

ECONOMIC DEVELOPMENT AND RESEARCH CENTER



ELECTRICITY SUPPLY RELIABILITY PROJECT

COMPLIANCE REPORT

SECTION 5:

SPANDARYAN HPP - SHINUHAYR (VOROTAN 1)

Contract: Preparation of a Compliance Report on RAP Implementation for All Five Sections of Noraduz -Lichk-Vardenis-Vayk-Vorotan 1 220 kV Overhead Transmission Line; No. HV-CS-3/2014

Client: HIGH VOLTAGE ELECTRIC NETWORKS CJSC

Prepared by: ECONOMIC DEVELOPMENT AND RESEARCH CENTER

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Abbreviations used

AP	Affected person
AH	Affected household
EDRC	Economic Development and Research Center (EDRC)
EM	External Monitoring
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
HH	Household
HVEN	High Voltage Electric Networks CJSC
LGB	Local Government Bodies
NGO	Non-governmental Organization
NSS	National Statistical Service
OP	WB Operational Policy
PC	Public Consultation
PCDP	Public Consultation and Disclosure Plan
RAP	Resettlement Action Plan
RoA	Republic of Armenia
RPF	Resettlement Policy Framework
TL	Transmission line
WB	World Bank

I. Executive Summary

- This Compliance Report was developed as a result of the external monitoring of RAP implementation for Section 5 of the Transmission line of Noraduz-Lichk-Vardenis-Vayk-Vorotan-1 under the World Bank supported Electricity Supply Reliability Project.
- The first final draft of the report was presented on April 27, 2015, based on which the HVEN implemented corrective measures. The results of these measures along with comments made by the WB are incorporated in this report.
- The monitoring assessments at this stage allow us to summarize and state a final stance on the RAP implementation for Section 5.
- The Project affected 88 households in 11 communities. 87 households are private land owners, which own 45 private plots of land with a total area of 9838m². One household use community land illegally (134m²).
- The process of taking 45 plots of private land has been completed. As a result, all 87 private land owner AHs have been compensated in line with the RAP.
- The compensation for crop loss and to the illegal user has also been completed.
- 11 affected vulnerable households have been compensated in line with the provisions of the RAP. The external monitoring identified 3 additional vulnerable households entitled to compensation. These 3 vulnerable households also have been compensated (as of May 12).
- There are no cases of severe impact, loss of business and job and physical relocation, as well as leaseholder AHs in Section 5.
- The RAP implementation institutional framework, management and implementation procedures comply with the RAP provisions.
- Grievance filing mechanisms and the Grievance Redress Committee have been put in place. No written grievances were received from AHs. The HVEN implemented necessary measures so that APs would be informed on existent grievance mechanisms and the respective contact person.

- *According to the results of the external monitoring, all APs have been compensated and measures and procedures for RAP implementation were adequate.*
- ***The RAP implementation in Section 5 should be considered effectively completed in compliance with the defined policy, operational procedures and the RAP provisions.***

II. Introduction

Project Overview

Under the Electricity Supply Reliability Project (hereinafter, the Project) the High Voltage Electric Networks CJSC (hereinafter, HVEN) is reconstructing around 230 km of overhead Transmission line (hereinafter, also referred to as TL) passing over the administrative area of 4 marzes in Armenia. It aims at improving the network reliability, line transfer capacity and filling the power supply gap in Armenia. The Project is funded by the proceeds of a loan provided by the World Bank (hereinafter, the WB) to the RoA Government.

The Project envisages fully replacing the high-voltage line running from Hrazdan TPP to Shinuhayr section, erecting new pylons, replacing and upgrading power transmission lines, insulators and other key infrastructure.

The new TL will not run fully within the safety zone of the existing TL thus, the need for land acquisition arises in cases of permanent impact on plots of land and land use. Land acquisition is required for constructing pylon foundations. In cases when the safety zone of the new TL traverses houses and the minimum requirements for safety distance are not met, resettlement will be triggered.

The Project is implemented in 5 separate sections. A Resettlement Action Plan (RAP) has to be prepared and implemented for each section pursuant to RoA legislation and WB Operational Policy 4.12 Manual (hereinafter, the WB OP manual). The Table below provides a breakdown of the 5 sections for the Project implementation.

Table 1. Project Sections

Section	Length	Number of planned pylons
Section1. Noraduz (Hrazdan TPP – Kamo)	45 km	129
Section 2. Lichk (Kamo – Lichk)	25 km	66
Section 3. Vardenis (Lichk – Yeghegnadzor)	45 km	163
Section 4. Vayk (Yeghegnadzor– Spandaryan HPP)	70 km	243
Section 5. Vorotan 1 (Spandaryan HPP – Shinuhayr)	40 km	108

Source: RAP for Section 5

Objectives and Scope of the RAP

The primary objective of the RAP is to identify and support Project affected persons to restore their quality of life and livelihood and at least to bring it to the pre-Project level.

For Section 5 of the Project (Spandaryan TPP-Shinuhayr section) the relevant RAP was approved in November 2014 and the Armenian version is available on the HVEN website (<http://hven.am/հայտարարություններ/իրազեկումներ/>).

The Project impact is considered low in Section 5¹; thus a short RAP has been appropriately prepared.

¹According to the WB Operational Policies (Operation Manual 4.12, Revised April 2013) the impact is considered low if affected people are physically not relocated, do not lose more than 10 percent of productive assets or fewer than 200 affected people are physically relocated.

The approved RAP covers the entitlement framework in cases of permanent or temporary losses of land, building, crop and tree, income, business and job as well as the relevant provisions of the Project on severe impact, physical relocation and vulnerability allowances for affected persons (hereinafter also referred to as AP).

The types and sizes of loss of assets and income eligible for compensation have been determined under the RAP through a 100 percent inventory survey of affected assets.

The following surveys have been undertaken for accurately assessing the Project impact:

1. A measurement survey according to which the affected land areas, as well as the number and type of affected assets have been measured;
2. Inventory survey of losses, according to which profiles of land and assets to be acquired were determined;
3. Valuation of the replacement cost of affected assets by which the amount of compensation for loss of assets, income, other sources of livelihood and costs have been determined;
4. Conducting a census to determine the exact number of households and their members including some social characteristics (gender, ethnicity, education, sources of livelihood and income).

Thus, the resettlement, compensation and restoration of welfare should be in line with the approved RAP. The RAP provides the profile of affected persons, the size of losses and impacts, the compensation and rehabilitation policy framework, institutional and operational arrangements for the RAP implementation, the RAP implementation schedule and the budget, information disclosure, public consultation and grievance redress mechanisms, etc.

RAP implementation in Section 5 started in November 2014 and continued until April 2015. During April-May corrective measures have been taken.

Legal Framework and Powers

The legal basis for resettlement planning and implementation is the RoA Constitution and relevant RoA legislative acts resulting from it. Given that the Project is being implemented under an international treaty and with the WB resources, the legal framework of Project implementation also includes the resettlement policy procedures mandated by the WB.

Expropriation of property in the RoA (for public and state purposes) is possible only in exclusive cases of prioritized public interest prescribed by law. The grounds for expropriation, the compensation procedure and other relevant provisions are set out in the RoA Law on Expropriation of Property for Public and State Purposes. In addition, it applies to all items of the titled property owned by natural persons and legal entities as well as communities.

The Republic of Armenia Law on Real Estate Valuation Activity lays out the basics of real estate valuation activities in the RoA and regulates relations thereto pertaining.

There are certain differences between the RoA Legislation and the WB policy. Namely, the WB OP 4.12 Manual envisages compensation and resettlement assistance even in case of the absence of land title. In all instances where the requirements of the WB OP 4.12 manual are stricter than those of RoA legislation, the requirements of the WB OP 4.12 manual should apply.

Thus, as a result of the Project impact the following are eligible for compensation:

- 1) land owners, legalizable persons, leaseholders or illegal users who have lost land;
- 2) owners of buildings/structures, crops, trees and other objects on the land;
- 3) those who lose business income or wage temporarily or permanently.

The entitlement to compensation is limited to the cut-off date. Such date for Section 5 of the Project is June 6, 2014 which is the start date of the Census and the detailed Measurement survey.

The estimated monetary assistance to compensate and rehabilitate agricultural and non-agricultural land

should be based on the following Table:

Table 2. Calculation of Monetary Compensation for Land

Compensation Entity/Person	Calculation
Private land	Replacement cost +15%
Community land	Cadastral value
Legalizable land user	Replacement cost+15% (after legalization)
Leaseholders for the remaining years of lease	Up to 1 year - (replacement cost +15%) * 0.05
	Up to 15 years - (replacement cost +15%) * 0.14
	Up to 25 years - (replacement cost +15%) * 0.20
	25 years - (replacement cost +15%) * 0.25
Non-legal user for the past years of land use	Up to 1 year - replacement cost *0.05
	Up to 15 years - replacement cost * 0.14
	Up to 25 years - replacement cost * 0.20
	25 years - replacement cost * 0.25

Source: RAP for Section 5

In addition to the above-mentioned cases, additional rehabilitation measures are also planned for vulnerability. Namely, the RAP provides for additional monthly monetary assistance of AMD 50,000 to vulnerable households² for rehabilitation for 6 consecutive months. In addition, AHs losing 10% or more of agricultural land, and relocated AHs (including relocated renters) in case of physical relocation will be given “severe impact” allowance.

