

Intended for  
**QG Construction UK Limited**


Date  
**March 2020**

Project Number  
**1620008348**

# **BOLGATANGA-BAWKU- PULMAKOM ROAD RESETTLEMENT POLICY FRAMEWORK**

# BOLGATANGA-BAWKU-PULMAKOM ROAD RESETTLEMENT POLICY FRAMEWORK

Project No. **1620008348**  
Issue No. **2**  
Date **27 March 2020**  
Made by **Mark Westbury**  
Checked by **Philippa Spence, Angela Boitsidis**  
Approved by **Philippa Spence**

Made by:	
Checked/Approved by:	

*This report is produced by Ramboll at the request of the client for the purposes detailed herein. This report and accompanying documents are intended solely for the use and benefit of the client for this purpose only and may not be used by or disclosed to, in whole or in part, any other person without the express written consent of Ramboll. Ramboll neither owes nor accepts any duty to any third party and shall not be liable for any loss, damage or expense of whatsoever nature which is caused by their reliance on the information contained in this report.*

## Version Control Log

Revision	Date	Made by	Checked by	Approved by	Description
1	17 February 2020	MW	PS, AB	PS	Draft issue to QGMI UK
2	27 March 2020	MW	PS	PS	Updated in response to QGMI UK comments

## CONTENTS

<b>NON-TECHNICAL SUMMARY</b>	<b>II</b>
<b>1. INTRODUCTION</b>	<b>1</b>
1.1 Background to the Resettlement Policy Framework	1
1.2 Purpose of the Resettlement Policy Framework	1
<b>2. PROJECT DESCRIPTION</b>	<b>3</b>
2.1 Project summary	3
2.2 Project impacts	6
<b>3. POLICY, LEGAL AND INSTITUTIONAL FRAMEWORK</b>	<b>8</b>
3.1 Introduction	8
3.2 National legislation and policy	8
3.3 International standards	10
3.4 Gap analysis of national law and international standards	10
<b>4. CENSUS AND SOCIO-ECONOMIC STUDIES</b>	<b>16</b>
4.1 Introduction	16
4.2 RAP census of affected Properties	16
4.3 RAP Socio-economic survey	16
4.4 GIS analysis of revised design	18
4.5 Engagement with District and Municipal Assemblies	18
4.6 Interviews with roadside businesses	18
4.7 Site visit to main markets	21
<b>5. STAKEHOLDER ENGAGEMENT</b>	<b>22</b>
5.1 Introduction	22
5.2 Preparation of 2017 RAP	22
5.3 Preparation of this Resettlement Policy Framework	22
5.4 Disclosure of Resettlement Policy Framework	22
<b>6. RESETTLEMENT PRINCIPLES AND OBJECTIVES</b>	<b>23</b>
6.1 Introduction	23
6.2 Minimisation of displacement	23
6.3 Cut-off Date and eligibility	23
6.4 Valuation and compensation	24
6.5 Allowances	24
6.6 Additional livelihood support	25
6.7 Vulnerable people	25
6.8 Agreements	25
6.9 Payments	25
6.10 Land clearance and structure removal	26
6.11 Retrospective application	26
<b>7. COMPENSATION AND ALLOWANCES</b>	<b>27</b>
7.1 Eligibility and entitlement matrix	27
<b>8. LIVELIHOOD SUPPORT</b>	<b>33</b>
8.1 Introduction	33
8.2 Tool and Structure Grant	33
8.3 Permit Application Support	33
8.4 Resources Advisory Support	33
8.5 Provision of financial literacy training	34
8.6 Coordination support to authorities	34
<b>9. PROCESSES AND RESPONSIBILITIES</b>	<b>35</b>
9.1 Introduction	35
9.2 Roles and responsibilities	35
9.3 Resettlement implementation process	38
9.4 Support for vulnerable people	42

<b>10.</b>	<b>GRIEVANCE MANAGEMENT</b>	<b>43</b>
10.1	Introduction	43
10.2	Key principles	43
10.3	Grievance Redress Committee	43
10.4	Grievance Redress Process	44
<b>11.</b>	<b>MONITORING AND EVALUATION</b>	<b>45</b>
11.1	Introduction	45
11.2	Internal monitoring	45
11.3	External monitoring	46
11.4	Completion Audit	46
<b>12.</b>	<b>REFERENCES</b>	<b>47</b>

## LIST OF TABLES

Table 1 - Gap analysis of the resettlement requirements under national law and applicable international standards.....	11
Table 2 - Types of property enumerated for the 2017 RAP .....	16
Table 3 - Occupational status of surveyed heads of household.....	17
Table 4 - Eligibility and entitlement matrix .....	28

## LIST OF FIGURES

Figure 1 - Location of Project in northern Ghana .....	4
Figure 2 - Location of the Project and main settlements.....	5
Figure 3 - Implementation process for resettlement within the RoW .....	40

## APPENDIX 1 PHOTOGRAPHS

## **General Limitations and Reliance**

This report has been prepared by Ramboll UK Limited ("Ramboll") exclusively for the intended use by QG Construction UK Limited (the "client") in accordance with the agreement (proposal reference number 1620008348-VO2), dated 20<sup>th</sup> December 2019 between Ramboll and the client defining, among others, the purpose, the scope and the terms and conditions for the services. No other warranty, expressed or implied, is made as to the professional advice included in this report or in respect of any matters outside the agreed scope of the services or the purpose for which the report and the associated agreed scope were intended or any other services provided by Ramboll.

In preparation of the report and performance of any other services, Ramboll has relied upon publicly available information, information provided by the client and information provided by third parties. Accordingly, the conclusions in this report are valid only to the extent that the information provided to Ramboll was accurate, complete and available to Ramboll within the reporting schedule.

Ramboll's services are not intended as legal advice, nor an exhaustive review of site conditions and/or compliance. This report and accompanying documents are initial and intended solely for the use and benefit of the client for this purpose only and may not be used by or disclosed to, in whole or in part, any other person without the express written consent of Ramboll. Ramboll neither owes nor accepts any duty to any third party, unless formally agreed by Ramboll through that party entering into, at Ramboll's sole discretion, a written reliance agreement.

Unless otherwise stated in this report, the scope of services, assessment and conclusions made assume that the site will continue to be used for its current purpose and end-use without significant changes either on-site or off-site.

## ABBREVIATIONS

CHRAJ	Commission on Human Rights and Administrative Justice
CQG	Construtora Queiroz Galvao SA
DMA	District and Municipal Assemblies
EIA	Environmental Impact Assessment
EP	Equator Principles
ESC	Engineering and Supervisory Consultant
GHA	Ghana Highway Authority
GIS	Geographical Information Systems
GRO	Grievance Resolution Officer
GRC	Grievance Redress Committee
IFC	International Finance Corporation
LVD	Land Valuation Department
MS	Milestone
NGO	Non-Governmental Organisation
OECD	Organization for Economic Cooperation and Development
PAP	Project Affected Person
PS	Performance Standards
QGMI UK	QG Construction UK Limited
RAP	Resettlement Action Plan
RAPC	Resettlement Action Plan Consultant
RIC	Resettlement Implementation Consultant
RGM	Resettlement Grievance Mechanism
RMC	Resettlement Monitoring Consultant
RoW	Right of Way

## NON-TECHNICAL SUMMARY

### BACKGROUND TO THE RESETTLEMENT POLICY FRAMEWORK

The Bolgatanga-Bawku-Pulmakom Road Project (hereafter referred to as “the Project”) is being developed to rehabilitate and improve the road conditions in the northern corridor of Ghana. The rehabilitation of the road is designed to help increase road safety, trade and stimulate economic and social development, and to further integrate the Upper East and the Northern regions of Ghana and potentially benefit the neighbouring countries.

The rehabilitation of the road will require some works to take place in locations within the existing Right of Way (RoW) where structures have been established, where roadside activities take place, and in limited areas where crops have been grown. There may also be a requirement to acquire land outside of the RoW for a potential bypass of Bawku town and for ancillary purposes. These requirements will lead to economic displacement (loss of business structures, loss of crops) and physical displacement (loss of homes).

A Resettlement Action Plan (RAP) for the Project was completed in 2017 (hereafter referred to as the “2017 RAP”). Since the development of the 2017 RAP, a number of changes have occurred that affect its validity. To reflect these changes in an updated resettlement plan, QGMI UK have contracted the development of this Resettlement Policy Framework (RPF), which will be used to guide the development and implementation of individual RAPs for each section (‘Lot’) of road rehabilitation. The rehabilitation works are planned to be conducted using a ‘Lot-by-Lot’ construction sequence, and so implementation of the RAPs will be phased spatially and temporally to best align with the construction sequence.

### PURPOSE OF THE RESETTLEMENT POLICY FRAMEWORK

The purpose of this RPF is to:

- Define the approaches that will be applied in managing resettlement in line with the applicable standards for the Project; and
- Set the direction for the development and implementation of RAPs for each Lot or grouping of Lots as appropriate.

An RPF has been developed rather than an updated RAP, as:

- Detailed design work is ongoing so the precise footprint and the structures that will be affected are not known.
- A bypass of Bawku may be developed as part of the Project, but the location of this bypass is not yet known and so impacts can’t be enumerated.

The RPF is designed to provide direction so that RAP(s) can be efficiently developed for the Project once detailed design is completed.

### PROJECT IMPACTS

The Project is contained within an existing RoW, meaning there is no requirement for new land acquisition, except for any bypass or requirements for land for ancillary works. There is substantial encroachment of the RoW by businesses (kiosks, stalls) in the main settlements, and particularly in Bolgatanga, Zebilla and Bawku. Land use along the existing road corridor is a mixture of residential, commercial, agricultural, and vacant land. The roadsides include commercial activities that are mainly retail operations run out of metal containers, wooden structures, and on tabletops. Agricultural lands are found in between the communities located along the road, and contain crops such as yam, sorghum, beans ground nut and millet. The physical and economic displacement impacts that are the focus of this RPF are:

- Economic displacement of roadside businesses operating from structures located within the RoW.
- Loss of cultivated land and crops located in the RoW along the roadside. The scale of loss is anticipated to be a small proportion of total land / crops held by each household.
- Physical displacement of households from structures that are within the RoW and will be affected by rehabilitation works. The number of people affected by physical displacement is expected to be limited.
- Economic and physical displacement from any land that is acquired for the potential bypass of Bawku or ancillary works outside of the existing RoW.

### **APPLICABLE STANDARDS**

Project resettlement will need to address national laws and policies as well as the international standards that are anticipated to be applicable to the Project due to the commitments that may be made as part of Project financing. The RPF provides a summary of the applicable standards, including the Ghana Ministry of Roads and Highways *Resettlement Policy Framework for Road Sector Operations*, the Equator Principles III (2013), the International Finance Corporation Performance Standards and the Organization for Economic Cooperation Common Approaches. The RPF includes a gap analysis between national requirements and the applicable international standards and outlines the strategies for addressing gaps.

### **STUDIES USED TO DEVELOP THE RPF**

The development of this RPF, and particularly the approaches to eligibility, entitlement and livelihood restoration, have been informed by the findings of the following studies:

- Census of affected properties and socio-economic survey of Project Affected Persons conducted for the 2017 RAP;
- An analysis of data for structure locations for the Bawku area;
- Engagement with District and Municipal Assemblies;
- Interviews conducted with roadside businesses; and
- A site visit to the existing market areas at Bolgatanga and Bawku.

### **KEY PRINCIPLES FOR PROJECT RESETTLEMENT**

The key principles and objectives for resettlement are defined in the RPF as:

- **Minimisation of displacement.** A key objective of the detailed design will be to minimise the requirements for displacement by, wherever practical to do so, limiting the width of the road footprint in the main towns and minimising temporary construction space that is required beyond the road footprint.
- **Cut-off Date and eligibility.** The Cut-off Date was set in the 2017 RAP as 25<sup>th</sup> March 2017. The 2017 RAP implemented a census at this time, structures were marked, and communication was made with potentially affected people about the requirement for resettlement when the Project started. There is broad awareness amongst Project Affected People (PAPs) of the displacement impacts that would occur within the RoW and so this Cut-off Date will continue to be used for the Project. Eligibility will also extend to temporary roadside structures established after this Cut-off Date, in recognition that such businesses would have established within the RoW because of the time that has elapsed since the 2017 Cut-off Date and the socioeconomic incentive to locate there due to the improved access to customers. The Project will provide support to such roadside businesses in the form of asset compensation and allowances associated with moving the structures, thereby providing a safeguard for businesses that typically have limited incomes and a high reliance on the roadside business for their household income. Income compensation will not be payable. Any



permanent structure or residence established since the Cut-off date will not be eligible for support, unless it had been issued a permit by the Assembly, in which case the PAP will be eligible for support on the grounds that they had a reasonable basis to believe that they could establish the structure within the RoW after the 2017 Cut-off Date.

- **Valuation.** As general principles:
  - the replacement cost for assets will reflect the full cost to replace an affected asset, including transaction costs and with no deduction for depreciation
  - the compensation for lost income will reflect the typical level of income that would have been expected if they had not been affected by the project, multiplied by the period within which it takes the business to establish a comparable level of activity; and
  - for land, the valuation should use a comparative method approach whereby recent transactions of comparable land are used to estimate a market value.
- **Compensation.** The Project will provide compensation to PAPs through financial payments rather than in-kind compensation (e.g. provision of replacement housing). Most PAPs are located in towns in which there is the opportunity to buy, rent or build replacement business structures and residences, without significant land, labour and equipment constraints that would prevent PAPs from being able to use their payments to re-establish their business structures and residences.
- **Allowances.** Allowances are financial payments that are made to reflect the additional costs that will be incurred as a result of displacement. Allowances will be assessed based on a realistic estimate of the actual costs that would be incurred, including for costs of moving structures and goods to a new location, permit fees, and any rent payable to a landlord for a transitional period. The short-term disruption to PAPs will be compensated through a disturbance allowance.
- **Additional livelihood support.** Additional support is proposed to help address any remaining gap that exists in livelihood restoration after compensation is paid, and, if possible, to improve the livelihood of the PAP. Five key programs of livelihood support are proposed, and have been designed based on the findings of the census and socio-economic studies:
  - Grants to the PAPs that are subject to economic displacement (roadside businesses and farms) for the purchasing of tools and / or upgrades to structures.
  - Support PAPs with the process of applying for permits for their structures.
  - Program to help connect PAPs with organisations that operate in the area and that may be able to provide support to PAPs in terms of skills training, access to finance or grants, and other livelihood supports.
  - Provision of financial literacy training to support PAPs in their use of cash compensation for restoring livelihoods and to help improve longer-term financial management.
  - Engagement with Assemblies and traditional authorities to support the processes by which businesses will relocate to alternative spaces and will be granted permits for their new or re-located structures.
- **Vulnerable people.** Many of the principles defined in this RPF are designed to support vulnerable people, including the requirement to provide compensation prior to impacts occurring and through the additional livelihood support programs. Additional supports that will be provided relate to: adaptations of the type of engagement conducted with those with poor literacy or behavioural/cognitive difficulties; support to those who could have specific challenges in re-establishing their lives and livelihoods due to any form of impairment, age or poverty; provision of information about how to use banking facilities; and, additional support for physical resettlement of any households with vulnerable household members that require additional specific support in re-establishing their lives and livelihoods at a new location.

