

ECONOMIC DEVELOPMENT AND RESEARCH CENTER



**NORTH-SOUTH ROAD CORRIDOR INVESTMENT PROGRAM
TRANCHE 3 (Lanjik-Gyumri Section)**

IMPLEMENTATION OF ADDENDUM 1 TO LAND ACQUISITION AND RESETTLEMENT PLAN

COMPLIANCE REPORT

January 2025

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List of acronyms

ADB	Asian Development Bank
AHs	Affected Households
AMD	Armenian Dram
AP	Affected Person
DMS	Detailed Measurement Survey
EDRC	Economic Development and Research Center
EIB	European Investment Bank
EMA	External Monitoring Agency
GoA	Government of Armenia
GRM	Grievance Redress Mechanism
HHs	Households
LAR	Land Acquisition and Resettlement
LARF	Land Acquisition and Resettlement Framework
LARP	Land Acquisition and Resettlement Plan
LLC	Limited Liability Company
MTAI	Ministry of Territorial Administration and Infrastructure of the RA
RA	Republic of Armenia
RD	Road Department
RoW	Right of Way
SNCO	State Non-Commercial Organization
SPS	Safeguard Policy Statement
T2	Tranche 2 of the North-South Road Corridor Investment Program
T3	Tranche 3 of the North-South Road Corridor Investment Program

I. Executive Summary

- The Government of Armenia (GoA) is implementing the North-South Road Corridor Investment Program (the Program). The Program is implemented through several financing tranches. Reconstruction and technical supervision of Tranche 3 (T3) Lanjik-Gyumri road section (km90+200-km117+670), with a total length of 27.4 km, is financed by the European Investment Bank (EIB).
- Initially, T3 construction works were planned to be implemented in 6 subsections. However, during the civil works implementation in subsection 4, it was revealed that an archaeological site in the vicinity of Benjamin community had to be bypassed. As a result, it was decided to change the design of subsection 6, in particular, to change the location of the transport hub. The latter led to the necessity to acquire the land plots that were initially located outside of the Right of Way (RoW).
- To address the LAR impacts related to the bypass of the archaeological site and acquisition of new land plots, Addendum 1 to the T3 Lanjik-Gyumri road section LARP was prepared and implemented.¹
- Based on Addendum 1 implementation results, the project impacted 98 land plots in Benjamin community, including 39 state-, 20 community- and 39 privately-owned land plots. The project affected 61 AHs, including 58 landowners and 3 leaseholders of community-owned land plots. Six AHs were socially vulnerable. 18 AHs were severely affected. Three vulnerable AHs were severely impacted.
- The crops were impacted. There were no cases of impact on trees, buildings, structures, fences, improvements, businesses, and employment. There was no impact on informal users. There were no cases of physical relocation (displacement).
- Addendum 1 implementation procedures were in compliance with the defined provisions of T3 Lanjik-Gyumri LARP and policy requirements. Compensation for the loss of land and crops, as well as provision of rehabilitation assistance for the project's impact on socially vulnerable groups, complied with Addendum 1/T3 Lanjik-Gyumri LARP provisions.
- One Corrective Measure of AMD 197,858 was recommended by the EMA to bring rehabilitation assistance for the project's severe impact in line with Addendum 1 provisions. In December 2024, the RD implemented the required Corrective Measure. The RD provided the EMA with copies of the signed Supplemental Agreement and payment order.
- Overall satisfaction with various processes and procedures of Addendum 1 preparation and implementation was high. (More details in Section VIII. [Public Satisfaction](#)).
- No land plots are currently involved in the process of expropriation ([Appendix 2](#)).

Based on external monitoring findings, Addendum 1 implementation is considered fully completed for all 98 land plots (o/w for 39 state-owned, 20 community-owned, and 39 privately-owned land plots). Addendum 1 is implemented in compliance with the provisions of ADB SPS (2009), local legislation, the T3 Lanjik-Gyumri road section LARP, and with the satisfaction of the APs.

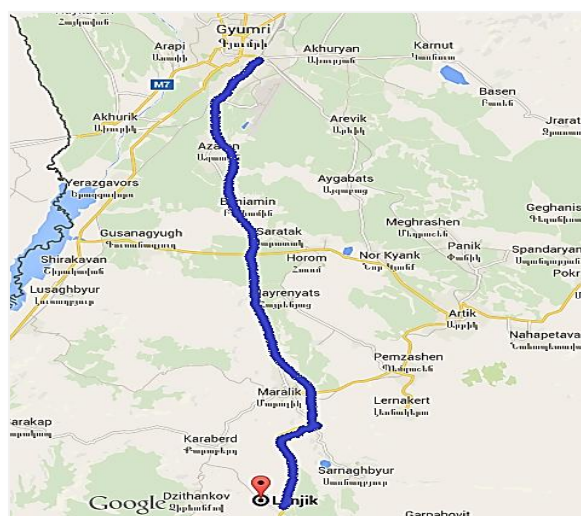
¹ The [final version of Addendum 1](#) is dated February 2024. Addendum 1 implementation was started in February 2024 and was considered completed as of January 2025.

II. Introduction

a) Project Background

1. The Government of Armenia is implementing the North-South Road Corridor Investment Program (hereinafter – the Program). European Investment Bank (EIB) supports the implementation of the program. In particular, the EIB has agreed to provide the Republic of Armenia with a EUR 60 million loan to finance the Program. The Ministry of Territorial Administration and Infrastructure (hereinafter – MTAI) of Armenia is the Program Executive Agency, while the Road Department Fund (hereinafter – RD²) is the Implementing Agency of the Program.
2. The Program is implemented through several financing tranches. Reconstruction and technical supervision of Tranche 3 Lanjik-Gyumri section (km 90+200 - km 117+670), with a total length of 27.4 km, is financed by the EIB. The objective of Tranche 3 Lanjik-Gyumri section (hereinafter – T3 Lanjik-Gyumri or Project) is to upgrade the existing M1 from the two-lane single carriageway to the international standard Category 1 four-lane dual carriageway.

Figure 1. Tranche 3 Lanjik-Gyumri 27.4km (km 90+200 – km 117+670) Project Location



Source: T3 Lanjik-Gyumri LARP (June 2015).

3. Construction works under T3 required massive land acquisition and relocation. Based on the ADB’s Operational Manual (Operation Manual F1/OP (2013)), the T3 was classified as a Category A project for Involuntary Resettlement Safeguards.
4. The Government of Armenia approved the Land Acquisition and Resettlement Plan (LARP) for T3 Lanjik-Gyumri section (January 14, 2016, [Decree N9-N](#)).
5. T3 construction works were planned to be implemented in 6 subsections, with the commencement to construction works possible only after full completion of LARP implementation in the respective areas. The LARP implementation started in July 2015 and was completed in five subsections in June 2018.

Table 1. Impact of the Tranche 3 Lanjik-Gyumri section in all 6 Subsections (Planned under the LARP)

Section	Communities, N	Total size of land take (sq. m.)	Plots, N	AHs, N	Severely AHs, N	APs, N
Lanjik-Gyumri	9	1,243,054.6	666	530	274	2,677

Source: T3 Lanjik-Gyumri LARP (June 2015).

² The RD Fund is the legal successor of the “Road Department” SNCO, the “Transport Project Implementation Organization” SNCO and the “North-South Road Corridor Investment Program Implementation Unit” SNCO.

6. For five subsections, compliance reports were prepared by the External Monitoring Agency (EMA) and accepted by the ADB. Permission was given to the Contractor to start construction in all five subsections.

Table 2. Summary of T3 Lanjik-Gyumri LARP implementation per subsections

LARP implementation Subsection	Communities, N	Total length of subsection, km	Road PKs	Compliance Reports' approval by the ADB	Commencement to the Contractor
1 st subsection	Sarnaghbyur, Lanjik, Dzorakap	5	km 90+200 – km 91+440 km 90+200 – km 91+440 km 92+030 – km 95+230	31.05.2016	22.07.2016
2 nd subsection	Dzorakap Maralik	3.8	km 95+230 – km 98+485 km 97+700 – km 99+300	13.03.2017	20.03.2017
3 rd subsection	Maralik Hayrenyats	5.37	km 99+300 – km 100+500 km 100+500 – km 104+670	21.06.2017	31.07.2017
4 th subsection	Horom, Lusakert, Beniamin	5.135	km 105+465 – km 107+165 km 107+165 – km 108+620 km 109+620 – km 111+600	13.11.2017	14.11.2017
5 th subsection	Lusakert	1	km 108+620 – km 109+620	13.11.2017	14.11.2017

Source: RD.

7. During the civil works implementation in subsection 4, it was revealed that an archaeological site in the vicinity of Beniamin community had to be bypassed. As a result, it was decided to change the design of subsection 6 of the Project, in particular, to change the location of the transport hub. The latter led to the necessity to acquire the land plots that were initially located outside of the RoW.

Figure 2. Addendum 1 Location



Source: T3 Lanjik-Gyumri LARP Addendum 1 (February 2024), RD.

