



**Republic of Lebanon
The Council for Development and Reconstruction
Municipality of Tripoli**

**Cultural Heritage and Urban Development Project –
Additional Financing (P116197)**

Resettlement Action Plan Update For Khan el-Askar (Block C)

Tripoli, Lebanon



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Cultural Heritage and Urban Development Project

Resettlement Action Plan Update For Khan el-Askar - Tripoli, Lebanon

A. BACKGROUND

1. Lebanon has a rich and diverse culture inherited from the many civilizations that existed on its territory. Lebanon's surface is 10425 km². It is a highly urbanized country with 90% of its 4.5 million people living in urban areas. Most of Lebanon's internationally renowned cultural heritage sites are found in the urban areas, including in the very cores of historic cities. Due to pressures of modern development, postwar reconstruction and lack of means and mechanisms for heritage site preservation, the unique built cultural heritage is suffering from neglect and is progressively lost to modern constructions. Lebanon is also known for its active cultural scene, full of events, festivals and exhibitions. However, the loss of historic urban fabric and monuments in the secondary cities is threatening survival of many traditions, skills and activities practiced in an authentic urban setting.
2. Little economic benefit is derived presently by local residents or municipalities from the rich cultural assets that are found within their communities. Municipalities lack programs for infrastructure investments that would stimulate private sector initiatives to create jobs and ensure an additional source of revenues coming from fees, property and professional taxes levied on productive operation of rehabilitated and re-used historic properties. Local commercial, social, and recreational activity is largely marginal or irrelevant to the cultural heritage environment, resulting in a sense of opposition between local socio-economic development needs and the heritage preservation and tourism industry. Most tourism revenues are either captured by foreign tour operators or by a small group of Beirut-based agencies and hotels.
3. Most archeological and historic sites are poorly presented with inadequate information and orientation for the tourists. Often, they represent significant safety hazards because of unstable or crumbling structures and unregulated circulation. They also lack basic amenities, such as visitor parking lots, shaded areas, seating, and toilets. In urban areas, the condition and access to cultural assets are further jeopardized by traffic congestion, chaotic parking, omnipresence of solid waste and wastewater, and in some cities, degradation of the coastal zones. Touristic accommodation of all types is scarce. Despite rich culinary traditions, historic cores lack restaurants and cafes of all grades where visitors can stop while moving in the old cities. Traditional activities and artisan workshops are dispersed, poorly organized and promoted.



B. DESCRIPTION OF THE PROJECT

4. Against the above backdrop, the Lebanon Urban Development and Cultural Heritage Project (Lebanon CHUD) has been under implementation with the following three main components: (i) rehabilitation of historic city centers and urban infrastructure; (ii) archeological sites conservation and management; and (iii) institutional strengthening and project management.

- ***Component 1: Rehabilitation of historic city centers and urban infrastructure.*** Activities under this component support the rehabilitation of the historic centers and urban infrastructure of the cities of Baalbeck, Byblos, Saida, Tripoli, and Tyre and the promotion of cultural sensitivity and cultural tourism through: (a) upgrading and improving public spaces (such as streets, squares, commercial “souks” and residential areas) and infrastructure; (b) developing conservation and management of classified monuments and historic buildings and promoting their adaptive reuse; (c) supporting and developing productive and commercial activities related to cultural heritage, and promoting and communicating communication with and participation of local populations; (d) rehabilitating the housing stock, including, *inter alia*, the construction and/or rehabilitation of housing units for temporary occupancy or resettlement purposes; (e) promoting the enforcement of zoning regulations defining historic city centers, including the establishment of a rehabilitation and construction permit system; (f) improving access to historic centers, traffic management and parking availability and regulation; (g) protecting and enhancing landscaping of coastal and green areas; and (h) carrying out technical and financial feasibility studies for urban redevelopment.
- ***Component 2: Archeological Sites Conservation and Management.*** These activities are taking place primarily in Baalbeck and Tyre, two of the main archeological sites of Lebanon, both inscribed on the UNESCO World Heritage list. Activities under this component support the conservation and management of archeological sites through : (a) conducting a program of research, inventory and documentation to the conservation and management of monuments and artifacts; (b) improving protection and conservation of exposed surfaces and structures; (c) improving landscaping, enhancing site protection and management and rehabilitating and/or expanding site museums; (d) improving and developing site presentation and visitor facilities, including the enhancement of visitor information capacities and the design of audio-visual programs and cultural circuits; and (e) preparing archeological studies.
- ***Component 3: Institutional Strengthening and Project Management.*** This component includes the following complementary technical



assistance and capacity building activities: (a) strengthening the administrative and technical capacity of the five municipalities by rehabilitating, developing, maintaining and managing their historic centers; (b) reviewing the legal, regulatory and institutional framework governing cultural heritage; (c) strengthening the Department of Antiquities; and (d) supporting the Project Management Unit to strengthen its capabilities in implementing the Project.

5. The CHUD project is co-financed by the World Bank, French Agency for Development and Italian Cooperation and is implemented by the Council for Development and Reconstruction (CDR).
6. The implementation of the CHUD project in Tripoli, which aims to address the environmental and urban degradation of the historic city, particularly public spaces, social and infrastructure, access nodes, the architectural and historic heritage as well as the general degradation of economic activity, includes four principle actions: **1)** re-organization of traffic routes and parking areas, **2)** rehabilitation of public spaces, **3)** rehabilitation of building facades, and **4)** the rehabilitation of existing monuments. Specifically, the current project intends to rehabilitate the Khan as a cultural and handcraft exhibition center for regional products including workshop facilities for local craftsmen.

