preparing the inventory of losses to limit the inconvenience for the PAPs and speed up the process of RAP preparation. If required, a baseline survey is simultaneously undertaken¹⁷.
8. Once the results of the survey instruments are compiled and completed, a decision is made whether a RAP (abbreviated or full, as applicable) for that component / sub-component needs to be drafted by the PMU, or if Due Diligence is sufficient.
9. If RAP(s) is (are) required, the outlines shown in Annex 5 will be used. Sufficient detail should be provided and the RAPs should be in conformity with (the principles of) this RPF.

5.3. RAP Implementation Process

All activities indicated in the RAP shall be covered from loan funds and/or RoA budget, and be completed prior to commencing the construction activities. The PMU will be responsible for implementing approved RAPs, under the supervision of the MoE and WB.

Major responsibilities and activities of the implementation include – but may not be limited to – the following:

- 1) Verify the RAP census and asset inventory data on the demarcated parcel;
- 2) Undertake cadastral and topographic surveys and ensure correction of data of measuring and inventory as required by possible design changes;
- 3) Closely consult with PAPs and community/municipal authorities;
- 4) Prepare documentation for registration of new land plots;
- 5) Provide the public with necessary information, and ensure transparent and timely awareness-raising and communications around resettlement issues with all affected communities (not only PAPs);
- 6) Negotiations and agreement with PAPs;
- 7) Delivery of compensation and, as needed, implementation and supervision of rehabilitation measures. Cash compensations will be paid by cheque or bank transfer, as preferred by PAP;
- 8) Observe grievance procedures;
- 9) Court processing of cases where no agreement is reached;
- 10) Expropriation proceedings through the court, as required;
- 11) Construction of infrastructure (in case the resettlement is necessary) and arrangement of relocation of PAPs;
- 12) Prepare RAP Completion Report.

It should be emphasized that satisfactory completion of the RAP is a condition for any (physical) works on the component / sub-component to start.

Land Acquisition Procedure

¹⁷ See also Annexes 2, 3, 4, and 6; a baseline survey is required if physical relocation of PAPs is unavoidable and/or if some of the PAPs lose more than 10% of their productive assets; footnote 6, WB OP 4.12, Annex A.

The acquisition procedure for private land requires the pursuance of five basic sequential activities, as follows:

- 1) Establishment of land ownership by the PAP;
- 2) Registration of the affected parcels to legitimize ownership;
- 3) Information-sharing with possible PAPs to ensure they understand their rights to decline to participation in land acquisition;
- 4) Undertaking of Land Purchase Agreement between the concerned PAP and the GoA authorized entity;
- 5) Demarcation and registration of parcels to be alienated;
- 6) Payment of compensation.

Complaints and Grievances

Grievance Redress Working Group: Tasks and composition

A Grievance Redress Working Group at Project level will be established to address complaints and grievances pertaining to resettlement and to pre-empt all disagreements being referred to the court. The Grievance Redress Working Group will include PMU, MoE, staff, and representatives of the relevant state authorities and/or Marzpetaran in the project area, and representatives of local non-governmental organization (NGO) and communities affected by the particular component / sub-component of the TPQI. A Grievance Redress Working Group will be convened by the PMU on a case by case basis, to address complaints and grievances pertaining to resettlement.

Within one week after establishment, the Grievance Redress Committee must submit to POM the procedure and mechanisms of work. The procedure will explicitly define mechanisms and rules of sending complaints and addressing them, including grievance reporting mechanisms, as well as addresses and names of responsible officials at central and local levels. This procedure must ensure maximum access, transparency, disclosure and participation and will be aimed at maximum protection of interests of affected population. In order to achieve these goals, the Working group must use mass media facilities, websites, hot-lines and social networks of the PMU and other stakeholders, capacities of the PMO and PMU, regional offices, municipalities and local governments, in active cooperation with NGOs. After approval of the procedure, it must be published in mass media outlets and be available on PMU social network,) throughout effective period of the program.

Procedure

Under the supervision of the PMO and the WB, the PMU will make every effort to achieve an amicable settlement of all identified resettlement issues under the RAP at the component / sub-component level. If this attempt fails, the PAP may at his/her discretion, deposit a complaint either with the court or the Grievance Redress Working Group. The proposed redress procedure and mechanisms will be presented to and discussed with the PAPs at the early stages of the RAP preparation process. In order to effectively collect all grievances from the potential PAPs, a specific site(s) may be designated for timely depositing and collection of all complaints. The PAPs can deposit complains orally (these shall be properly documented at the moment of depositing complain at the designated site) or in writing. These issues are regulated by national legislation. The complainant can follow the process of addressing the complaint by using the special code he/she received.

The response will be provided within a period of two weeks after receiving the complaint. If the case is not resolved at the level of the Grievance Redress Working Group, it may be submitted by either party to the Court. Any fees required for this purpose will be paid by Project after verifying that the PAP is a recipient of allowances under the Family Assistance Program of the GoA¹⁸. All other PAPs will be responsible for their own costs.