- **Agreements and payments.** All entitlements will be defined in Agreements to be signed by PAPs. Payments will be carried out by cheques or bank transfer.
- **Land clearance and structure removal.** The clearance of land and removal of crops and structures can only take place after adequate notice has been given and payments have been made, and must take place in a transparent and humane manner. The RPF defines timescales for notice and states the requirements for allowing PAPs to salvage assets and harvest crops prior to land being cleared.
- **Retrospective application.** The entitlements outlined in this RPF will be applicable to all people that will be or have been affected by works undertaken by QGMI UK, but not those previously affected by Project works undertaken by other entities. For those PAPs that have already been affected by previous works (e.g. site preparation for some of the Lots), the scope of this RPF will be applied to determine eligibility and entitlements. When valuations and required compensation are difficult to calculate due to the retrospective application of this RPF, QGMI UK will take a precautionary approach in protecting the livelihoods of PAPs and will apply conservative estimates in favour of the PAP.

### ENTITLEMENTS FOR COMPENSATION AND ALLOWANCES

The RPF defines the entitlements for compensation and allowances for the following types of displacement:

- Business structures (economic displacement)
  - Business structure that is owned by the business owner; and
  - Business structure that is rented by the business owner.
- Crops (economic displacement)
  - Annual crops; and
  - Perennial crops and economic trees or bushes.
- Residences (physical displacement)
  - Private residence owned by the resident household; and
  - Private residence rented by the resident household
- Privately owned land

For each type of displacement entitlements are defined for compensation for the asset (asset compensation), compensation for loss of income (income compensation) and the other allowances that may be payable.

### RESPONSIBILITIES FOR PROJECT RESETTLEMENT

The RPF presents a standard process that will be applied for Project resettlement, including steps to identify and collect information about affected structures and people, to conduct valuations and calculate entitlements, to engage with PAPs and issue notice of requirements for displacement, to establish compensation agreements with PAPs and to make payments to them. The different parties involved in the resettlement process are:

- As the Contractor, **QGMI UK** will take a proactive role in supporting the implementation of the resettlement which will be led by Ghana Highways Authority (GHA). QGMI UK will have responsibility for developing the RAPs for each Lot (sub-contracted to a consultancy) by providing on-the-ground and administrative support to help identify the affected structures and businesses, to compile the relevant data about the affected assets and people, and to then support the processing of payments together with GHA.
- As the Project Owner, **Ghana Highways Authority** will be responsible for key elements of the resettlement implementation process, such as to approve the initial list of structures that

are identified for displacement and the notices to be issued to PAPs, to undertake, together with the Land Valuation Division the asset valuation, approve the eligibility decisions and payment values for affected people, and provide a representative to be the Chair of the Grievance Redress Committee.

- The **Engineering and Supervisory Consultant** role is performed by Delin Consult Ltd, under contract to GHA. The ESC will support GHA through an on-the-ground presence in supervising the Project works.
- The government's **Land Valuation Division (LVD)** will provide the official valuation of affected assets on request of the GHA. The LVD valuation will be used as a basis for the compensation and allowances to be paid to PAPs.
- The **Resettlement Action Plan Consultant (RAPC)** will be contracted by the Project and will prepare the RAP on behalf of the Project.
- The **Resettlement Implementation Consultant (RIC)** will be contracted by the Project and will perform resettlement implementation tasks on behalf of the Project.
- The **Resettlement Monitoring Consultant** will be contracted to QGMI UK and will provide external monitoring of the resettlement implementation process to verify that it is performed according to the RPF and the applicable standards.
- The **District and Municipal Assemblies** and **traditional authorities** do not have a formal responsibility in relation to Project-related resettlement, but they will have a role in supporting PAPs and the broader community as part of their role in relation to the communities in their areas of jurisdiction.

## RESETTLEMENT GRIEVANCE MECHANISM

The RPF outlines the requirement for a Resettlement Grievance Mechanism (RGM) that will address the following key principles:

- The RGM for each RAP will be defined and disclosed to PAPs and stakeholders.
- Grievances should be resolved in a timely manner at the lowest possible level, ideally immediately by the site team.
- A Grievance Redress Committee will be established to assess and manage grievances that cannot be resolved by the site team.
- Grievances will be recorded and managed in an electronic format Grievance Log
- No complainant/aggrieved party will be denied their rights to pursue their grievances through other legal means.

## MONITORING AND EVALUATION

Monitoring and evaluation of resettlement will be used to verify that the required resettlement activities and outcomes have been achieved in line with the RAP, and to identify any gaps that need to be addressed through additional actions. The Project will use:

- Internal monitoring during implementation, with a focus on monitoring of the progress made in relation to resettlement activities;
- External monitoring during implementation, with a focus on verifying that resettlement activities are being conducted as per the RAP and evaluating the outcomes of resettlement; and,
- A completion audit to determine whether the efforts to restore the living standards of the affected population have been properly executed.

# 1. INTRODUCTION

## 1.1 Background to the Resettlement Policy Framework

The Bolgatanga-Bawku-Pulmakom Road Project (hereafter, “the Project”) is being developed to rehabilitate and improve the road conditions in the northern corridor of Ghana. The rehabilitation of the road is designed to help increase road safety, trade and stimulate economic and social development, and to further integrate the Upper East and the Northern regions of Ghana and potentially benefit the neighbouring countries.

The rehabilitation of the road will require some works to take place in locations within the already established Right of Way (RoW) where structures have been established, where roadside activities take place, and in limited areas where crops have been grown. There may also be a requirement to acquire land outside of the RoW for a potential bypass of Bawku town and for ancillary purposes. These requirements will lead to economic and physical displacement of people.

A Resettlement Action Plan for the Project was completed in 2017 (hereafter, the “2017 RAP”). This included enumeration of the structures that may be affected and defined the entitlements for compensation and livelihood support. A household survey was conducted, structures in the RoW were physically marked, and potentially affected people were told of the requirements for resettlement as part of the Project.

Since the development of the 2017 RAP, a number of changes have occurred that affect the validity of the RAP:

- QGMI UK will, subject to final approvals, be the Contractor for the Project and are arranging Project finance from financial institutions that have different applicable standards to those considered in the 2017 RAP (see Section 3).
- QGMI UK intend to take a proactive approach to RAP implementation in partnership with Ghana Highways Authority and other government authorities, and these approaches and division of responsibility were not defined in the 2017 RAP.
- Further design work by Delin Consult Ltd, the engineering and supervisory consultant for the Project, has been conducted and the expectation is that the number of affected structures may be substantially reduced from those enumerated in the 2017 RAP.
- The rehabilitation works are planned to be conducted using a ‘Lot-by-Lot’ construction sequence, and so implementation of the RAP will be phased spatially and temporally to best align with the construction sequence. The 2017 RAP did not define an approach for this type of implementation.

To reflect these changes in an updated resettlement plan, QGMI UK have contracted the development of this RPF, which will be used to guide the development and implementation of individual RAPs for each Lot.

## 1.2 Purpose of the Resettlement Policy Framework

The purpose of this RPF is to:

- Define the approaches that will be applied in managing resettlement in line with the applicable standards for the Project; and
- Set the direction for the development and implementation of RAPs for each Lot or grouping of Lots as appropriate.

The RPF uses the 2017 RAP as a foundation for defining resettlement related impacts and the eligibility and entitlements for compensation and other assistance. Additional detail has been

given in this RPF to help address the requirements of the applicable standards, particularly in relation to the required supports for affected roadside businesses. This RPF also includes detail on the processes that will be applied and the responsible parties for the resettlement process.

An RPF has been developed rather than an updated RAP, as:

- Detailed design work is ongoing so the precise footprint and the structures that will be affected are not known; and
- A bypass of Bawku may be developed as part of the Project, but the location of this bypass is not yet known and so impacts can't be enumerated.

The RPF is designed to provide direction so that RAP(s) can be efficiently developed for the Project once detailed design is completed.

## 2. PROJECT DESCRIPTION

### 2.1 Project summary

#### 2.1.1 Proposed works

The Project is approximately 109 km, stretching from Bolgatanga town through Bawku to Pulmakom crossing the towns of: Bolgatanga, Zuarangu, Kongo, Tilli, Zebilla, Bazua, Gunyoko, Kwalugu, Bawku, Musiga, Pusiga, Sugudi, Basyondi and Pulmakom. The location of the road within the national context of Ghana is shown in Figure 1. The location of the road and the main settlements are shown in Figure 2.

The Contractor's scope of work includes the following:

- Rehabilitation/construction of those parts of the Bolgatanga-Bawku-Pulmakom road that have not previously been built;
- Insert surface dressing for the majority of the road length except for the first 2 km of the road in Bolgatanga region of which will be paved with asphalt layers;
- Build two lanes in the first 2 km of the road in Bolgatanga to convert the road to a dual carriageway;
- Potential construction of a 6 km bypass to be defined at Bawku (this option is currently under review); and
- Development of three new bridges at the existing bridge locations at Zuarungu, Tilli and Zebilla. The new bridges will likely be located parallel to the existing ones, with revised alignments of the accesses to the new bridges.

The auxiliary activities for the construction of the Project include:

- Construction and installation of one contractor's site adjacent to the Project at Binduri;
- Rental of local houses to accommodate non-local workers;
- Operation of borrow pits identified along the route;
- Operation of quantities of gravel materials and sand required for the construction activities;
- Clearance of the of Right of Way (RoW); and
- Material transport and temporary storage of rocks, gravel, bitumen, cement, sand, concrete, amongst others.

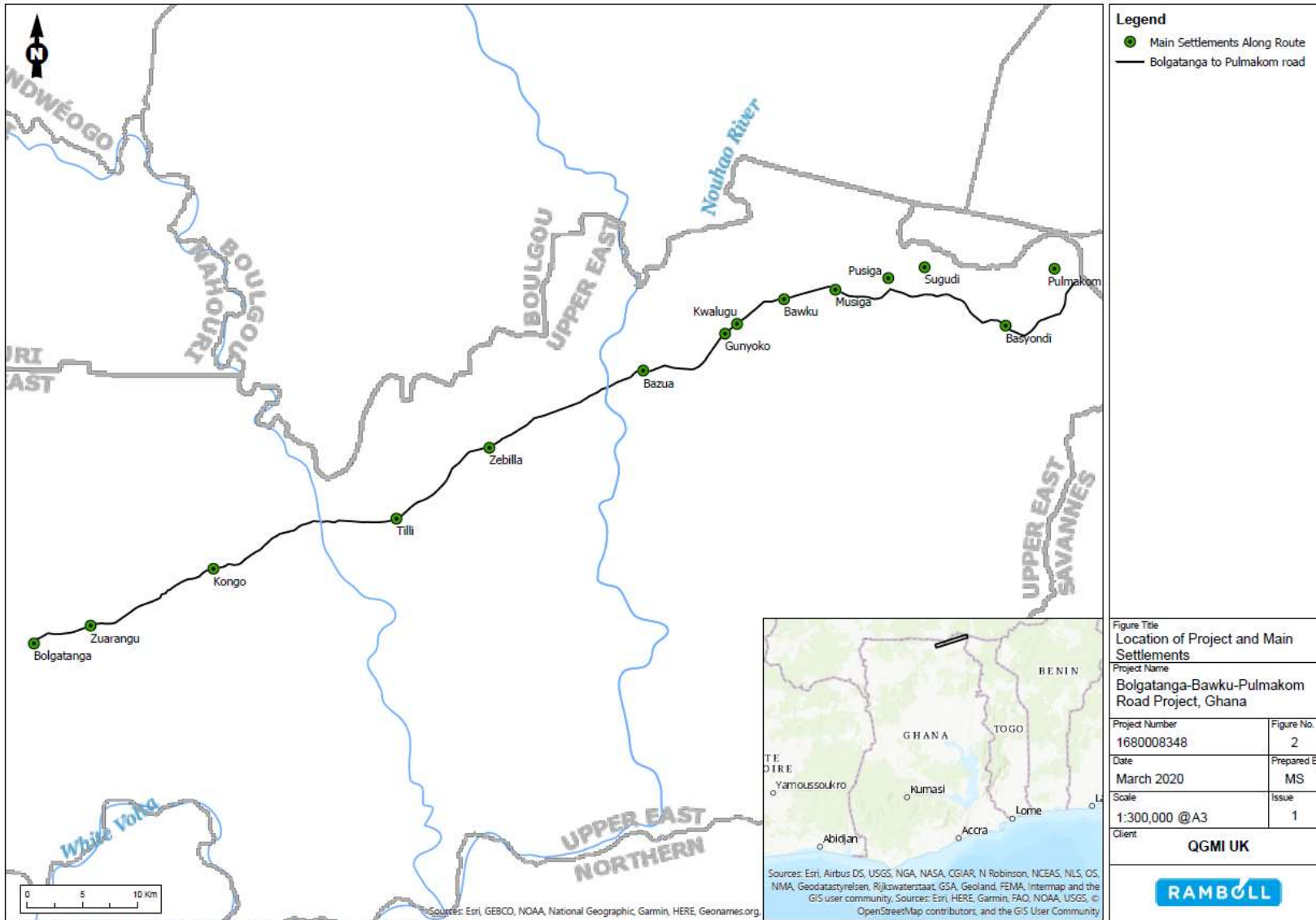
With the exception of any bypass at Bawku and borrow pits at locations to be determined, the 2017 RAP concluded that the works will be entirely limited to the existing RoW, with no requirement to acquire new land for the road rehabilitation. The existing RoW is 45 m from the centre line of the road, and all temporary works and permanent road, sidewalk and drainage structures will be within this existing RoW.

Figure 1 - Location of Project in northern Ghana



Source: Extracted from QGMI UK, February 2019, Limited E&S Assessment Report: Bolgatanga – Bawku –Pulmakom Road.

Figure 2 - Location of the Project and main settlements





The peak workforce requirement for the Project is expected to be approximately 450 people. The majority of Project employees will be sourced from local communities, and skilled positions will come from elsewhere in Ghana and, when required, overseas. Rented houses in local communities will be used to provide accommodation for non-local workers. As the number of non-local people to be employed on the Project is small, there will be no use of accommodation camps.

### 2.1.2 Project history

The construction of the Project started in December 2016 with Construtora Queiroz Galvão S.A Sucursal Gana (CQG) as the contractor. A construction Start Order was issued on the 7<sup>th</sup> of December 2016, and CQG started the activities on the same day. The activities that were started in 2016 were funded with Road Fund resources, and the Fund could not maintain the costs required for the construction activities. Therefore, the road rehabilitation work stopped on 30<sup>th</sup> November 2017. Approximately 35 km of road was rehabilitated in this previous period of construction activity. Additionally, approximately 12 km of the route has previously been rehabilitated by other contractors. During the construction period, CQG erected the contractor's site located at Binduri.