C. OBJECTIVE OF THE RAP

7. This Resettlement Action Plan update describes the re-housing of 33 families from Khan El-Askar to newly constructed social housings in Block C immediately nearby in a way that largely maintains the social fabric and community relations. The plan would permit the rehabilitation of the historic building as a visitors' center and a regional handcrafts hub, thus contributing to the economic regeneration of the medina, whilst greatly improving the living conditions of some of the city's poorest inhabitants. The original settlement in the Khan was an emergency accommodation from the disastrous floods of 1955, and the population represents the remnant community for whom the municipality has long been unable to fulfill its undertaking of re-housing.
8. The RAP of the residents in the Khan and its implementation was scheduled in 3 steps due to unexpected military events that occurred in Lebanon and Tripoli since 2006. Step 1 was implemented on the biggest part of the Khan and 38 families and 29 shops were resettled in the newly constructed buildings (A&B). Step 2 consists of resettling 33 families from the second part of the Khan to the newly constructed building (C). Finally step 3 consists of resettling 35 units (shops and warehouses) from outside the Khan to building C shops and newly constructed warehouses. These 35 shops/warehouses include the 10 shops and warehouses at the outside façade of the small Khan. **This resettlement Action Plan concerns step 2: the resettlement of 33**



families who have already moved from the small Khan to the newly constructed building Block C.

D. POTENTIAL IMPACTS

9. The project component or activities that give rise to resettlement as per the World Bank Operational Policy 4.12 results from Component 1: *Rehabilitation of historic city centers and urban infrastructure* for the historic city of Tripoli.

Relocating the 33 families as per this resettlement plan is necessary to achieve project objectives.

10. Population resettlement in the entire CHUD project has been kept to a minimum. However, the resettlement of the resident population of Khan el-Askar is central to the medina rehabilitation and the only alternative would be not to implement the project at all. The corollary objective is to substantially improve the housing conditions of the residents. Effort was put on building blocks A, B and C in the same neighborhood of the Khan. Children are still going to the same schools.

E. SOCIOECONOMIC STUDIES RELATED TO THE AFFECTED POPULATION

Location and historic context:

11. Located at the edge of the historic core of Tripoli, the area of Khan el-Askar serves as a critical juncture between the historic fabric and the rest of Tripoli. It is also one of the main access points across the river Abu Ali. Project components include the rehabilitation of the Khan, the construction of housing and commercial facilities for local residents and businesses as well as potential medium or large sized retail activities that cannot be accommodated within the souk, the landscaping of a public square next to the mosque, the rehabilitation of houses adjacent to the khan and the provision of an underground parking for residents and visitors.
12. Khan el-Askar, also known as Khan al-Hareer (Caravanserai of Silk) or as Khan el-Asra (Caravanserai of Prisoners) is strategically situated in the al-Zehrieh district on the outskirts of the historic core of Tripoli. Constructed in late 13th- early 14th centuries to house Mamluk troops, the Khan was subsequently restored by Ottoman authorities in the 18th century. Historically part of the Mamluk city that extended across the river, the Kahn was separated



from other parts of the ancient core when the Abu Ali riverbed was straightened in 1958.

13. The Khan is owned by the government of Lebanon (Ministry of Finance) with the Right of Use provided to the municipality of Tripoli who settled the original residents as natural disaster refugees, without formal security of tenure fifty years ago, as a temporary expedient until alternative permanent accommodation could be secured. Over this period, the population of the Khan changed as old residents departed and new ones came in. Today low-income families who cannot afford to live in the city occupy the Khan. The descendants of some of the original families also continue to live in the Khan.
14. Initial plans in the 1960's to relocate the residents of the Khan to a low income housing project in the Mankoubin area in Tripoli that was constructed for this purpose did not materialize due to political upheavals at the time. The Lebanese government had decided to construct low-income popular housing in the Baddawi region where Palestinian refugees had already been placed. The built structure was squatted during the political disturbances of 1958 with no subsequent government intervention.
15. More recently attempts to relocate the Khan residents to a new housing project being constructed by the Fund for the Displaced also failed. Since the residents were not displaced by the war, they were considered ineligible for the project. Thus, till now, all attempts to relocate the residents of the Khan following the floods to a more suitable and healthy living environment have failed. If implemented this project provides the first viable alternative to their situation.

Physical Conditions

16. Today, Khan el-Askar is one of the largest covered spaces, occupying around 5200 m². It is surrounded by severely dilapidated privately owned structures to the north and west, the 19th century Church of St. George to the South and the 14th century al Tawbah mosque and public square to the east. The exterior façade of the Khan is pierced with stores that carry all sorts of popular goods.
17. The Khan was never intended or designed for modern or domestic residential use. Consequently residents live in physically deplorable conditions lacking proper sanitary infrastructure not to mention appropriate water and electrical supplies. More critically, there are high levels of overcrowding. Average families of 7 occupy rooms that are 12m² in size, and in some instances families of 13 persons live in 24m² that consist of a sleeping/living area with a small kitchenette, bathroom, and minimal ventilation. Second, the ambiguous legal status of the residents and the constant threat of eviction from the Khan make them vulnerable to political changes.
18. Internally the Khan was occupied by very low-income populations who were either settled there by the municipality after the floods or by new comers for whom the rooms in the Khan provide the only affordable housing or



commercial space. Resident populations have gradually transformed the interior of the Khan over the years through haphazard additions to its structure. Bathrooms have been created in the once open arcade with concrete blocks. These structures are extremely dilapidated and form an environmental and safety hazard to residents.

Socioeconomic Profile

19. Various sources of information have been utilized to assess the socioeconomic profile of the occupants of the Khan. This includes the stakeholder and social analysis, undertaken in Phase I of the CHUD project for Tripoli as well as information provided by key informants, and the many visits by World Bank staff. A series of Rapid Appraisal interviews were conducted with the residents of the Khan. The municipality also undertook the last census of Khan Residents on May 14, 2002. In 2005 the final official census was conducted and approved officially by the municipality and adopted by the technical assistance unit in Tripoli for the RAP. This is considered the final account of all those entitled to compensation from the resettlement program. A socio-economic survey was also undertaken for the inhabitants of the small Khan in September 2011. The data collection process took place on the 8th and 9th of September. Interviews were made with 26 families (7 families were not available).