¹⁸ Based on a number of (wealth and income) indicators, this Program assists to varying degrees families that are not in a position to fully or partially cater for their daily necessities.

Expropriation Proceedings

If the PMU and the PAP fail to reach an agreement on the acquisition of private properties, the GoA will pursue the expropriation proceedings in accordance with the RoA —Law on property alienation for social/public and state needs (No: HO-185-N of 27 November 2006)".

Court

The Court of Armenia shall be the last resort for issues and concerns regarding the implementation of the RAP. In case of failure in the negotiation between the PMU and the PAP concerning the acquisition of private properties, the GoA with the mandate for expropriation based on existing legislations will submit to the Court a request for expropriation. Upon its approval and following prescribed procedures, the GoA will take over the concerned property after having been given the right of Expropriator by the Court.

In cases where complaints and grievances regarding the RAP implementation and compensation are not amicably settled and mediation by the Grievance Redress Committee remains also unsuccessful, the PAP will also have the right to appeal the case to the Court as a last resort. The Courts' decision shall be final and be executed.

As per the Law on Alienation of property for social/public and state needs (Article 13) the acquirer shall be obliged to resort to the Court if the alienation agreement is not signed voluntarily by the owner and/or persons enjoying property rights over the property subject to alienation, whereas only the issues connected to the amount of compensation can be discussed in the court. Hence, PAPs cannot argue the amount of compensation in the courts on their own initiative. If they do not agree with the amount suggested, they do not sign the alienation agreement, in which case the acquirer should go to court, if he still wants the property to be alienated.

5.4. Supervision and Monitoring

Resettlement activities in all components / sub-components will be regularly supervised and monitored by environmental and social specialist of PMU monitoring will be carried out biannually by the PMU ESS , and at the end of each RAP completion, a RAP Completion Report (developed by PMU) will be submitted to PMO and WB. Internal monitoring and supervision will:

- 1) verify that the census of all PAPs has been carried out;
- 2) that the RAP and baseline survey (as appropriate) has been prepared for Projects or sub components where it is required;
- 3) that property valuation and resettlement has been carried out in accordance with the provisions of this RPF and the respective RAP;
- 4) oversee that all resettlement measures are implemented as approved;
- 5) ensure that funds for implementing resettlement activities are provided in a timely manner, are sufficient for their purposes, and are spent in accordance with the provisions of this RPF and the respective RAP.

If deemed necessary in the RAP an external monitoring entity will be engaged to carry out independent monitoring of resettlement activities. In addition to verifying the reports generated by internal monitoring, external monitoring will:

- 1) evaluate the social and economic impact of resettlement on the PAPs;
- 2) verify if the objective of enhancement or at least restoration of income levels and standards of living of the PAPs has been met;
- 3) as needed, provide suggestions for improvement of resettlement implementation to ensure achievement of the principles and objectives set forth in this RPF and respective RAP(s).

6. PUBLIC PARTICIPATION

Given the specific locations for civil works are not yet known, site-specific RAPs were not prepared; however this RPF outlines the conditions under which RAPs will be developed for TPQI implementation. In such cases, PMU will initiate development of RAP pursuant to WB requirements, ensuring participation of potential stakeholders in all stages of RAP development.

PAPs will participate in the development and implementation of activities relating to resettlement and land acquisition. The PMU will consult with PAPs and invite them to participate in public consultations organized by PMU at the initial stage of the process, as well as in public consultations and implementation of RAP as described in previous sections. The PAPs will be provided with reliable information on the project, its impacts and the proposed mitigation strategies and economic rehabilitation activities. The information made public and provided to each affected household will also include cut-off date, eligibility criteria and entitlements, modalities of compensation, complaints and grievance redress procedures. These information will be made easily accessible to the public at no cost to the PAPs, and the location of disclosure will also be announced regularly (e.g. in the Sunday editions of the newspaper of greatest local distribution for at least a month, distribution through Marz and/or community authorities, etc.). The affected parties will be provided with an opportunity of presenting their ideas and suggestions as inputs into the planning and implementation of the resettlement activities. These will be achieved through a series of participatory exercises and focused discussions with the PAPs, thus ensuring that the affected parties have a stake in the outcomes of the process. All consultation discussions will be documented and kept by the PMU.

After completion of each RAP, a brief survey will be undertaken by the PMU amongst PAPs to assess their satisfaction with the process and results of the RAP. Lessons learned from these surveys will be incorporated in subsequent RAP(s).

7. COSTS AND BUDGETS

The budget for implementation of RAP activities – resettlement-related compensations, livelihood restoration, or assistance – will be provided by the Government of Armenia. Upon preparation and approval of draft RAP including estimated RAP budget, PMU will submit request for RAP implementation funds to PMO. Funds will be allocated to [PMU / PMO] and disbursed thereon to project-affected persons.