Monitoring and Evaluation

The RAP implementation is subject to both internal and external monitoring. The internal monitoring is carried out by the unit implementing the RAP.

The external monitoring is carried out by an independent Consultant. It involves carrying out of compliance reviews and based on them preparing and submitting Compliance Reports for each section.

The purpose of the external monitoring is to provide assurance that the compensation plan has been carried out in line with the Resettlement Policy Framework (RPF), the provisions of the WB OP 4.12 manual and the RAP and where necessary, identify corrective actions and recommendations.

The approval of the Compliance report will serve as a basis for a permit to start construction activities in the given section.

The external monitoring of the Project is carried out by the Economic Development and Research Center (hereinafter, EDRC), an independent research institution specialized in monitoring and evaluation of public projects.³

External monitoring reviews comprised quantitative and qualitative research methods. Field and desk reviews were carried out. The following section of the report provides details on the external monitoring methodology, while subsequent sections provide monitoring results and key conclusions.

² According to the RAP, the following affected households are considered vulnerable:

- Poor households registered with the Family Benefits scheme and benefiting from a monetary allowance.
- Women -headed single, widowed or survivors households, with no working age person other than a pensioner, a person serving in the RA military forces, a person with 1st and 2nd category of disability or under the age of 23;
- Households comprised of pensioners, elderly people, with no working age person other than a pensioner, a person serving in the RA military forces, a person with 1st and 2nd category of disability or under the age of 23;

³ For details on the Center please visit www.EDRC.am

III. EM Methodology

The selection of methodology for the reviews carried out as part of the external monitoring (hereinafter also referred to as EM) was based on the provided terms of reference, the RAP provisions and the agreed technical proposal. The compliance review included mixed quantitative and qualitative research methods. Desk and field reviews have been conducted.

Namely, 3 key methods of data collection have been used:

- Database analysis and document review;
- Interviews with key informed people;
- Interviews with AHs.

During the desk reviews the EDRC task team collected and compared the necessary information, reviewed, examined financial and non-financial project papers (including RPF, WB OP 4.12 manual and RAP) and existing databases were analyzed.

Particularly, the main review covered the following papers:

- **Description protocols**, which contain a description of affected assets, i.e. plots of land, crops, trees, buildings, structures and other immovable property and businesses.
- **Valuation reports**, where licensed valuers provide valuation results for assets to be taken.
- **Property alienation contracts**, which specify the code, area of land plot being taken, the size of compensation, owners, etc.
- **Agreements on additional compensation to affected people**, which specify the grounds and size of compensation, etc.
- **Payment orders**, which specify the purpose and date of compensation, the size of the amount and details of the recipient.
- **Internal monitoring reports**: HVEN provided three reports.⁴

The existing databases were analyzed and compared with the information on the impact and those affected in other Project documents.

Together with verifying the existence of all contracts, agreements and payment evidence, the information in them has been checked for comparability and conformity, namely, if (1) signatures of all owners existed, (2) compensation for land and additional compensation was adequate, (3) bank account numbers matched, (4) document validation (taking actions) dates were in line with the procedure in place (implementation schedule).

The reviews also covered public hearings and consultations, grievance filing, institutional organization, compensation calculation and payment procedures.

During the monitoring interviews were held with key informed people who included key Project staff, officials and consultants, representatives of Local Government Bodies, as well as NGOs active in the region.

Based on a questionnaire prepared in advance, interviews were conducted with all affected households in Section 5 in an organized manner, and the results were entered into the database and analyzed.

⁴ RAP preparation and implementation progress report (December 5, 2014), Monthly Progress Report 1, 2015 (as of Feb 05, 2015), Monthly Supervision Report 2, 2015 (as of March 13, 2015)

Analysis and comparison of data and information received from different sources allowed evaluating the process, providing assurance and cross-checking evidence on receipt of compensation, as well as identifying the existing problems and gaps.

The methodology used and EM findings help make conclusions on data validity, information completeness and accuracy, as well as adequacy of compensation amounts and effectiveness of the process.

Relevant conclusions and recommendations were prepared. The monitoring results are expressed in this Compliance Report.

IV. RAP Implementation Procedures

Institutional Framework and Management

The institutional framework for the project includes a number of organizations and institutions with a detailed presentation of their role and scope of responsibilities provided in the RAP. HVEN has an immediate responsibility for the Project Implementation and has a number of Consultants:

- The Construction Contractor (Kalpataru Power Transmission Limited) is responsible for the RAP preparation, including measurements, description protocols, organizing public consultations and disclosing information, determining the Project and pylon alignment and location.
- The RAP Implementation Support Consultant (Hifab OY & Energy Advisory) is responsible for supervising construction works and ensuring that they comply with the approved plan for the Project, social and environmental requirements for which it has to provide reports throughout the construction.
- The Independent External Monitoring Consultant (EDRC) is responsible for the external monitoring of RAP implementation and providing of Compliance report.

The RAP provides for a special team – Implementation Unit- to be set up in HVEN comprised of 5 specialists.⁵ It is responsible for implementing the resettlement and internal monitoring and ensuring that APs are promptly and properly notified, the contract signing process is organized and APs are supported, the expropriation process is organized, AP property is registered and re-registered, grievances are recorded and coordinated.

However, during the implementation phase it was decided to delegate some of the functions of the Implementation Unit to external consultants. Capital Geo LLC carried out acquisition of private lands.

AP census, the inventory survey of affected property and evaluation reports were prepared by Finap LLC.

The Project institutional framework also includes RA Government authorities (relevant ministries, regional administration and State Committee of Real Estate Cadaster), LGBs, a Grievance Redress Committee, NGOs active in the regions and also the World Bank.

Key Findings

Changes were introduced into the RAP implementation management framework. In particular, HVEN hired a specialized firm (using its own funds) to help with land acquisition. This has been communicated and agreed with the WB (during January 26 – 31, 2015 WB Energy Mission). Thus, the Institutional framework and management comply with the RAP provisions.

Public Consultations and Awareness

APs should be actively involved in the planning, implementation and monitoring of resettlement actions. To this end, a Public Consultation and Disclosure Plan (PCDP) has been prepared based on which HVEN carries out extensive public consultations through the Contractor, by means of formal meetings. The meetings could also be attended by LGB representatives of affected communities, as well as non-governmental organizations.

PCDP was prepared in June 2014 and its purpose is to establish efficient procedures for, mechanisms and principles of public consultations and dissemination of information. The formal process of public consultations (hereinafter, also PC) and raising AP awareness started before the RAP implementation. Particularly, between June 16 and 18 public consultations were organized in 11 communities in Section 5.

⁵ The RAP implementation unit should have the following composition: a team leader, 2 resettlement specialists (working directly in the field) one lawyer (part- time) and 2 specialists working in the office).

Public consultations were held in LGB offices of communities. All AHs had been informed in advance about the venue and time of the PC. Local NGO representatives were also informed about holding the PC. PC topics included issues of RAP development, implementation and compensation, including the RoA Government Decree on the start of preliminary surveys⁶, as well as implementation of a Detailed Measurement Survey.

Representatives of the Project implementation organization, design and evaluation consultants, and the social and resettlement specialist participated in the PC. HVEN and consultant contacts were shared with the APs for additional questions and advice.

Informal public consultations with APs and LGBs took place before and during the measurement, asset inventory and census. During the RAP implementation, informal consultations continued to be part of the daily work, particularly during the contract signing period. The main matter of concern was the choice of access routes during the construction works and the respective caused damage (temporary loss of crops).

APs received advice and support in legal and organizational matters. Namely, in case of deceased owners the process of restating the right to inheritance have been addressed. The process of issuing powers of attorney in cases when an owner was out of country have been addressed. The EM does not have exact number of these cases and respective APs. Such information was not registered by the implementing organization.

Actions taken as part of dissemination of information are: (1) provision of notices to APs as provided for in the RA law (description protocol, and draft contract), (2) provision of a public information brochure, (3) RPF disclosure, (4) disclosure of draft RAP and final RAP.

The RAP refers to 7 NGOs which are active and operate in the region of Section 5. Based on the results of external monitoring 4 of them ("Asparez" NGO, "Goris Press Club" NGO, "New Generation of Goris" NGO and "AARHUS" Goris Environmental Information Center) had been informed about public consultations. Yet only the "AARHUS" and "Goris Press Club" NGO participated in the public consultations. The "Goris Press Club" also provided press coverage of the process.