### 2.1.3 Project status

An Environmental Impact Assessment (EIA) (Delin, 2017a) and a Resettlement Action Plan (RAP) (Delin, 2017b) were completed in July 2017 by Delin Consult Ltd on behalf of the Ghana Highway Authority. An Environmental Permit under the Environmental Assessment Regulations 1999 was issued for the Project by the Environmental Protection Agency on 25<sup>th</sup> October 2017.

After the issuance of a non-objection by the Ministry of Roads and Highways, QGMI UK and CQG signed an Assignment Agreement in July 2019. The assignment herein mentioned is going through the required approvals due to the external financing to be sought by the Government of Ghana. QGMI UK is now in discussions with Ghana Highway Authority, in representation of Ministry of Roads and Highways, to obtain the final approvals and structuring the contract agreement to be fit for the intended external financing.

Delin Consult have been contracted by Ghana Highways Authority as the engineering and supervisory consultant for the Project. Delin are currently undertaking design work for the Project, including consideration of a potential by-pass for Bawku.

The construction sequence will be based on 13 Lots (14 if a Bawku Bypass is developed), with Delin to provide direction to QGMI UK on the sequence and schedule for works in each Lot. QGMI UK will be directed by the design decisions provided by Delin on behalf of Ghana Highways Authority. This includes the decision on implementation of a bypass at Bawku and design measures to address environmental and social considerations. At the time of writing some works have been undertaken by QGMI UK (e.g. site preparation for some of the Lots), and the resettlement aspects of these recent works will be managed as per 6.11.

The Project is currently planned for completion by the first quarter 2022.

## 2.2 Project impacts

Land use along the existing road corridor is a mixture of residential, commercial, agricultural, and vacant land. The roadsides include commercial activities which are mainly retail operations run out of metal containers, wooden structures, and on tabletops. Agricultural lands are found in between the communities located along the road, and contain crops such as yam, sorghum, beans, ground nut and millet. Photographs of examples of roadside businesses and crops are provided in Appendix 1.

The Project is contained within an existing RoW, meaning there is no requirement for new land acquisition, except for any bypass or requirements for land for ancillary works. There is substantial encroachment of the RoW by businesses (kiosks, stalls) in the main settlements, and particularly in Bolgatanga, Zebilla and Bawku, and structures will be displaced from land that has to be used for the works and for the operation of the road and the adjacent sidewalk and drainage. In rural areas, the rehabilitation works and the road footprint will displace some crops that are located adjacent to the existing road; this will however be of limited impact.

The 2017 RAP surveyed 1,199 affected persons and identified 1,855 affected properties, including land, buildings and temporary / moveable structures (see section 4.2). The actual number of structures that will be affected by the Project is anticipated to be lower than this (see section 4.4) and the level of physical displacement is small (see section 4.3). From information gathered during site observations and engagement with Assemblies (see section 4.5), it appears that many temporary livelihood structures (metal containers, kiosks, market tables), could be moved a short distance (i.e. a matter of metres) from where the livelihood activity could be fully re-established. However, such small-scale movement would be dependent on the availability of land and the dimensions of the new road, drainage and pavements that are established in each area.

There will also be a need for new land to be assigned or permits issued for displaced businesses and for structures to be issued the requisite permits through the local authorities.

Impacts to livelihood will principally be in the towns, with substantially lower risk to adjacent land uses along the route between the towns/villages due to the fact that there is an existing road that has precluded cultivation within the footprint, and the low intensity of cultivation adjacent to the existing road.

In summary, the physical and economic displacement impacts that are the focus of this RPF are:

- Economic displacement of roadside businesses operating from structures located within the RoW.
- Loss of cultivated land and crops located in the RoW along the roadside. The scale of loss is anticipated to be a small proportion of total land / crops held by each household (i.e. typically a very narrow strip of land); however, measures should also be in place for any case where the loss could have a significant impact on livelihoods (i.e. any cases where the area of affected land is a notable proportion of total land held).
- Physical displacement of households from structures that are within the RoW and will be affected by rehabilitation works. The number of people affected by physical displacement is expected to be limited (see section 4.3).
- Economic and physical displacement from land that is acquired for any bypasses or ancillary works outside of the existing RoW. At the time of writing a Bawku bypass was being considered but the location / design of this was not available. The RPF includes measures that will be applicable for economic and physical displacement from any land that is impacted outside of the existing RoW.

### 3. POLICY, LEGAL AND INSTITUTIONAL FRAMEWORK

#### 3.1 Introduction

Sections 3.2.1 to 3.2.6 summarise the key national laws and policies that are relevant to Project-related resettlement of structures and affected people, as identified in the *Resettlement Policy Framework for Road Sector Operations* (Ministry of Roads and Highways, 2017).

Section 3.3 then summarises the international standards that are anticipated to be applicable to the Project due to the commitments that may be made as part of Project financing.

#### 3.2 National legislation and policy

##### 3.2.1 The Constitution of the Republic of Ghana

Article 20 of the Constitution of the Republic of Ghana (1992) concerns the protection from deprivation of property, and includes the following subsections:

- (2) Compulsory acquisition of property by the State shall only be made under a law which makes provision for:
  - (a) The prompt payment of fair and adequate compensation; and
  - (b) a right of the access to the High Court by any person who has an interest in or right over the property whether direct or on appeal from any other authority, for the determination of his interest or right and amount of compensation to which he is entitled.
- (3) Where a compulsory acquisition or possession of land by the state ...involves displacement of any inhabitants, the State shall resettle the displaced inhabitants on suitable alternative land with due regard for their economic well-being and social and cultural values.
- (5) Any property compulsorily taken possession of or acquired in the public interest or for a public purpose shall be used only in the public interest or for the public purpose for which it was acquired.

##### 3.2.2 Ghana's National Land Policy

Ghana's Ministry of Lands and Forestry issued the National Land Policy in 1999. This policy provides the "*framework and direction for dealing with the issues of land ownership, security of tenure, land use and development, and environmental conservation on a sustained basis*" (p3).

Policy guidelines include:

- *No interest in or right over any land belonging to an individual, family, clan, stool or skin can be compulsorily acquired without payment, in reasonable time, of fair and adequate compensation (section 4.3d).*
- *Provided that payment of adequate compensation in reasonable time will be made, government may acquire land wherever and whenever appropriate to, among other things... implement any rural or urban improvement programme....provide social infrastructure (section 4.4n).*

##### 3.2.3 The State Lands Act 1962 (Act 125)

This is the principal law under which lands could be compulsorily acquired in the public interest. The Act includes provision for the payment of compensation to those with a right or an interest in land acquired under the Act. The basis of the compensation includes the market or replacement value, and the cost of disturbance and damage.

### 3.2.4 Administration of Lands Act 1962 Act 123

This Act relates to the administration of stool and other lands. Section 10 the Act provides that “the President may authorise the occupation and use of a land to which this Act applies for a purpose which, in the opinion of the President is conducive to the public welfare or the interests of the State”. It is a requirement that a public notice shall be published in the Gazette giving particulars of the lands to be taken and the use to which it will be put. Persons whose interests are affected by “reason of disturbance as a result of an authorisation” are entitled to be compensated.

### 3.2.5 Land Statutory Wayleaves Instrument, Act 1963, Act 186

The Lands Statutory Wayleaves Act 1963, act 186 was enacted “to provide for entry on land for the purpose of the construction, installation and maintenance of works of public utility, and for the creation of rights of way and any other similar rights in respect of those works and for related matters”. The Act allows for a statutory wayleave to be created in respect of a highway (defined as “a road, street, path, pavement or square and a bridge and any other structure associated with any of them”), and any other structure or works for the purpose of, or in connection with, a public utility service. The wayleave is legally established by the publication of an instrument. The Act includes provision for compensation for loss or damages arising from the surveying or works conducted on the wayleave.

### 3.2.6 Ministry of Roads and Highways Resettlement Policy Framework for Road Sector Operations

The main objective of the Resettlement Policy Framework for Road Sector Operations (Ministry of Roads and Highways, 2017) is to clarify the policies, principles, institutional arrangements and procedures that will govern the mitigation of adverse social impacts induced by future road project operations under the Ghana Highways Authority (GHA), the Department of Urban Roads and the Department of Feeder Roads. Specifically, the objectives of the RPF are stated as ensuring:

- All types of losses are identified, clearly defined and properly categorised to reflect the nature of the loss;
- A standard or uniform measure for defining eligibility and entitlement to have a fair basis for assessing compensation for the loss or impact suffered;
- Compliance with provisions under the World Bank Operational Policies OP 4.12: that resettlement activity would be conceived and executed as development programme, providing sufficient investment resources to enable the PAPs to share in project benefits;
- Displaced persons will be compensated for their losses at full replacement cost, provided relocation assistance and disturbance allowance prior to the beginning of civil works;
- A comprehensive database, based on which values will be assessed, validated in the event of disputes and more importantly serve as the database for monitoring and evaluation of the resettlement instrument; and
- The project affected persons would be consulted and given the chance of participating in the design, implementation and monitoring of the resettlement.

The Resettlement Policy Framework for Road Sector Operations references the World Bank policy on Involuntary Resettlement (Operational Policy 4.12) and states that the resettlement and rehabilitation principles adopted for road sector projects will provide compensation at replacement cost, with resettlement and rehabilitation assistance to all project affected persons, including any informal dwellers/squatters in the corridor footprint.

### 3.3 International standards

#### 3.3.1 Equator Principles III (June 2013)

The Equator Principles (EPs) is a risk management framework, adopted by financial institutions, for determining, assessing and managing environmental and social risk in financed projects. Financial institutions that adopt the EPs commit to not provide project finance to projects where the client will not, or is unable to, comply with the EPs. EP III is applicable to the Project on the basis that it may receive financing from an EP financial institution and so the Project will be required to align with the requirements of the EP.

Of key relevance to managing Project-related resettlement, EP Principle 3 requires that the Project complies with the International Finance Corporation (IFC) Performance Standards (PS) on Environmental and Social Sustainability, including PS5 on involuntary resettlement. Details on the requirements of the IFC PS are given in section 3.3.3.

#### 3.3.2 OECD Common Approaches

The *Organization for Economic Cooperation and Development Recommendation of the Council on Common Approaches for Officially Supported Export Credits and Environmental and Social Due Diligence 2016* (the "OECD Common Approaches") sets common approaches for undertaking environmental and social due diligence to identify, consider and address the potential environmental and social impacts and risks relating to applications for officially supported export credits by adherent organisations. They are applicable if an export credit agency that is an adherent to the OECD Common Approaches is involved in project financing.

Of key relevance to managing Project-related resettlement, the OECD Common Approaches require that the project is reviewed against the IFC PS, including PS5 on involuntary resettlement. Details on the requirements of the IFC PS are given in section 3.3.3.

#### 3.3.3 International Finance Corporation Performance Standards

The IFC PS include eight standards related to environmental and social performance of projects, and are applied in project financing by the IFC as well as other organisations, including EP financial institutions (section 3.3.1) and adherents to the OECD Common Approaches (3.3.2).

Of key relevance to managing Project-related resettlement, PS5 specifically addresses project-related land acquisition and restrictions on land use, with objectives to:

- Avoid, and when avoidance is not possible, minimise displacement by exploring alternative project designs;
- Avoid forced eviction;
- Anticipate and avoid, or where avoidance is not possible, minimise adverse social and economic impacts from land acquisition or restrictions on land use by (i) providing compensation for loss of assets at replacement cost and (ii) ensuring that resettlement activities are implemented with appropriate disclosure of information, consultation, and the informed participation of those affected;
- Improve, or restore, the livelihoods and standards of living of displaced persons; and
- Improve living conditions among physically displaced persons through the provision of adequate housing with security of tenure at resettlement sites.

### 3.4 Gap analysis of national law and international standards

A gap analysis of the requirements for resettlement under national law (sections 3.2.1 to 3.2.5) compared to the applicable international standards (3.3.1 to 3.3.3) is provided in Table 1.

**Table 1 - Gap analysis of the resettlement requirements under national law and applicable international standards**

<b>Resettlement topic [1]</b>	<b>Ghanaian legislative requirement [1]</b>	<b>Requirement under applicable international standards</b>	<b>Potential gap</b>	<b>Gap closure strategy</b>
Timing of compensation payment	Prompt	Possession of acquired land only after compensation has been made available. Compensation for economic displacement resulting from land acquisition should be made promptly and wherever possible prior to impact, to minimise adverse impacts on the income stream of those who are displaced. Where compensation payments cannot be made promptly, due to government policy or practice, explore resettlement assistance options such as an allowance to help the displaced people transition through the period it takes to restore any loss of income.	Certainty that compensation is provided prior to impacts occurring.	Compensation payments will be timed such that gaps in income and livelihood activity can be avoided. The Project will take responsibility for issuing compensation payments so as to have direct on-the-ground control or payments and the land acquisition / clearance schedule.
Amount of compensation	Market value or replacement value and disturbance cost.	Rate of compensation for lost assets should be calculated at full replacement cost, (i.e., the market value of the assets plus transaction costs).  Affected business owners will be compensated for the cost of re-establishing commercial activities elsewhere, for lost net income during the period of transition, and for the costs of the transfer and reinstallation of their business structures, plant, machinery, or other equipment.	Requirement to validate that government valuation of affected assets reflects full replacement cost.  Requirement to validate that disturbance-related costs reflect the full costs incurred in re-establishing business activities.	Compensation rates determined by valuer in 2017 will be reviewed and certified by the Land Valuation Division, with scope for revised valuation to reflect current market rates if required.  Costs for transition and re-establishing of businesses are included in the entitlement matrix.  QGMI UK or Project's consultant will monitor compensation rates approved by LVD to verify that they reflect full replacement costs.

Resettlement topic [1]	Ghanaian legislative requirement [1]	Requirement under applicable international standards	Potential gap	Gap closure strategy
Squatters	No provisions. Squatters are deemed ineligible for compensation.	Economically displaced persons who are without legally recognisable claims to land to be compensated for lost assets other than land (such as crops, irrigation infrastructure and other improvements made to the land), at full replacement cost. Opportunistic settlers who encroach on the project area after the cut-off date for eligibility are not required to be compensated.	Requirement to recognise the eligibility of those without legally recognisable claims to land (e.g. those in the ROW with no permit) at the cut-off date.	All eligible owners of pre-cut off date assets (buildings, crops etc.) will be considered for compensation and treated equally regardless of legal tenure.
Resettlement [Physical displacement]	Physically displaced inhabitants are to be resettled on suitable land with due regard for their economic well-being and social and cultural values.	Requirement to (i) offer displaced persons choices among feasible resettlement options, including adequate replacement housing or cash compensation where appropriate; and (ii) provide relocation assistance suited to the needs of each group of displaced persons.  Compensation in kind should be considered in lieu of cash. Cash compensation levels should be sufficient to replace the lost land and other assets at full replacement cost in local markets.  Relocation assistance should be provided to people who are physically displaced by a project. Assistance may include transportation, food, shelter, and social services that are provided to affected people during the relocation to their new site.	Requirement to provide a choice of options for compensation, including cash.  Requirement to cover all costs for relocation assistance.	For the small number of people who may be physically displaced, it is expected that alternative housing will be available on the open market or can be built within the towns in which they are located, and that cash compensation would be appropriate. However, the option to provide replacement housing will be offered in any cases where cash compensation is not appropriate due to the vulnerability status of the affected person, including where cash payments are likely to be used to settle debts or used for non-housing purposes, or could be controlled by the recipient(s) in a way that disadvantages female members of the household. . .