Based on the finalized RAPs, POM will submit to the WB the detailed cost of resettlement, with a breakdown by agricultural land, residential land, houses, other assets, and livelihood to be affected. The cost estimates will make adequate provision for monitoring and supervision and for contingencies. All costs for resettlement will be funded through loan funds and/or RA budget. The Project cannot be considered completed until all the objectives of the RAPs have been achieved.

ANNEX 1: PROVISIONAL ENTITLEMENT AND COMPENSATION MATRIX

Type of loss	Specification	Affected people ¹⁹¹⁸	Entitlements	
1. Permanent loss of agricultural land, including cultivable land and uncultivable wasteland (such as pastures, woodlots, etc)	All land losses, irrespective of severity of impact	Farmer/title holder	<ul style="list-style-type: none"> * Land for land compensation with plots of equal value and productivity to the plots lost; or; * Cash compensation for affected land at replacement cost free of taxes, registration, and transfer. * Residual portions of plots affected by the required ROW which are reduced to less than 400m² or rendered unusable by alterations in access, irrigation, or workability will be included in the affected land and compensated as indicated 	
		Leaseholder (registered or not)	* Renewal of lease in other plots of equal value/productivity of plots lost, or cash equivalent to market value of gross yield of affected land for the remaining lease years (up to a maximum of 10 years).	
		Share-croppers (registered or not)	* Cash compensation equal to the market value of the lost harvest share and rehabilitation assistance as appropriate (to be determined in the specific RAP)	
		Agricultural workers losing their contract	* Cash indemnity corresponding to their salary in cash and kind for the remaining part of the agricultural year and rehabilitation assistance as appropriate (to be determined in the specific RAP)	
		Non-titled landowners	* One rehabilitation allowance equal to market value of one net harvest (in addition to crop compensation) for land use loss; additional rehabilitation assistance as appropriate (to be determined in the specific RAP)	
	Additional provisions for severe impacts (> 10% of land loss)	Farmer / titleholder & Leaseholder (registered or not)	* One severe impact allowance equal to market value of one net harvest of the affected land for one year (inclusive of winter and summer crop and additional to standard crop compensation and rehabilitation assistance, as appropriate)	
		Share-croppers (registered or not)	* One severe impact allowance equal to market value of share of harvest lost (additional to standard crop compensation and rehabilitation assistance, as appropriate)	
		Non-titled landowners	* One severe impact allowance equal to market value of net harvest of the affected land for one year (additional to standard crop compensation and rehabilitation assistance, as appropriate)	
	2. Temporary loss of land		All PAPs (including non-titled landowners)	<ul style="list-style-type: none"> * Affected land & communal infrastructure will be restored to pre-project conditions. * Rent shall be agreed between landowner and Contractor equal to the revenue lost based on market value (example: compensation for harvests lost at average yield/hectare) * Cash compensation for assets lost (example: structures,

¹⁹ Identified at cut-off date

3. Residential/ commercial land		Titleholder	* Land for land compensation through provision of a plot comparable in value/location to plot lost; or: * Cash compensation for affected land at full replacement cost free of taxes, registration, and transfer costs
		Tenant/ Leaseholder	* Maximum of three months allowance to find replacement
		Non-titled landowner	* Provision of a free or leased plot in a Government resettlement area or a self-relocation allowance.
4. Houses, building and structures		All relevant PAPs (with or without house or building registration	* Cash compensation at replacement rates for affected structure and other fixed assets free of salvageable materials, depreciation and transaction costs. In case of partial impacts full cash assistance to restore remaining structure. The cost of lost water and electricity connections will be included in the compensation.
5. Crops	Crops affected/lost	All PAPs (including non-titled landowners	* Crop compensation in cash at full market rate for one year gross harvest by default to be paid both to landowners and tenants based on their specific sharecropping agreements; additional rehabilitation assistance as appropriate (to be determined in the specific RAP
6. Trees	Trees affected/lost	All PAPs (including non-titled landowners	* Cash compensation shall reflect income replacement. Fruit trees will be valued at gross market value of one year income x number of years needed to grow trees of the same productivity.
7. Business/ Employment	Temporary loss of business or employment	All PAPs (including non-titled landowners	* Business owner: Cash compensation for the period of business interruption, based on tax declaration or official minimum salary * Worker/employee: Indemnity for lost wages for the full period of business interruption
	Permanent loss of business or employment	All PAPs (including non-titled landowners	* Business owner: Cash compensation equal to one year income (based on tax declaration or official minimum salary) and rehabilitation assistance as appropriate (to be determined in the specific RAP) * Worker/employee: 3 months indemnity for lost wages and rehabilitation assistance as appropriate (to be determined in the specific RAP)
8. Livelihoods	Loss of social support systems	All PAPs (including non-titled landowners	* Restoration of livelihoods must be to levels at least equivalent to those maintained at the time of dispossession, displacement, or restricted access. * If replacements to losses are unavailable, strategies can include skill development, wage employment or self-employment, including access to credit.
9. Relocation	Transport and transitional livelihood costs	All PAPs affected by Relocation	* Provision of cash compensation to cover transport expenses and livelihood expenses due to relocation; time period to be determined in the RAP
10. House tenants		Tenants who have leased a house	* Provision of a cash grant of three months' rent at the prevailing market rate in the area and will be assisted in identifying alternative accommodation