The remaining 3 NGOs, among which Eco-Sis and Information Center on Rights, have in no way participated in the process. The NGOs are not aware of other stages of and progress on project implementation other than public hearings.

Key findings

Implemented processes are in line with what has been planned. It is desirable to expand the role and involvement of NGOs to a higher extent. In particular, the information on the implementation of the project can be disseminated among a much larger list (irrespective of their legal address) and online disseminate information booklets of the project through NGO networks and invite network members to support the process of enhancing the awareness and protection of the rights of APs.

Grievances and Grievance Filing Mechanism

For effective and prompt resolution of disagreements and grievances regarding the RAP implementation a Grievance mechanism (GM) has been developed and presented during public consultations. It is also provided in the Project information brochure.

The grievance mechanism is comprised of three stages. At the initial stage an attempt is made to resolve grievances at the community level. Grievances/ complaints are collected by an authorized person in the given community and handed over to the Grievance Coordinator at HVEN. APs may also approach the

⁶ RoA Government Decree No. 599-N of June 12, 2014 on Preliminary Survey of Property subject to Expropriation for Public and State Purposes under the Electricity Supply Reliability Loan Project supported by the IBRD.

HVEN grievance coordinator in person whose contact details were made available during the PC.⁷ The response to the grievance is provided at maximum within 15 days.

If the grievance continues, the grievance/complaint is filed with and discussed in the Grievance Redress committee, where marz and/or community representatives and NGOs are included. If the second stage of the grievance resolution fails, the AP takes the case to the court.

Vulnerable APs, upon request, may also receive support from a social worker or lawyer.

No written grievances were received based on the results of the RAP implementation in Section 5.

Key Findings

Grievance mechanisms and the Grievance Redress Committee have been put in place. The APs were informed about the grievance mechanisms during public consultations. At the same time during the two official notification stages, the contact information of the respective person concerned with questions and grievances was presented. Information on the grievance mechanisms and the respective contact person are also accessible in the project booklet.

No written grievances were received based on the results of the RAP implementation in Section 5. There have been verbal complaints which have been discussed with the LSG and the HVEN representatives. The main theme of the verbally expressed complaints was the choice of access routes during construction works. In this regard, HVEN adopted a respective procedure to regulate the issue in accordance with the RAP provisions.

Process of Compensation Provision

Payment of compensation is due to be made within 15 days of signing purchase and sale contracts and additional compensation agreements. The amounts have to be transferred to the bank accounts of APs. According to the RAP provisions, if an AP does not have a bank account, the bank account should be opened for him/her under the Project.

Actual compensation was provided via direct transfer to bank accounts of APs or the Special single bank account. After presentation of the preliminary results of external monitoring, the HVEN realized corrective measures, specifically it compensated for the loss of 1 private land and paid vulnerability allowances to 3 HHs. The compensation process was finalized on the May 12, 2015.

Key findings

The compensation process conformed to the RAP provisions. The compensation process was finalized on May 12, 2015.

Expropriation and Measures Taken

The process of expropriation is triggered when an owner refuses to sign the contract. Expropriations should only be used in exceptional cases when negotiations between an AP and HVEN fail. HVEN should initiate a due court process as prescribed by law. The RAP cannot be considered implemented until there is a court ruling and affected persons are duly informed thereof and HVEN has failed to make a transfer of compensation, rehabilitation amounts to the court deposit account.

There have not been any expropriation cases in Section 5 of the Project.

Key Findings

No expropriation cases were recorded in Section 5 as of the time of preparation of the Compliance Report.

⁷ Contact information for the Grievance Coordinator is indicated in the Project Information Brochure.

V. Determining the Actual Scope of the Impact

According to the approved RAP, in Section 5 the Project would affect 131 land plots of 30,839 m² in 2 urban and 10 rural communities. 43 out of them are privately owned land plots, 63 are owned by communities, 21 are state owned and 5 do not have registered owners (see Table 3). All of the private land plots are non-irrigated agricultural land, which are used by the owners for agricultural purposes and are subject to compensation as agricultural land. 4 of the community owned plots of land are leased out for agricultural use, but are not cultivated. 4 of unregistered plots of land are not being used, while 1 is used for agricultural purposes without the associated registration.

Table 3. Affected Lands by Title in Section 5

	Private		Community		State		Unregistered		Total	
	Land (N)	Area (m ²)	Land (N)	Area (m ²)	Land (N)	Area (m ²)	Land (N)	Area (m ²)	Land (N)	Area (m ²)
Urban communities										
Sisian	1	125	3	886	-	-	2	199	6	1,210
Goris	4	754	2	545	1	289	-	-	7	1,588
Total	5	878	5	1,431	1	289	2	199	13	2,798
Rural Communities										
Angeghakot	4	1,069	2	212	-	-	-	-	6	1,282
Shaki	7	1,576	11	3,424	-	-	-	-	18	5,000
Ishkhanasar	-	-	6	1,576	-	-	1	134	7	1,710
Uits	3	667	2	295	-	-	-	-	5	962
Aghitu	2	360	7	1,475	1	361	-	-	10	2,196
Noravan	5	984	1	240	-	-	1	126	7	1,350
Vaghatin	9	1,822	12	3,044	-	-	-	-	21	4,867
Harzhis	-	-	2	481	13	3,486	-	-	15	3,967
Shinuhayr	8	1,277	13	3,038	6	1,645	-	-	27	5,959
Khot	-	-	1	461	-	-	1	289	2	750
Subtotal	38	7,755	57	14,245	20	5,492	3	549	118	28,041
Total	43	8,634	62	15,676	21	5,781	5	748	131	30,839

Source: RAP for Section 5

51 plots of land (including all privately owned plots of land, 4 plots of land leased from the community and 4 plots of land without title registration) were reviewed as part of the external monitoring. As a result, according to the RAP the Project affected land plots of a total area of 10,438 m² to be taken and affected 88 households.

The external monitoring has found that the approved RAP numbers had some inaccuracies. Namely, (1) one private land was calculated twice (lot-code 09-003-0320-0015, Goris community), (2) 1 leased plot of land and 1 leaseholding AH were counted twice (lot-code 09-089-0102-001, Vaghatin community), (3) the total calculation does not include 1 affected household (lot-code 09-089-0102-0034, Vaghatin community).

As a result of correcting RAP numbers in Section 5 the number of plots of land covered in the scope of the Project impact decreased by 2 to 49 (including 42 private plots of land, 3 plots of land leased from the community and 4 plots of land without state registration) with the total area to be alienated (10,438m²) and the number of affected households (88 AHs) remaining unchanged (see Table 4).

Table 4. Correction of Aggregate RAP Numbers in Section 5⁸

Indicator: Permanent loss of land, lease, illegal use	a. Planned in RAP			b. Corrected			Difference (b-a)		
	Land (N)	Area (m ²)	AH (N)	Land (N)	Area (m ²)	AH (N)	Land (N)	Area (m ²)	AH (N)
Private land	43	8,634	83	42	8,634	84	-1	0	1
Land leased from the community	4	1,059	4	3	1,059	3	-1	0	-1
Land without state registration	4	745	1 (a)	4	745	1 (a)	0	0	0
Aghitu	2	360	2	2	360	2	0	0	0
Angeghakot	4	1,069	11	4	1,069	11	0	0	0
Goris	4	754	7	3	754	7	-1	0	0
Ishkhanasar	3	712	3	3	712	3	0	0	0
Khot	1	289	0	1	289	0	0	0	0
Noravan	6	1,110	7	6	1,110	7	0	0	0
Shaki	7	1,576	20	7	1,576	20	0	0	0
Shinuhayr	8	1,277	19	8	1,277	19	0	0	0
Uits	3	667	3	3	667	3	0	0	0
Sisian	2	321	1	2	321	1	0	0	0
Vaghatin	11	2,303	15	10	2,303	15	-1	0	0
Total Section 5	51	10,438	88	49	10,438	88	-2	0	0

Note. (a) There is one unregistered user.

Source: RAP for Section 5 and EDRC External Monitoring Results

The RAP indicators have changed during implementation. Particularly, during implementation despite the planned total area of 8,634m² of 42 private plots of land to be alienated, the number of private plots was 45 with a total area of 9,838m² (see Table 4). This was due to corrections in the Project /route and also state registration of unregistered land plots.

During the implementation, it has been found that locations from 33 to 41 of the Section 5 are close to a military training center and location 37 is located in a land owned by state and governed by the Ministry of Defense of RA. After negotiations with the Ministry of Defense, it was decided to change the route in this part of the line. Tower locations from the 33rd to the 41st were moved. This was communicated and agreed with the WB. As a result:

- (i) 2 affected privately owned plots of land (2 AHs) were omitted from the right of way (Aghitu and Uits communities),
- (ii) 2 additional private plots of land were included in the right of way (2 AHs 0 – Aghitu and Uits communities);
- (iii) The area of 1 plot of land being alienated was corrected (1 AH, Uits community)

As a result of state registration of title, 3 plots of land identified as land plots without state registration of title have been recategorized into private plots of land (3 AHs from Khot, Noravan and Sisian communities).