<b>Resettlement topic [1]</b>	<b>Ghanaian legislative requirement [1]</b>	<b>Requirement under applicable international standards</b>	<b>Potential gap</b>	<b>Gap closure strategy</b>
<p>Livelihoods Restoration &amp; Resettlement Assistance</p>	<p>No provision</p>	<p>Transitional support should be provided as necessary to all economically displaced persons, based on a reasonable estimate of the time required to restore their income earning capacity, production levels, and standards of living.</p> <p>Provide opportunities to improve, or at least restore, means of income earning capacity, production levels, and standards of living. This could include measures related to agricultural inputs (e.g., seeds, seedlings, fertilizer, irrigation), skills and business training, job placement, and access to credit.</p> <p>Assistance should also be made available to the employees of the business to compensate for their temporary loss of employment.</p>	<p>Requirement to support businesses financially and administratively to re-establish their business activities and restore livelihoods for business owners and employees.</p>	<p>For those that are eligible, livelihood restoration and assistance must include:</p> <ul style="list-style-type: none"> <li>• Moving allowances for structures and other assets;</li> <li>• Loss of earnings for business and employees during the transition period; and</li> <li>• Administrative support and fees for acquiring business permits.</li> </ul>



<b>Resettlement topic [1]</b>	<b>Ghanaian legislative requirement [1]</b>	<b>Requirement under applicable international standards</b>	<b>Potential gap</b>	<b>Gap closure strategy</b>
Vulnerable Groups	No provision.	<p>Identify persons who are vulnerable.</p> <p>Persons identified as vulnerable should be assisted to fully understand their options for resettlement and compensation.</p> <p>Members of vulnerable groups may require special or supplementary resettlement assistance because they are less able to cope with the displacement than the general population.</p> <p>Compensation and restoration packages for vulnerable people should include additional forms of support and should favour the lowest risk mitigation options wherever possible, e.g., in-kind compensation over cash compensation.</p>	Requirement to identify vulnerable persons and provide additional measures and supports for them as per the applicable standards.	Potentially vulnerable people will be identified when developing the RAP for each Lot. Additional support measures will be provided based on the specific vulnerabilities and may be in the form of financial or non-financial support.
Consultation & Information Disclosure	The owner/ tenants on the land must be formally notified at least a week in advance of the intent to enter and be given at least 24 hours' notice before actual entry.	<p>Disclosure of eligibility and entitlements including compensation and livelihood restoration packages should take place sufficiently early in the project's planning process to allow potentially displaced people sufficient time to consider their options.</p> <p>Ensure that vulnerable people have been adequately engaged.</p>	Requirement to provide advanced notice of requirements for displacement, and to disclose the proposed compensation and livelihood restoration packages.	Build on the 2017 RAP engagement activities by providing early and frequent updates on planned construction schedules and the processes for displacement, as well as disclosure of eligibility and entitlements including compensation and livelihood restoration packages.

<b>Resettlement topic [1]</b>	<b>Ghanaian legislative requirement [1]</b>	<b>Requirement under applicable international standards</b>	<b>Potential gap</b>	<b>Gap closure strategy</b>
Grievances	Formal and informal mechanisms and formal access to court of law.	Establish a grievance mechanism to receive and address specific concerns about compensation and relocation raised by displaced persons, including a recourse mechanism designed to resolve disputes in an impartial manner. The grievance mechanisms should take into account the availability of judicial recourse and community and traditional dispute settlement mechanisms.	Requirement to establish and disclose a robust and transparent grievance mechanism.	Grievance mechanism to be established and disclosed.
Monitoring & Evaluation	No provision.	Establish procedures to monitor and evaluate the implementation of a Resettlement Action Plan or Livelihood Restoration Plan and take corrective action as necessary.  Depending on the scale and/or complexity of physical and economic displacement associated with the project, conduct an external completion audit to assess whether the provisions have been met.	Monitoring and evaluation of the RAP implementation.  Completion audit.	Design and implement a monitoring and evaluation program through the RAP implementation program.  Conduct a completion audit.

Notes: [1] Columns adapted from Ghana Highways Authority. 2017. *Resettlement Policy Framework for Road Sector Operations*.

## 4. CENSUS AND SOCIO-ECONOMIC STUDIES

### 4.1 Introduction

The development of this RPF, and particularly the approaches to eligibility, entitlement and livelihood restoration, have been informed by the findings of the following studies:

- Census of affected properties conducted for the 2017 RAP (Section 4.2);
- Socio-economic survey of Project Affected Persons for the 2017 RAP (Section 4.3);
- An analysis of Geographical Information Systems (GIS) data for structure locations for the Bawku area (Section 4.4);
- Engagement with District and Municipal Assemblies (Section 4.5);
- Interviews conducted with roadside businesses (Section 4.6); and
- A site visit to the existing market areas at Bolgatanga and Bawku, which have the potential to be used by roadside business PAPs (Section 4.7).

This section provides a summary of the key findings from these studies.

### 4.2 RAP census of affected Properties

A census of affected properties was undertaken between December 2016 and March 2017 as part of the 2017 RAP. The census was undertaken by a Registered Valuer and Surveyors from Delin Consult. The census team identified structures that were to be affected by the project based on the permissible operational space (i.e. RoW) according to the specifications for the project at that time. A total of 1,855 properties were enumerated (Table 2). The number of properties that will need to be enumerated for the revised design will be significantly less (see Section 4.4).

**Table 2 - Types of property enumerated for the 2017 RAP**

Type of Property	No of Properties
Land/Building	938
Shed	340
Metal Container	299
Wooden Table	105
Metal Table	66
Wooden Structure	59
Aluminium Structure	26
Wooden Kiosks	13
Other (seat, canopy, glass showcase, plastic table)	9
Total	1,855

Source: Adapted from Delin Consult Ltd, 2017b.

### 4.3 RAP Socio-economic survey

Besides the census of the affected properties, a socio-economic survey of the affected households was conducted by a team of enumerators led by the RAP Specialist. Data on demographic, social and economic characteristics of PAPs were collected. A total of 1,119 PAPs were surveyed. As reported in the RAP, the key findings of this survey were:

- 59.6% were females and 40.6% were males.

- 82% were married, 13% were single, 2% were divorced, 3% were widowed and 0.2% were separated.
- 57% are small or petty traders, 14% are artisans, and 6% are farmers (see Table 3 for additional data).
- All surveyed heads of household are over the age of 16, but 31% of household members of the surveyed heads of household were under 16. Only 6% of heads of household were over 60.
- 29% of household heads have had no schooling.
- The average number of persons per household was 6. Just under 100 of the surveyed households had no household members other than the head of household. 25% of households had 10 or more members.
- 50% of household heads earned from GH¢1,000 to GH¢5,000 per month (approximately \$200 USD to \$950 USD) and 16% earned less than GH¢1,000 (approximately \$200 USD).
- An average of 52% of household expenditure is on food, with the remaining going on education (21%), transport (9%), electricity (7%), medical (6%), water (3%) and funeral (3%).
- 56% of households owned a motorbike but only 8% owned a private or commercial vehicle. 42% of households owned a house and 13% owned land. 99% of households owned a mobile phone.
- 99% of households use languages typical of northern Ghana such as Frafra, Hausa, Zamrama, Kusasi, Moshie, Bissa and Mamprusi as a means of communication among household members.

**Table 3 - Occupational status of surveyed heads of household**

Occupation	Frequency	Percent (%)
Small Trader	482	43
Petty Trader	152	14
Artisan	152	14
Farmer	71	6
Teacher	38	3
Large Trader	35	3
Driver	18	2
Others	171	15
Total	1119	100

Source: Adapted from Delin Consult Ltd, 2017b.

The socio-economic survey also asked respondents whether the structures enumerated in the RAP were used for any residential purpose<sup>1</sup>. The responses were that of the 1,119 potentially affected persons who were surveyed, 36 (3.2%) said that they lived in the potentially affected structure and 30 (2.7%) said that they both worked and lived in the potentially affected structure. Based on these data, just 6% of the potentially affected structures were found to be subject to physical displacement.

<sup>1</sup> Although the results from this question were not included in the 2017 RAP, the processed data from the socio-economic survey were later sourced by Ramboll from QGMI UK / Delin.

#### 4.4 GIS analysis of revised design

Following the 2017 RAP, the road design has been refined to help reduce the number of affected structures. An analysis of spatial data files for 13.5 km of the Bawku road section was undertaken to determine whether the narrower road design would significantly reduce the number of recorded properties that are within the outer limits of the road design in Bawku. Compared to the original road design, the analysis showed a reduction in the number of structures recorded within the outer limits of the road, with buildings dropping from 86 to 25, containers from 106 to 31, and the total of mud buildings, wooden buildings and sheds from 83 to 28.

It is likely that a similar decrease in affected properties to that calculated for the revised design in Bawku would also occur for the other main communities along the Project route. The number of structures and people that will be affected following the detailed design and avoidance work is anticipated to be lower than the estimates given in the RAP.

#### 4.5 Engagement with District and Municipal Assemblies

A site visit was undertaken in January 2020 to engage with Assemblies and collect further information about the potential impacts to roadside businesses and the support that would be required to re-establish roadside structures. Engagement took place with the following Assemblies: Bolgatanga Municipal Assembly, Bolgatanga East District Assembly, Bawku West District Assembly, Bawku Municipal Assembly, and Pusiga District Assembly. The Assemblies provided information about the processes that affected businesses would typically use to move and re-establish their roadside structures, the availability of alternative spaces for businesses to re-establish their structures, and the process that would be used to apply for permits for the structures at their new location. The general feedback provided by the Assemblies was that:

- In many cases there may be alternative space that would be available for businesses that are displaced. Some would likely be able to move a few metres away from the existing road to accommodate the wider road/sidewalk development (in-fill), and others may be able to move further up or down along the road (i.e. extending the stretch of roadside along which there are commercial structures) while some may need to find alternate locations, potentially a little further away from the road (e.g. on a side street, in the market areas). Bolgatanga Municipal Assembly noted that it would be beneficial to improve access to the existing market area as this would support existing market businesses as well as any businesses that re-locate to the market (see also section 8.6).
- For structures such as metal containers and wooden structures there is the potential for them to be lifted to the new location. To do this there would be a requirement for some equipment and labour, as well as materials for creating new concrete foundations for the structure.
- The process for businesses to acquire permits for establishing their structure in a new location is well established through the permitting process applied by the Assemblies. Businesses must submit an application along with a small fee. The application is then reviewed by the Assembly land planning committee, and if the location and design of the structure are appropriate then the permit can be granted.

#### 4.6 Interviews with roadside businesses

A series of 40 interviews were conducted in February 2020 with road-side business operators that could be affected by road rehabilitation works or that had been affected by works conducted to date. The interviews were located in Bawku, Zebilla, Basua, and Bolgatanga, these being the main towns along the road route where there are resettlement requirements.

These interviews were used to gather feedback on (a) the impact of displacements, (b) what they would need to do to move their structures (including what equipment and any materials required

to re-establish at a new site), and (c) the anticipated availability of alternate land for road-side businesses. The interviews were designed to collect qualitative information related to the above topics, rather than statistically representative quantitative data.

The key findings of the 40 interviews were that:

- **Business type.** The majority of interviewed businesses were traders of various products, including food, clothes and accessories, and general household goods. There were also various artisan businesses such as hairdressers and tailors.
- **Location of residence.** The majority of interviewees live within 1 km of their roadside business, with a small number living up to 4 km away.
- **Household size.** The household size of interviewees was highly varied, with many having three or four household members but with a notable minority having more than 10.
- **Length of time at location.** The interviewed businesses have generally been operating at their location for a long time, with few having started at their current location less than five years ago and many having been operating at the location for more than 10 years.
- **Employees.** Approximately two-thirds of interviewed businesses have employees, apprentices or helpers, typically being one to five people working for them.
- **Ownership of structures.** Approximately three-quarters of interviewed businesses that have not yet been affected by Project resettlement own the structures that they are operating from. Those who don't own the structure either rent them with payment paid to the owner or have an agreement to use them without payment being made.
- **Use of other structures.** Almost all of the interviewed businesses only operate from a single structure, with just three having other structures that they use.
- **Payments for use of land.** Approximately three-quarters of interviewed businesses that have not yet been affected by Project resettlement do not have to pay for use of the land that they are located on. The other one-quarter are located on land owned by individual landowners or, in one case, by the Assembly.
- **Dependency on business income.** Approximately half of all interviewed businesses receive 90% or more of their household income from the roadside business, and three-quarters derive more than 70% from the business. Interviewed businesses generally stated that they had limited options for alternative livelihoods if their business income were disrupted, with many saying they would need to continue trading in alternative locations.
- **Foundations and utilities.** Two-thirds of interviewed businesses had a concrete foundation for their structure. Approximately half of interviewed businesses had electricity supply at their structure; the other half had no utilities connected.
- **2017 RAP markings.** Approximately two-thirds of interviewed businesses had had their structures marked during the 2017 RAP work in 2017. Over half of businesses that have not yet been affected by Project resettlement reported that they had been told they may need to move if the road development requires the land that they are using, and almost all of those who had been told reported that it was done in 2017<sup>2</sup>.
- **Overnight use of structure.** One in six of the interviewed businesses reported that someone slept in their structure overnight. The purpose of people sleeping in the structure overnight was given as being for security to guard against theft, with either a security guard

---

<sup>2</sup> A small number of interviewed businesses reported that their business had been marked during the 2017 RAP work but that they had not been told that they may need to move if the road development required the land that they are using. This discrepancy between having had their business marked as part of the 2017 RAP work and not being aware of the potential need to move was not examined further as part of the interviews, and it is not clear if it is due to poor recollection or due to limited communications with some PAPs during the 2017 work.

being present overnight or the business owner sleeping there for security reasons. No businesses stated that the business structure was used as their usual residence.