11. Community assets			* Rehabilitation/substitution of the affected structures/utilities (i.e. places of worship, footbridges, roads, schools, health centers, pastures, woodlots, etc.) to pre-project functions
12. Vulnerable people's livelihood		PAP below poverty line	* Priority for employment in project-related jobs, training opportunities, self-employment and wage-employment assistance; * Rehabilitation assistance package to be determined based on a cases by case analysis

ANNEX 2: CHECKLIST FOR CENSUS INFORMATION

Persons:

- * Aggregate number of individuals and households in each affected category;
Age, gender, occupation of every individual.
- * Any particular forms of vulnerability (e.g. disabled, receiving social assistance, etc.)

Property:

Personal property including details of ownership of

- * Structures: houses, farm buildings, shops, industrial structures, grain drying area, latrines, etc.;
- * Land and type: irrigated or non-irrigated, woodlots, grassland, wasteland, etc.;
- * Description and estimate of the value of standing crops on land;
- * Other: livestock, wells, trees, natural resources etc.

Public and common property:

- * Land: village common lands, gathering and foraging areas, fishing areas, etc;
- * Structures and facilities: schools, health facilities, burial grounds, temples, community centers, public transport, banks, co-ops etc.;
- * Infrastructure: drinking and other water systems, access and internal roads, electricity and other power sources;

PAP incomes from other sources, including:

- * Farm-based income;
- * Off-farm labor;
- * Informal sector activities.

ANNEX 3: LIST OF DATA FOR CENSUS SURVEY

1. Background Information

- a. Questionnaire code and date of survey
- b. Name of interviewer
- c. Name of province, district and village/hamlet

2. Household Census

- a. Name of household head and all household members
- b. Relationship of household members to the household head
- c. Age and sex of each household member
- d. Information on ethnicity
- e. Education level of each member
- f. Primary occupation and monthly income of each member
- g. Incomes from secondary sources for each member
- h. Location of job or businesses as the case may be
- i. Length of stay on present location

3. Tenure Status

- a. Category of land
- b. Type of land ownership and the name of the owner/HH member
- c. Type of document possessed to certify ownership type
- d. If not owned, name and address of owner
- e. If informal use right, type of agreement
- f. Number of years used
- g. Rent per month paid by tenant
- h. Deposits made by lessee

Note: In case census and inventory are conducted as separate exercises, some information on land use, affected structures and other fixed assets, and affected businesses should also be collected as part of census surveys.

ANNEX 4: LIST OF DATA FOR INVENTORY OF LOSSES

1. Land Use

- a. Existing use of land
- b. Areas under different land usages, where applicable
- c. Total and affected area of land with breakdown by usages, if applicable
- d. Estimate whether the remaining area is viable for continued use
- e. Total area of land by type for compensation purposes

2. Structures

- a. Type of structure
- b. Number of floors
- c. Area by floor
- d. Name of owner of structure
- e. Year of construction
- f. Whether permit obtained for structure
- g. Use of structure and areas by usages, if applicable
- h. Description of building material used for roof, walls and floors by surface areas
- i. Type of foundation
- j. Description of any special features of structure
- k. Utility connections (electric meter, water supply, etc.)
- l. Charges paid for utility connections
- m. Affected area of structure
- n. Estimate whether the remaining structure is viable for continued use
- o. Total area of building for compensation purposes

3. Other Structures

- a. Types of structures (wells, boundary wall, fence, warehouse, etc.)
- b. Area of fish pond affected
- c. Average household income from fish pond
- d. Description of areas and construction material of affected structures
- e. Use of other structures

4. Agricultural Products

- a. Type of crops affected
- b. Owner of affected crops
- c. Total yearly production of crop on affected land
- d. Average yield of crop
- e. Any products that are sold at the market
- f. Number of employees/labor used for crop production
- g. Average value of crop
- h. Average yearly household income from agriculture

5. Trees

- a. Number and types of affected trees
- b. Age of trees

- c. Name of owner of trees
- d. Average yield of fruit bearing trees
- e. Average yearly income from fruit trees

6. Business

- a. Type of business affected
- b. Name of owner of business
- c. Registration/permit number of business (check document)
- d. Total yearly household income from business
- e. Average operating expenditure of business
- f. Number of employees in business
- g. Number of permanent and temporary employees
- h. Average income and profit as reported for income tax (check document)
- i. Whether the business needs to be relocated

7. Affected Public Utilities and Facilities

- a. Description of affected community infrastructure
- b. Description of affected facilities by area & building material used
- c. Estimated number of population adversely affected by the facilities/infrastructure

8. Preference for Relocation

- a. Whether there is a need for relocation or reorganization
- b. Preferred mode of compensation (cash or kind) for land
- c. Preferred mode of compensation for structure
- d. Preferred type of assistance for income rehabilitation