Occupants

20. **33 families living in the smaller part of the Khan were resettled in block C by the 25th of July 2011.**

Characteristics of Resident Households

21. Family size of Khan el-Askar tenants averages around 5 persons per household. It ranges between a nuclear family of four to a maximum of 13. The larger families sometimes include a member of the extended family. Among the 26 families included in the survey, there are 37 men aged between above 19; 37 women aged above 19; and 54 children aged between 0 and 18. The detailed distribution of inhabitants by gender and age is as follows:

Table 1:

Age group	males	females
0-2 years	8	5
3-12	8	18
13-18	8	7
19-24	6	5
25-64	29	31
64 and above	2	1
Total	61	67



N.B.: 6 children were not categorized by age and by gender because the interviewee was old and did not remember the age of the children.

22. Among the 26 families included in the survey: 20 households consist of a family including the father, mother and children; 3 households include only a mother and children; 2 households include only a father and children
23. There are 35 men living in the small Khan aged between 19 and 64. Among these men 24 are married, 1 is divorced, 1 is a widow and 13 are single. At the educational level, 9 are illiterate, and the majority hasn't reached secondary school.
24. There are 36 women living in the small Khan aged between 19 and 64. Among these women 23 are married, 2 are divorced, 1 is a widow and 10 are single. At the educational level, 5 are illiterate, and the majority hasn't reached secondary school.
25. Most of the residents of the Khan are blue collar workers (22) employed in the formal sector as municipal workers for example, or in the informal sector as carpenter, painter, second hand socks salespersons, drivers etc. There is one retired soldier. There are 3 unemployed men. The majority earn a revenue less than 400\$/month. There is evidence of children workers who are made to quit school so as to bring additional income into the families.
26. Most of the children and adolescents who are not working attend local public schools.
27. Most families used to inhabit a 12m² room, subdivided into a living and sleeping area with a small kitchen space. Even though no longer very common, some families shared bathroom facilities. The absence of a proper physical infrastructure means that wastewater often drains into the rooms. Humidity and moisture levels are high and no drinking water exists. However, electrical installations have been made and some residents pay electrical bills. All the residents are required to pay a 2% municipal tax. However, most do not.

Vulnerable Groups

28. According to the revised version of the RPF vulnerable groups include:
 - Persons below the poverty line, the landless,
 - Elderly, women and children, indigenous peoples, ethnic minorities,
 - Project affected persons who may not be protected through national land compensation legislation.
29. The results of the socio-economic study reveal that all the population can be considered as a vulnerable population:



- Concerning the men: As mentioned above, among the 24 men included in the survey and being responsible of a household, 3 males are unemployed and the majority earn a revenue less than 400\$/month. Only 9 of them possess a social security scheme.
- Concerning the women, most of them are married and take care of all the responsibilities within the household. None of them earn any revenue. They are dependant on their vulnerable husband or their children.
- The elderly group consists of only 3 persons. They rely on dispensaries and health centers for their medications and all of them are not covered by any social security scheme. They do not have any financial support in case they need to undergo a medical operation and they will have to seek charity to have access for medical care. They suffer from chronic diseases such as diabetes and arthritis. One person has cancer. Moreover, they feel guilt and embarrassment whenever they have to request financial support from their children, extended family of even institutions. The most vulnerable of this population are the widows some of whom currently survive on philanthropy.
- Children form a very important vulnerable group. Field work observations reveal that they are determined and alert. Most of them are still enrolled in schools however their parents are concerned about their own financial capacity for being able to keep them at school. The unemployed men are the most concerned by this situation. Most of the children suffer from asthma.

Land Tenure and Patterns of Social Interaction

30. **Ownership:** The Khan itself is owned by the government of Lebanon while surrounding land and/or structures are either privately owned or belong to the Waqf. The municipality also possesses the major plot of land opposite the khan on which blocks A, B and C are constructed, and proposed the rehabilitation of lot ZPE4.
31. The Khan used to act for its inhabitants as an informal housing market for families and individuals that cannot afford to live in the old city. Tenancy relations are governed by a series of formally recognized procedures. Newcomers interested in living in the Khan, pay a set fee averaging around \$3,000 to any current inhabitant willing to cede his or her “rights” to the room they currently reside in as well as any future potential compensation by the government. This promise is based on the fact that the government was initially supposed to provide those affected by the floods with alternative housing. This binding agreement, which is based on the notion of an “acquired” right common amongst property owners who are threatened with changing zoning laws, is conducted, witnessed and signed by a public notary.



32. **Expropriation:** The land assigned originally by the Project for Block C for unexpected reason was not available anymore. To resolve this outstanding issue the municipality has expropriated an adjacent land.

For this purpose, the municipality has taken the following steps:

1. The Municipality of Tripoli took the decision number 132 dated 26 March 2009 to approve the expropriation of the parcel 54/ Al Tabbaneh.
2. The municipal decision number 44 dated 2 June 2009 requesting the expropriation department to implement the decision mentioned above.
3. Issuing on the 28th of May 2009 an order of payment number 852 from the budget of 2009 to the owner of the land.

A recent cadastral document of the parcel states clearly that the ownership has been transferred to the municipality on the 15th of May 2009 and there is no mentioning of any judicial conflict related to this parcel (claim, conflict, etc...).

33. **Community interaction:** Interaction between different members of the Khan el- Askar community is highly varied. On the surface no official mechanisms for regulating communal affairs used to exist. While the original inhabitants of the Khan had to contend with shared bathrooms and other facilities, families have become increasingly insulated from each other as individuals progressively constructed various facilities in areas adjoining their rooms. Some are members of the same extended family, as patterns of movement to the Khan seem to be dominated by two major factors: the existence of immediate family members originally relocated to the Khan; or association with current residents of the Khan. In the case of women, marriage to a resident of the Khan is a major factor.
34. Moreover, given their diverse backgrounds, different life trajectories and distinct years of residence in the Khan, relations between the different members of the community are tenuous at best. Reports of frequent conflicts between the residents both males and females were reported. Conflict resolution amongst residents of the Khan is primarily a “local” affair. They are extremely reluctant to call in the police when clashes break out. Various incidents of armed conflict (with guns and knives) were relayed. Many residents believe the local police are reluctant to get involved in the affairs of the Khan.
35. At the same time, it was clear that members of the same families or neighbors from areas of origin also occupied adjacent areas in the Khan. It is important to sustain some of these links in the resettlement process.
36. Public Infrastructure and Social services will not be affected.
37. Previously no NGO or any formal or informal institution is operating in and around the Khan. Most of the “activities” seem to occur around election time when competing candidates lobby local residents for their votes. The TAU has



prepared a list of all local NGOs in the area that provide different types of social services such as social assistance, health services, youth development programs and women support programs.