- **Adaptation from displacement.** The 14 interviewed businesses in Zebilla and Basua who had already been affected by displacement reported the following:
  - Just over half stated that they had moved their business to a location within a few metres (typically less than 6 metres) from the original location. Three businesses said they moved further away, between 50 and 500 metres from their original location.
  - To move and re-establish structures, the businesses reported that they used one or more of the following: sand and cement for establishing a foundation, labour for lifting and carrying the container, labour for carpentry, labour for masonry works, labour for welding, and / or a motor tricycle or truck for moving structures. This list of requirements is also aligned with what was reported by interviewed businesses in Bolgatanga and Bawku in terms of what they would require to move their business.
  - Five businesses were able to re-establish their business within five days of having to close, but others reported taking three months.
  - The number of customers passing by their business has decreased noticeably<sup>3</sup>.
  - Just one business had gone from making no payments to a landowner to having to make rental payments in their new location.
- **Options for relocation.** For those interviewed businesses that had not yet been affected, there was a mix of those who had not yet considered where they could relocate, those who planned to move slightly backwards from the road, and those that were concerned there was not enough space adjacent to their current location that they could move on to.
- **Permit requirements.** The majority of interviewed businesses stated they would require financial assistance to get a permit for their business, and some said that they would need help to understand the permit process.
- **Access to finance.** One-third of interviewed businesses reported that they have access to credit or loan facilities.
- **Business support.** Only six of the interviewed businesses reported that they belonged to an association or union. Only one interviewed business reported receiving any support from any organization such as the Business Advisory Centres / National Board for Small Scale Industries. The majority of businesses reported that they are not aware of any other sources / organisations that provide support or skills development to small businesses.
- **Business challenges.** When asked about challenges faced by their businesses, the interviewed businesses reported a variety of issues, including: poor condition of tools and business structures (e.g. weak tables), not having access to enough finance for capital intensive businesses, high level of competition from other businesses, the poor condition of the road creating dust and risk of accidents, and a lack of space for parking of vehicles.
- **Household vulnerabilities.** Just over half of interviewed businesses reported that their household did not have any of a list of potential vulnerabilities (mobility impairment, visual impairment, hearing impairment, mental impairment, elderly (over 65 years), female headed household, or widow / widower). The most frequently referenced vulnerabilities were elderly in the household (six of the 40 businesses), female headed households (five of the 40 businesses), and mobility impairment (five of the 40 businesses).

---

<sup>3</sup> This may be due to short-term access restrictions caused by construction activity, rather than reflecting long-term conditions.

#### **4.7 Site visit to main markets**

The Bolgatanga Central Market is large and has many vacant sheds/spaces that could be occupied by traders. Market traders reported that some of the vacant spaces had been abandoned by owners due to low numbers of customers in the market, and those owners had moved to the new market area or to the roadside to do business. Other sheds had been vacant for a longer period, and some of the sheds are in a poor state of repair as they are not in use.

Bawku Market is a busy market but at the time of the site visit had a lot of empty sheds. Most of the traders were not operating under the constructed sheds but had mounted umbrellas on tabletops. As with Bolgatanga Central Market, market traders reported that some of the empty spaces/sheds had been abandoned by owners due to low numbers of customers inside the market compared to the roadsides or areas outside the market.

These findings show that while space is available in the main market areas they may not be perceived by roadside businesses as ideal locations for re-location, with preference being given to roadside operations. This has been considered in the livelihood support program given in section 8.6.



## 5. STAKEHOLDER ENGAGEMENT

### 5.1 Introduction

This section summarises the engagement activities that have been conducted in relation to Project-related resettlement, including the engagement conducted for the 2017 RAP and for the preparation of this RPF. The proposed approach to disclosure of this RPF is given in Section 5.4.

### 5.2 Preparation of 2017 RAP

The preparation of the 2017 RAP included three forms of engagement:

- Interviews were conducted with representatives of the following local authorities: Bolgatanga Municipal Assembly, Nabdam District Assembly, Bawku West District Assembly, Bawku Municipal Assembly, Pusiga District Assembly, and Pusiga Naba traditional authority.
- Focus groups were conducted with the following groups: drivers and traders in Bolgatanga, traders in Zebilla, and drivers and traders in Pusiga.
- Direct contact with owners and operators of businesses and other structures as part of the census and socio-economic survey. A total of 1,855 various categories of properties were enumerated and 1,119 people were surveyed as part of the socio-economic survey.

### 5.3 Preparation of this Resettlement Policy Framework

To collect information for the preparation of this RPF, two sets of engagement were undertaken:

- A site visit was undertaken in January 2020 to engage with Assemblies to collect further information about the potential impacts to roadside businesses and the supports that would be required to re-establish roadside structures (see section 4.5).
- A series of 40 interviews conducted in February 2020 with road-side business operators that could be affected by road rehabilitation works or that were affected by works conducted to date (see section 4.6).

### 5.4 Disclosure of Resettlement Policy Framework

The key components of this RPF should be disclosed to potentially affected people and community representatives (Assemblies and traditional leaders) in advance of rehabilitation works starting in each Lot. The key components to disclose are:

- Compensation eligibility and entitlement;
- Livelihood Restoration; and
- Grievance Mechanism.

Disclosure should be done using easy-to-understand written materials in the local languages of affected people, as well as verbal communications conducted through meetings at the community level and with individual affected people.

## 6. RESETTLEMENT PRINCIPLES AND OBJECTIVES

### 6.1 Introduction

This section outlines the key principles and objectives that will be followed when RAPs are developed and implemented for each Lot.

### 6.2 Minimisation of displacement

A key objective of the detailed design undertaken by the Project's Engineering and Supervisory Consultant (ESC) will be to minimise the requirements for displacement, while also addressing the technical requirements for road rehabilitation and any other environmental, social and safety considerations. The following approaches may be used to minimise displacement:

- Limiting the width of the road footprint in the main towns, where it is practical to do so; and
- Minimising the amount of temporary construction space that is required beyond the road footprint.

### 6.3 Cut-off Date and eligibility

The Cut-off Date was set in the 2017 RAP as 25<sup>th</sup> March 2017. The 2017 RAP implemented a census at this time, structures were marked, and communication was made with potentially affected people about the requirement for resettlement when the Project started. Information received from the Assemblies and interviewed PAPs during the preparation of this RPF indicates that there was broad awareness within the PAPs of the displacement impacts that would occur within the RoW. This Cut-off Date will continue to be used for the Project.

Although the Cut-off Date is valid, given the time that has elapsed since March 2017, structure markings made at the time of the 2017 RAP Census may have been removed or structures altered or moved. As such, it is important for PAPs to be able to demonstrate their eligibility even if there is not a structure marking present or an identifiable record having been made in the census. This eligibility can be established through either:

- An affidavit signed by an eligible landlord to confirm that the tenant was present in the structure at the time of the Cut-off Date; or
- Confirmation by recognised traditional authority (Paramount Chief, local Chiefs and their designates) or by representatives of the Assemblies that the structure was present at the time of the Cut-off Date.

Structures that have been sold or passed on to different ownership since 25<sup>th</sup> March 2017 will remain eligible, subject to them being recorded in the census or eligibility being established as described above.

Due to the time that has elapsed since the Cut-off Date and considering that an initial phase of works was stopped (see section 2.1.3), there is a risk that some PAPs may have considered that the Project was no longer being implemented and as a result may have expanded or made improvements to their structures beyond those recorded in the 2017 RAP Census. Eligibility will therefore apply to the structure that exists at the time of structure identification for the RAP for each Lot taking into account improvements made in the time elapsed, and not be limited to the structure attributes that were defined at the time of the census.

Given the business benefits of operating businesses from the roadside (and therefore pressure to use available space within the RoW), some temporary business structures may have been established within the RoW since 25<sup>th</sup> March 2017. These businesses may have been aware of the disclosure conducted in 2017 about the future requirement for displacement from the RoW or from more recent communications from the Assemblies (including refusals to issue permits for structures in the RoW) or directly from the Project, but still decided to locate within the RoW

because of the improved access to customers and perceived/real commercial benefit/opportunity respectively. Such businesses operating from temporary structures may have low incomes and reliance on the roadside business operations for their household income, making them vulnerable to the impacts of displacement. To balance the need to safeguard these potentially vulnerable households that are reliant on the businesses while also needing to recognise that they have established within an existing RoW for which planned displacement was widely communicated, the Project will provide support to these roadside businesses in the form of asset compensation and allowances associated with moving the structures. Income compensation will not be payable. Eligibility for this limited support for temporary structures that have been established after the 2017 cut-off point will be based on presence within the affected area at a cut-off point to be established for each RAP. To prevent opportunistic movement into the affected area, this cut-off point for temporary structures that were not included in the 2017 RAP should be set early in the process of disclosure and RAP preparation, and may be defined as the date of a rapid inventory of structures conducted by the Engineering and Supervisory Consultant when they mark the Impact Area within which structures and crops will be cleared (see Figure 3)..

It is anticipated that any person seeking to develop a permanent structure or residence within the RoW after the 25<sup>th</sup> March 2017 Cut-off Date would have been aware of the proposed Project and its displacement requirements, and likely would have been told to discontinue the construction by the Assembly as they would not issue a permit. As such, any permanent structure or residence established since the Cut-off Date will not be eligible, unless it has been issued a permit by the Assembly, in which case the PAP will be eligible on the grounds that they had a reasonable basis to believe that they could establish the structure within the RoW.

#### **6.4 Valuation and compensation**

The basis for valuation and compensation for assets and income are given in Table 4. As general principles:

- the replacement cost for assets will reflect the full cost to replace an affected asset, including transaction costs and with no deduction for depreciation;
- the compensation for lost income will reflect the typical level of monthly net profit that would have been expected if they had not been affected by the project, multiplied by the period within which it takes the business to establish a comparable level of activity (see also section 9.2.4); and
- for land, the valuation should use a comparative method approach whereby recent transactions of comparable land are used to estimate a market value.

Compensation for assets and land will allow the PAP to replace their residence or business assets, and compensation for lost income acts as transitional support while the PAP re-establishes their business activity. The Project will provide compensation to PAPs through financial payments rather than in-kind compensation (e.g. provision of replacement housing). The rationale for this approach is that most PAPs are located in towns in which there is a cash economy with the opportunity to buy, rent or build replacement business structures and residences, without significant land, labour and equipment constraints that would prevent PAPs from being able to use their payments to re-establish their business structures and residences.

#### **6.5 Allowances**

Allowances are financial payments that are made to reflect the additional costs that will be incurred as a result of displacement, and which are not reflected in the valuations and compensation specified above. Allowances will be assessed based on a realistic estimate of the actual costs that would be incurred for the allowance items specified in Table 4. If the actual costs incurred exceed the estimated costs paid to the PAP as allowances, then the PAP will be able to claim for a reasonable Surplus Payment which reflects this excess. PAPs will need to keep

records of actual costs incurred in moving and, by exception, any surplus costs will be reviewed and assessed as potential Surplus Payments. Surplus Payments will be made when the receipt shows valid costs that were incurred above and beyond the estimated costs that had been to the PAP. Allowances include costs for moving structures and possessions, rent payable to landlords for a limited transitional period, and the cost of permit applications.

There may be cases where the Project is able to support the PAP directly through in-kind support, such as moving and reinstating structures. Where this is possible, this in-kind support will replace the allowances that would otherwise be paid for the activities undertaken through that support, such as costs for moving and reinstating structures.

PAPs will have to assign some of their time to the resettlement process, including in the engagement process and in arranging re-location of their business and residence. The resettlement process will also disrupt the usual way-of-life for PAPs and their households. This loss of time and short-term disruption will be compensated through a Disturbance Allowance. For those that are eligible (see Table 4) this will be paid as 10% of the total of asset compensation plus income compensation.

## **6.6 Additional livelihood support**

The compensation and allowances that are outlined in sections 6.4 and 6.5 above and in section 7 are designed to be adequate to address the direct financial impact of displacement, including the transitional support for income lost while re-establishing the business activity. Additional supports are proposed to help address any remaining gap that exists in livelihood restoration, and, if possible, to improve the livelihood of the PAP. Five key programs of livelihood support are proposed and have been designed based on the findings of the census and socio-economic studies (section 4). These programs will be available to all PAPs. Further details of these programs are defined in section 8.

## **6.7 Vulnerable people**

Potentially vulnerable people will be identified when developing the RAP for each Lot. Vulnerabilities that may be present in the affected household may include having impairments (mobility, visual hearing, mental), or being elderly (over 65 years), a female headed household, or a widow / widower. For affected businesses, vulnerabilities relate to having limited financial and human resources (skills) to make use of Project resettlement support and to adapt the business after the impact of displacement.

Many of the principles defined in this RPF are designed to support vulnerable people, including the requirement to provide compensation prior to impacts occurring and through the additional livelihood support programs. In addition to this, section 9.4 defines the specific additional support that will be provided to vulnerable people.

## **6.8 Agreements**

All entitlements will be defined in Agreements to be signed by PAPs. Agreements will give an itemised list of entitlements and corresponding payments and be clear what the entitlements are for. PAPs will be given time to review the draft Agreement before they are required to accept it, and the Grievance Mechanism will be open to any PAP that has a grievance related to the Agreement or any other part of the resettlement process.

## **6.9 Payments**

Payments will be carried out by cheques or bank transfer, including the option of Mobile Money. Bank transfer provides the benefit of the money being securely provided to the PAP and provides an electronic proof of payment. Cheques may be appropriate as an alternative if bank transfer is

not available. All payments must be clearly documented, and receipts should be signed by the PAP when physical cheques are issued.

#### **6.10 Land clearance and structure removal**

The clearance of land and removal of crops and structures can only take place after adequate notice has been given and payments have been made and must take place in a transparent and humane manner. In practical terms this means:

- Adhering to the timescales for notice given in section 9.3.1 as a minimum;
- For any PAPs for which the recommended timescales do not provide enough time for the PAP to have arranged an alternate business location or residence, assuming they make reasonable efforts during this time, the timescales will be extended when necessary;
- Giving the PAP a clear date on which the clearance will take place, and allowing them to salvage assets and harvest crops prior to that date, and to be present during the clearance process; and
- Updating the Assembly with lists of PAPs and the status of agreements and clearance dates and encouraging attendance by representatives from the Assembly during the clearance process.

#### **6.11 Retrospective application**

The entitlements outlined in this RPF will be applicable to all people that will be or have been affected by works undertaken by the Project, but not those previously affected by works undertaken by other entities such as CQG. For those PAPs that have already been affected by QGMI UK's recent works (e.g. site preparation for some of the Lots), the scope of this RPF will be applied to determine eligibility and entitlements. As far as is possible, QGMI UK will follow the approaches given in this RPF to determine valuations of affected structures and required compensation. In order to help ensure fairness to both parties (QGMI UK / GHA and the PAP), and that the eligible PAP is compensated retrospectively, this process will require involvement of the local Assembly, as it is understood that in some cases the Assembly has taken a note / made a list of those PAPs that have already been impacted by displacement and may have information on where they have relocated to.