8. To address the LAR impacts related to the bypass of the archaeological site and acquisition of new land plots, Addendum 1 to the T3 Lanjik-Gyumri section LARP was prepared by the RD.³ The compensation budget for the implementation of Addendum 1, including the registration costs, was covered by the RA Government (State Budget).

Table 3. Impact planned under Addendum 1

Communities	Plots, N	Total size of land take, sq. m.	AHs, N	Vulnerable AHs, N	Severely AHs, N
Beniamin	99	95,604	59	6	18
Total	99	95,604	59	6	18

Source: T3 Lanjik-Gyumri LARP Addendum 1 (February 2024), RD.

³ The [English](#) version of Addendum 1 to the T3 Lanjik-Gyumri section LARP is available on RD's website (as of December 2024).

b) LARP Objectives and Scope of Addendum 1

9. Addendum 1 was prepared by the RD, and its final version was approved by EIB in February 2024. The MTAI and RD were responsible for Addendum 1 implementation. Addendum 1 was prepared under T3 Lanjik-Gyumri LARP; therefore, it followed the same objective and methodology approved for the T3 LARP.⁴
10. The objective of Addendum 1 is to identify and support the affected persons to restore their livelihoods at least to pre-project levels according to the requirements and provisions of ADB's SPS 2009, the approved T3 LARP, and new regulations of the Government of Armenia (GoA) concerning entitlements of certain groups of APs.⁵
11. The approved Addendum 1 covers the rights of persons in the cases of temporary or permanent losses of land, living or other building/structure, crops and trees, income, business and employment, as well as contains relevant provisions on Project severe impact, physical relocation, rehabilitation allowances, temporary and unforeseen impacts and compensations for improvements. Addendum 1 also presents the scope of community rights in the case of community/public property loss.
12. Addendum 1 assesses the Project impact and provides details on required compensation and restoration measures based on the final Detailed Road Design, Detailed Measurement Survey (DMS) of all affected assets, Census Survey of AHs, Inventory of Losses, and Valuation of Replacement Cost of the Affected Assets.
13. Thus, relocation, compensation and livelihood restoration shall be implemented in accordance with the approved Addendum 1.
14. The process of agreement signing under Addendum 1 was started in February 2024. From the perspective of external monitoring, considering all court cases initiated and resolved under Addendum 1, the implementation of Addendum 1 is considered completed as of January 2025. This date marks the enforcement of the court's decision regarding the acquisition in the final court case initiated under Addendum 1 (for details on court cases, see [Appendix 2](#): Action Plan on Addendum 1 Court Cases).

c) Legal Framework and Entitlements

15. The basis for resettlement planning and implementation is the RA Constitution and respective legislation derived from the Constitution. The Project is being implemented under an international loan agreement with EIB financing. As such, the legal framework for the Project implementation includes the EIB's involuntary resettlement policy clauses. Additionally, since the involuntary resettlement safeguards of the Asian Development Bank's (ADB) Safeguard Policy Statement (SPS 2009) have already been applied to the upgrading of other sections of the M1 Highway, the EIB agreed to implement the LAR based on the requirements of the ADB SPS (2009), to ensure consistent operational standards across all upgraded sections of the Highway.
16. Involuntary acquisition of property (for the society and public needs) in Armenia is feasible only in the case of GoA recognizing (by a Decree) it as an exclusive prevailing public interest; the Eminent Domain Decree⁶, recognizing the affected properties under Addendum 1 as the exclusive prevailing public interest, was

⁴ The LARP for the T3 Lanjik-Gyumri section was approved by the GoA in January 2016 (Decree N9-N). The [English](#) version of the LARP is available on RD's website (as of December 2024).

⁵ The T3 Lanjik-Gyumri section LARP is based on the requirements of the ADB Safeguards Policy Statement of 2009 (SPS 2009), EIB's Statement on Social Standards & Principles and Guidance Note on Involuntary Resettlement, and the Land Acquisition and Resettlement Framework (LARF) of the Project approved by the Government.

⁶ The [GoA Decree N1566-N](#).

issued by the GoA on 14 September 2023 and entered into force on 24 September 2023. The acquisition grounds, compensation procedures and other relevant provisions are defined by the RA Law “On Alienation of Property for Ensuring Overriding Public Interests”. Notably, the Law covers properties of both physical and legal entities, as well as all property rights objects owned by the communities (local governments).

17. In all cases when the ADB SPS requirements were stricter than the RA legislation, requirements of ADB policies were applied. To overcome the differences/gaps between the RA legislation and ADB policies, the Land Acquisition and Resettlement Framework (LARF) was developed and adopted by the Government of Armenia.⁷
18. Addendum 1 is based on the project LARF (2015)⁸, respective Armenian legislation and regulations, as well as ADB SPS (2009). The compensation of the land plots and buildings/structures affected by the Project was based on the principle of cash compensation.
19. Thus, the following losses/impacts are eligible for compensation for project impact in compliance with the project LARF (the project’s complete Entitlement Matrix is in [Appendix 1](#)):
 - 1) For the loss of **land** – the land plot owners, legalizable owners, leaseholders (community, state), non-legalizable AHs,
 - 2) For the loss of **residential buildings or structures** on land plots – all AHs, regardless of the rights towards the building/structure; relocated renters,
 - 3) For the loss of **non-residential buildings or structures** on land plots – all AHs, regardless of the rights towards the building/structure; relocated renters,
 - 4) For the loss of **crops, trees and expected harvest** – all AHs, regardless of the rights towards the land or any other property right holder,
 - 5) For the cases of **loss of business or employment** – all AHs, regardless of legal status,
 - 6) Allowances for **severe impact** – All AHs/APs that lost 10% or more of agricultural land or were relocated, including those who do not have any residence status,
 - 7) For the loss of **public property** – the community,
 - 8) **Rehabilitation Allowances** – to all AHs below the poverty line, as well as headed by women, elderly or disabled,
 - 9) **Relocation Allowance** – all AHs (transportation expenses for relocation and living expenses),
 - 10) For **temporary impact** – all AHs,
 - 11) For **unforeseen impacts** – all APs/AHs eligible for compensation,
 - 12) For **improvements** (not included above, except for movable property) – all APs who made improvements.
20. Compensation rights were limited by the cut-off date – 23 January 2024 – which was defined as the first day of signing of property Description protocols on the acquired lands (signing the protocols by the APs, MTAI and Acquirer). The Description protocols contain the data on Census, DMS and Inventory of Assets.

⁷ The LARF was adopted in 2010, then it was revised in 2012, 2015, 2017 and the final revised version was adopted by the Government in December, 2020, [GoA Decree N2013-N](#). The [Armenian version of the T3 LARF](#) is available as Appendix 3 to the GoA Decree N1274-N, adopted on 16 September 2010, last amended on 10 December 2020.

⁸ The entitlements under Addendum 1 to T3 LARF include both the entitlements covered by the T3 LARF and the additional entitlements for certain impacts and categories of APs which were introduced by the GoA in 2017. The additional entitlements are: (i) provision of compensation for non-residential illegal buildings, (ii) consideration of disabled APs as vulnerable, (iii) provision of transportation cost to APs who were not physically relocated, and (iv) separation of improvements from the entitlement of non-residential buildings/assets. For more details, see [Appendix 1](#).

d) Monitoring and Evaluation of Addendum 1

21. Addendum 1 implementation is subject to both internal and external monitoring. Internal monitoring is carried out by the RD through the Resettlement Coordination Team (more details in para. 40).
22. External monitoring is carried out by the External Monitoring Agency (EMA). It implies compliance review and preparation and submission of a Compliance Report.
23. The objective of the external monitoring is to verify that the compensation program has been implemented in compliance with Addendum 1/T3 LARP/LARF stipulations, in adherence to local legislation, ADB's SPS (2009), and with the satisfaction of the APs; in case of any non-compliance issues, the EMA will recommend corrective measures to resolve those issues, if any.
24. The "Economic Development and Research Center" (EDRC), an independent research institution specializing in public policy monitoring and evaluation,⁹ served as the External Monitoring Agency and carried out the external monitoring of the T2 and T3 LARPs' implementation.
25. This report covers the compliance review of Addendum 1 implementation. The methodology of external monitoring is presented in detail in Section III of this report. The findings of external monitoring and main conclusions on Addendum 1 implementation are presented in subsequent sections of this report.

⁹ For details on the Center please visit www.EDRC.am.