In addition, according to the RAP 3 leaseholders of community land had been planned in Section 5. However, based on the results of the RAP implementation, 3 leased land plots were omitted from the right of way and thus, not compensated for.

The RAP classified 1 AH as non-registered user of land without state registration of title. During the implementation of the RAP the status of land title was confirmed, and it has become a community land plot (lot-code 09-060-0111-009, Ishkhanasar). As a result, the Project also affects 1 unregistered user of community land. This is subject to compensation for land use and loss of crops. The resulting picture of the Project impact on lands in Section 5 is presented in Table 5.

⁸ The inconsistency in the numbers of plots of land and AHs is explained by the fact that some AHs were co-owners of land, while others owned more than one land plots.

Table 5. The Actual Picture of the Project Impact on Lands and Land Users in Section 5

Indicator: Permanent loss of land, lease, illegal use	a. Corrected RAP results			b. Implementation results			Difference (b-a)		
	Land (N)	Area (m ²)	AH (N)	Land (N)	Area (m ²)	AH (N)	Land (N)	Area (m ²)	AH (N)
Private land	42	8,634	84	45	9,838	87	3	1,204	3
Land leased from the community	3	1,059	3	0	0	0	-3	-1,059	-3
Illegal user of community-owned land	0	0	0	1	134	1	1	134	1
Land without state registration	4	745	1	0	0	0	-4	-745	-1
Aghitu	2	360	2	2	605	2	0	245	0
Angeghakot	4	1,069	11	4	1,069	11	0	0	0
Goris	3	754	7	3	754	7	0	0	0
Ishkhanasar	3	712	3	1	134	1	-2	-578	-2
Khot	1	289	0	1	289	1	0	0	1
Noravan	6	1,110	7	6	1,110	8	0	0	1
Shaki	7	1,576	20	7	1,576	20	0	0	0
Shinuhayr	8	1,277	19	8	1,277	19	0	0	0
Uits	3	667	3	3	1,016	3	0	348	0
Sisian	2	321	1	2	321	2	0	0	1
Vaghatin	10	2,303	15	9	1,822	14	-1	-481	-1
Total for Section 5	49	10,438	88	46	9,972	88	-3	-467	0

Source: EDRC, External Monitoring Results

Operationally, all 45 private plots of land are for agricultural purpose and all are subject to compensation according to the approved RAP provisions. One illegal (unregistered) user of community land is also entitled to compensation.

According to the approved RAP 50 AHs were entitled to compensation for crop loss⁹ (25 land plots). In implementation stage 2 plots of land entitled to compensation were omitted from the right of way. 48 AHs are entitled to compensation for crop (22 private lands of 4,380 m² and one community land of 134 m²).

Table 6. Impact on Crop

Indicator: Affected crops	a. Revised RAP results			b. Implementation results			Difference (b-a)		
	Land (N)	Area (m ²)	AH (N)	Land (N)	Area (m ²)	AH (N)	Land (N)	Area (m ²)	AH (N)
Private land	24	4,806	49	22	4,380	47	-2	-427	-2
Illegal user of community land	0	0	0	1	134	1	1	134	1
Land without state registration	1	134	1	0	0	0	-1	-134	-1
Aghitu	1	240	1	0	0	0	-1	-240	-1
Angeghakot	2	640	5	2	640	5	0	0	0
Goris	0	0	0	0	0	0	0	0	0
Ishkhanasar	1	134	1	1	134	1	0	0	0
Khot	0	0	0	0	0	0	0	0	0
Noravan	3	545	3	3	545	3	0	0	0
Shaki	4	886	13	4	886	13	0	0	0
Shinuhayr	7	1,036	18	7	1,036	18	0	0	0
Uits	1	186	1	0	0	0	-1	-186	-1
Sisian	0	0	0	0	0	0	0	0	0
Vaghatin	6	1,273	8	6	1,273	8	0	0	0
Barley	6	952	13	6	952	13	0	0	0
Onobrychis	3	616	5	3	616	5	0	0	0
Emmer	3	673	9	3	673	9	0	0	0
Wheat	13	2,700	23	11	2,273	21	-2	-427	-2
Crops	25	4,940	50	23	4,514	48	-2	-427	-2

Source: RAP for Section 5 and EDRC External Monitoring Results

⁹ The database provided by HVEN has a breakdown of compensation for crops by affected plots of land, as a result disaggregation and monitoring of compensation by individual households is impossible.

According to the approved RAP, there are 11 vulnerable AHs in Section. The number of vulnerable AHs has not changed during the implementation phase. However, the external monitoring has identified further 3 AHs that are vulnerable and recipient of family benefits (to increase the family's living standard). As a result, 14 AHs are entitled to compensation for vulnerability in line with the RAP provisions. There are other HHs which consider themselves to be poor and vulnerable yet to not comply with the requirements set for beneficiaries of the State Family Benefits Program.

Table 7. AHs in Section 5

	Community	Total AHs	Land owner	Leaseholder	Illegal user	Severely AH	Vulnerable AHs according to implementation	Vulnerable AHs according to EM
1	Aghitu	2	2	-	-	-	-	-
2	Angeghakot	11	11	-	-	-	1	2
3	Goris	7	7	-	-	-	1	1
4	Ishkhanasar	1	-	-	1	-	-	-
5	Khot	1	1	-	-	-	-	-
5	Noravan	8	8	-	-	-	-	1
7	Shaki	20	20	-	-	-	1	2
8	Shinuhayr	19	19	-	-	-	6	6
9	Uits	3	3	-	-	-	-	-
10	Sisian	2	2	-	-	-	-	-
11	Vaghatin	14	14	-	-	-	2	2
	Total	88	87	-	1	-	11	14

Source: RAP for Section 5 and EDRC External Monitoring Results

There are no cases of taking buildings, structures, loss of trees, business and employment, as well as physical relocation in Section 5.

Thus, the total number of AHs in Section 5 is 88, of which 87 are land owners, and 1 is an unregistered user of community land (more than one year). 14 out of 87 owners are also vulnerable.

Key Findings

The project affected 45 private plots of land and one illegal user of a plot of community land in 11 communities. There are 88 affected households of which 14 are vulnerable. 3 vulnerable AHs were not included in the beneficiary list during the implementation phase.

There is no severe impact, no cases of business and job loss and physical relocation. As maintained by HVEN, the changes in the right of way have been agreed with the WB.

The presented scope of impact does not include the potential temporary loss of agricultural income because of access roads during the construction works. Currently it is technically not possible to identify all of the access routes of Section 5 and the respective temporary loss of crops. It is to be regulated by the procedure for access road selection for building TL pylons approved on March 20, 2015 by HVEN. This regulation assumes that in every community, the constructor informs HVEN and the community leader on the start of the construction works ten days in advance, after which during two days the land is visited, and with participation of the owner, the most optimal route is chosen in accordance to the presented criteria. Based on that, the impact is calculated and assessed and a compensation agreement is signed with the owner.

VI. Assessment of Provided Compensation

Compensation for Permanent Loss of Land

According to the RAP, compensation for loss of agricultural land may be made:

- (1) In form of a monetary compensation calculated as the higher of land market value or cadastral value plus its 15 percent;
- (2) in the absence of a land market, in form of a monetary compensation calculated by adding its 15 percent to the value of land plot in the same community acceptable to the AP;
- (3) by providing a land plot acceptable to AP in the same community with a value and productivity commensurate to the affected plot of land.

The unit rates of compensation were assessed by an accredited independent valuation expert based on the methodology acceptable to the WB.

According to the RAP implementation results, 45 (9,838 m²) private plots of land were affected. As of the date of preparation of the 1st draft of the Compliance Report, 44 out of 45 plots of land have actually been taken (acquired and compensated). The process for taking 1 private land plot of 224 m² and compensation for it to 2 AHs has been completed later on May 12, 2015 (AMD 63,599 was compensated to 2 AHs, Goris community, lot-code 09-003-0320-0016).

Compensation calculation for compensated all 45 private plots of land comply with the RAP provisions.

Key Findings

The process of taking all private plots of land in Section 5 has been completed. All 87 AHs have been compensated in line with the RAP.

Compensation for Crops and Trees

Monetary compensation for crops was calculated according to the net market value of the harvest for 1 year. The unit rate was determined based on the main crop yield and crop prices in 2014.

Based on the results of the RAP implementation phase, 48 AHs are entitled to compensation for crop loss from 23 land plots.¹⁰ There have not been cases of tree loss.

Key Findings

Compensation for crop loss in Section 5 during RAP implementation was largely completed according to the RAP provisions.

Compensation to Leaseholders

In line with the entitlements defined in the RAP, compensation of leaseholders was calculated at the market value of affected land plus 15 percent taking into account the number of remaining years of lease (from 1 to 15 years – 14 percent, from 15 to 25 – 20 percent).