When valuations and required compensation are difficult to calculate due to the retrospective application of this RPF, QGMI UK will take a precautionary approach in protecting the livelihoods of PAPs and will apply conservative estimates in favour of the PAP.

## 7. COMPENSATION AND ALLOWANCES

### 7.1 Eligibility and entitlement matrix

Table 4 provides a description of the eligibility and entitlements for the following types of displacement:

- Business structures (economic displacement)
  - Business structure that is owned by the business owner; and
  - Business structure that is rented by the business owner.
- Crops (economic displacement)
  - Annual crops; and
  - Perennial crops and economic trees or bushes.
- Land used for economic purposes (physical displacement)
- Residences (physical displacement)
  - Private residence owned by the resident household; and
  - Private residence rented by the resident household.
- Other privately owned land that has no residential or economic use.

For each type of displacement, the potentially affected persons will be defined, along with the basis on which the affected person would be eligible for compensation and allowances. The table then defines the compensation for the asset (asset compensation), the compensation for loss of income (income compensation) and the other allowances that may be payable.

Note that any provision of in-kind support by the Project could be used to replace (in full or in part) the allowances given in Table 4 and PAPs would not be entitled to such allowances in situations where the Project has provided in-kind support instead (see also section 6.5).

**Table 4 - Eligibility and entitlement matrix**

Affected asset	Affected person	Eligibility Conditions	Asset compensation	Income compensation	Allowances
<b>Business structures (economic displacement)</b>					
Business structure that is owned by the business owner	Business owner	<ul style="list-style-type: none"> <li>- Structure was enumerated in 2017 RAP, or the Assembly or traditional authority can verify presence at Cut-off Date, or for which the Assembly issued a permit after 2017 Cut-off Date; or</li> <li>- Temporary structure that was established after 2017 Cut-off Date but prior to the asset identification for each Lot-specific RAP (eligibility for asset compensation and allowances only).</li> </ul>	- Full replacement cost of any structure or part of structure that cannot be moved and is destroyed.	- Loss of income, based on typical income expected for the duration of disruption, or 3 months (whichever is less).	<ul style="list-style-type: none"> <li>- Costs of moving structure or any part of structure to new location (labour and equipment).</li> <li>- Costs of establishing comparable physical conditions for the structure at new location, including foundations and connection to utilities that were present at original location.</li> <li>- Permit fee.</li> <li>- Costs of moving goods to new location (labour and equipment), plus temporary storage if required.</li> <li>- Any rent that is payable to landowner for transitional period of 3 months.</li> <li>- Compensation for disturbance calculated at 10% of the total of Asset compensation plus income compensation.</li> </ul>
	Employees of business that uses structure	- Employee who has worked for at least one month at a structure that was enumerated in 2017 RAP, or the Assembly or traditional authority can verify presence at Cut-off Date, or for which the Assembly issued a permit after 2017 Cut-off Date.	None.	- Loss of income, based on typical monthly wages received from employment at the affected business, multiplied by the duration of disruption, or three months (whichever is less).	None.

Affected asset	Affected person	Eligibility Conditions	Asset compensation	Income compensation	Allowances
Business structure that is rented by the business owner	Structure owner	<ul style="list-style-type: none"> <li>- Structure was enumerated in 2017 RAP, or the Assembly or traditional authority can verify presence at Cut-off Date, or for which the Assembly issued a permit after 2017 Cut-off Date; or</li> <li>- Temporary structure that was established after 2017 Cut-off Date but prior to the asset identification for each Lot-specific RAP (eligibility for asset compensation and allowances only).</li> </ul>	<ul style="list-style-type: none"> <li>- Full replacement cost of any structure or part of structure that cannot be moved and is destroyed.</li> </ul>	<ul style="list-style-type: none"> <li>- Loss of rent paid by the business owner until structure is re-established or three months equivalent, whichever is sooner.</li> </ul>	<ul style="list-style-type: none"> <li>- Costs of moving structure or any part of structure to new location (labour and equipment).</li> <li>- Costs of establishing comparable physical conditions for the structure at new location, including foundations and connection to utilities that were present at original location.</li> <li>- Permit fee.</li> <li>- Compensation for disturbance calculated at 10% of the total of Asset compensation plus income compensation.</li> </ul>
	Business owner		None.	<ul style="list-style-type: none"> <li>- Loss of income, based on typical income expected for the duration of disruption, or three months (whichever is less).</li> </ul>	<ul style="list-style-type: none"> <li>- Costs of moving goods to new location (labour and equipment), plus temporary storage if required.</li> <li>- Any rent that is payable to landowner for transitional period of three months.</li> <li>- Compensation for disturbance calculated at 10% of the total of Asset compensation plus income compensation.</li> </ul>
	Employees of business that uses structure	<ul style="list-style-type: none"> <li>- Employee who has worked for at least one month at a structure that was enumerated in 2017 RAP, or the Assembly or traditional authority can verify presence at Cut-off Date, or for which the Assembly issued a permit after 2017 Cut-off Date.</li> </ul>	None.	<ul style="list-style-type: none"> <li>- Loss of income, based on typical monthly wages received from employment at the affected business, multiplied by the duration of disruption, or three months (whichever is less).</li> </ul>	None.



Affected asset	Affected person	Eligibility Conditions	Asset compensation	Income compensation	Allowances
<b>Crops (economic displacement)</b>					
Annual crops	Crop owner	- Owner of any crop that is growing on land at the time of the RAP developed for each Lot.	- None – income compensation is paid instead as this reflects the value of the asset for annual crops.	- Market value of the planted crop on the basis that it is fully grown and harvested (even if it is not yet fully grown), based on expected yield and area of affected crop.	- By exception, if area of affected crop is a notable proportion of total area cultivated by the crop owner then support to acquire comparable land will be provided. Notable proportion would typically be classed as 10% or more. Support would include payment for preparing land and, if applicable, one year of rent.
Perennial crops and economic trees or bushes	Perennial crop / tree / bush owner	- Owner of any perennial crop, economic tree or bush that was growing at the time of the RAP developed for each Lot	- Full replacement cost of planting replacements for the affected perennial crop/tree/bush, including seedlings, land preparation etc.	- Market value of total expected harvest that would be achieved for the time period from impact to the point when replacement would provide a harvest. This time period differs by crop / tree / bush type.	- By exception, if area of affected crop is a notable proportion of total area cultivated by the crop owner then support to acquire comparable land will be provided. Notable proportion would typically be classed as 10% or more. Support would include payment for preparing land and, if applicable, one year of rent.
<b>Land used for economic purposes (physical displacement)</b>					
Freehold land that is used for economic purposes (business structures or crops).	Owner of the land	- Ownership can be demonstrated by documentation or verification by the Assembly or traditional authority.	- Market value of the land.	None.	- 10% of market value to reflect transaction/administrative costs of acquiring new land
<b>Residences (physical displacement)</b>					
Private residence owned by the resident household	Owner of the residence and their household	- Structure was enumerated in 2017 RAP, or the Assembly or traditional authority can verify presence at Cut-off Date, or for	- Market value of the residence, including the value of land if privately owned.	None.	- If PAP did not own the land and land has to be rented to establish a new residence, then costs of renting comparable land for the structure for period of up to 1 year.

Affected asset	Affected person	Eligibility Conditions	Asset compensation	Income compensation	Allowances
		which the Assembly issued a permit after 2017 Cut-off Date.	If no market transactions for similar residences have occurred in last six months, then use full replacement value.		<ul style="list-style-type: none"> <li>- Costs of moving possessions to new location (labour and equipment), plus temporary storage if required.</li> <li>- Permit fee.</li> <li>- Costs of establishing comparable physical conditions for the structure at new location, including foundations and connection to utilities that were present at original location.</li> <li>- Compensation for disturbance calculated at 10% of the total of Asset compensation plus income compensation.</li> </ul>
Private residence rented by the resident household	Owner of the residence	- Structure was enumerated in 2017 RAP, or the Assembly or traditional authority can verify presence at Cut-off Date, or for which the Assembly issued a permit after 2017 Cut-off Date.	- Market value of the residence, including the value of land if privately owned. If no market transactions for similar residences have occurred in last six months, then use full replacement value.	- Loss of rental income received for the residence, for the period until a new residence is purchased or built, or six months (whichever is less).	<ul style="list-style-type: none"> <li>- If PAP did not own the land and land has to be rented to establish a new residence, then costs of renting comparable land for the structure for period of up to 1 year.</li> <li>- Permit fee.</li> <li>- Costs of establishing comparable physical conditions for the structure at new location, including foundations and connection to utilities that were present at original location.</li> <li>- Compensation for disturbance calculated at 10% of the total of Asset compensation plus income compensation.</li> </ul>
	Household renting the residence	- Household currently renting a structure that was enumerated in 2017 RAP, or the Assembly or	- Full replacement cost of any fixtures and	None.	- Cost of renting comparable residence for a transitional period of 1 year.

Affected asset	Affected person	Eligibility Conditions	Asset compensation	Income compensation	Allowances
		traditional authority can verify presence at Cut-off Date, or for which the Assembly issued a permit after 2017 Cut-off Date.	fittings that cannot be moved and are owned by resident household.		<ul style="list-style-type: none"> <li>- Costs of moving possessions to new location (labour and equipment), plus temporary storage if required.</li> <li>- Compensation for disturbance calculated at 10% of the total of Asset compensation plus income compensation.</li> </ul>
<b>Other</b>					
Other freehold land [for all freehold land that is not within the categories above, e.g. is bare land without residential or economic use]	Owner of the land	- Ownership can be demonstrated by documentation or verification by the Assembly or traditional authority.	- Market value of the land.	None.	- 10% of market value to reflect transaction/administrative costs of acquiring new land

## 8. LIVELIHOOD SUPPORT

### 8.1 Introduction

Five livelihood support programs will be applied to help address any remaining gaps in livelihood restoration that are not fulfilled by the compensation and allowances stated in Section 7. The fifth livelihood support program (section 8.6) is designed to support local authorities, thereby creating an indirect benefit to PAPs.

### 8.2 Tool and Structure Grant

As part of the interviews of roadside businesses (section 4.6), a number of businesses reported that they have business challenges related to the poor condition of the tools used in their business (e.g. hand tools, machines) and of their structures. The Project shall provide grants to the PAPs that are subject to economic displacement (roadside businesses and farms) for the purchasing of tools and / or upgrades to structures. By having better tools and structures, businesses should become more productive, have lower costs and / or be able to increase revenue. These grants are supplementary to the compensation and allowance payments, and will be capped on an individual basis at 5% of the total compensation and allowances paid to each PAP. The RAP for each Lot will specify the terms on which these grants will be paid and the requirements for proof that the business / farm has or will use the grant for the intended purpose of investment in tools or upgrades to structures. As part of the surveys carried out for the RAPs for each Lot, the PAPs will be asked to specify what tools, if any, would be purchased with the capped grant. As a point of comparison, the RAPs would also define the average/reasonable cost for these different tools and materials for structures when purchased on the open market.

### 8.3 Permit Application Support

As part of the interviews of roadside businesses (section 4.6), a number of businesses reported that they may require support to acquire permits for new or re-located structures. Some PAPs will not have had experience of making permit applications as they have not typically been required to have them when located within the RoW.

The Project with the Resettlement Implementation Consultant (section 9.2.7) will provide advisory support to PAPs about the process for applying for permits. This process will be defined based on the engagement to be conducted with the Assemblies (section 8.6) and will be communicated with PAPs verbally and through written material, as required. The actual preparation of permit applications is not envisaged as part of this support but coaching of PAPs to prepare a permit application will be provided, particularly for those who have challenges with the application process due to illiteracy.

### 8.4 Resources Advisory Support

As part of the interviews of roadside businesses (section 4.6), few businesses reported that they received support from local organisations and non-governmental organisations (NGOs). This is despite the area having business support organisations and presence of NGOs that support communities.

The Resources Advisory Support program will be implemented by QGMI UK to help connect PAPs with organisations that operate in the area and that may be able to provide support to PAPs in terms of skills training, access to finance or grants, and other forms of livelihood support. The RAPs for each Lot will identify these organisations and the support programs they provide that would be applicable to all PAPs. As part of resettlement implementation, the Project with the Resettlement Implementation Consultant's support will provide information on these organisations and programs to PAPs, both in written and verbal form. PAPs will then be encouraged to pursue these opportunities. Monitoring will be used to identify the uptake of this

advisory support amongst PAPs (see section 11.3), and if uptake is limited then more proactive measures will be applied. Such measures may include organising introductory meetings in local communities to help introduce PAPs to the support resources.

### **8.5 Provision of financial literacy training**

In order to support PAPs in their use of cash compensation for restoring livelihoods and to help improve longer-term financial management, the Project will identify opportunities to collaborate with banks and government agencies to deliver financial literacy training to PAPs. This collaboration may be based on existing programs delivered by these organisations, or development of new programs to deliver training. Partner organisations will be identified in the RAPs and may include national banks, local government and NGOs or national government organisations.

### **8.6 Coordination support to authorities**

QGMI UK with the Resettlement Implementation Consultant (section 9.2.7) will engage with Assemblies and traditional authorities to support the processes by which businesses will relocate to alternative spaces and will be granted permits for their new or re-located structures. This support will be in the form of engagement and provision of timely information on:

- The number of structures that have been identified for displacement;
- When structures will need to be moved; and
- The areas of the RoW and adjacent lands that will be free from construction works and so could be used for the re-location of structures. Figures and drawings will be provided as required.

This information will help the Assemblies and traditional authorities in their roles to support community members and to issue permits.

This support will start as soon as the RAPC has identified the structures that will be subject to displacement (see section 9.3), and information will be provided by the RAPC as and when it becomes available or is updated.

For Bolgatanga and Bawku, there may also be opportunity for the Project to support the Assemblies in promoting the use of the existing markets, if PAPs move to those markets. This support may be in the form of the detailed Project design creating opportunities for improved access to the markets and parking for market customers, or through small grants provided for signage or other improvements to the market that will encourage customers to go to these markets and therefore support PAPs that have re-located to them. The need for this potential support will be reviewed through engagement with the Assemblies and will take into consideration the extent to which PAPs are displaced from the roadside and re-locate to the markets in these communities. The requirement and opportunity to support and promote the use of the existing markets in Bolgatanga and Bawku, where this will be of benefit to PAPs that relocate there, will be defined and described in the RAP for these respective Lots.

## 9. PROCESSES AND RESPONSIBILITIES

### 9.1 Introduction

This section outlines the responsibilities and the processes that will be applied when resettlement is being planned and implemented. Section 9.2 summarises the roles and responsibilities that will be involved in the resettlement process.

The standard process that will be implemented is then summarised in Section 9.3.

### 9.2 Roles and responsibilities

#### 9.2.1 Introduction

This section summarises the roles and responsibilities that will be taken by the different parties involved in Project resettlement.