F. LEGAL AND INSTITUTIONAL FRAMEWORK

38. The Lebanese legal framework that has been applied for this RAP is the 1991 Tenancy Law. A contract has been signed between the Municipality and the PAPs which is valid for three years and is renewable. The Lebanese institutions involved in the process of resettlement are the Municipality of Tripoli and the Council for Development and Reconstruction (CDR)
39. The CDR is a public institution that was created in 1977 in partial replacement of the Ministry of Planning, to be the Government unit responsible for reconstruction and development. CDR has unprecedented powers to avoid any administrative routine that could slow down the reconstruction process, especially in the financial field. It is financially and administratively independent, and directly affiliated to the Council of Ministers (CoM).
40. *World Bank Operational Policy 4.12*. The main objectives of the Bank's policy on Involuntary Resettlement and Land Acquisition (OP 4.12) are as follows:
- Involuntary resettlement should be avoided where feasible, or minimized, exploring all viable alternative project designs.
 - Where it is not feasible to avoid resettlement, resettlement activities should be conceived and executed as sustainable development programs, providing sufficient investment resources to enable the persons displaced by the project to share in project benefits.
 - Displaced persons should be meaningfully consulted and should have opportunities to participate in planning and implementing resettlement programs.
 - Displaced persons should be assisted in their efforts to improve their livelihoods and standards of living or at least to restore them, in real terms, to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher.

G. ENTITLEMENTS

41. The 33 families were entitled to the RAP. The cut-off date is the 2005 census.
42. All residents and tenants of the Khan, who have been identified in the final census conducted by the municipality in 2005, have been entitled to the resettlement package described below.



43. The objective of the resettlement plan for the Khan el-Askar community is to provide current residents with dramatically improved living conditions whilst allowing the municipality to recuperate its property and transform it into an economically viable enterprise on a citywide scale.
44. The municipality is committed to resettling the residents of the Khan in alternative housing. The basic principles of the procedure are that **1)** each family will be given an apartment commensurate with family size based on the 2005 census, **2)** the exact terms for occupying these apartments are according to a rent contract signed between the beneficiaries and the municipality of Tripoli according to the Lebanese law, the municipality will retain ownership for these units.
45. The allocation of residential units cannot follow the size of current residence since families of greatly diverging sizes live in equivalent units. Residents have therefore been allocated units in this complex according to family size. Individuals living alone have been allocated a studio 20m² in size. Families of 2-5 members have been given a unit of 60m²; those with 6-8 members have been allocated 80m² units; those with 9-12 members have been allocated 100m² and those with 13 members and more have been allocated 120m² units.
46. *Resettlement Measures:* The RAP was implemented in several steps with the coordination of Tripoli Municipality, TA unit/Tripoli and PMU/CDR. All contracts have been in place prior to the physical relocation of the PAPs.
47. *Resettlement Assistance:* The municipality was also committed to assist each family in its relocation to its new unit. The PAPs were dispensed of paying a two months rent by the Municipality. The rent requested by the Municipality is a symbolic one (500 Lebanese pounds per m² per month). The money collected will be used by the Municipality for the maintenance of the building.
- a) **Alternative benefits considered but found inappropriate:** Precedent for population resettlement in Lebanon was set by the Displaced People's Fund, which addresses the needs of populations displaced from their homes during 15 years of civil war. Until recently this aid took the form of either funding for the rehabilitation of damaged homes or direct financial compensation for the reconstruction of their homes. In the former case residents were paid LL18 million (US\$12,000) in two phases for homes 150m² and more, or LL12 million (US\$8,000) for units with a total area less than a 150m². In the latter case, residents were paid LL30 million (US\$20,000), also in two phases for the renovation of homes larger than 150m² and LL20 million (US\$13, 333) for structures smaller than LL20 million.

Moreover, war displaced populations who happen to be squatters are also entitled to other state aid, which includes financial compensation through the Displaced People's Fund, 12-18 months rent, as well as the recovery of relocating costs and other services. This option is not appropriate for the Khan



because the Displaced Peoples Fund, when approached by the Municipality, determined that the victims of floods were not eligible for their assistance.

- b) Expropriation committees set a second precedent. These tend to compensate tenants for expropriated properties according to the market price per square meter of occupied land for owners and according to yearly income and rent for tenants. This option was not appropriate because the residents of the Khan have only informal tenure and as such do not fall within the compensation criteria of the expropriation committees.

48. **Khan el-Askar:** Given the current living conditions in the Khan, compensation took place in the form of alternative housing.

H. SITE SELECTION AND RELOCATION

49. The resettlement plan relocates the residents of the Khan into a new housing that is constructed on municipally owned land across the street from the Khan. The location of this project practically across the street from the Khan insures the continuation of existing community networks and minimal disruption to the daily patterns of residents. More critically the housing provided insures a qualitative improvement in the physical environment of the inhabitants.

50. The following process was adopted for the Resettlement of the PAPs:

- Residents of the big part of the Khan were relocated to blocks A and B. RAP step 1 has been already implemented and an implementation report was sent to the World Bank previously.
- RAP step 2 has been implemented in July 2011 for the residents of the other part of the Khan.