As a result of the RAP implementation 3 leaseholding AHs were left out of the right of way. Thus, there were no leaseholding AHs in Section 5.

Key Findings

¹⁰ The higher number of AHs entitled to compensation compared to the number of plots of land is explained by joint ownership of assets for some AHs.

It was planned to compensate 3 leaseholding AHs under the RAP, however, in the implementation phase, leased lands were left out from the right of way. There were no leaseholding AHs based on the RAP implementation.

Compensation to Unregistered Users

Compensation for an unregistered user in line with the entitlements specified in the RAP, is calculated at the market value of the affected land taking into account the number of past years of land use (see table 2). The compensation of the unregistered user also covers the crop loss.

Under the RAP in Section 5,1 AH was classified as an unregistered user. This AH had used the land for about 11 years for agricultural purposes. The number of unregistered users has not changed during RAP implementation.

Key Findings

The unregistered user was compensated during the RAP implementation.

Compensation to Vulnerable Groups

Under the approved RAP additional allowances have been provided for vulnerable groups, namely women or elderly headed AHs as well as AHs enrolled in the Family Benefit Scheme. The allowance is equivalent to a 6 - month minimum wage (AMD 50,000 per month).

11 AHs were granted vulnerability status in Section 5 under the approved RAP. Only the households already envisaged in the RAP were compensated during implementation and so the number of vulnerable AHs has not changed during the implementation phase.

However, the external monitoring has identified yet another 3 AHs that are vulnerable and are recipients of Family Benefits. Assessments of the official database of the Family Benefit Scheme and individual interviews with these AHs served as a basis for this. As a result, according to the RAP provisions, 11 AHs have been compensated in the implementation phase and the remaining 3 vulnerable AHs were compensated after initial presentation of the external monitoring results. There are certain AHs that consider themselves to be poor yet are not eligible for Family Benefit Scheme.

Thus, all eligible vulnerable AHs were received the compensation

Table 8. Allowances for Vulnerable AHs in Section 5

Indicator: Vulnerability	Poor AH	Women headed AH	Elderly headed AH	Total vulnerable AHs	Compensation, AMD
a. Planned under RAP	6	5	1	11	3,300,000
a.1. Revised numbers	9	7	1	14	4,200,000
b. Implementation results	6	7	1	11	3,300,000
b.1. Corrective measures	3	0	0	3	900,000
Difference (a.1-b-b.1)	0	0	0	0	0

Source: RAP for Section 5 and EDRC External Monitoring Results

Key Findings

In Section 5, all 14 eligible AHs have been compensated as per the RAP provisions.

VII. Summary of the RAP Implementation Budget

Table 9 summarizes the planned and actual RAP implementation budgets for Section 5. Preliminary results of the external monitoring revealed that another AMD 964,167 is required in order to complete implementation of the Section 5 RAP. HVEN has taken all necessary corrective measures and as a result spend AMD 8,611,308 for the complete implementation of the Section 5 RAP. Deviance from the planned budget was primarily caused by the higher actual number of vulnerable AHs than envisaged in the RAP.

Table 9. RAP Implementation Actual Budget for Section 5

	RAP	Implementation Plan	Implementation (1st stage)	Corrective measures	Actual Implementation, Final
	a	b	c	d	e (= c + d)
<i>Number of land plots</i>					
Private lands	42	45	44	1	45
Community lands	3	1	1	0	1
Without state registration	4	0	0	0	0
Total plots of land	49	46	45	1	46
Total area of land (m ²)	10,438	9,972	9,748	224	9,972
<i>Compensation , AMD</i>					
Private land	2,315,706	2,632,779	2,568,613	64,167	2,632,780
Buildings and structures	0	0	0	0	0
Vulnerability	3,300,000	3,300,000	3,300,000	900,000	4,200,000
Severe impact	0	0	0	0	0
Leaseholder (for land)	30,868	0	0	0	0
Illegal user (for land)	2,296	1,764	1,764	0	1,764
Crops	272,400	249,352	249,264	0	249,264
Trees	0	0	0	0	0
Business	0	0	0	0	0
Employment	0	0	0	0	0
Registration service	1,917,500	1,560,000	1,527,500	na	1,527,500
Total budget	7,838,770	7,743,895	7,647,141	964,167	8,611,308

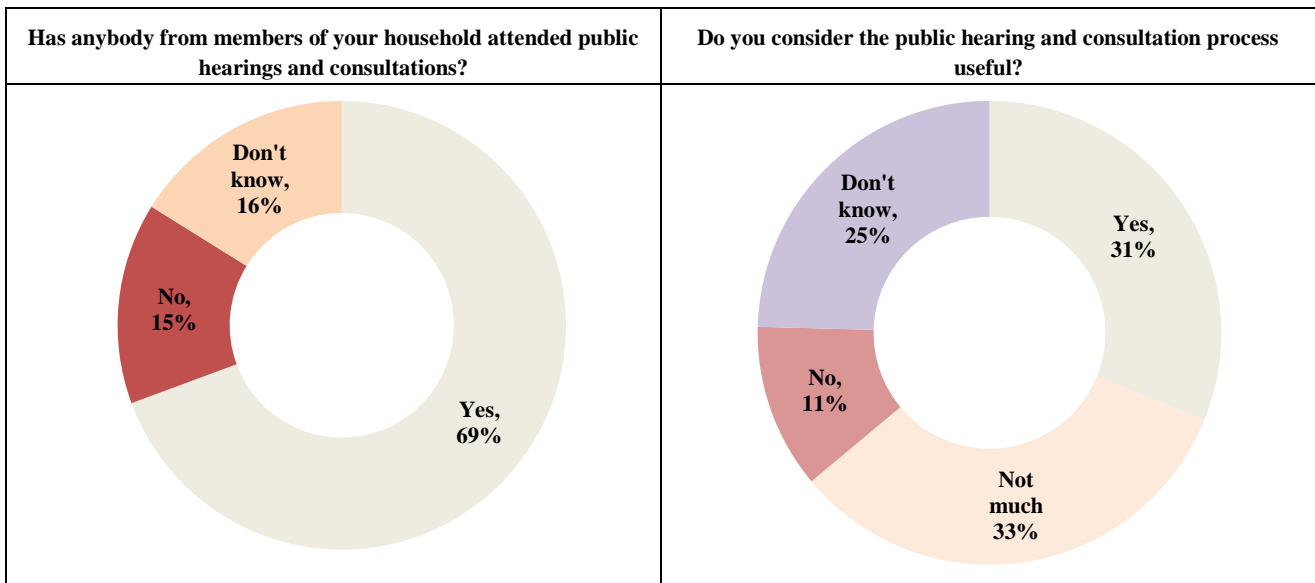
Source: RAP for Section 5 and EDRC External Monitoring Results

VIII. Public Satisfaction

During the external monitoring, based on a questionnaire prepared in advance, structured interviews were held with 95 percent all AHs in Section 5. Data received were compared with the results of desk analysis, in some cases AHs, representative of LGBs and the Implementation unit were contacted to verify and cross-check data and information. The interviews also provide a general insight into AH satisfaction with the RAP process.

According to the survey, 69 percent of AHs participated in the Public hearing and Consultation process, 16 percent responded that they did not know, and 16 percent mentioned that they had not participated. As a result, 31 percent of AHs considered the process useful, 33 percent not so useful and 25 percent did not know. 11 percent of AHs considered the Public hearing and Consultation process not useful.

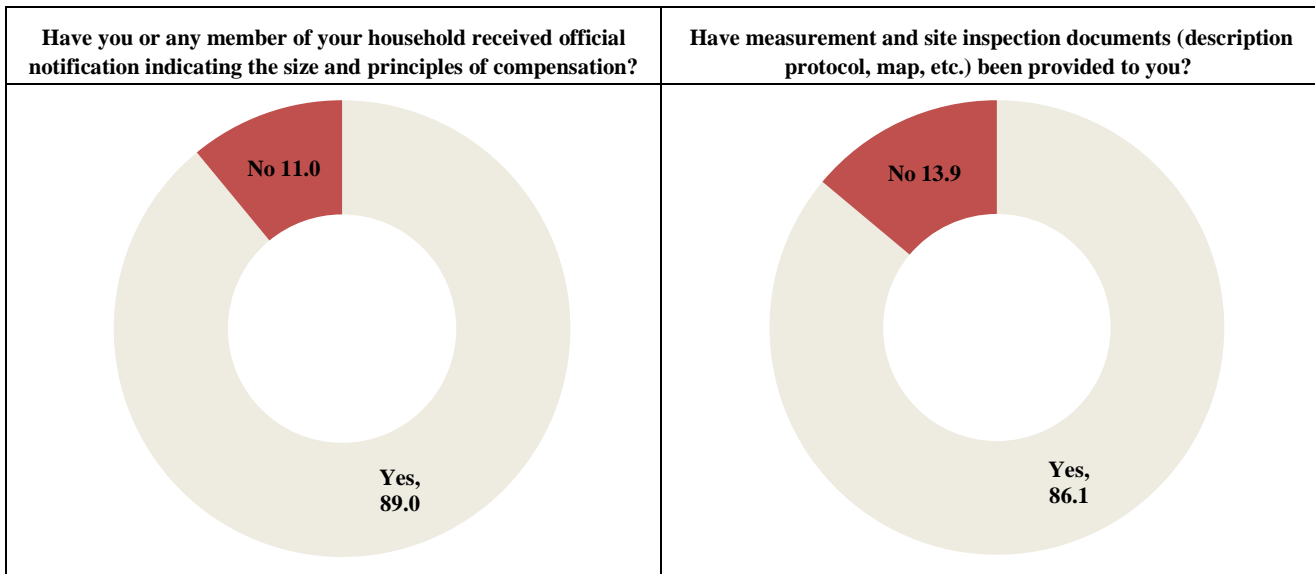
Diagram 1. Evaluation of Public Hearings and Consultations



Source: EDRC, External Monitoring Results

89 percent of AHs noted that they had been officially notified on the size and principles of compensation. Although during the official notification stage all the required documents including the description protocols were sent by mail to the owners, nevertheless, only 86 percent of AHs noted that they were provided with documents on measurement and site inspection (description protocol, maps, etc.).