III. EMA Methodology

26. The methodological basis for the Compliance Review was approved in the Inception Report of the EMA. EMA has performed the full range of necessary activities stipulated by the methodology. The compliance review included mixed methods of quantitative and qualitative research.
27. Three main methods of data collection were used:
- Desk review,
 - Key Informant Interviews, i.e., day-to-day communications/discussions with the Safeguard Team of the RD,
 - Sample household phone calls.
28. During the desk review, the EMA collected and collated necessary data, studied and reviewed financial and non-financial documentation (including ADB SPS (2009), LARF, T3 LARP and Addendum 1), and analyzed the existing databases.
29. During the performed desk reviews, the following program documents were studied:
- Description Protocols,
 - Valuation Reports,
 - Reports on Rehabilitation Assistance Size Calculation,
 - Contracts on the Acquisition of Property for Public and State Needs,
 - Agreements on Compensation/Rehabilitation of Affected Assets,
 - Payment documents for the Property Acquisition Contracts and Agreements,
 - Other documents.
30. The existence of all contracts, agreements and payment orders was checked; the data/information in the mentioned documents were reviewed for adequacy, completeness, and compliance with the Addendum 1/LARF provisions. The existing databases were analyzed; the data in databases and description protocols/valuation reports were compared/reconciled, and necessary corrections were made.
31. The EMA studied 100% of the documents and profiles of APs and 100% of payment orders of APs (and communities) included in Addendum 1.
32. A compliance review survey was conducted with 15 randomly selected AHs (25% of the AHs included in Addendum 1, as per the implementation). For a complete sample, see [Table 22](#). The survey was conducted using the phone calls survey method. The survey was based on the Compliance Review Survey Questionnaire provided in [Appendix 3](#).¹⁰ The survey responses were entered into a database and analyzed.
33. Key Informant Interviews in the form of discussions and day-to-day communication with the Safeguard Team of the RD were carried out during external monitoring.
34. The process of consultations and APs' notification, the Grievance Redress Mechanism, the initiation of the expropriation process, the institutional setup, and the process of compensation and rehabilitation provision were studied in detail both through a desk review and perceptions of APs (via compliance review survey).
35. Data and information collected from various sources were compared and analyzed. The adopted methodology allowed the EMA to formulate findings, conclusions, and recommendations on the compliance review of Addendum 1 implementation.

¹⁰ The questionnaire developed for the T3 LARP Compliance Review Survey was used. Minor changes were made to reflect the specifics of Addendum 1.

IV. Implementation Procedures

a) Institutional Framework and Management

36. The Ministry of Territorial Administration and Infrastructure is the Executing Agency, and the Road Department Fund is the Implementing Agency for the Program.
37. The institutional framework also includes the RA Ministry of Finance, the RA Cadastre Committee, Local Self Government Bogies, Local Courts, Consultants and ADB.
38. AltaVIP LLC – the Valuation Consultant – is responsible for the implementation of measurement, assets inventory, and valuation for utility relocation. It was also responsible for organising and carrying out public consultations and handling complaints and issues (such as access issues, utility relocation issues, etc.) periodically rising in T2 and T3. It was recruited by the RD and consisted of the following specialists: (i) Social Development and Resettlement Specialist/Team Leader, (ii) Measurement Specialist, (iii) Valuator, (iv) Agronomist, (v) Sociologist/Social Development Specialist – Coordinator, and (iv) Lawyer/Advocate.
39. AltaVIP LLC – the Implementation Consultant – is responsible for T3 LARP Addendum 1 implementation, including the expropriation phase. The Consultant was recruited by the RD and consisted of the following specialists: (i) Team leader, (ii) Field coordinator, and (iii) Lawyer/advocate.
40. The RD has established a Resettlement Coordination Team¹¹ within its structure, which is responsible for the coordination of the Consultant’s activities, submission of Internal Monitoring Reports on LARP/Addendum 1 implementation, Semi-annual Social Monitoring Reports and Quarterly Progress Reports.
41. The construction Contractor is Synohidro Corporation Ltd. The Supervising Engineer is IRD Engineering.

Key Findings

The institutional framework and management of Addendum 1 implementation are the same as those of the T3 LARP and comply with Addendum 1 provisions.

b) Consultations and APs Awareness

42. Public consultations with the affected persons and the awareness-raising process started before Addendum 1 implementation.
43. The RD carried out several rounds of public consultations and awareness-raising events – before Addendum 1 implementation – in July 2020 and October 2023. During the implementation, individual (face-to-face) consultations with the APs were held on a day-to-day basis; assistance was also provided via phone calls, as needed.
44. All APs were notified about the procedures and stages of Addendum 1 implementation. Amongst others, the following information was provided to the APs: information on compensation eligibility and entitlements, methodology of assets valuation by the types of losses, documents required for contract/agreement signing, the Grievance Redress Mechanism and procedures behind the complaint submission, etc.
45. Actions taken as a part of information disclosure included the following:

¹¹ Includes: (i) Head of Social Impact Management Service, (ii) Social Development and Resettlement Specialist, (iii) Senior Lawyer Claim and Dispute Management Specialist, (iv) Environmental and Social Specialist, and (v) Social Specialist.

- Acquisition contracts and the information leaflets were delivered to the APs in line with the requirements defined by the Law “On Alienation of Property for Ensuring Overriding Public Interests” and the Government Decree on Eminent Domain.¹² Accordingly, the APs’ received notification on property description protocols, as well as draft acquisition contracts and agreements on affected assets;
- Disclosure of the project information brochure on the RD’s website;¹³ and
- Disclosure of the project LARF, T3 LARP and Addendum 1 on the RD website.¹⁴

46. The abovementioned information was obtained and verified through the desk review activities, Key informant interviews with the representatives of the Safeguard Team of the RD, as well as the compliance review survey findings.

47. According to the survey, all AHs (15 AHs, 100% of respondents) were aware of consultations being held in their community and participated in the events. 80% of respondents (12 of 15 AHs) considered the consultations very useful, while 20% (3 of 15 AHs) found consultations not that useful. All AHs confirmed that they were officially notified on their property/assets acquisition for public and state needs, principles and amounts of compensation/rehabilitation. Description protocols were handed to the APs. Compliance review survey findings are presented in Section VIII. [Public Satisfaction](#).

Key findings

Consultations and APs’ awareness processes comply with Addendum 1/LARF provisions.

c) Complaints and Grievance Redress Mechanism

48. For the effective and prompt resolution of disagreements, complaints and concerns regarding Addendum 1 implementation, a Grievance Redress Mechanism (GRM) was developed and disclosed to APs during public consultations. The GRM was also described in the Project information brochure. The contact details of the grievance focal person were available at the administration offices of the affected communities.

49. The GRM of Addendum 1 comprises two levels. The first level of the GRM is the Implementing Agency level: the RD receives and resolves/replies to AP’s grievances. The second is the Executing Agency level: in case the AP is not satisfied with the RD response, the complaint can be lodged with the MTAI. At the same time, the GRM does not affect or limit the right of the APs to defend their rights by all lawful means, including judicial procedures, and to apply to the courts and other state bodies at any time of the grievance redress process.

Table 4. Number of grievance/complaints cases by the resolution (No of cases)

Reasons	Total	Resolved in favour	Rejected or found to be unsubstantiated
1	2	2.1	2.2
Request for total alienation of the land plot	11	5	6
Disagreement with the inventory of the assets	7	2	5
Request for provision of access to the land	1	1	-
Request for correction of cadastral maps	1	1	-
Request for debt reimbursement to the Compulsory Enforcement Service	1	-	1
Total	21	9	12

Source: EDRC, External Monitoring Results

¹² The RA Government Decree N1566-N on Eminent Domain for Addendum 1 affected properties was adopted on 14 September 2023 and came into force on 24 September 2023: <https://www.arlis.am/DocumentView.aspx?DocID=182511>

¹³ <https://armroad.am/en/safeguard/social-impact-and-resettlement/lar-documents>

¹⁴ <https://armroad.am/en/safeguard/social-impact-and-resettlement/lar-documents>

50. During Addendum 1 implementation, 21 written applications (grievances) were submitted to the RD. The 20 applicants were landowners and one was a community administration. The EMA was provided with all relevant information on the cases.
51. Eleven applicants requested a full acquisition of their land plots, seven applicants had disagreement with the inventory of assets, one applicant requested access to the main road, another applicant claimed debt reimbursement to the Compulsory Enforcement Service, and Beniamin community administration requested to correct the cadastral maps of community-owned land plots subject to alienation. In total, nine out of 21 applications (43%) were resolved in favour of the complainants. Table 4 presents a brief description of the complaints handling.
52. All eleven complaints related to the request for the total acquisition of a land plot were submitted within the defined time frame.¹⁵ Meanwhile, six out of 11 complaints were found to be unsubstantiated, as it was revealed that, in all six cases, the remaining after acquisition parts did not lose their economic or functional designation, and there were no entrance or irrigation system-related issues. Regarding the complaints related to disagreement with the inventory of assets, by results of field visits, organized by the RD to resolve the issues, five out of seven complaints were found to be unsubstantiated.
53. Both desk review and compliance survey findings confirm that the APs under Addendum 1 were notified of complaint resolution procedures, and the GRM was accessible to the APs.