I. COMMUNITY PARTICIPATION AND CONSULTATIONS

51. **Community consultations:** This project is a result of a long series of meetings and consultations that have been taking place since 2001 between the World Bank, the CDR, the municipality of Tripoli, as well as a series of other stakeholders in the city. Over this time, different potential locations to resettle the populations in better living environments were discussed taking their needs, the institutional framework and the capacities of local actors into account. These meetings culminated in a recent visit by World Bank VP Joseph Saba to the city and the Khan. During this visit, the various options for resettling the populations were discussed within the wider framework of the new master plan for the city of Tripoli, as well as the more localized CHUD interventions in the old city. It was agreed that the municipality would relocate



these residents to a low-income housing project constructed specifically for this purpose, to be financed partially by the World Bank.

52. As the CHUD project in Tripoli started in 2004, official consultation meetings with residents of Khan el-Askar were conducted by PMU that assists the municipality to prepare the final official census in 2005.
53. In 2007, when establishing the TAU in Tripoli, the TAU main activity was to follow up the RAP of Khan el-Askar by conducting several consultation meetings with beneficiaries to prepare them for the resettlement to newly constructed buildings A and B as the first step of the RAP.
54. The main subject in consultation meetings was the presentation of the new buildings as new and better conditions of living than in the Khan, in addition; preparing a detailed socioeconomic profile for each family to prepare a social development program. The census was applied on all families before the resettlement.
55. On 25/03/2011, a meeting with residents of Khan el-Askar was held at TAU unit to discuss the following issues:
 - Resettlement date;
 - Rent contract re-signature and explanation of rent contract items;
 - RAP explanation;
 - Electrical and water installation procedure;
 - Date for rent contract distribution to families (end of April 2011);
 - Families distribution in block c (distribution map for each family).
56. On 13/06/2011, a consultation meeting was held with the women of the small Khan. The objectives of the meeting were as follows:
 - To discuss with participants all details related to the resettlement process such as the date of the resettlement, the issues of provision of water and electricity. This information was also discussed in the meeting on the 25th of March 2011.
 - To consult women on their expectations concerning the resettlement (fears and expectations)
 - To discuss their needs and the community needs.
 - To discuss the potential role of the NGO that will construct and manage the community center in Block B.
57. The meeting included 20 women (out of 28). All the steps of the resettlement process were discussed (signature of the rent contract, a copy will be delivered to the beneficiaries in order for them to engage in the request procedure of electricity and water, handing over the apartment keys to the beneficiaries, a sum of 40,000 Lebanese pounds will be provided by the Municipality to the beneficiaries for the removal). All the women emphasized on the importance of moving to Block C before Ramadan. They requested to be dispensed of paying the fees for the provision of electricity and water. The rationale for having the residents paying these fees is mainly to have the residents



contributing to this process and not to be differentiated from the residents of Blocks A and B (they did pay themselves the fees).

58. Women showed mixed feelings concerning their moving to Block C: they are eager to move on to their new houses and at the same time they are still attached to the Khan. They are aware that they are part of the history of the Khan and that they have contributed to its maintenance. Their roots are still in the Khan and their upcoming challenge is to adapt to a new environment. (In our opinion (CHUD Team) they are still in the midst of the resettlement process and later on they will realize the impact of the changes that occurred in their lives. The presence of the CHUD socio-economic unit is of upmost importance during and after the resettlement process).
59. The issue of the residents' future organization in Block C was tackled. At this stage the participants were not really interested in discussing the idea of having a committee for Block C or having a committee of women. They discussed the issue of cleaning the stairs of the building: each one of them is willing to pay an amount of LL 2,000 each week for someone who will do the job.
60. Participants expressed their interest in having literacy program and vocational training (sewing, aesthetics) however they showed some skepticism concerning the community center and the NGO potential work. A woman clearly mentioned that the idea of having an NGO was not their own request.
61. The CHUD Project will put a strategy for promoting the Community Center that will serve the community of Blocks A, B and C. This will be done in partnership with the Municipality.
62. After executing the RAP for the families of the small Khan, a social report will be prepared to attest the changes in life conditions of the residents in the new buildings.

J. GRIEVANCE REDRESSAL PROCEDURES

63. The key institutions involved in the implementation and procedures for grievance redress are **1)** the municipality of Tripoli; and **2)** the Council for Development and Reconstruction (CDR)
64. A committee including the Mayor, TAU member, lawyer of the municipality, is in charge of all appeals with the beneficiaries.
65. As a part of the RAP of Khan El Askar to the newly constructed buildings near the Khan, and after the handling over of the site to the contractor, and after receiving several complains to get alternative housing in the new buildings, this grievance mechanism will describe the detailed procedure of handling any kind of submitted grievance.



RAP announcement procedures

66. The adopted procedure for the announcements for beneficiaries consist of
- A. Announcement from MOT to declare the final eligible names of beneficiaries according to the final census and municipal resolution to resettle beneficiaries from Khan El Askar to Blocks A, B & C. The announcement specifies that people are given a period of 2 months to address MOT for the final distribution list.
 - B. Announcement from MOT to beneficiaries for contracts signature for new apartments and allocation of Resettlement date.
 - C. Announcement from MOT to beneficiaries to receive rent contracts.
 - D. Announcement from MOT to beneficiaries to receive the apartment key and to leave the designated part of the Khan.

67. Complaints procedures

- A. The official time frame for receiving any complaint concerning the final distribution list was 60 days starting the declaration day of the final census in 2006.
- B. The complaints were received and registered in MOT according to date of submission.
- C. Each complainer has an official receipt from MOT about his complaint
- D. The mayor forwards all complaints to PMU (before the establishment of TAU) and the legal department in MOT to review and reply concerning the complaint.
- E. PMU, TAU and legal department reply to the mayor concerning the status of the compliant.
- F. The mayor attests the status and the reply from legal departments and TAU, and forwards the complaint result to reception office or legal department to inform claimer about the decision of MOT.