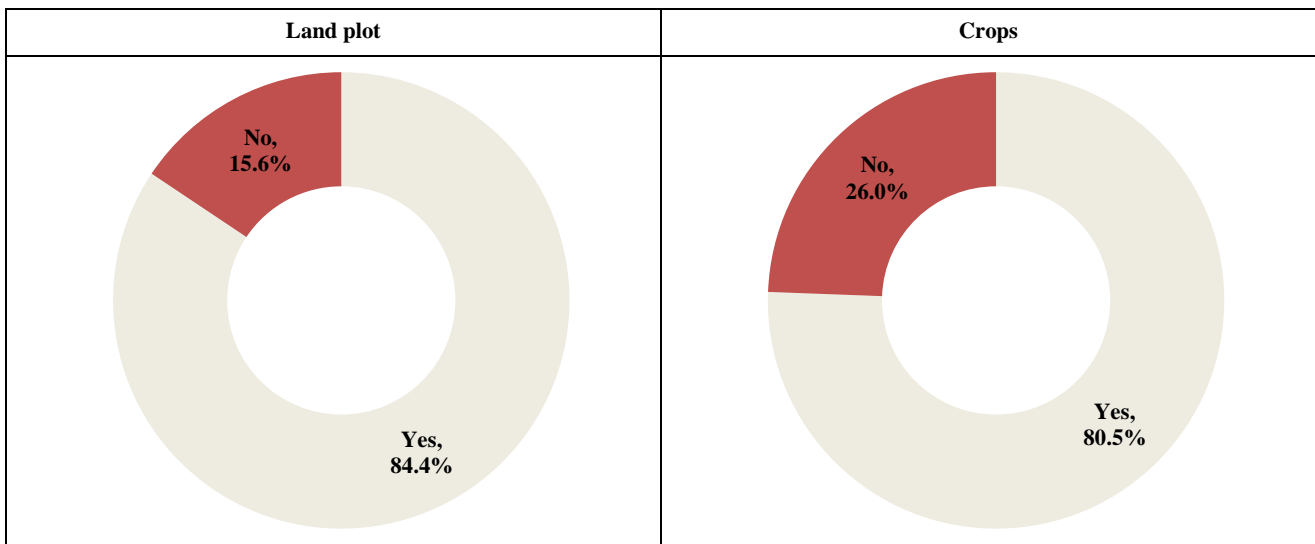
Diagram 2. Process of Informing and Notification



Source: EDRC, External Monitoring Results

84 percent of AHs noted that they agreed with measurement and site inspection data mentioned in the Description Protocol. 81 percent of AHs agreed with crop related data.

Diagram 3. AHs agreed (satisfied) with the Measurement and Site Inspection Data Noted in the Description Protocol



Source: EDRC, External Monitoring Results

Subjective evaluations of AH satisfaction with various RAP implementation processes are shown in Table 10. Key dissatisfaction was associated with land and crop calculation and the size of compensation.

14.6 percent of AHs are either dissatisfied or highly dissatisfied with the measurement and description protocol preparation process. 14 percent of AHs are dissatisfied or highly dissatisfied with the payment process, while 17 percent with the level of Project management and organization.

The low satisfaction level is predominantly conditioned by the fact that the APs usually have low livelihood levels and the real market value of their property and crops is quite low. The project and the implemented processes are not the primary cause of dissatisfaction, nevertheless enhanced awareness levels and consultations with the APs will contribute to reduction of dissatisfaction.

To this end, the level of AH satisfaction with RAP implementation is not high.

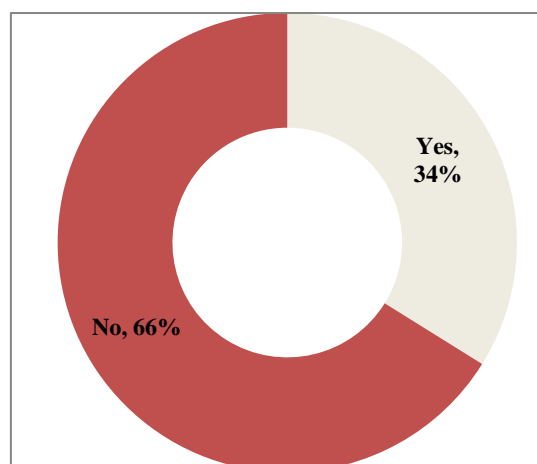
Table 10. AH Satisfaction with RAP Implementation Processes

	Fully satisfied	Partially satisfied	Not so satisfied	Dissatisfied	Highly dissatisfied	Total
1) Measurement and description protocol preparation process	34.5%	18.2%	32.7%	5.5%	9.1%	100.0%
2) Land valuation	21.4%	14.3%	26.8%	14.3%	23.2%	100.0%
3) Size of additional compensation (crop, tree and allowance)	21.1%	13.2%	21.1%	10.5%	34.2%	100.0%
4) Total size of compensation	19.3%	15.8%	22.8%	15.8%	26.3%	100.0%
5) Payment process	36.0%	34.0%	16.0%	10.0%	4.0%	100.0%
6) Level of Project management and organization	30.2%	37.7%	15.1%	11.3%	5.7%	100.0%

Source: EDRC, External Monitoring Results

As a result, 34 percent of AHs had complaints about or objections to RAP implementation process. However, no AH has filed a written grievance.

Diagram 4. Disagreement or Complaints over RAP Implementation Process



Source: EDRC, External Monitoring Results

Key reasons for not filing written grievances and not using formal grievance institutions are the lack of confidence (46 percent) as well as awareness (43 percent). 11 percent indicated to find it difficult to provide further explanations on the reasons for not filing written grievances.

Table 11. Reasons for not Filing a Written Grievance (in case of disagreements)

1) I don't trust the grievance filing procedure	46.4%
2) The grievance filing procedure is very complicated	0.0%
3) I am not aware of the procedure; I don't know where to file a grievance	42.9%
4) I think the process is corrupt	0.0%
5) I was forced not to file a grievance	0.0%
6) I find it difficult to answer	10.8%

Source: EDRC, External Monitoring Results

The reasons for not filing written grievances have generally a common nature and involve general trust levels regarding the government and also low literacy levels. Grievances or objections here mainly referred to the size of compensation amounts being the main source of dissatisfaction.

Table 12. Cause of Grievance and Disagreement

1. Measurement data on the plot of land being taken	4.8%
2. Amount of compensation for the plot of land	71.4%
3. Amount of compensation for crop	52.4%
4. Insufficient or incomplete information on entitlements	4.8%
5. Error in calculation of total compensation	4.8%
6. Other	19.1%

Source: EDRC, External Monitoring Results

Grievances or objections have been informally been shared or discussed with HVEN or LGB representatives. The APs satisfaction on the verbally shared grievances is rather low. 57 percent of cases AHs have even not been raised verbally or informally.

Table 13. Bodies Where Grievances or Disagreement were Submitted

1. LGB representative	14.3%
2. HVEN representative	28.6%
3. Grievance Redress Committee (GRM)	0%
4. Court	0%
5. Has not filed anywhere	57.2%

Source: EDRC, External Monitoring Results

Key Findings

In Section 5 AHs are mainly dissatisfied with the size of compensation. The level of satisfaction with RAP implementation processes is relatively high.