#### 9.2.2 QGMI UK

QGMI UK will take a proactive role in the studies and supporting the implementation of resettlement which will be led by GHA. QGMI UK will have responsibility for developing the RAPs for each Lot (sub-contracted to a consultancy) by providing on-the-ground and administrative support to help identify the affected structures and businesses, to compile the relevant data about the affected assets and people, and to support the processing of payments together with GHA. .

QGMI UK will retain:

- A Resettlement Action Plan Consultant (RAPC) (see section 9.2.6) and Resettlement Action Plan Implementation Consultant (RIC) (see section 9.2.7) to undertake much of the administrative aspects of QGMI UK's role<sup>4</sup>; and
- A Resettlement Monitoring Consultant (RMC) (see section 9.2.8).

The key roles for QGMI UK's own staff are to:

- Contract with and provide oversight of the RAPC, RIC and RMC; and
- Undertaking the marking / pegging of the area that will be physically affected by the Project, i.e. the area within which structures will be displaced.

#### 9.2.3 Ghana Highways Authority

As the Project Owner, GHA will be responsible for key elements of the resettlement implementation process:

- Approve the initial list of structures that are identified for displacement;
- Approve the notices to be issued to PAPs of the requirement to vacate within specified timelines;
- Undertake, together with the LVD the asset valuation on all structures identified for displacement;
- Approve the eligibility decisions and payment values for affected people; and
- Provide a representative to be the Chair of the Grievance Redress Committee (see section 10).

To expedite timescales and avoid impacts occurring before compensation is paid, GHA will delegate to QGMI UK the support to execute the payments to affected people. GHA will provide

---

<sup>4</sup> Depending on contracting approach there may be one consultant providing both of these roles, or two separate consultants.

oversight to verify that payments are approved in line with GHA's statutory requirements (subject to approval from GHA).

GHA's responsibilities will be supported by the ESC (see section 9.2.5).

#### 9.2.4 Land Valuation Division

The Land Valuation Division (LVD) will provide the official valuation of affected assets on behalf of the GHA. The LVD valuation will be used as a basis for the compensation and allowances to be paid to PAPs. LVD's role in the Project is triggered once the requirement for valuation is referred to them by GHA.

Asset valuation provided by LVD would typically be aligned with the applicable standards as it is based on the full replacement cost. The value of allowances for moving structures and possessions are calculated by LVD and will be used in determining allowances as per Table 4. Compensation for loss of income is also assessed by LVD but past income levels may be reduced by a proportion when calculating lost income compensation. The Resettlement Implementation Consultant (section 9.2.7) will review the LVD valuations to identify any gaps or valuation differences with those given in Table 4, and the gaps / differences will be assessed by the RIC and the valuation added to the payments to be made by QGMI UK. In relation to assessing income losses, the LVD and RIC should consider different information sources in order to assess entitlements. For small businesses that do not have accounts or tax returns this calculation should consider typical monthly net profit achieved by similar businesses. For larger businesses with accounts or tax returns this information should be used to inform the calculation. In determining employee eligibility and wage levels the LVD and RIC may need to use a combination of self-reported and documented information along with a judgement of the number of employees and wage levels that would be typical for the affected business.

#### 9.2.5 GHA's Engineering and Supervisory Consultant

The ESC role is performed by Delin Consult Ltd, under contract to GHA. The ESC will support GHA through an on-the-ground presence in supervising the Project works. In relation to resettlement, the ESC's key role will be in:

- Allocating a Resettlement Manager role within the ESC in-country team. This role will have the overall responsibility of ensuring that the resettlement is undertaken in line with the applicable standards (section 3).
- Supporting the marking of the area within which works will take place and structures will need to be displaced (the 'Impact Area'); and
- Provide a representative to the Grievance Redress Committee (section 10).

#### 9.2.6 Resettlement Action Plan Consultant

The Resettlement Action Plan Consultant (RAPC) will be contracted by the Project and will have the role to prepare RAPs for each Lot (or group of Lots) on behalf of the Project. This will include the following:

- Identify, mark, photograph and categorise all structures within the Impact Area;
- Identify and record the names of owners and tenants of affected structures;
- Create records for each Project Affected Person (PAP) in a PAP File, integrate valuation data from the 2017 RAP, request and include copies of ownership documentation;
- Gather information from PAPs about the business (for business structures), the household (for residences), or the farm (for crops). This data collection will be adequate for determining compensation and allowance requirements and for providing the baseline that can be used for the Completion Audit (section 11.4);

- Assess eligibility of each PAP, and if required, consult with authorities to confirm eligibility;
- Undertake an Interim Valuation of the affected assets. This is used for budgeting and planning purposes but is then superseded by the official valuation proved by Land Valuation Division; and
- Prepare RAP for each Lot, based on this RPF and to include specifics about the number of structures and households affected and the timescale for implementation;

The RAPC will include the following roles:

- A Resettlement Action Plan Manager who will have responsibility for the tasks outlined above and will be accountable to the QGMI UK Resettlement Manager for the implementation activity undertaken by the RAPC;
- A Lead Surveyor who will have the responsibility for the collection of data about the affected structures and PAPs; and
- A Valuation Specialist who will support the valuation of compensation and allowances.

At least one member of the team must be able to speak local languages used by PAPs.

### 9.2.7 Resettlement Implementation Consultant

The Resettlement Implementation Consultant (RIC) will be contracted by the Project and will have the role to perform resettlement implementation tasks on behalf of the Project. This will include the following:

- Issue notices to PAPs;
- Calculate Asset Compensation, Income Compensation and Allowances to be paid to each PAP, using the LVD valuations. RIC will review the LVD valuations to identify any gaps or valuation differences with those given in Table 4, and the gaps / differences will be assessed by RIC and the valuation added to the payments to be made by QGMI UK;
- Engage with PAPs to sign Compensation Agreements, facilitate the issuing of payments to PAPs from QGMI UK, and engage with PAPs to verify that they are able to vacate during the notice period;
- Assess claims for any required Surplus Payments by evaluating records of costs incurred against Allowances given in the Payment; and
- Undertake internal monitoring of the implementation process and provide monthly and quarterly reporting to QGMI on status (using key metrics / indicators) and any issues that have occurred.

The RIC will include the following roles:

- A Resettlement Implementation Manager who will have responsibility for the tasks outlined above and will be accountable to the QGMI UK Resettlement Manager for the implementation activity undertaken by the RIC;
- A Valuation Specialist who will support the valuation of compensation and allowances, and have a lead role in assessing any grievances related to valuation;
- A Lead Administrator and Accountant who will have the responsibility for keeping accurate records related to PAPs, valuations, and payments made;
- An Engagement Lead who will have responsibility for implementing the requirements related to vulnerable people and additional livelihood supports; and
- A Grievance Resolution Officer (GRO) who will be the point of contact for receiving and managing grievances.

Depending on the scale of works in each Lot, some of these roles may be performed by the same person. At least one member of the team must be able to speak local languages used by PAPs.



The Resettlement Implementation Manager, Valuation Specialist and GRO will be members of the Grievance Redress Committee (see section 10).

#### 9.2.8 Resettlement Monitoring Consultant

The RMC will provide external monitoring of the resettlement implementation process through the activities defined in section 11.3.

#### 9.2.9 District and Municipal Assemblies

The District and Municipal Assemblies (DMA) do not have a formal responsibility in relation to Project-related resettlement, but they will have a role in supporting PAPs and the broader community as part of their standard responsibilities to the communities in their areas of jurisdiction.

The Project will aim to work with the DMA to gain their support in the following activities:

- Providing sensitisation to PAPs and the broader community about the Project and its requirement for resettlement;
- Identify and verify ownership of structures and land, including input to resolving disputes about ownership;
- Timely issuance of permits to owners of re-located structures;
- Facilitate the identification of appropriate alternative locations for displaced structures (see section 9.3.2); and
- Provide a DMA representative to be a member of the Grievance Redress Committees that are formed for each Lot (see section 10).

#### 9.2.10 Traditional authorities

The traditional authorities, including chiefs and their representatives, do not have a formal responsibility in relation to Project-related resettlement, but they will have a role in supporting PAPs and the broader community as part of their standard responsibilities to the communities in their areas of jurisdiction.

QGMI UK will aim to work with the traditional authorities to gain their support in the following activities:

- Providing sensitisation to PAPs and the broader community about the Project and its requirement for resettlement; and
- Identify and verify ownership of structures and land, including input to resolving disputes about ownership.

#### 9.2.11 Project Affected People

The Project will request that affected PAPs in each Lot nominate two representatives (one man and one woman) to be members of the Grievance Redress Committees that are formed for each Lot (see section 10).

### 9.3 Resettlement implementation process

#### 9.3.1 Implementation process for resettlement within existing RoW

The standard resettlement implementation process for each Lot is defined in Figure 3. This will be applied for each Lot (or, if applicable, group of Lots) in the construction sequence. It is designed as a *standard* process and there may be legitimate deviations from this process (e.g. due to

stakeholder preference), as long as any such deviations continue to address the applicable standards.

The standard process includes five milestone points (labelled MS1 to MS5 in Figure 3) that represent key activities that must be scheduled according to applicable timescales. These are:

- MS1 must occur as early on in the process as practical so as to give adequate notice and maximise the period between MS1 and MS4. At the point of MS1 PAPs must be given an expected timescale for when MS2, MS3 and MS4 will occur.
- MS2 can occur after the required data collection and assessment activities have been completed following MS1.
- MS3 can occur a **minimum** of 20 working days<sup>5</sup> after MS2.
- MS4 can occur a **minimum** of two weeks<sup>6</sup> after MS3.

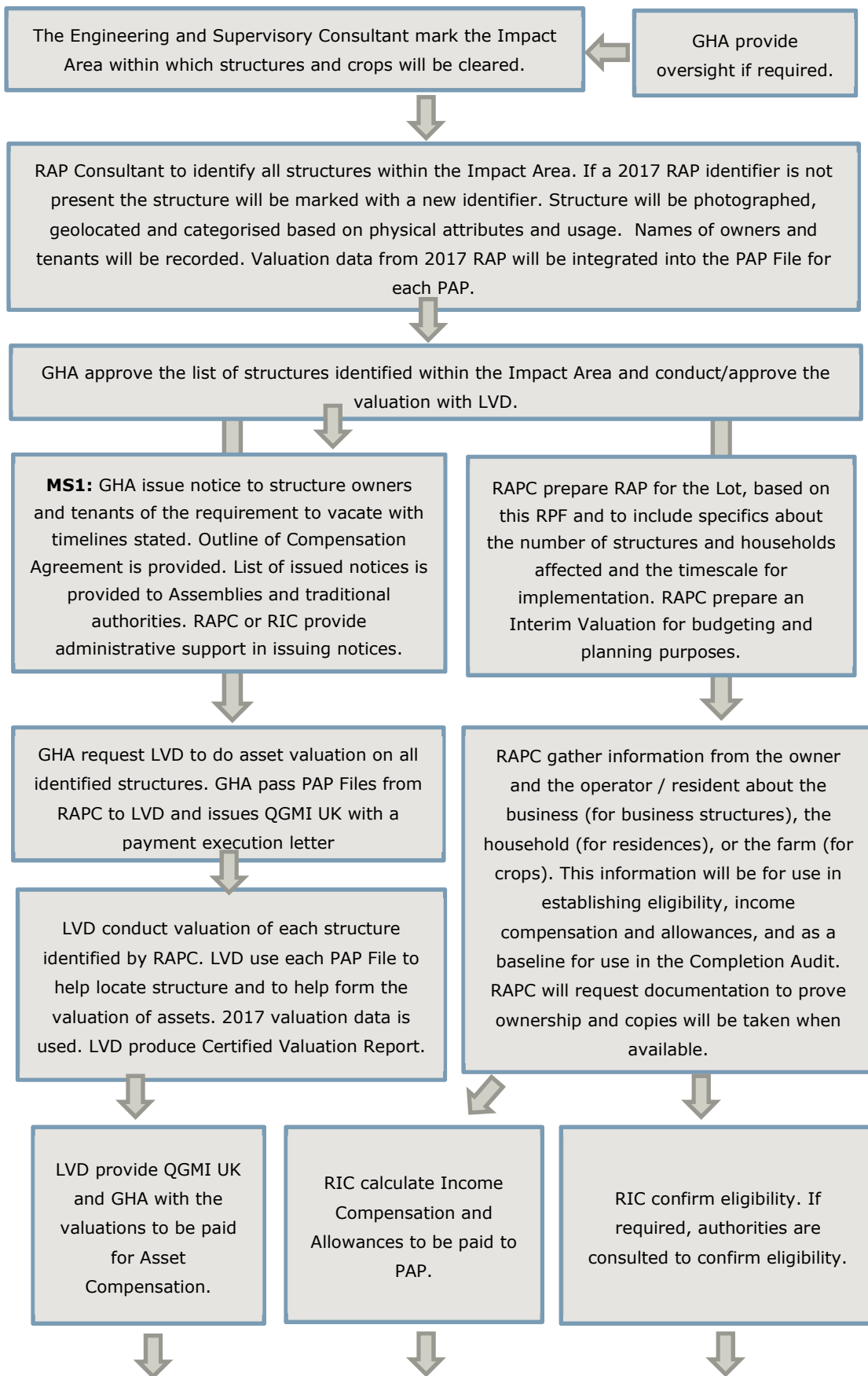
For any PAPs for which the recommended timescales do not provide enough time for the PAP to have arranged an alternate business location or residence, assuming they make reasonable efforts to do so during this time, these timescales will be extended when necessary. The potential requirements for additional time will be identified by the RIC early in the implementation process.

---

<sup>5</sup> Twenty working days is as stated in the *Resettlement Policy Framework for Road Sector Operations* (Ministry of Roads and Highways, 2017).