K. IMPLEMENTATION SCHEDULE

68. The project has been implemented according to the following timeline:

Action	Agency	Expected Completion Date
Approval of Loan	World Bank	Dec. 2002
Ratification of Loan	Lebanese Council of Ministers	April 2003
Ratification of Loan	Parliament	January 2004
Preparation of Bidding and Tender document	CDR	January 2009
Launch of Tender Procedure	CDR	March 2009
Verification of Budget	CDR	February 2010



Work Commences on Phase I	CDR	October 2010
Construction of Block C	CDR	December 2011
Signature of contract by the PAPs	Municipality	March 2011
Signature of contracts by the President of the Municipality	Municipality	June 2011
Handing over of the residential units to the PAPs	Municipality	July 2011

L. BUDGET

69. The project is estimated to cost 2,337 million dollars. Of this 80% is to be financed through the World Bank and 20% through local funding. Construction was calculated at US\$150/m² for residential structures and US\$75/m² for commercial structures. Apartment sizes will range between 40-120m².

M. MONITORING

70. The CDR through its CHUD PMU will be the unit responsible for monitoring the appropriate implementation of RAP provisions and for ensuring that these are reported to the Work Bank on a regular basis. Specifically, the resettlement monitoring in Tripoli will be to verify that:

- /Eligible affected people received their residential units within agreed terms in the contract, design and timeframes.
- The PAPs improve or at least restore their income and lifestyle to pre-project levels.

71. The following indicators will be monitored and evaluated:

- Standards of living: throughout the implementation process the trends of living standards will be observed and surveyed to ensure that they are at least restored if not improved, and any potential problem in the restoration of living standards will be reported.
- The perceived degree of involvement by the beneficiaries
- Level of PAPs satisfaction: the level of satisfaction of PAPs with various aspects of the RAP will be monitored and recorded.
- Grievances: what types of grievances have been identified after the implementation and what were the outcomes.



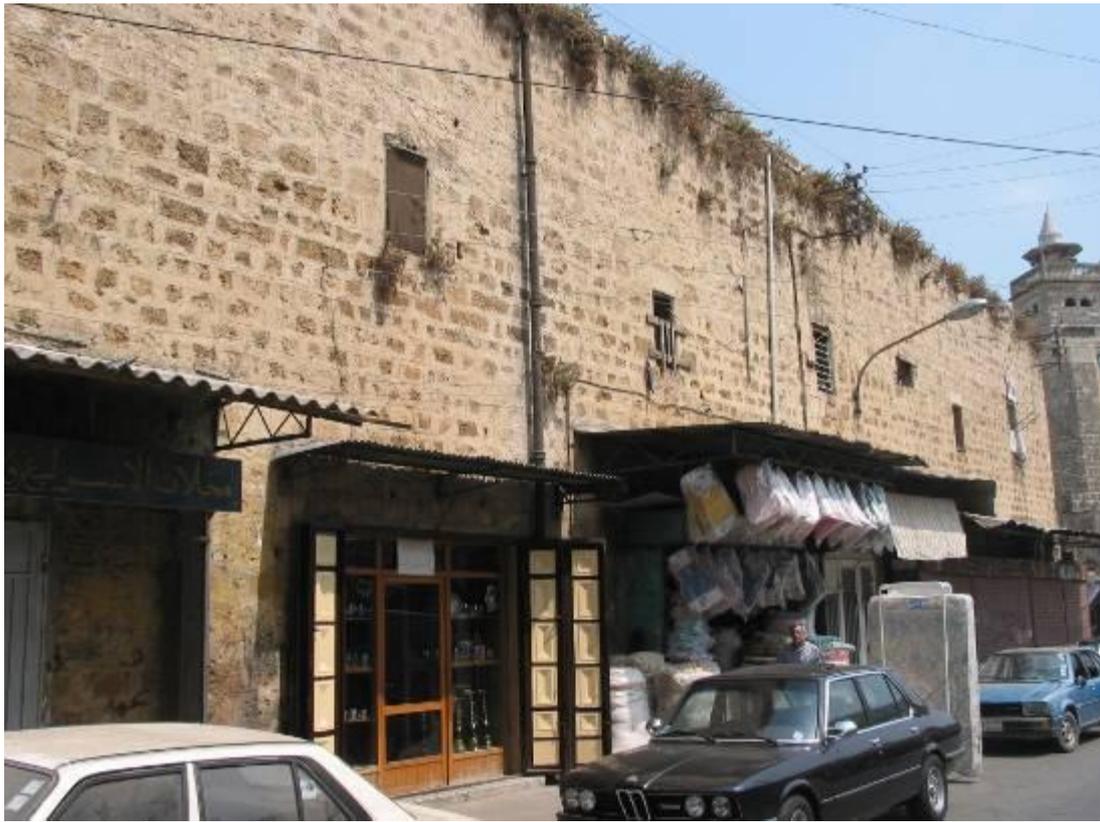
-
72. Progress with regard to safeguard implementation will be monitored at different levels. The Project Management Unit, the Municipal Implementation Unit at Tripoli and the Technical Assistance Unit at the Municipality of Tripoli will be responsible for monitoring the Project. The World Bank will review regular updates on RAP implementation through the reporting of the PMU and its missions.
73. The Adjusted Matrix of CHUD Baseline Indicators has been reviewed and will include specific indicators to monitor implementation of compliance with the social safeguards. Component 2 of the Matrix “Improved conditions for enhanced quality of life” would be modified to take account of the qualitative nature of the process. It will now include: (i) the perceived degree of involvement by the beneficiaries and (ii) the degree of satisfaction after resettlement. Both indicators will be graded on a scale from 1 to 5." The PMU at the CHUD Project in coordination with the TAU will conduct the social survey relevant to these two indicators. A questionnaire will be prepared for this purpose.
74. CHUD Project will submit the findings of the RAP implementation monitoring in its quarterly progress report.
75. The report will contain:
- Data on the progress of the project resettlement implementation
 - Report progress on the follow up of problems and issues identified
 - Results of the survey (standards of living, level of satisfaction of the beneficiaries, degree of involvement of beneficiaries).

N. SKETCH MAPS

76. Two draft sketch maps of the project area are attached. The first shows property ownership of the project area and the second the location and phasing of the new housing project.