IX. Conclusions and Recommendations

1. In Section 5 the Project has affected 45 private plots of land of 9838 m². As a result, there are 87 affected households (private land owners). In addition, the Project affected one AH – an illegal user or community land (134 m²).
2. The process of taking land was completed for all 45 private land plots. As a result, all 87 private land owner AHs were compensated.
3. The RAP envisaged compensating 3 leaseholder AHs, however, during implementation these plots of land were left out of the right of way. Based on the RAP implementation results there are no leaseholder AHs. Compensation was made to one illegal user AH.
4. 48 AHs were entitled to compensation for crop loss and have been compensated.
5. In Section 5, according to the external monitoring, 14 AHs are vulnerable. All 14 vulnerable AHs have been compensated according to the RAP provisions.
6. There are no cases of severe impact, business and job loss as well as of physical relocation in Section 5.
7. The RAP implementation management framework has undergone some changes, which were agreed with the WB. The institutional framework and management are in line with the RAP provisions. 68 percent of AHs are fully or partially satisfied, 15 percent are indifferent and 17 percent are dissatisfied.
8. Public awareness and consultation processes are consistent with the RAP provisions.
9. Grievance mechanisms and grievance redress committee have been put in place. In Section 5 no written grievances were received. However, 34 percent of AHs had grievances or objections. AHs had a low level of trust regarding grievance processes which has a more general nature and is not predominantly related to implementation of this project. AH are mainly dissatisfied with the size of compensation, which, however, is consistent with the RAP provisions.
10. The presented scope of impact does not include the potential temporary loss of agricultural income because of access roads during the construction works. Currently it is technically not possible to precisely determine this impact for the entire Section 5. It is to be regulated by the “Procedure for access road selection for building TL pylons” approved on March 20, 2015 by HVEN.
11. By learning lessons from implementation experience in Section 5, in order to improve the effectiveness of the compensation program and to achieve higher satisfaction among AHs for the next sections of the Project it is recommended to:
 - Put more effort in the public awareness and consultation process, to further the role of NGOs in this regard and dissemination of Project information brochures.
 - Specifically target increase of awareness and trust; more particularly, in order to receive a desired response, during meetings with the APs, the implementation team can encourage APs to use the existent grievance mechanism in case of any possible objections.
 - Enhance the structure of databases describing the impact by making these more analysis and comparison-friendly.
 - Expand the content and increase the frequency of internal monitoring reports by paying more attention to implementation process details.
12. Recapping the results of the external monitoring, we find that the RAP implementation in Section 5 was effectively completed in line with the defined policy and operational procedures.

X. Annexes

Annex A: Compliance Review Survey Questionnaire



Questionnaire number:

Community (name):

Interviewer code:

Interview date (day/month/year):

HH address (number of the house):

HH head last name:

Lot-code:

Q1. How many members does your HH have? _____

Q2. Please indicate the head of your HH (i.e. the HH member who makes important decisions regarding to finances or property of the HH)

First name/last name _____

Q3. Does your HH receive Poverty Family Benefit?

- 1) Yes 2) No

Q4. Are you aware that your property or land or part of it is acquired by the Government for construction of new high-voltage power transmission line?

Q5. Have you or any member of your household received official notification indicating the size and principles of compensation?

- 1) Yes 2) No

Q6. Have measurement and site inspection documents (description protocol, map, etc.) been provided to you?

- 1) Yes 2) No

Q7. Below are listed categories of losses you/your HH may face as a result of Project impact. Please indicate the type of losses for which you/your HH are eligible to be compensated for.

1. Land
2. Structure / building
3. Business
4. Crop
5. Trees
6. Vulnerability, severe impact allowances
7. Other (please indicate) _____

Q8. According to your own estimations, is it possible that your HH has lost more than 10% of its agricultural land?

- 1) Yes 2) No

Q9. On your opinion, is it possible that you may have additional or temporary losses as result of Project implementation?

- 1) Yes 2) No 3) Don't know/ difficult to answer

Q10. Do you agree with the data of inventory/measurement of your losses described in Description Protocol?

1) Land		1. Yes
2) Wheat		
3) Barley		
4) Onobrychis		
5) Emmer		
		2. No
		98. Not applicable

6) Fruit trees		
7) Non-fruit trees		
8) Structure / building		
9) Other type of loss, <i>please specify</i>		

Q11. Did you or any member of your HH sign the Contract?

- 1) Yes
- 2) No (please, specify the reason) _____

Q12. Did you have an opportunity to review the Contract and make comments before signing it (in case of discovered mistakes, inaccuracies, etc)?

- 1) Yes
- 2) No

Q13. Have you already received the compensation?

- 1) Yes, I have received _____ ADM
- 2) No, I have not received (please, specify the reason) _____

Q14. Please evaluate your overall satisfaction from:

	Satisfaction evaluation	
1) Measurement and description protocol preparation process		1. Completely satisfied 2. Partially satisfied 3. Not so satisfied 4. Dissatisfied 5. Very dissatisfied 6. Difficult to answer 98. Not applicable
2) Assets and property valuation		
3) Additional compensation amount (crop, trees and allowances)		
4) Total amount of compensation		
5) Payment process		
6) Level of program management and organization		

Q15. Have any public hearings/consultations been organized in your community?

- 1) Yes
- 2) No (go to Q18)
- 3) Don't know/ difficult to answer

Q16. Has anybody from members of your HH attended public hearings and consultations?

- 1) Yes
- 2) No
- 3) Don't know/ difficult to answer

Q17. Do you consider the public hearing and consultation process useful?

1. Yes, much
2. Yes, but not so much
3. No
4. Don't know/ difficult to answer

Q18. Have you been introduced with grievance redress process / mechanism?

- 1) Yes
- 2) No

Q19. Have you been provided with contact information of grievance redress coordinator (HVEN representative)?

- 1) Yes 2) No

Q19.1 Please indicate his/her first name / last name_____

Q20. Have you or any member of your HH had any grievance or disagreement concerning the following processes: measurement, valuation, contract formulation or compensation payment?

- 1) Yes 2) No (Finish the interview)

Q21. Have you filed a written grievance?

- 1) Yes (go to Q23) 2) No

Q22. What were the reasons of not filing a written grievance in case of disagreements?

1) I don't trust the grievance filing procedure
2) The grievance filing procedure is very complicated
3) I am not aware of the procedure; I don't know how and where to file a grievance
4) I think the process is corrupt
5) I was forced not to file a grievance
6) Other reasons, <i>please specify</i>

Q23. What were the causes of grievance or disagreement?

1. Measurement data of land and/or structure
2. Compensation amount on land and/or structure and/or business
3. Assessment of crop and/or tree losses
4. Insufficient or incomplete information on entitlements during public hearings / consultations
5. Miscalculation of total compensation
6. Other reasons, <i>please specify</i>

Q24. Who was your grievance submitted to?

1. LGB representative
2. Grievance Regress Coordinator (HVEN representative)
3. Grievance Redress Committee (GRC)
4. Court
5. Other body, <i>please specify</i>

Q25. How satisfied you were with the response and actions taken? Please assess the level of your satisfaction using 5-point scale, where 1 shows the lowest level of satisfaction and 5 - the highest.

(Lowest) 1.....2.....3.....4.....5 (Highest)

Annex B: Affected People, Land and Compensation

N	Community	Cadastral code of land plot	Total calculated compensation	AH	Owners (or Informal tenant)	Total paid compensation	Date of compensation payment
1	2	3	4	5	6	7	8
1	Angeghakot	09-013-0214-0030	126,654	4	Լևիկ Մնացականյան, Այիդա Աբգարյան, Սամվել Մնացականյան, Մանվել Մնացականյան, Սարգիս Մնացականյան, Մարտին Մնացականյան, Ջարինե Մնացականյան	126,654	19/02/15
2	Angeghakot	09-013-0214-0017	76,161+300,000	5	Երվանդ Հովհաննիսյան, Արմիկ Սարգսյան, Մարտիկ Հովհաննիսյան, Մարիա Հովհաննիսյան, Անի Հովհաննիսյան, Ալլա Հովհաննիսյան, Նաիրա Հովհաննիսյան	76,161+300,000	30/03/15
3	Angeghakot	09-013-0214-0015	375,457	1	Գրիշա Մխիթարյան, Անդրանիկ Միքայելյան	375,457	24/02/15, 18/03/15
4	Angeghakot	09-013-0212-0014	37,001	1	Հովհաննես Օհանյան, Անահիտ Թադևոսյան, Մկրտիչ Օհանյան, Վահե Օհանյան, Աննա Օհանյան	37,001	30/03/15
5	Shaki	09-070-0133-0041	76,161	1	Գամլետ Ավագյան, Նորայրյա Բաբայան	76,161	02/03/15
6	Shaki	09-070-0133-0050	88,307+300,000	3	Ռաչիկ Ամարյան, Թամարա Ամարյան, Անիկա Ամարյան, Սամսոն Ամարյան, Անուշ Ամարյան	88,307+300,000	13/02/15
7	Shaki	09-070-0133-0057	86,478	3	Մանվել Դանիելյան, Յուրիկ Դանիելյան, Սամվել Դանիելյան, Հովհաննես Դանիելյան	86,478	30/03/15
8	Shaki	09-070-0132-0028	47,565	3	Ռուբիկ Առաքելյան, Մանուշակ Առաքելյան, Արայիկ Առաքելյան, Արմինե Առաքելյան, Հերմինե Առաքելյան	47,565	19/03/15, 30/03/15
9	Shaki	09-070-0132-0027	59,021	4	Օնիկ Թարվերդյան, Ռոզա Թարվերդյան, Արամ Թարվերդյան, Անուշ Թարվերդյան, Հայկանուշ Խոսրովյան, Գեղանուշ Թարվերդյան	59,021	19/03/15, 30/03/15
10	Shaki	09-070-0128-009	310,297	4	Վարդանուշ Կիրակոսյան, Ջուլետա Կիրակոսյան, Ալիսա Կիրակոսյան, Իրինա Հովհաննիսյան, Վարդան Կիրակոսյան	310,297	19/02/15, 19/03/15
11	Shaki	09-070-0125-0067	95,148	2	Սուսան Հարությունյան, Արթուր Հարությունյան, Կարեն Հարությունյան, Սևադա Հարությունյան, Անժելա Հակոբյան	95,148	25/02/15
12	Ishkhanasar	09-060-0111-009	7,879	1	Ապոստոլ օգտագործող Գուգեն Հովհաննիսյան	9,000	16/04/15
13	Sisian	09-006-0311-045	32,866	1	Ռոզա Հովհաննիսյան, Վահագ Սարգսյան, Անդրանիկ Սարգսյան, Ջարիկ Գրիգորյան, Աննա Սարգսյան, Նարե Սարգսյան	32,866	30/03/15
14	Sisian	09-006-0311-048	51,696	1	Նորվարդ Գրիգորյան, Արտակ Մնացականյան	51,685	11/04/15
15	Uits	09-105-0101-0038	63,336	1	Յուրիկ Միքայելյան	63,336	21/10/2014