ANNEX 5: FORMATS FOR RAP AND ABBREVIATED RAP

Full RAP	Abbreviated RAP
<p>Includes a statement of objectives, policies and principles, and typically covers the following:</p> <ol style="list-style-type: none"> 1. Description of the project; 2. Project resettlement potential impacts; 3. Objectives; 4. Socio-economic studies, expected consequences; 5. Legal framework; 6. Eligibility; 7. Valuation of and compensation for losses; 8. Site selection, site preparation and relocation; 9. Housing, infrastructure and social services; 10. Organizational responsibilities; 11. Public participation, consultation and grievance mechanism; 12. Implementation schedule; 	<p>Covers the following minimum elements²⁰¹⁹:</p> <ol style="list-style-type: none"> 1. A census survey of displaced persons and valuation of assets; 2. Description of compensation and other resettlement assistance to be provided; 3. Consultations with displaced people about acceptable alternatives; 4. Institutional responsibility for implementation and procedures for grievance redress; 5. Arrangements for monitoring and implementation; and 6. A timetable and budget.

²⁰ In case some of the displaced persons lose more than 10% of their productive assets or require physical relocation, the plan also covers a socio-economic baseline survey and income restoration measures.

ANNEX 6: DATA FOR BASELINE SURVEY

Note: The background information, household status and land use information would be same as in ANNEX 4 above: List of Data for Census Survey

Additional information would include the following:

1. Access to Facilities

- a. Access to electricity
- b. Type of water supply available
- c. Type of sanitation facilities within the building
- d. Distance to school
- e. Distance to health facilities
- f. Distance to market

2. Household Assets

- a. Type and number of farm equipment and implements owned by the household
- b. Type of other business equipment owned by household
- c. Estimated value of affected equipment
- d. Type of transport owned (bike, motorcycle, truck, animal cart, car, other)
- e. Major kitchen equipment owned (stove, cooker, etc.)
- f. Ownership of fridge, radio, TV, etc.
- g. General condition of building (excellent, good, average, poor)
- h. General condition of household furnishing (furniture, cupboards, etc.)

3. Household Income and Expenditure

- a. Average annual household income from all sources
- b. Average expenditure on major items: food, transport, health, education
- c. Any loans taken from bank, friends or relatives
- d. Approximate savings, if any

4. Skills Possessed

- a. Skills of each household member
- b. Types of training or skills preferred for further upgrading

ANNEX 7: GUIDELINES FOR VALUATION AND COMPENSATION OF PROPERTY

Introduction

As noted above (see Section 3.3), there are two components that comprise the valuation of property for Project Affected Persons (PAPs). The first of these is the Replacement Cost for property owned, or used for productive purposes by the PAP. The second is a one-time payment of Compensation to the PAP which is defined as an amount (in financial terms) above the current replacement cost, used to compensate the impacted person for inconvenience, time loss due to change in residence or location, additional inputs required to bring the new location to a productive level equivalent to the property replaced, loss of income during the process of relocating, and similar losses.

It should be stated at the outset that the discussion below is not a fixed framework, but a set of negotiable guidelines and suggestions. While some flexibility is built into the Guidelines, they will result in different values and compensation arrangements in different parts of the country. Depending on the nature of the project and its impacts, resettlement payments may be required for all of the landholdings of some farmers, or for only a few hectares depending on the scope and nature of physical impacts. The point is that each case will be different; each case will require local consultation with impacted stakeholders. Considerable time and effort are usually needed to achieve satisfactory results.

Valuing the Land

In a free market economy, the value of land-agricultural as well as urban-is determined by the price it is bought or sold in the real estate market. There is little or no active market for agricultural land in Armenia. At present Armenia falls somewhere in between having a limited land market, since much of the agricultural land has been privatized, and there are cadastral surveys and land use descriptions, and other countries where there is no land market (i.e., where agricultural land is used collectively). In spite of land being privatized and cadastral surveys having been undertaken to allow appraisal, there are negligible land sales. Very few landowners buy and sell their landholdings over time. Landowners do have a mental picture of what they believe their land is worth. Gaining closure on this estimate of value by the landowner is the objective of the following Guidelines. It allows the Project to provide other land as replacement and compensation to generate a satisfactory solution to both parties.

Land has been classified by the Armenian Cadastral Centre which allows us to rank different land plots according to various contingent values in terms of whether a particular plot is arable or not arable, has access to irrigated water or not, is easily accessible or remote, more or less productive, and several other market dimensions. Any number of cadastral indicators might be used to categorize plots of land. For purposes of these guidelines five classes of agricultural land are demarcated using various indicators in order to rank them in order of preference (to potential buyers if there was a land market).