Key Findings

The GRM is accessible to the APs and is functioning properly. Out of 21 grievance cases submitted under Addendum 1, nine were resolved in favor of the complainant APs.

d) Process of Compensation Provision

54. Payment of compensation was made within the defined time frame of 30 banking days via direct transfer to bank accounts of APs opened by the RD.¹⁶ The last transfer under the compensation process was made on 23 July 2024. Considering the implementation of the Corrective Measures recommended by the EMA, the last transfer was made on 19 December 2024. For details on Corrective Measures, see para. 96.
55. According to the EMA Compliance Survey findings, AHs' satisfaction with the payment process is very high. All AHs who signed the acquisition contracts and received the compensation in full (13 AHs; 87% of respondents) were completely satisfied with the payment method and the whole process of compensation/rehabilitation provision. Compliance Survey findings are presented in Section VIII. "[Public Satisfaction](#)".

Key findings

The compensation and rehabilitation provision process complies with the provisions of Addendum 1/LARF.

¹⁵ According to the Law on Eminent Domain (Article 5, part 1), if a part of the property is alienated, and the remaining part of the land will lose its economic or functional designation, the owner may demand that the non-alienated part is also be alienated. The owner may present such a demand within a two-month due period after the RA Government Decree on Eminent Domain, approving the exceptional prioritized public interest, becomes effective.

The RA Government Decree N732-N on Eminent Domain for Addendum 4 affected properties was adopted on 11 May 2023 and came into force on 22 May 2023: <https://www.e-gov.am/gov-decrees/item/40372/>, https://www.e-gov.am/u_files/file/decrees/kar/GVFA-4B7C-B6C5-AA14/732.1.pdf.

¹⁶ The "AraratBank" has been selected as a commercial bank providing the best conditions for proper payment of compensation to APs with the following terms: a) the availability of branches; b) lack of transaction fees and not application of the transaction fees towards the transferred compensation payments and account service of APs; c) provision of easy and flexible compensation system for APs (subaccounts opening opportunity etc.); d) APs service convenience (geographical location and low transaction fees, or lack of such fees). The "AraratBank" is the same bank selected to implement Tranche 3 LARP.

e) Expropriation and Measures Taken

56. For all those cases when due to some reasons (i.e., disagreement of APs, unresolved legalization issues, etc.) the acquisition contract has not been signed by APs (owners or other property rights holders) within 3 months from the date of notification of the draft acquisition contracts to APs, in accordance with the RA Law “On Alienation of Property for Ensuring Overriding Public Interests”, the RD initiated the acquisition of the property through court decision (expropriation process).
57. Seventeen privately-owned land plots (27 landowners) from Beniamin community were involved in the process of expropriation. Below is the breakdown of initiated expropriation cases with the categorization of expropriation reasons. There was no physical relocation or business impact related to those land plots. A summary description of the expropriation cases is presented in [Appendix 2](#).

Table 5: Initiated and ongoing court cases with the categorization of the reasons (No of cases)

Reasons	Total initiated cases, N	Total ongoing cases, N	o/w cases with Vulnerable AHs, N	o/w cases with Severely AHs, N
1	2	3	3.1	3.2
Inheritance issue	7	-	-	-
Property under compulsory enforcement ¹⁷	5	-	-	-
Absent owner (location unknown)	3	-	-	-
Absent APs (Power of Attorney)	2	-	-	-
Registration issue	1	-	-	-
Total	17^a	-	-	-

Note: ^a Including one case with both an absent owner and a property under compulsory enforcement issues.

Source: EDRC, External Monitoring Results

58. In line with Addendum 1 provisions, the RD initiated the expropriation process and, within a 1-month due period, transferred the compensation to the respective AHs to the deposit accounts of the First Instance Court of Shirak Marz. Calculation of compensation complied with Addendum 1/LARF provisions.
59. The AHs were properly notified on the mentioned transfers within a 3-day due period and were provided with an information leaflet describing their rights and obligations upon depositing.
60. As the acquisition contracts were not signed within a 7-day due period upon depositing, the Implementation Consultant (AltaVIP LLC, para. 39) submitted the lawsuits to the First Instance Court of Shirak Marz based on the deposited amounts (within a month due period).
61. As of the present report preparation (January 2025), all lawsuits are resolved. For the details on the Action Plan on Addendum 1 Court Cases, see [Appendix 2](#). The deposited compensation of 7 landowners of 4 land plots complies with Addendum 1/LARF provisions.

Key findings

No land plots are currently involved in the process of expropriation. The initiation of the expropriation process complies with Addendum 1/LARF provisions

f) Legalization and Special Cases

62. In accordance with the Conditions for Legalization of the LARF, all those persons who are eligible for state registration of their ownership rights towards the affected property, shall register their ownership and other property rights related to the acquisition of the property in compliance with the procedure established by the RA legislation. The EA have to assist APs in legalization and facilitate their cases.

¹⁷ The [Compulsory Enforcement Service](#) imposed restrictions on the property in question.

63. The main types of legalization cases or specific procedures for dealing with such cases are absent APs, heritage recognition, expired passport reissue, (state) registration of ownership titles, property under arrest, verification of translation of a power of attorney, as well as a visit of notary outside the office when AP is physically unable to visit the notary's office.

64. There was one legalization action – a heritage recognition case, under Addendum 1.

Key findings

Under Addendum 1, one legalization action was implemented in compliance with Addendum 1/LARF provisions.

V. Determining the Actual Scope of Impact¹⁸

a) Permanent Loss of Land and Impact on Land Users

65. According to Addendum 1, the scope of the project impact entailed 99 land plots (including 38 state-owned, 21 community-owned, and 40 privately-owned land plots) in Benjamin community with a total size of land-take for the project needs of 95,604 sq. m. The total number of affected households was 59 (all landowners).

Table 6. Affected land plots and affected land users under Addendum 1

Item: Permanent loss of land	Plots, N	Area, sq. m.	AHs, N	Landowner AHs, N	Leaseholder AHs, N	Informal User AHs, N
1	2	3	4	4.1	4.2	4.3
a. Planned under Addendum	99	95,604	59	59	-	-
State land	38	40,228	-	-	-	-
Community land	21	32,278	-	-	-	-
Private land	40	23,098	59	59	-	-
b. Implementation tallies	98	88,777	61	58	3	-
State land	39	40,384	-	-	-	-
Community land	20	23,779	3	-	3	-
Private land	39	24,614	58	58	-	-
Difference (b-a)	-1	-6,827	2	-1	3	-
State land	1	157	-	-	-	-
Community land	-1	-8,499	3	-	3	-
Private land	-1	1,515	-1	-1	-	-
a. Planned under Addendum	99	95,604	59	59	-	-
Benjamin	99	95,604	59	59	-	-
b. Implementation tallies	98	88,777	61	58	3	-
Benjamin	98	88,777	61	58	3	-
Difference (b-a)	-1	-6,827	2	-1	3	-
Benjamin	-1	-6,827	2	-1	3	-

Source: EDRC, External Monitoring Results

66. During the implementation, the following changes in the LARP indicators took place due to the correction of the cadastral maps and the road design changes:

(i) Changes within the state-owned land impacts

- a. One state-owned land plot of 157 sq. m. was accounted for as a community-owned land plot under Addendum 1. Accordingly, the total number of affected state-owned land plots increased by 1 and the acquisition area increased by 157 sq. m.

(ii) Changes within the community-owned land impacts

The total number of affected community-owned land plots decreased by 1, the acquisition area of community-owned land plots decreased by 8,499 sq. m., while the total number of leaseholders of community-owned land plots increased by 3, resulting from the following changes:

- a. As was already mentioned in para. 66 (i, a), the land-ownership title of a community-owned land plot was changed into a state-owned one, resulting in a decrease in the acquisition area of community-owned land plots by 157 sq. m.
- b. Three leaseholder AHs were identified on three community-owned land plots.

¹⁸ This section is dedicated to the determination of the actual scope of impacts and cases subject for compensation. The fact of actual payment of compensation and its compliance to the entitlement matrix is discussed in the next section.

- c. The acquisition areas of two community-owned land plots were adjusted and, in total, decreased by 8,342 sq. m.

(iii) Changes within the privately-owned land impacts

The total number of affected privately-owned land plots decreased by 1, the total number of AHs/landowners decreased by 1, while and the acquisition area increased by 1,515 sq. m., resulting from the following changes:

- a. One privately-owned land plot of 1,631 sq. m. owned by a landowner AH was excluded from the acquisition area and was not acquired.
- b. The acquisition areas of four privately-owned land plots were adjusted and, in total, increased by 3,146 sq. m.

67. Considering all the changes in the impacts of the state-, community-, and privately-owned land plots, based on Addendum 1 implementation results, the project impacted 98 land plots (including 39 state-, 20 community- and 39 privately-owned land plots) in Benjamin community with the total size of land-take for the project needs of 88,777 sq. m. (Table 6). The project affected 61 AHs, including 58 landowners and 3 leaseholders of community-owned land plots.

Impact on Leaseholders

- 68. Under Addendum 1, there was no impact on leaseholders.
- 69. During the implementation, resulting from the correction of the cadastral maps, it was revealed that leased parts (2,272 sq. m.) of three community-owned land plots in Benjamin were located inside the RoW (para. 66 (ii, b)). The lease term (i.e., the remaining years of the lease) for two leaseholders was up to 15 years, and for one leaseholder – up to 25 years. Accordingly, based on the implementation results, three leaseholder AHs were entitled to compensation for the loss of 3 leased land plots of 2,272 sq. m.