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1	2	3	4	5	6	7	8
16	Uits	09-105-0101-0042	127,725	1	Ժիրայր Մուրադյան, Լիզա Վարդանյան, Վահե Մուրադյան, Վարսիկ Մուրադյան	127,555	30/03/15
17	Uits	09-105-0101-0067	76,372	1	Արծվիկ Առուստամյան	76,161	30/03/15
18	Aghitu	09-011-0101-0038	127,725	1	Դավիթ Դավթյան	127,555	30/03/15
19	Aghitu	09-011-0104-0004	31,602	1	Արտակ Խաչատրյան, Հասմիկ Մամիկոնյան, Սոնա Խաչատրյան, Բագրատ Խաչատրյան	31,602	30/03/15
20	Noravan	09-068-0103-0130	76,291	1	Մառեն Բաբաջանյան Միսակի, Հրանուշ Սարգսյան, Միեր Բաբաջանյան Մարլենի, Մարինե Բաբաջանյան Մառլենի, Մելլոն Բաբաջանյան Մառլենի	76,291	30/03/15, 19/03/15
21	Noravan	09-068-0104-0012	10,103	1	Սուրեն Արզումանյան, Հասմիկ Կարապետյան, Քաջիկ Արզումանյան	10,103	23/02/15
22	Noravan	09-068-0107-0005	85,404	3	Աիդա Գալարյան, Էդգար Գրիգորյան, Աննա Գրիգորյան, Ջիվան Գրիգորյան, Ալինա Գրիգորյան	85,404	30/03/15
23	Noravan	09-068-0101-0057	30,180	1	Սելյան Բարխուդարյան, Արմինե Գրիգորյան, Գարեգին Բարխուդարյան, Հեղինե Բարխուդարյան	30,180	19/02/15
24	Noravan	09-068-0101-0056	33,129	1	Սամվել Բարխուդարյան	33,123	11/04/15
25	Noravan	09-068-0101-0070	86,478+300,000	1	Գեղեցիկ Դուլուխանյան, Արայիկ Դուլուխանյան, Հակոբ Դուլուխանյան, Հասմիկ Դուլուխանյան	86,478+300,000	11/04/15
26	Vaghatin	09-089-0102-0021	76,323	1	Մխիթար Երեմյան, Թամարա Երեմյան, Արման Երեմյան	76,323	11/03/15
27	Vaghatin	09-089-0101-0005	63,336	2	Վոլոդյա Գրիգորյան, Մանյա Գրիգորյան, Միշա Գրիգորյան, Կարինե Գրիգորյան	63,336	25/02/15
28	Vaghatin	09-089-0102-0034	34,622	1	Գրիշա Բաղդասարյան, Ջարյա Բաղդասարյան, Լուսինե Բաղդասարյան, Արսեն Բաղդասարյան, Գայանե Բաղդասարյան	34,622	11/04/15, 30/03/15
29	Vaghatin	09-089-0102-0054	86,478	1	Ռոբերտ Հարությունյան, Հերիքնազ Հարությունյան, Բագրատ Հարությունյան	86,478	04/03/15, 11/02/15
30	Vaghatin	09-089-0102-0078	99,025	1	Վարդան Մինասյան	99,025	21/10/2014
31	Vaghatin	09-089-0102-0085	305,188	3	Մարտիրոս Ղազարյան, Անժելա Հակոբյան, Անահիտ Ղուկասյան, Աստղիկ Ղազարյան	305,188	11/04/15, 13/02/15
32	Vaghatin	09-089-0102-0084	641	1	Նվեր Ղազարյան, Մարինե Մկրտչյան, Վլադիմիր Ղազարյան, Նորայր Ղազարյան	553	30/03/15
33	Vaghatin	09-089-0102-0109	76,161	1	Ռուբիկ Կարապետյան	76,161	19/03/15
34	Vaghatin	09-089-0102-0125	401,749	3	Ռուբիկ Մելիքսեթյան, Վարդիթեր Հովհաննիսյան, Գնել Մելիքսեթյան, Միխայել Մելիքսեթյան, Շուշան Մելիքսեթյան	401,749	11/02/15, 09/03/15
35	Goris	09-003-0320-0016	63,599	2	Ռուբիկ Յոլյան, Մանյա Բուլբուլյան, Լևոն, Ռուստամ, Գայանե, Գարիկ Յոլյաններ	63,599	12/05/2015

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1	2	3	4	5	6	7	8
36	Goris	09-003-0320-0015	373,029	4	Ժորա Յոլյան, Ալվարդ Յոլյան, Մերի Յոլյան, Մհեր Յոլյան, Մանուշակ Յոլյան, Մարինե Յոլյան, Մարիետա Յոլյան	373,029	30/03/15
37	Goris	09-003-0321-0004	77,404	1	Ժորա Հակոբյան, Հովհաննես Հակոբյան, Հրայր Հակոբյան	77,404	30/03/15
38	Shinuhayr	09-073-0102-0039	19,097	2	Արմեն Մկրտչյան, Մարետա Ասրյան, Գոհարիկ և Գենյա Մկրտչյաններ	19,097	11/04/15
39	Shinuhayr	09-073-0102-0089	331,912	1	Մարգուշա Բախշյահին	331,912	06/02/15, 11/04/15
40	Shinuhayr	09-073-0102-0088	348,863	3	Արշավիր Ծատրյան, Ռոմելա Ծատրյան, Ալիկ Ծատրյան, Սևադա Ծատրյան, Սաիրա Ծատրյան	348,863	30/03/15, 20/03/15
41	Shinuhayr	09-073-0102-0100	68,286	1	Վահրամ Աբգարյան, Նինա Աբգարյան, Նորայր Աբգարյան, Աբգար Աբգարյան, Նաիրուհի Աբգարյան,	68,286	11/04/15
42	Shinuhayr	09-073-0102-0108	398,768	2	Սվետլանա Հարությունյան, Անդրանիկ, Մերի Աղամալյաններ (Հարությունյաններ)	398,768	30/01/15, 09/03/15
43	Shinuhayr	09-073-0102-0152	376,501	3	Ժորա Գրիգորյան, Լաուրա Գրիգորյան, Արմենակ Գրիգորյան, Արթուր Գրիգորյան, Ալվարդ Գրիգորյան, Ամուր Գրիգորյան	376,501	09/03/15, 06/03/15
44	Shinuhayr	09-073-0102-0155	82,711	3	Ռոզա, Սուրիկ, Ռուզաննա, Աննա, Մելինե, Ռոմա Դանիելյաններ, Մարգարիտա Մայիլյան	82,711	11/04/15
45	Shinuhayr	09-073-0102-0173	603,888	4	Սուրեն Մարոյան, Անահիտ Մայիլյան, Նուբար Մարոյան, Սամվել, Սևադա, Մանվել Հովհաննիսյաններ,	603,888	11/04/15, 30/01/15
46	Khot	09-047-0102-0158	76,161	1	Մարտիրոս Գրիգորյան, Ժասմեն Հակոբյան, Աշոտ Գառնիկյան, Սևակ Գառնիկյան, Նարեկ Գառնիկյան	76,161	30/03/15