Calculating the Value of Land

For example, ranging from Class 1 land (the least preferred) to Class 5 land (the most preferred), land might be classified according to the following indicators:

- Class 1 Lands – poor soils, remote from the village, no irrigation
- Class 2 Lands – relatively good arable soils, but far from the village, no irrigation
- Class 3 Lands – good arable soils, irrigated, moderate drainage, also useful for pasture
- Class 4 Lands – good arable soils, good irrigation and drainage, useful for pasture, moderate distance from the village

- Class 5 Lands – excellent soils, useful for high value crops, good irrigation and drainage, useful for pasture, near village, nearby road access

For a given area subject to expropriation for project purposes, it is first necessary to determine the relative percentages of different classes of land in the proposed expropriated area. Assume a reservoir area, requiring expropriation of lands covering 220 ha, in which the land has been classified roughly as follows:

- Class 1—20% 20 ha
- Class 2—10% 60 ha
- Class 3—40% 80 ha
- Class 4—30% 20 ha
- Class 5—10% 40 ha

It is quickly apparent that this is a potentially highly productive area with app. 64% of the land (140 ha) classified as good arable land.

The first question to ask is whether there is alternative area nearby, where the proposed reservoir might be located on land that is not as productive. In some instances, moving slightly upstream or downstream along a water course can significantly lower the costs of compensation and resettlement.

Assume using sample data from the Martuni Region, the price per ha of agricultural land ranges from AMD 51,100 minimal upwards to 2,850,000 maximum, we can assume relative land values roughly doubling in value for each distinct class of land. Some suggested values are as follows:

- Class 1 land values might range from 50,000 – 100,000 AMD/ha
- Class 2 land values might range from 100,000 – 350,000 AMD/ha
- Class 3 land values might range from 350,000 – 1,000,000 AMD/ha
- Class 4 land values might range from 1,000,000 – 1,750,000 AMD/ha
- Class 5 land values might range from 1,750,000 – 2,850,000 AMD/ha

The range of land values will need to be empirically ascertained through field level surveys, and local survey assessments among the actual stakeholders. Cadastral surveys and tax records can also be used to provide more accuracy about the range of land values.

Nevertheless, using our assumed land values, we can estimate a maximum and a minimum budget for replacement cost to expropriate 220 ha for a reservoir area, as follows:

	Minimum	(000's)	Maximum (000's)
20 ha Class 1 land 50,000-100,000 AMD/ha		1,000	2,000
60 ha Class 2 land 100,000-350,000 AMD/ha		6,000	21,000
80 ha Class 3 land 350,000-1,000,000 AMD/ha		28,000	80,000
20 ha Class 4 land 1,000,000-1,750,000 AMD/ha		20,000	35,000
40 ha Class 5 land 1,750,000-2,850,000 AMD/ha		70,000	114,000
Estimated valuation for land replacement (AMD 000's)		<u>125,000</u>	<u>252,000</u>

Maximum replacement cost for our assumed worst case scenario is about AMD 252,000,000 (app. 624,000 USD, calculated by using the exchange rate of 1 USD = 403.87 AMD provided by the RA Central Bank for January 9, 2013) for 220 ha of expropriated land. Minimum replacement cost is estimated at AMD 125,000,000 (app. 310,000 USD) for 220 ha.

In addition, financial compensation may be required for other losses incurred by PAPs as described in this RPF. Determination of compensation is made difficult since public funds would be required for direct payments to private individuals. Most government agencies avoid this practice so as to avoid appearances of impropriety, lack of transparency or corruption.

ANNEX 8: DOCUMENTS CONSULTED

1. MCA-Armenia SNCO, Resettlement Policy Framework (2009);
2. Republic of Armenia: Constitution (1995, amended in 2005);
3. Republic of Armenia: the Civil Code (1998);
4. Republic of Armenia: Land Code (2001);
5. Republic of Armenia: Law on Property alienation for social/public and state needs(2006);
6. Republic of Armenia: Code of Civil Procedure (1998);
7. Republic of Armenia: Code of Administrative Procedure (2007);
8. Republic of Armenia: Law on Real Estate Valuation Activity (2005);
9. World Bank: Environmental Assessment Sourcebook, Volume I: Policies, Procedures and Cross-Sectoral Issues (1991; fourth printing - 1996);
10. World Bank: Environmental Assessment Sourcebook, Volume II: Sectoral Guidelines (1991; fourth printing - 1996);
11. World Bank: Operational Policy on Involuntary Resettlement (WB OP 4.12) (January 2002);
12. World Bank: Operational Policy on Involuntary Resettlement - Annex A to OP 4.12 (January 2002);
13. World Bank: Bank Procedure (BP) 4.12 (January 2002);
14. World Bank: Involuntary Resettlement Sourcebook and Appendices (2004)

ANNEX 9: MINUTES OF THE PUBLIC CONSULTATION MEETING

Minutes of the public consultation meeting
On the Environmental and Social Management Framework,
Resettlement Policy Framework and Environmental Management Plan for the Trade
Promotion and Quality Infrastructure Project

MINUTES OF MEETING

ZOOM DISCUSSION, DECEMBER 15, 2020

ENVIRONMENTAL AND SOCIAL MANAGEMENT FRAMEWORK AND RESETTLEMENT POLICY FRAMEWORK PROPOSED TRADE PROMOTION AND QUALITY INFRASTRUCTURE PROJECT