Table 7. Impact on leaseholders under Addendum 1

Item: Leaseholder Permanent loss of leased land	Leased plots, N	Area sq. m.	Leaseholder AHs, N
a. Planned under Addendum	-	-	-
Benjamin	-	-	-
b. Implementation tallies	3	2,272	3
Benjamin	3	2,272	3
Difference (b-a)	3	2,272	3
Benjamin	3	2,272	3

Source: EDRC, External Monitoring Results

b) Impact on Buildings/Structures and Improvements

70. Under Addendum 1, the project had no impact on buildings and structures.

Impact on Stone Fences

- 71. According to Addendum 1, the project affected two stone fences with a total span of 78.6 sq. m. that were constructed on a privately-owned land plot by the landowner.
- 72. During the implementation, following the correction of cadastral maps (para. 66 (iii, a)), the mentioned land plot was excluded from the acquisition area and was not acquired. Accordingly, based on the implementation results, there was no impact on stone fences under Addendum 1 (Table 8).

Table 8. Impact on stone fences under Addendum 1

Item: Stone Fences	Plots, N	Stone Fences, N	AHs, N	Landowner AHs, N
1	2	3	4	4.1
a. Planned under Addendum	1	2	1	1
Beniamin	1	2	1	1
b. Implementation tallies	-	-	-	-
Beniamin	-	-	-	-
Difference (b-a)	-1	-2	-1	-1
Beniamin	-1	-2	-1	-1

Source: EDRC, External Monitoring Results

Impact on Improvements

73. According to Addendum 1, the project affected two improvements (a gate and a pool) made on a privately-owned land plot by the landowner.
74. During the implementation, following the correction of cadastral maps (para. 66 (iii, a)), the mentioned land plot was excluded from the acquisition area and was not acquired. Accordingly, based on the implementation results, there was no impact on movable improvements under Addendum 1 (Table 9).

Table 9. Impact on movable improvements under Addendum 1

Item: Movable Improvements	Plots, N	Improvements, N	AHs, N	Landowner AHs, N
1	2	3	4	4.1
a. Planned under Addendum	1	2	1	1
Beniamin	1	2	1	1
b. Implementation tallies	-	-	-	-
Beniamin	-	-	-	-
Difference (b-a)	-1	-2	-1	-1
Beniamin	-1	-2	-1	-1

Source: EDRC, External Monitoring Results

c) Impact on Crops and Trees

75. As per Addendum 1, 31 landowner AHs were entitled to compensation for the loss of crops from 25 privately-owned land plots of 12,945 sq. m. in Beniamin community.
76. During the implementation, the increase in acquisition areas of three privately-owned land plots (para. 66 (iii, b)) led to an increase in crop-impact area by 2,446 sq. m. Accordingly, based on implementation results, 31 AHs were entitled to compensation for the loss of crops from 25 land plots of 15,391 sq. m. (Table 10).

Table 10. Affected crops under Addendum 1

Item: Affected crops	Plots, N	Area, sq. m.	AHs, N	Landowner AHs, N
1	2	3	4	4.1
a. Planned under Addendum	25	12,945	31	31
Beniamin	25	12,945	31	31
b. Implementation tallies	25	15,391	31	31
Beniamin	25	15,391	31	31
Difference (b-a)	25	2,446	31	31
Beniamin	25	2,446	31	31

Source: EDRC, External Monitoring Results

77. As per Addendum 1, a landowner AH was listed as entitled to compensation for the loss of 55 fruit trees and 72 wood trees from a private land plot in Beniamin (Table 11). During the implementation, following

the correction of cadastral maps (para. 66 (iii, a)), the land plot was excluded from the acquisition area and was not acquired. Accordingly, based on the implementation results, there was no impact on trees under Addendum 1.

Table 11. Affected trees under Addendum 1

Item: Affected trees	Plots, N	Trees, N	Fruit trees, N	Wood trees, N	Decorative trees, N	AHs, N	Landowner AHs, N
1	2	3	3.1	3.2	3.3	4	4.1
a. Planned under Addendum	1	127	55	72	-	1	1
Beniamin	1	127	55	72	-	1	1
b. Implementation tallies	-	-	-	-	-	-	-
Beniamin	-	-	-	-	-	-	-
Difference (b-a)	-1	-127	-55	-72	-	-1	-1
Beniamin	-1	-127	-55	-72	-	-1	-1

Source: EDRC, External Monitoring Results

d) Impact on Business and Employment

78. Under Addendum 1, the project had no impact on business and employment.

e) Impact on Socially Vulnerable and Severely Impacted HHs

79. As per Addendum 1, six landowner AHs were given vulnerability status. Four of them were poor AHs, one AH was women-headed, and another AH was both elderly- and disabled-headed. The implementation results corresponded to the planned tallies.

Table 12. Impact on Vulnerable AHs under Addendum 3

Item: Vulnerability	Poor AHs, N	Women- headed AHs, N	Elderly- headed AHs, N	Disabled- headed AHs, N	Total Vulnerable AHs, N
a. Planned under Addendum	4	1	1	1	6^a
Beniamin	4	1	1	1	6 ^a
b. Implementation tallies	4	1	1	1	6^a
Beniamin	4	1	1	1	6 ^a
Difference (b-a)	-	-	-	-	-
Beniamin	-	-	-	-	-

Note: (a) 1 AH was both elderly-headed and disabled-headed.

Source: EDRC, External Monitoring Results

80. According to Addendum 1, 18 landowners were eligible for rehabilitation assistance for the project's severe impact.

Table 13. Severe impact under Addendum 1

Item: Severe impact	Plots, N	Area, sq. m.	AHs, N	Landowner AHs, N
1	2	3	4	4.1
a. Planned under Addendum	15	13,056	18	18
Beniamin	15	13,056	18	18
b. Implementation tallies	15	14,628	18	18
Beniamin	15	14,628	18	18
Difference (b-a)	-	1,572	-	-
Beniamin	-	1,572	-	-

Source: EDRC, External Monitoring Results.

81. During the implementation, the following changes in indicators took place:

- (i) Increase in acquisition areas of two privately-owned land plots (para. 66 (iii, b)) led to an increase in area subject to severe impact by 951 sq. m.
- (ii) Following the correction of cadastral maps, one privately-owned land plot (1 landowner) of 1,631 sq. m. was excluded from the acquisition area and was not acquired (para. 66 (iii, a)).
- (iii) It was confirmed that a privately-owned land plot (1 landowner) of 2,252 sq. m. was subject to rehabilitation assistance for the project's severe impact.

82. Accordingly, based on implementation results, 18 landowners were entitled to rehabilitation assistance for the project's severe impact on 15 land plots of 14,628 sq. m. (Table 13).

f) Physical Relocation

83. There were no physically displaced households under Addendum 1.

84. Thus, according to external monitoring, the total number of AHs under Addendum 1 was 61, including 58 landowners and three leaseholders of community-owned land plots. 18 AHs were severely affected. Six AHs were vulnerable. Three vulnerable HHs were severely impacted. There were no cases of physical relocation.

Table 14. Addendum 1 implementation by types of AHs (N)

Community	Total AHs	Land-owners	Lease-holders	Informal Users	Severely AHs	Vulnerable AHs	Poor AHs	Women-headed AHs	Elderly-headed AHs	Disabled-headed AHs
Benjamin	61	58	3	-	18	6 ^a	4	1	1	1
Total	61	58	3	-	18	6^a	4	1	1	1

Note: (a) 1 AH was both elderly-headed and disabled-headed.

Source: EDRC, External Monitoring Results

Key findings

Under Addendum 1, the project impacted 39 state-owned, 20 community-owned, and 39 privately-owned land plots in Benjamin community. 61 HHs were affected, of which 58 were landowners and 3 were leaseholders of community-owned land plots. 18 AHs were severely affected (there were no cases of physical relocation). Six AHs were socially vulnerable. Three vulnerable AHs were severely impacted.

The crops were impacted. There was no impact on informal users. There were no cases of impact on trees, buildings, structures, fences, improvements, businesses, and employment.

The project's actual impact mainly corresponded to Addendum 1 provisions. The differences within the planned and implementation tallies resulted from verifying cadastral maps and correcting technical omissions, as clarified in [Section VII. Addendum 1 Implementation Budget](#). The compensation program shall correspond to the actual impact identified by the EMA (mentioned above).

VI. Assessment of Provided Compensation

a) Compensation for the Loss of Land

85. Compensation for permanent loss of land is based on the replacement cost which is calculated based on the market or cadastral value (whichever is the highest) of the affected land plot plus its 15%.¹⁹ The unit rates of compensation were defined by a qualified independent valuator.