Annex 1: Visual documentation of the small Khan and surroundings



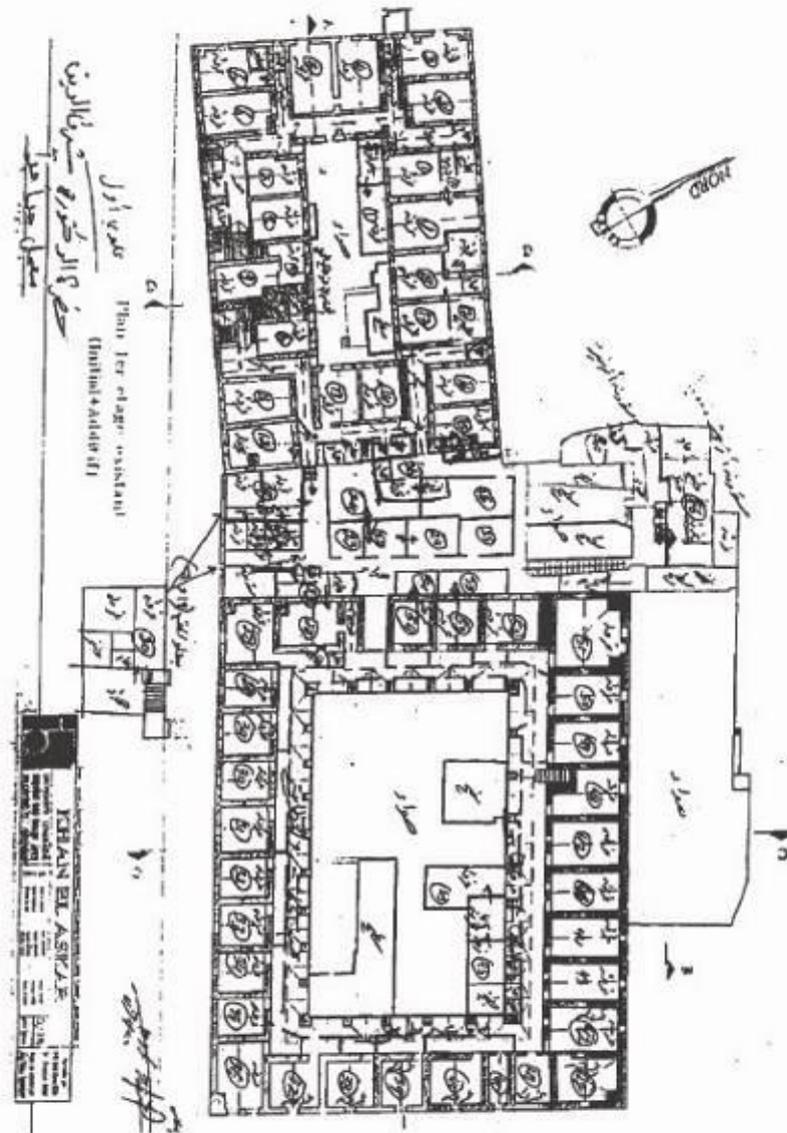


Annex II: Sketch Plan of the Khan



Lebanon CHUD RAP

Annex II

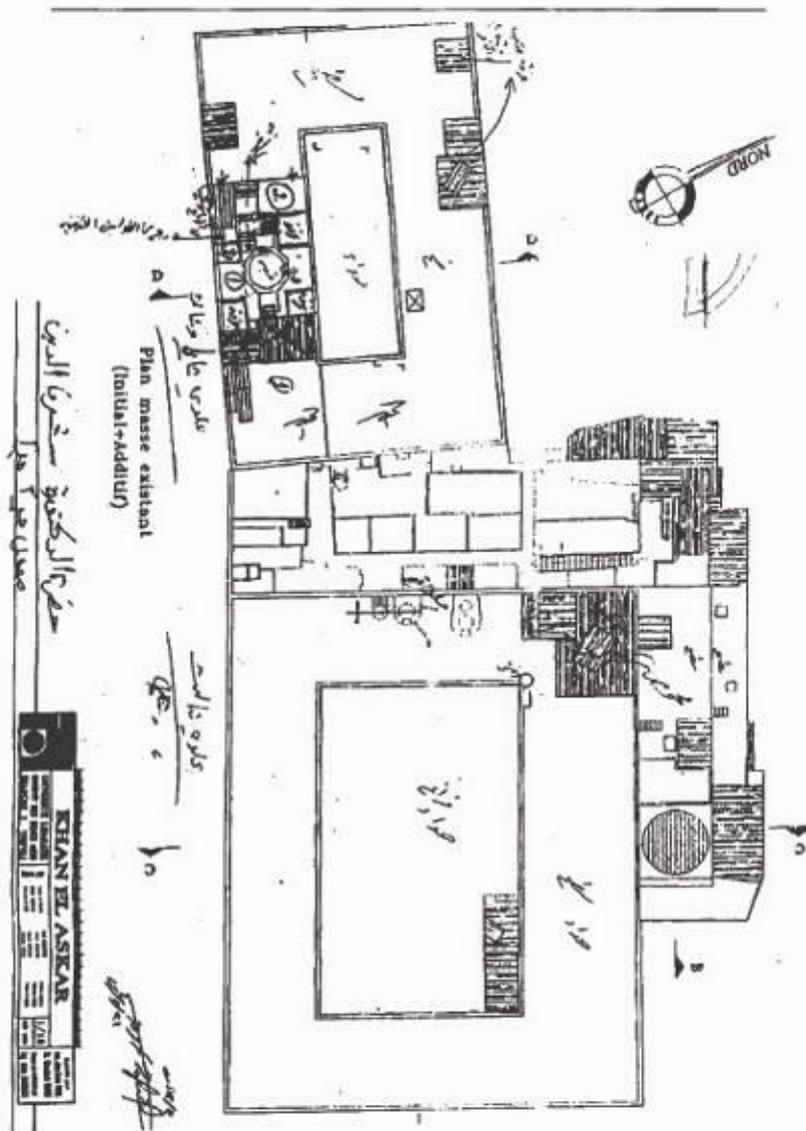


First Floor



Lebanon CHUD RAP

Annex II

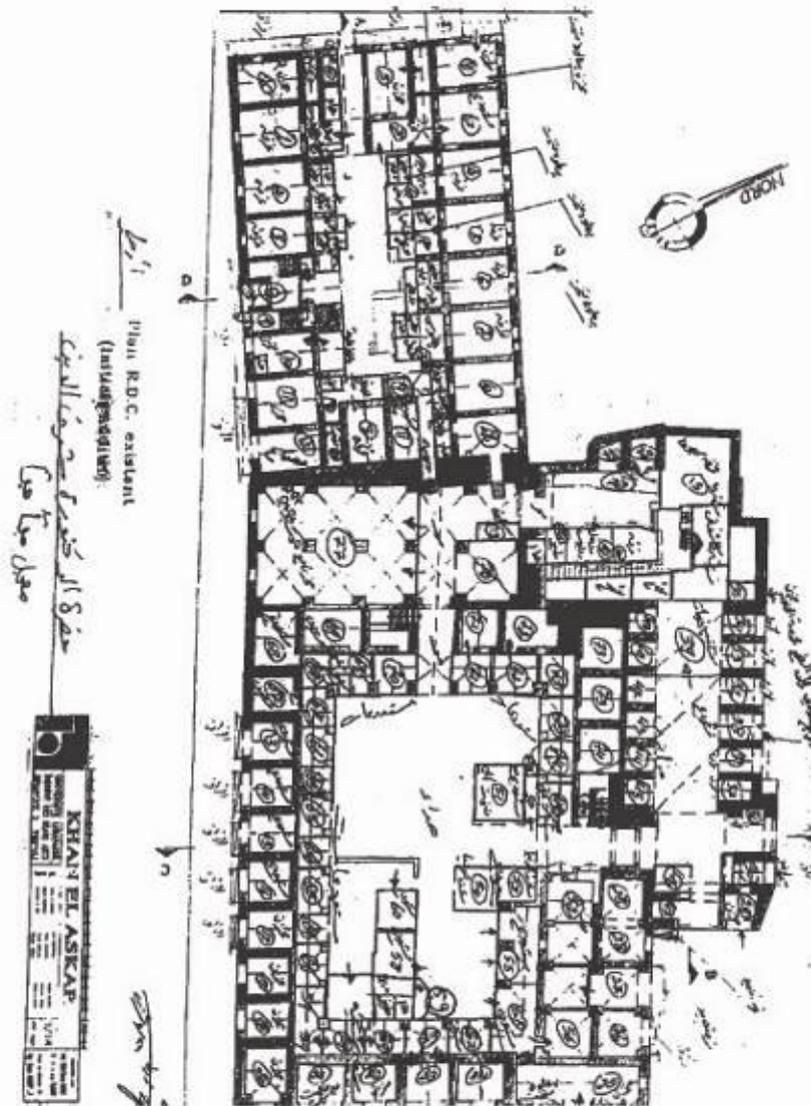


Second Floor



Lébanon CHUD RAP

Annex II



Ground Floor



Annex III: Map property ownership of the Khan and surroundings



Lebanon CHUD RAP

Annex III





Annex IV: List of beneficiaries in small Khan and their distribution in Block C



#	Beneficiary Name	Appartment Number	Beneficiary Name in Arabic
1	Ahmed Mohamed Ghanoum Mikati	C111	أحمد محمد غنوم ميقاتي
2	Mostapha Hachem Hamama	C112	مصطفى هاشم حمامة
3	Mohamed Salem Mikati	C113	محمد سالم ميقاتي
4	Khaled Ahmed Taleb	C114	خالد أحمد طالب
5	Salem Ahmed Abdel Ghani Mikati	C121	سالم أحمد عبد الغني ميقاتي
6	Sonia Hamama	C122	صونيا حمامة
7	Mohamed Abdo Taleb	C131	محمد عبده طالب
8	Malika Al-Marouk	C1ST1	ملكة الماروق
9	Jamal Mostapha Al Mahmoud	C211	جمال مصطفى محمود
10	Amara Samir Shamsine	C212	عمارة سمير شمسين (الإبنة)