Introduction

- ✓ Public consultation on the Resettlement Policy Framework (RPF), Environmental, and Social Management Framework (ESMF) for the Trade Promotion Quality Infrastructure (TPQI) project was held on December 15 in Zoom platform.
- ✓ ESMF and RPF have been sent to the project stakeholders and beneficiaries by email with request to provide their comments and suggestions. About 15 people from state authorities, governmental institutions and private sector partners have received the Documents

from: <info@tpqi.am>

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"sargis.hovhannisyan@isc.am" <sargis.hovhannisyan@isc.am>,
"david.papazian@anif.am" <david.papazian@anif.am>,
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"nabgaryan@armnab.am" nabgaryan@armnab.am
"g.khachatryan@tpqi.am" <g.khachatryan@tpqi.am>,

- ✓ ESMF and RPF have been posted in TPQI project official FB page under the following links:

Link to: [ENVIRONMENTAL AND SOCIAL MANAGEMENT FRAMEWORK](#) (English version)

Link to: [ENVIRONMENTAL AND SOCIAL MANAGEMENT FRAMEWORK](#) (Armenia version)

Link to: [RESETTLEMENT POLICY FRAMEWORK](#) (English version)

Link to: RESETTLEMENT POLICY FRAMEWORK (Armenian version)

- ✓ Public event has been created on TPQI project official FB on December 2, under the following link:
Link to [Facebook event](#)

Date of event: December 15, 2020

Time: 11:00 am - 12:30 am

AGENDA

1. Presentation and discussion of the ESMF and RPF prepared by TPQI project PMU
Speaker – Alisa Savadyan
TPQI project E&S specialist
2. Discussion of the TPQI project environmental, social aspects within the different Component,
3. Question & Answers

This meeting was organized on the Zoom platform taking into account COVID-19 situation. Overall, 12 participants from different institutions; beneficiaries of the project participated in the online meeting according to the online registration. **List of participants is attached in Annex 1. Photos are attached in Annex 2.**

Project E&S specialist Alisa Savadyan briefly presented the meeting goals and requirements of the WB in organization and conduction of public consultations during development of ESMF and RPF documents.

Alisa Savadyan mentioned that the objective of public disclosure of the document is to promote public awareness on the ESMF and RPF drafted for TPQI, as well as receiving opinions and suggestions of the public.

Structures of the documents as well as environmental and social risks anticipated under the TPQI Project Component and subcomponents were presented to the participants. All details related to envisaged activities have been discussed with participants, particularly:

1. Innovation matching grants scheme has been discussed with the EIF representatives including preliminary assessment and monitoring of the grants.

The following question was raised by Marinia Minasyan, representative of EIF: How C Project monitoring will be implemented and which information on grant application procedure will be provided during projects implementation stage?

Answer: TPQI E&S specialist provided more details on IMG application process, E&S risk assessment via small questionnaire and one more time explained all procedures of grant applicants E&S screening and categorization, also reporting and after 6 month reassessment of applicant E&S conditions via checklist.

2. Economic development grant component was also discussed in detail. TPQI E&S specialist provided information about categorization of the project according to WB requirements, preparation of the screening report and all requirements of the WB and RA legislation. Advisor of the Deputy Prime Minister Mr. Aneta Babayan mentioned that EDG selection results will be approved by the Steering Committee till the end of the year and after that categorization will be done and screening report will be developed. Details on development of ESMPs have also been discussed and ISC - EDG manager Sargis Hovhannisyanyan expressed his readiness to support the process of ESMP development.
3. In addition, the participants discussed the Engineering City Construction subcomponent. Particularly the participants focused on the design implementation process, which assumes obtaining of different permits and consents by design company. According to RA legislation ESIA process is required for construction works with area more than 1500 m², which is also stated in the ESMF document.

The following question was raised by Aneta Babaya, advisor of the Deputy Prime Minister: If

the process of ESIA is delayed, how they can manage this issue and support the TPQI project?

Answer: TPQI E&S specialist clarified that expertize conclusion is a mandatory document, and it is also verified by the WB. In case of delays TPQI project will expect the support of RA Government to facilitate the bureaucracy procedures.

4. The next section of the discussion included renovation works of NBSM. Under this Component the participants were briefed about anticipated resettlement issues in general and were presented to the participants and discussed.
5. Deputy Minister of HTI raised questions regarding legal Chapter of the ESMF and indicated need for some corrections in the Chapter. It was agreed that written comments will be send in short notice and respective changes will be done in the documents. Some comments on behalf of the RA MoE were also provided by email (related to Armenia terminology and editing of some responsibilities of implementing partners, particularly NBSM). RA MHIT provide his justifications related to the legal parts of the document (changes in provided legal acts). All editing and comments will be incorporated in the document.
6. GRM and nomination of the Focal points under GRM were also discussed as a WB requirement. One more time it was mentioned that all grievances have to be registered and information has to be provided to the TPQI project.
7. Eduard Mkrtchayn, COO of Armenian National Interests Fund, said that he is also ready for cooperation related to E&S aspect and will provide his readiness for support.
8. The TPQI project team provided his approbation for participation and productive discussion. E&S specialist mentioned that all E&S documents will be disclosed on TPQI project FB page as well as on the web pages of the Project partner organizations and relevant governmental entities.