Compensation of Landowners (land)

86. 58 AHs were eligible to compensation for the loss of 39 private land plots. Based on the implementation results, the acquisition of all 39 land plots is completed. 58 landowners were compensated. AMD 48,696,826 was transferred to the respective AHs. Calculation of compensation complied with Addendum 1/LARF provisions.²⁰ 31 AHs were compensated through a direct contract signing process, and 27 AHs – through the expropriation process.

Table 15. Compensation for permanent loss of private land under Addendum 1

Item: Permanent loss of private land	Private land plots, N	Area sq. m.	Landowner AHs, N	Compensation, AMD
Total	39	24,614	58	48,696,826
Benjamin	39	24,614	58	48,696,826
Actually compensated	39	24,614	58	48,696,826
Compensated via Contract	22	16,852	31	35,005,178
Compensated via Expropriation Process	17	7,761	27	13,691,648
Ongoing acquisition	-	-	-	-

Source: EDRC, External Monitoring Results

Compensation of Communities (land)

87. As per the implementation, Benjamin community was entitled to compensation for the permanent loss of 20 community-owned land plots. Compensation provision to a community is completed. The total amount of land compensation to Benjamin community equalled AMD 21,067,915. The calculation of compensation complied with the Addendum 1/LARF provisions.

Table 16. Compensation for permanent loss of community land under Addendum 1

Item: Permanent loss of community land	Community land plots, N	Area sq. m.	Compensation, AMD
Total	20	23,779	21,067,915
Benjamin	20	23,779	21,067,915
Actually compensated	20	23,779	21,067,915
Compensated via Contract	20	23,779	21,067,915
Compensated via Expropriation Process	-	-	-
Ongoing acquisition	-	-	-

Source: EDRC, External Monitoring Results

Compensation of Leaseholders (land)

88. In the case of leaseholders, compensation for the loss of land was calculated based on the market or cadastral value (whichever is the highest) of the affected land plot and increased by 15% in the following

¹⁹ The 15% of addition to the market price is defined by the RA Law “On Alienation of Property for Ensuring Overriding Public Interests” and was included in the project LARF.

²⁰ The EMA checked the correctness of calculation and not a valuation of the compensation, which is licensed activity.

proportions based on the remaining years of lease: (i) < 1 year 5%; (ii) < 15 years 14%; (iii) < 25 years 20%; (iv) > 25 years 25%.

89. Based on the implementation results, three leaseholders eligible to compensation for the loss of leased land were compensated. In total, AMD 352,283 was transferred to the respective AHs. Calculation of compensation complied with Addendum 1/LARF provisions. All AHs were compensated through a direct contract signing process.

Table 17. Compensation of leaseholders for the loss of land under Addendum 1

Item: Leaseholder Permanent loss of leased land	Leased plots, N	Area sq. m.	Leaseholder AHs, N	Compensation, AMD
Total	3	2,272	3	352,283
Beniamin	3	2,272	3	352,283
Actually compensated	3	2,272	3	352,283
Compensated via Contract	3	2,272	3	352,283
Compensated via Expropriation Process	-	-	-	-
Ongoing acquisition	-	-	-	-

Source: EDRC, External Monitoring Results

Key findings

Under Addendum 1, the compensation program for permanent loss of 39 privately-owned land plots is fully completed: 58 landowner AHs were compensated in accordance with Addendum 1/LARF provisions.

The compensation program for permanent loss of community-owned land is fully completed: Beniamin community was compensated for 20 affected land plots in accordance with Addendum 1/LARF provisions.

Compensation of 3 leaseholder AHs for the permanent loss of 3 land plots is fully completed in line with Addendum 1/LARF provisions.

b) Compensation for Crops

90. Compensation for the loss of crops was envisaged as cash compensation at market rates, i.e., gross crop value, of the expected harvest. Compensation was determined based on the average yields of the relevant crops for a previous consecutive three-year period and current market rates.

Table 18. Compensation for affected crops under Addendum 1

Item: Affected crops	Plots, N	Area sq. m.	AHs, N	Landowner AHs, N	Compensation, AMD
1	2	3	4	4.1	5
Total	25	15,391	31	31	2,714,122
Beniamin	25	15,391	31	31	2,714,122
Actually compensated	25	15,391	31	31	2,714,122
Compensated via Contract	15	12,006	15	15	1,851,863
Compensated via Expropriation Process	10	3,384	16	16	862,259
Ongoing acquisition	-	-	-	-	-

Source: EDRC, External Monitoring Results

91. Based on Addendum 1 implementation results, 31 landowner AHs entitled to compensation for the loss of crops from 25 land plots in Beniamin community were compensated. In total, AMD 2,714,122 was transferred to the respective AHs. Calculation of compensation complied with Addendum 1/LARF provisions. 15 AHs were compensated through a direct contract signing process, and 16 AHs – through the expropriation process.

Key findings

Under Addendum 1, compensation for the loss of crops is fully completed: 31 entitled AHs were compensated in accordance with Addendum 1/LARF provisions.

c) Rehabilitation Assistance to Vulnerable Groups

92. As per the approved Addendum 1, additional allowances were envisaged for vulnerable groups, such as women-headed AHs, elderly-headed AHs, and disabled-headed AHs, as well as for AHs, who were registered in the Family Vulnerability Assessment System (FVAS) and eligible for family benefit allowance under the FVAS. The Rehabilitation Allowance for vulnerable groups was the equivalent to 6 months of minimum salary²¹.

Table 19. Allowances for socially vulnerable AHs under Addendum 1

Item: Vulnerability	Poor AHs, N	Women headed AHs, N	Elderly headed AHs, N	Disabled headed AHs, N	Total Vulnerable AHs, N	Rehabilitation Assistance, AMD
Total	4	1	1	1	6^a	2,700,000
Benjamin	4	1	1	1	6 ^a	2,700,000
Actually compensated	4	1	1	1	6^a	2,700,000
Compensated via Contract	1	1	1	1	3 ^a	1,350,000
Compensated via Expropriation Process	3	-	-	-	3	1,350,000
Ongoing acquisition	-	-	-	-	-	-

Note: (a) 1 AH was both elderly-headed and disabled-headed.

Source: EDRC, External Monitoring Results

93. As per the implementation results, six vulnerable AHs (all landowners) entitled to rehabilitation assistance for being socially vulnerable were provided with the Rehabilitation Allowances in accordance with the entitlements stipulated in Addendum 1/LARF (AMD 2,700,000, in total). Three AHs were compensated through a direct contract signing process and another three AHs – through the expropriation process.

Key findings

Under Addendum 1, the provision of rehabilitation assistance to vulnerable groups is fully completed: six entitled AHs were compensated in accordance with Addendum 1/LARF provisions.

d) Rehabilitation Assistance for Severe Impact

94. According to Addendum 1/LARF provisions, cash assistance was envisaged for severely AHs. AHs losing 10% and more of their agricultural productive lands are entitled to an additional crop compensation (or harvest compensation in case of fruit-bearing trees) covering 1-year's yield.

95. Based on the implementation results, 18 AHs entitled to rehabilitation assistance for the project's severe on 15 land plots were compensated.

Table 20. Allowances for severe impact under Addendum 1

Item: Severe impact	Plots, N	AHs, N	Landowner AHs, N	Rehabilitation Assistance, AMD
1	2	3	3.1	4
Total	15	18	18	2,428,955
Benjamin	15	18	18	2,428,955
Actually compensated	15	18	18	2,231,098
Compensated via Contract	11	13	13	1,424,535
Compensated via Expropriation Process	4	5	5	806,563
Ongoing acquisition	-	-	-	-
Recommended Corrective Measure	1	1	1	197,858
Benjamin, Land ID 5092	1	1	1	197,858

Source: EDRC, External Monitoring Results

²¹ The minimum salary is AMD 75 thousand per month (as of December 2024).

96. However, external monitoring revealed that, due to technical omission, one landowner AH was partially compensated. Corrective Measures of AMD 197,858 were recommended by the EMA and implemented by the RD on 19 December 2024. The RD provided the EMA with the Supplemental Agreement and the payment order.
97. Upon implementation of Corrective Measures, the rehabilitation assistance for the project's severe impact to 18 AHs complied with the LARF provisions. In total, AMD 2,428,955 was transferred to the respective AHs. 13 AHs were compensated through a direct contract signing process, while 5 were compensated through the expropriation process (Table 20).

Key findings

Under Addendum 1, the provision of rehabilitation assistance for the project's severe impact is fully completed: 18 eligible AHs were provided with rehabilitation assistance in accordance with Addendum 1/LARF provisions.

VII. Addendum 1 Implementation Budget

98. The table below summarizes Addendum 1 implementation indicators, as well as presents a comparison of planned and implementation budgets.
99. According to External Monitoring results, the total amount of the compensation program equalled AMD **78,102,244**. Upon completion of Corrective Measures – AMD **197,858**, in total, – the implementation budget equalled AMD **78,300,102**.