11	Nuhad Mohamed Ghanoum Mikati	C213	نهاد محمد غنوم ميقاتي
12	Abed Al-Ilah Hicham Moussa	C214	عبد الإله هشام موسى
13	Ghassan Abdel Al-Salam Abou Loukmeh	C221	غسان عبد السلام أبو لقمة
14	Ahmed Mohamed Taleb	C222	أحمد محمد طالب
15	Youssef Mohamed Al-Madani	C231	يوسف محمد المدني
16	Zakieh Mohamed Naji Al Fawal	C2ST1	زكية محمد ناجي الفوال
17	Amina Baroudi	C311	أمينة بارودي
18	Mohamed Soueid	C312	محمد سويد
19	Ahmed Abass Abass	C313	أحمد عباس عباس
20	Samira Kojeijan	C314	سميرة كجيجان
21	Bassem Abdel Salem Abou Loukmeh	C321	باسم عبد السلام أبو لقمة
22	Jihad Mostapha Hamama	C322	جهاد مصطفى حمامة
23	Ahmed Abou Loukmeh	C331	أحمد أبو لقمة
24	Jamal Hicham Mahmoud Moussa	C3ST1	جمال هشام محمود موسى
25	Fadi Abdel Latif Obeid	C411	فادي عبد اللطيف عبيد
26	Abdel Nasser Sabri Hamchou	C412	عبد الناصر صبري حمشو
27	Mohamed Abdel Latif Obeid	C413	محمد عبد اللطيف عبيد
28	Nafissa Abdallah Obeid	C414	نفيسة عبد الله عبيد
29	Ali Mostapha Hamama	C421	علي مصطفى حمامة
30	Mohamed Mostapha Hamama	C422	محمد مصطفى حمامة
31	Ali Mohamed Salah Hamzeh	C431	علي محمد صلاح حمزة
32	Zaki Salim Ibrahim	C4ST1	زكي سليم إبراهيم
33	Yehya Hendawi	C511	يحيى هنداوي