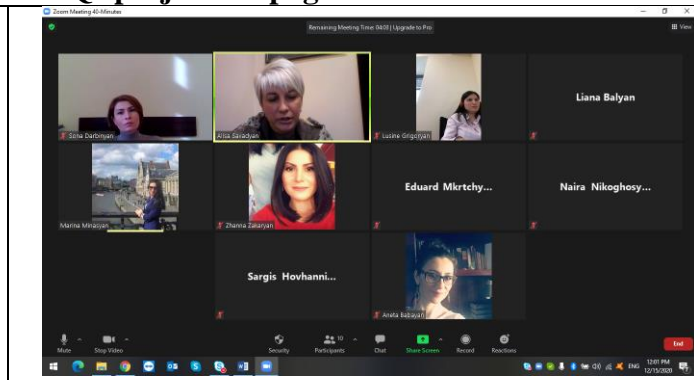
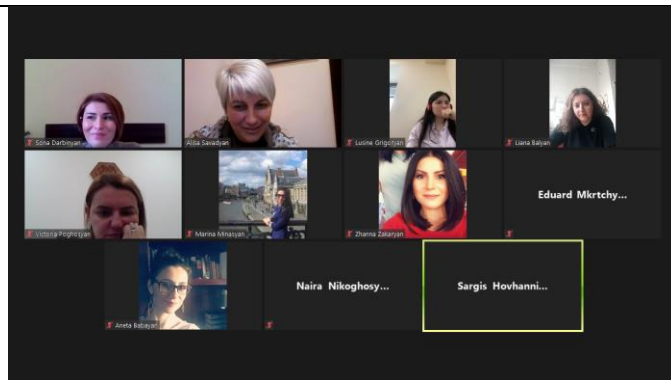
Annex 1. List of Participants

#	Name Surname	Agency	Position
1.	Aneta Babayan	RA Government	Adviser to Deputy Prime Minister/ TPQI project GRM focal point
2.	Viktoria Poghosyan	RA Mo High Tech Industry	Deputy Minister
3.	Zhanna Zaqaryan	RA MoEconomy, Department of Quality Infrastructure Development	Head of Department / GRM focal point
4.	Lusine Grigoryan	RA MoEconomy, Department of Quality Infrastructure Development	TPQI project GRM focal point
5.	Eduard Mkrtychyan	Armenian National Interests Fund	COO
6.	Sargis Hovhannisyan	Investment Support Center	Grand manager of EMG/ TPQI project GRM focal point
7.	Gevorg Martoyan	NBSM	Quality manager / TPQI project GRM focal point
8.	Marina Minasyan	EIF	Project manager/ TPQI project GRM focal point
9.	Hasmik Nikoghosyan	EIF	Lawyer
10	Alisa Savadyan	TPQI	E&S specialist
11	Lianna Balyan	TPQI	M&E specialist
12	Sona Darbinyan	TPQI	Project Assistant

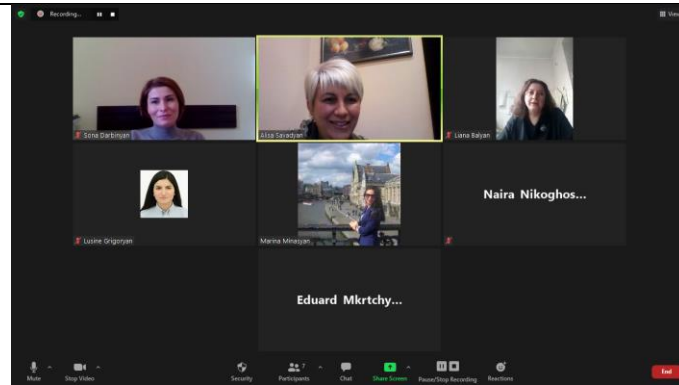
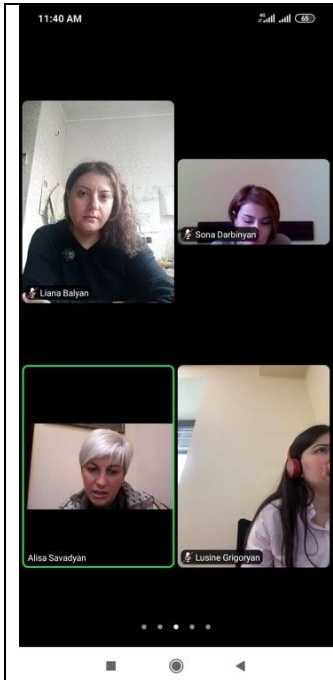
Annex 2. Photos



Event announcement on TPQI project FB page



Discussion with the TPQI project beneficiaries



Discussion with the TPQI project beneficiaries