Table 21. Addendum 1 planned and implementation budgets

Item	Planned under Addendum	Actual delivery	Corrective measures	Implementation tallies	Difference	Note
	a	b	c	d = b + c	d – a	
No						
Total land plots	99	98	-	98	-1	1,2,3
State-owned	38	39	-	39	1	1
Community-owned	21	20	-	20	-1	2
Privately-owned	40	39	-	39	-1	3
Area, in sq. m.						
Total affected area	95,604	88,777	-	88,777	-6,827	1,2,3
State-owned	40,228	40,384	-	40,384	157	1
Community-owned	32,278	23,779	-	23,779	-8,499	2
Privately-owned	23,098	24,614	-	24,614	1,515	3
Compensation, AMD						
Land compensation	74,466,253	69,764,741	-	69,764,741	-4,701,512	2,3,4,5
Community-owned	29,159,695	21,067,915	-	21,067,915	-8,091,780	2,4
Privately-owned	45,306,558	48,696,826	-	48,696,826	3,390,268	3,5
Leaseholders (for land)	-	352,283	-	352,283	352,283	6
Buildings and structures	-	-	-	-	-	
Fences	1,775,997	-	-	-	-1,775,997	7
Improvements	365,429	-	-	-	-365,429	8
Crops	2,352,410	2,714,122	-	2,714,122	361,712	9
Trees	13,283,000	-	-	-	-13,283,000	10
Non-land Improvements	-	-	-	-	-	
Business	-	-	-	-	-	
Employment	-	-	-	-	-	
Vulnerability	2,700,000	2,700,000	-	2,700,000	-	
Severe impact	3,487,742	2,231,098	197,858	2,428,955	-1,058,786	11, 12
Physical displacement	-	-	-	-	-	
Transportation of assets	-	-	-	-	-	
Court services	800,000	340,000	-	340,000	-460,000	13
Total, AMD	99,230,831	78,102,244	197,858	78,300,102	-20,930,729	

Source: EDRC, External Monitoring Results

Note 1: During the implementation, the total number of state-owned land plots increased by 1, resulting in an increase of the acquisition area by 157 sq. m. For more details, see para. 66 (i).

Note 2: During the implementation, the total number of community-owned land plots decreased by 1, resulting in a decrease of the acquisition area by 8,499 sq. m. For more details, see para. 66 (ii).

Note 3: During the implementation, the total number of privately-owned land plots decreased by 1, while the acquisition area increased by 1,515 sq. m. For more details, see para. 66 (iii).

Note 4: The compensation amount decreased by AMD 8,091,780, resulting from the decrease in the acquisition area. In particular, the following changes were recorded:

- (i) During the implementation, the ownership title of a community-owned land plot was changed into a state-owned (para. 66 ii, a), resulting in a decrease in land compensation by AMD 39,670.

- (ii) During the implementation, the decrease of acquisition areas of two community-owned land plots (para. 66 ii, c) led to a decrease of land compensation by AMD 8,052,110.

Note 5: The compensation amount increased by AMD 3,390,268, resulting from the increase in acquisition area. In particular, the following changes were recorded:

- (i) During the implementation, a private land plot was excluded from the acquisition area (para. 66 iii, a), resulting in a decrease of land compensation by AMD 4,889,813.
- (ii) During the implementation, the increase of acquisition areas of four private land plots (para. 66 iii, b) led to an increase of land compensation by AMD 8,280,081.

Note 6: The compensation amount increased by AMD 352,283 since three leaseholders were identified under Addendum 1, based on the implementation results. For more details, see paras. 66 (ii, b) and 69, and Table 7.

Note 7: The compensation amount decreased by AMD 1,775,997 since there was no impact on stone fences under Addendum 1, based on the implementation results. For more details, see para. 72 and Table 8.

Note 8: The compensation amount decreased by AMD 365,429 since there was no impact on movable improvements under Addendum 1, based on the implementation results. For more details, see para. 74 and Table 9.

Note 9: The compensation amount increased by AMD 361,712 as, during the implementation, the acquisition area subject to crop impact increased by 2,446 sq. m. For more details, see para. 76 **Error! Reference source not found.** and Table 10.

Note 10: The compensation amount decreased by AMD 13,283,000 since there was no impact on trees under Addendum 1, based on the implementation results. For more details, see para. 77 and Table 11.

Note 11: Corrective Measure of AMD 197,858 was recommended by the EMA and implemented by the RD (in December 2024) to bring the rehabilitation assistance for the project's severe impact to one AH (land ID 5092) in line with the Addendum 1/LARF provisions. For more details, see para. 96 and Table 20.

Note 12: Rehabilitation assistance for the project's severe impact decreased by AMD 1,058,786, resulting from the following changes:

- (i) During the implementation, the number of severely affected land plots decreased by one (para. 81 ii). Accordingly, the rehabilitation assistance for the project's severe impact decreased by AMD 1,454,000.
- (ii) During the implementation, the increase of the acquisition areas of two severely impacted land plots (para. 81 i) led to an increase in rehabilitation assistance by AMD 197,356.
- (iii) During the implementation, the number of severely affected land plots increased by one (para. 81 iii). Accordingly, the rehabilitation assistance for the project's severe impact increased by AMD 197,858.

Note 13: The cost of court services decreased by AMD 460,000, as based on Addendum 1 implementation results, the number of court cases decreased by 40 compared to the planned tallies – from 40 to 17.

VIII. Public Satisfaction

100. During the external monitoring, based on a questionnaire prepared in advance, a compliance review survey was conducted (in January 2025) using the phone call survey method with 15 randomly selected AHs, representing 25% of AHs included in Addendum 1 (Table 6). The details on the survey sample are in Table 22 below.

Table 22. AHs participated in the Compliance Review Survey

Community	All AHs, N	Surveyed AHs, N	Survey coverage	Vulnerable AHs, N	Surveyed Vulnerable AHs, N	Survey coverage
Beniamin	61	15	25%	6	4	67%
Total	61	15	25%	6	4	67%

Source: EDRC, External Monitoring Results

101. The survey was successfully completed with 15 AHs (100% of the sample). Data received were compared with the results of desk reviews; in some cases, representatives of the RD were contacted to verify and cross-check the data and information. The interviews also provided general insight into AHs' satisfaction with the LAR process.
102. All AHs mentioned that they had been officially notified on their property/assets acquisition for public and state needs, principles and amounts of compensation/rehabilitation.
103. All AHs reported that the RD provided them with the description protocols and that they had the opportunity to review the contents thereof. All AHs agreed with the information presented in the protocols and signed the description protocols.
104. At the time of survey implementation, only 13 out of 15 AHs (87% of respondents) signed both the description protocols and the acquisition contracts. All these AHs were compensated through a direct contract signing process and confirmed the receipt of the compensation/rehabilitation in full.
105. Two out of 15 AHs (13%) indicated they did not sign the acquisition contracts (although they signed the description protocol). These AHs were involved in lawsuits, and their compensation was deposited in line with Addendum 1/LARF provisions. While all these cases have already been resolved, these households (2 AHs) have not received compensation from the court deposit, mentioning a lack of understanding on how to claim the deposited compensation as a primary reason.²²
106. All AHs who signed the acquisition contracts and received the compensation in full (13 AHs; 87% of respondents) were completely satisfied with the payment method, the whole process of compensation/rehabilitation provision, the measurement/description protocol preparation processes, and the program management/organization level (Table 23).

Table 23. Satisfaction of AHs from Addendum 1 preparation and implementation processes (% , N=15 AHs)

	Completely satisfied	Partially satisfied	Not quite satisfied	Dissatisfied	Very dissatisfied	DA	Not applicable
1. The Processes of Measurement and Description Protocol formulation	15 (100%)	-	-	-	-	-	-
2. Valuation of assets and property	11 (73%)	4 (27%)	-	-	-	-	-
3. Additional compensation amount (crop, trees, allowances)	11 (73% of 15) (92% of 12)	1 (7% of 15) (8% of 12)	-	-	-	-	3 (20% of 15)
4. Total amount of compensation	11 (73%)	4 (27%)	-	-	-	-	-
5. Compensation provision process	13 (87%)	-	-	-	-	-	2 (13%)
6. Program management and organization	14 (93%)	1 (7%)	-	-	-	-	-

Source: EDRC, External Monitoring Results

²² The EMA provided these AHs with the contact details of the RD safeguards staff who will assist them in claiming compensation from the court's deposit account.

107. 11 out of 15 respondent AHs (73% of respondents) were completely satisfied with the valuation of assets/property and the total amount of compensation, while 4 AHs (27%) were not quite satisfied.
108. Out of 12 AHs (80% of respondents) entitled to additional compensation, 92% (11 of 12 AHs) were completely satisfied and 8% (1 of 12 AHs) were partially satisfied with the additional compensation amount.
109. According to the survey, all AHs (15 AHs, 100% of respondents) were aware of consultations being held in their community and participated in the events.
110. 80% of respondents (12 of 15 AHs) considered the consultations very useful, while 20% (3 of 15 AHs) found consultations not that useful. All respondents (15 AHs) confirmed that the Grievance Redress Mechanism (grievance/written complaint submission procedure) was introduced to them during the consultations.