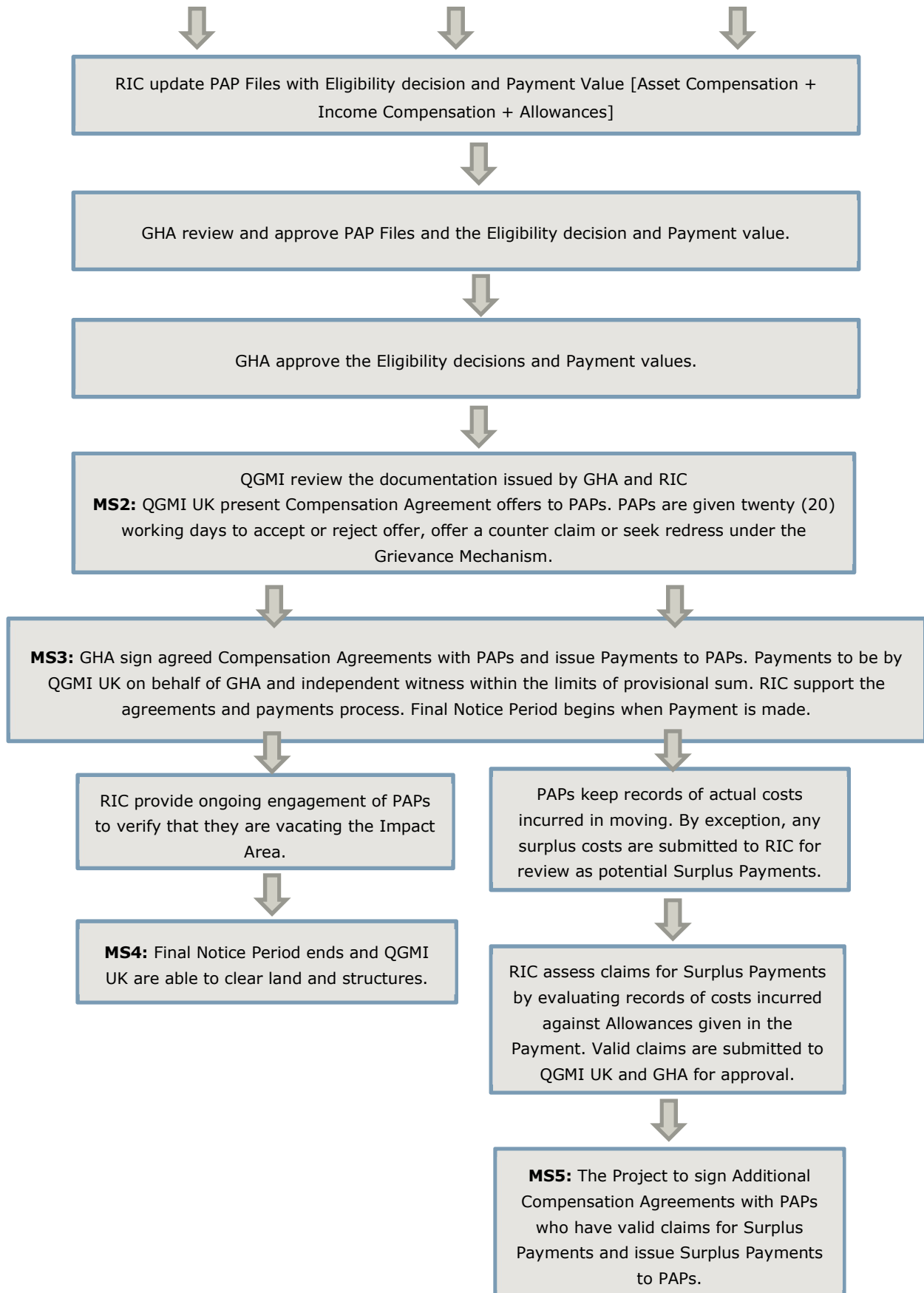
<sup>6</sup> Two weeks is stated as being the usual time that is adequate notice of demolition in the *Resettlement Policy Framework for Road Sector Operations* (Ministry of Roads and Highways, 2017).

**Figure 3 - Implementation process for resettlement within the RoW**



Continued overleaf

Continued from previous page



### 9.3.2 Implementation process for resettlement in new RoW

For any resettlement that is triggered by land acquisition outside of the existing RoW (e.g. for a Bawku bypass) then the RAP for the corresponding Lot will need to adapt the process outlined in Figure 3. The adaptations are required because such resettlement was not subject to the planning undertaken as part of the 2017 RAP and may not be within an existing RoW. In particular, the following steps must be addressed before the implementation process outlined in Figure 3 can be applied:

- The route selection will need to be based on feedback from a program of engagement with potentially affected people, Assemblies, traditional authorities and other stakeholders. The route must be selected with an objective to minimise displacement, and particularly physical displacement.
- A Cut-off Date will need to be set and disclosed to PAPs.
- A Census and socio-economic survey will need to be conducted.
- The RAP will need to be disclosed to PAPs and stakeholders.
- Measures will need to be put in place to establish the land tenure of PAPs and to ensure that equivalent or better security of tenure can be achieved as part of the resettlement process.
- The legal process for acquiring the RoW must be followed.

### 9.4 Support for vulnerable people

As outlined in section 6.7, potentially vulnerable people will be identified when developing the RAP for each Lot. The additional support that will be provided to vulnerable people will include:

- For those with poor literacy or cognitive/learning difficulties, the engagement with PAPs will be based on verbal communication, and the RIC will encourage PAPs to include family members or friends in all engagement so that they have support in understanding the resettlement process.
- For those who could have specific challenges in re-establishing their lives and livelihoods due to any form of impairment, age or poverty, the following measures will be considered and applied when they are necessary to support the PAP:
  - Support to identify alternative housing or business premises; and
  - Support to identify tradespeople and labourers who can help with moving and re-establishing structures.
- Provision of information about how to use banking facilities, including, if required, setting up a bank account.
- For physical resettlement, any households with vulnerable household members that require additional specific support in re-establishing their lives and livelihoods at a new location will be provided with financial assistance for this support. This will be on a case-by-case and by-exception basis. It could include, for example, financial support to make the new home suitable for elderly or those with physical impairment. The option to provide replacement housing will be offered in any cases where cash compensation is not appropriate due to the vulnerability status of the affected person, including where cash payments would be used to settle debts or be used for non-housing purposes, or could be controlled by the recipient(s) in a way that disadvantages female members of the household.

For all PAPs, the RIC will check that the recipient of payments (e.g. the bank account holder) is the directly affected person, and that payments are not being allocated to others who have been nominated by the PAP under duress. These checks will be particularly important for anybody who is identified as vulnerable.

## 10. GRIEVANCE MANAGEMENT

### 10.1 Introduction

Grievances may arise during the preparation and implementation of RAP in each Lot. Grievances may include:

- Misidentification of assets;
- Disputes over plot limits either between affected persons and the project or between neighbours;
- Disputes over ownership of an asset or business;
- Disagreement over valuation of an asset; and
- Disputed allocation of compensation paid to a business, e.g., where the owner and the operator are different.

Such grievances must be resolved in a timely manner to help ensure that resettlement support is provided to the correct PAPs and help avoid additional costs in responding to legal claims.

This section defines the key features of a Resettlement Grievance Mechanism (RGM) that will be further defined and implemented for each Lot. It is separate to the broader Grievance Mechanism to be applied for the Project and that deals with other grievances that do not relate to resettlement. The RGM outlined in this section is broadly aligned with the Grievance Redress Mechanism defined in the 2017 RAP as well as some features of the Grievance Procedures defined in the *Resettlement Policy Framework for Road Sector Operations* (Ministry of Roads and Highways, 2017).

### 10.2 Key principles

The development and implementation of the Resettlement Grievance Mechanism for each RAP will follow the following principles:

- The RGM for each RAP must be defined and disclosed to PAPs and stakeholders before the start of the implementation process outlined in Figure 3.
- Grievances should be resolved in a timely manner at the lowest possible level. If grievances can be resolved quickly by the GRO and the site team to the satisfaction of the grievant then this is often the best course of action, rather than needing to refer the grievance to the Grievance Redress Committee.
- Grievances will be recorded in an electronic format Grievance Log that can be used to log and track grievances raised, the actions taken, and record evidence of the resolution of the grievance.
- Anonymous grievances will be accepted but the grievant will be made aware that the anonymity may affect the ability of the Project to investigate and resolve the grievance.
- No grievant will be denied their rights to pursue their grievances through other legal means.

### 10.3 Grievance Redress Committee

Grievances that cannot be addressed by the GRO taking effective action on the ground will be referred to the Grievance Redress Committee (GRC). Grievances would typically be referred to the GRC if they involve complex disputes, potential requirements to deviate from this RPF and the RAP for the Lot, or that require coordinated actions from multiple parties.

The GRC will be Chaired by a person representing the ESC and will be administrated by the ESC with support from the RIC. The committee will include the following members:

- A Chairperson nominated by ESC;

- ESC Resettlement Manager;
- Valuation Specialist (from RIC);
- GRO (from RIC);
- Representative from the Assembly with jurisdiction for the Lot; and
- Two representatives nominated from the PAPs, ideally one man and one woman.

The GRC would typically sit on a monthly basis though this may be adjusted subject to the number and nature of any grievances received.

#### 10.4 Grievance Redress Process

The Grievance Redress Process is based on seven steps as outlined below.

- **Step 1: Receipt of Complaint.** A complaint either verbally or written will be received by the GRO and recorded in the Grievance Log.
- **Step 2: Initial Determination of Action.** The GRO will determine if the grievance can be resolved with action to be taken at the site level to the satisfaction of the grievant. If it can, this action will be undertaken, the grievant will be asked to confirm acceptability of the action taken, the Grievance Log will be updated accordingly, and the grievance will be closed. If it can't, the grievance will be referred to the GRC as step 3. An update will be provided to the grievant within 10 working days of receipt of the complaint.
- **Step 3: Corrective Action to be Determined.** The GRC will sit on a monthly basis to review and determine actions in relation to the grievances that are referred to the GRC. The aim will be for grievances to be discussed, actions taken, and the outcome reported back to the complainant within 30 days. For cases that are not resolved within 30 days, further investigation will be conducted, and results discussed with complainant during monthly meetings.
- **Step 4: Implementation of Corrective Action.** The corrective action agreed upon with the complainant will be undertaken by the RIC or other party within the agreed time frame and completed action will be recorded in the Grievance Log.
- **Step 5: Verification of Corrective Action.** The GRC will approach the grievant to verify if the corrective action has been implemented to the satisfaction of the grievant. If the complainant is satisfied his/her signature will be obtained and recorded in the Grievance Log. If not, additional steps will be taken to reach agreement.
- **Step 6: Action by CHRAJ.** If no satisfactory solution can be reached between the grievant and GRC, the grievant can take the matter to the Commission on Human Rights and Administrative Justice (CHRAJ<sup>7</sup>) for redress.
- **Step 7: Action by Court of Law.** Finally, if the intervention of CHRAJ does not satisfy the grievant, the grievant has the option to pursue redress by judicial processes in the courts of law.

---

<sup>7</sup> CHRAJ is an independent organization for safeguarding of human rights in Ghana. It was established in 1993 by an Act 456 of the Parliament of Ghana as directed by Article 216 of the 1992 Ghana Constitution. It has offices in all the Regions.

## 11. MONITORING AND EVALUATION

### 11.1 Introduction

Monitoring and evaluation of resettlement will be used to help verify that the required resettlement activities and outcomes have been achieved in line with the RAP, and to identify any gaps that need to be addressed through additional actions. The Project will use:

- Internal monitoring during implementation, with a focus on monitoring of the progress made in relation to resettlement activities;
- External monitoring during implementation, with a focus on verifying that resettlement activities are being conducted as per the RAP and evaluating the outcomes of resettlement; and
- Completion audit to determine whether the efforts to restore the living standards of the affected population have been properly executed.

### 11.2 Internal monitoring

Internal monitoring will be undertaken by the RIC, with reporting made to QGMI, ESC and GHA. ESC will provide oversight of monitoring reports on behalf of GHA.

RIC will issue monthly reports that draw on data from the resettlement administrative records, Grievance Log, stakeholder engagement records and narrative information from RIC and other Project staff. RAPC will define a reporting format as part of the development of the RAPs, and at a minimum the reports will include the following data shown for each Lot:

- Number of PAPs that have been identified, split by impact type (physical displacement, economic displacement of business, or economic displacement of crops);
- Number of PAPs that are currently at each of the Milestone points, as defined in Figure 3;
- Number of PAPs that are planning to or have moved their structures, and the number of PAPs whose structure will be demolished;
- Total payments committed to PAPs, split by asset compensation, income compensation and allowances;
- Total compensation paid to PAPs, split by asset compensation, income compensation and allowances;
- Number of resettlement-related grievances raised, and number closed in preceding month, and the number of currently open resettlement-related grievances;
- Narrative description of resettlement activity conducted in preceding month and planned for following month;
- List of key issues / challenges that have arisen in relation to resettlement;
- Summary of all resettlement grievances raised, and steps taken to resolve the grievance;
- List of engagement activities that have been undertaken (e.g. meetings with Assemblies); and
- Summary of Livelihood Support program activities that have been conducted in the month.

RIC must keep detailed administrative records for each PAP to be able to generate the monthly reporting data. These detailed records must be made available in an easily accessible format (e.g. Excel) to other authorised parties (e.g. QGMI, ESC, GHA) when required.



### 11.3 External monitoring

The RMC will provide external monitoring of the resettlement implementation process, through the following activities:

- Review the implementation process and report to QGMI UK on the alignment of the process with this RPF and the applicable standards (section 3);
- Review the internal monitoring undertaken by the RIC to help verify that it is robust;
- Review grievance records to help identify any significant or widespread issues;
- Interview a sample of PAPs during and after implementation to help verify that adequate compensation and other supports have been provided (including evidence of uptake of advisory support resources and financial literacy training as defined in sections 8.4 and 8.5), in line with this RPF and applicable standards; and
- Raise to QGMI UK any issues that are apparent in the Project achieving alignment with this RPF and the applicable standards, and to recommend corrective actions.

External monitoring will be undertaken by the RMC through:

- Quarterly desktop review of documents provided by the RIC, including the monthly reports; and
- Periodic site visits during the resettlement implementation process.

### 11.4 Completion Audit

A Completion Audit will be conducted to determine whether the efforts to restore the living standards of the affected population have been properly executed. This Completion Audit will verify that all support measures outlined in the RAP have been delivered and that there are no outstanding systemic grievances. The audit will also evaluate if the mitigation actions prescribed in the RAP have had the desired effect. The baseline conditions of the affected parties before the displacement will be used as a measure against their socio-economic status after the resettlement.

To be effective, the completion audit will take place after all RAP activities have been completed, but before the financial commitments to the programme are finished. This will allow the flexibility to undertake any corrective action that the auditors may recommend before the project is completed. Timing will be agreed between GHA and QGMI UK. Consideration should be given to conducting completion audits for groupings of Lots if the schedule for completion of works is spread over a significant period of time.

The completion audit will include the use of interviews and a survey with a sample of PAPs, and interviews with other stakeholders such as the Assemblies.

## 12. REFERENCES

Delin Consult Ltd. 2017a. *Environmental Impact Assessment (EIA) Study on the Rehabilitation of Bolgatanga-Bawku-Pulmakom Road Project.*

Delin Consult Ltd. 2017b. *Resettlement Action Plan (RAP) on the Rehabilitation of Bolgatanga – Bawku – Polmakom Road.*

Ministry of Roads and Highways. 2017. *Resettlement Policy Framework for Road Sector Operations.*

## **APPENDIX 1 PHOTOGRAPHS**

Bolgatanga-Bawku-Pulmakom Road



Business activities adjacent to road in Bolgatanga



Example of crops located directly adjacent to the existing road



Example of people and businesses located next to road



Example of temporary stall structures next to road



Example of metal container temporary structures adjacent to the road on outskirts of Bawku



Second example of metal container temporary structure



Example of road in rural area, with sporadic trees adjacent to existing road

Source: Ramboll site visit November 2019.