Figure 3. Evaluation of Consultations among AHs who participated in the events (N=15 AHs)

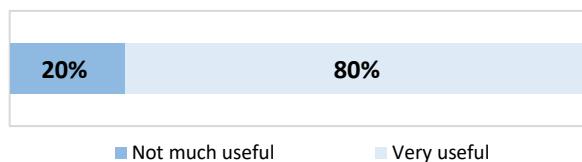
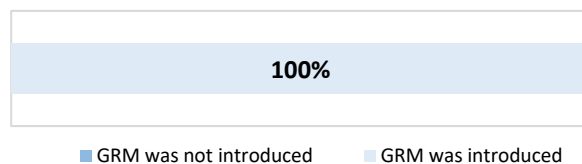


Figure 4. Presentation of the GRM during the consultations (N=15 AHs)



Source: EDRC, External Monitoring Results

111. Two (13%) of respondents submitted grievance/written complaints (the desk review also confirmed that). All complaints were submitted to the RD and were resolved in favour of the complainants.

Key finding: Overall satisfaction from Addendum 1 preparation and implementation processes is high.

IX. EMA Conclusion on LARP Implementation in Lanjik-Gyumri Section (EIB)

During the external monitoring of Addendum 1 implementation, the EMA carried out all the activities envisaged by the methodology. Below are the findings of the compliance review of Addendum 1 implementation:

- (i) Under Addendum 1, the project impacted 98 land plots (88,777 sq. m.) including 39 state-owned, 20 community- and 39 privately-owned land plots in Benjamin community. The project affected 61 AHs, including 58 landowners and 3 leaseholders of community-owned land plots.
- (ii) 18 AHs were severely impacted. Six AHs were socially vulnerable. Three vulnerable HHs were severely impacted. There was no impact on informal users. There were no cases of physical relocation (displacement).
- (iii) The crops were impacted. There were no cases of impact on trees, buildings, structures, fences, improvements, businesses, and employment.
- (iv) The project's actual impact mostly corresponded to Addendum 1 provisions. However, a landowner was partially compensated for the project's severe while being entitled to rehabilitation assistance. Respective Corrective Measure was recommended by the EMA and implemented by the RD in December 2024.
- (v) The total implementation budget equalled AMD 78,300,102, out of which AMD 197,858 was the amount of the Corrective Measures.
- (vi) The institutional framework and management of Addendum 1 implementation complied with defined provisions. Satisfaction from the project management and organization level among AHs was high.
- (vii) Public consultations and awareness-raising events were organized in line with the T3 LARP/LARF provisions – before the start of Addendum 1 implementation. 15 AHs participated in the compliance review survey; all respondents (100%) mentioned their awareness of consultations and participation thereof, and 12 AHs (80%) considered consultations very useful.
- (viii) The Grievance Redress Mechanism was established and is functioning properly. Out of 21 grievance cases submitted under Addendum 1, nine were resolved in favor of the complainant APs.
- (ix) The APs' satisfaction with various processes and procedures of Addendum 1 preparation and implementation was high.
- (x) No land plots are currently involved in the process of expropriation.

Based on external monitoring findings, Addendum 1 implementation is considered fully completed for all 98 land plots (o/w for 39 state-owned, 20 community-owned, and 39 privately-owned land plots). Addendum 1 is implemented in compliance with the provisions of ADB SPS (2009), local legislation, the T3 Lanjik-Gyumri road section LARP, and with the satisfaction of the APs.

Appendixes

Appendix 1: Project Entitlement Matrix

Table 19: Entitlement Matrix (as of Addendum 1 to T3 Lanjik-Gyumri Road Section LARP)

Type of Loss	Application	Definition of APs	Compensation Entitlements
1. Land loss	APs losing their owned property or a part of it regardless the impact amount	Owner	Cash compensation at replacement cost which is equivalent to the assessed price of market value and cadastral rates (whichever is the higher) plus 15% or through an equivalent replacement land acceptable to the AP.
		Legalisable APs	In cases defined by legislation, the AP's may acquire ownership rights or apply the state registration of the present rights and to be compensated as owners.
		Leaseholders (lease of community or state property)	In cases defined by legislation the leaseholders may acquire ownership right and to be compensated as the owner or he/she may be given an opportunity to hold a new lease in accordance with the agreement of the land owner (lessor). In case if it isn't possible, he must receive compensation equal to "the market or cadastral cost of affected land (whichever the higher) +15%" in the following proportions according to the length of the lease: 1) < 1 year 5% of land compensation cost, 2)25 years 25% of land compensation cost
		The leaseholder (leasing of natural persons and legal entities' property: the private property)	Cash compensation for already paid but not unused lease.
		Persons possessing other property rights (servitude, construction, loan, mortgage, use)	Compensation is provided to persons possessing property rights from the affected property compensation amount in accordance to the RA legislation.
		Non legalisable APs	These APs will receive compensations only for the improvements made on the land according to the LARF.
2. Loss of residential buildings, structures		All the APs regardless of the rights possessing for the structure (including legalisable and non-legalisable APs)	Cash compensation cost + 15% for loss of building at full replacement cost free of depreciation / transaction costs and salvaged materials. Partial impacts will entail the compensation of the affected portion of the building plus repairs, in case if the further usage and maintenance of the non-affected portion of the building is technically possible.
		Relocated Leaseholders	Cash refund of the unused rent already paid.
3. Loss of nonresidential buildings structures	Buildings and structures with state registration owned by APs	Owners	Cash compensation + 15% for loss of building at full replacement cost free of depreciation/transaction costs and salvaged materials. Partial impacts will entail the compensation of the affected portion of the building plus repairs in case if the maintenance, the use and the alienation of the non – affected portion of the buildings legally possible.
	Illegal building on the land belonging to citizens or legal entities with ownership rights of the property.	APs constructed the illegal building, are the owners of the land.	In case of the loss of the illegal building - cash compensation, with the amount of full replacement cost of the illegal building without 15% extra charge.

Type of Loss	Application	Definition of APs	Compensation Entitlements
	Illegal building on the land of the community or state ownership	AP constructed the Illegal building	Rehabilitation allowance will be provided to AP constructed the Illegal building on the land of the community or state ownership, with the amount equal to replacement cost of illegal building minus the legalization costs.
		Relocated Leaseholders	Cash compensation for the unused lease already paid.
4. Public Property Loss	Community/State property	Community/State	Compensation of the community owned land and property, or reconstruction of affected state or community-owned structure, reconstruction of other property and restoration of their functions with the consent of the community/state authorized body.
5. Crop Loss	Standing crops affected	All AHs who made improvements regardless of their ownership and other property rights	Crop compensation in cash at market value by default at gross crop value of expected harvest.
6. Tree and Harvest Loss	Trees affected and expected harvest	All AHs who made improvements regardless of their ownership and other property rights	Cash compensation at market value based on type, age and productive value of the trees.
7. Business (entrepreneurship) interruption	Businesses (entrepreneurship) on the affected land	All APs regardless the tax declaration	1) Businesses with a tax declaration a) In case of permanent impact: cash compensation of 1year net income. b) in case of temporary impact: cash indemnity of net income for months of business suspension up to 1 year. State registration and license fees will also be compensated, if any.
			2) Businesses without a tax declaration a) In case of permanent impact: rehabilitation allowance based on the minimum monthly salary for 1 year; b) In case of temporary impact: rehabilitation allowance based on the minimum monthly salary for the number of months of business stoppage up to a maximum of 1 year.
8. Job Loss	Permanent employment loss or compulsory down time not by the employee's fault	Employees who have worked for affected business (company or Individual Entrepreneurship) by employment contract	Cash compensation: a) Permanent job loss: the employee will receive cash indemnity for 6 months average salary; b) Temporary loss: the employee will receive cash indemnity for all months of business stoppage based on the average salary up to 6 months.
9. Allowances for Severe Impacts	AH to be relocated or losing 10% or more of agricultural land	All severely affected APs/AHs including informal settlers	a) Additional crop compensation covering 1year yield (from affected land part) for APs affected by loss of 10% and more of agricultural land. c) A rehabilitation allowance of 6 months at minimum salary to relocated AHs.
10. Relocation allowance	Allowance for the transportation and livelihood expenses	All relocated AHs including leaseholders	Cash allowance to cover transportation and livelihood expenses for 1 month.
		All APs having movables on the affected land/building to be relocated regardless of existing formal rights towards the property	Cash allowance to cover transportation expenses.

Type of Loss	Application	Definition of APs	Compensation Entitlements
11. Vulnerable People / AHs Allowances		AHs headed by women, or elderly, or disabled persons and AHs living below the poverty line	Cash allowance equivalent to 6 months of minimum salary and priority in project-related employment.
12. Temporary impacts		All temporary affected APs/AHs	Compensation for losses/damages will be provided in cases of temporarily impacts by replacement cost in accordance with the provisions of the established entitlements of LARF.
13. Unforeseen LAR impacts, if any		Eligible APs/ AHs	MoTAI will consider the unforeseen resettlement impacts during project and will compensate and will provide rehabilitation allowance based on the provisions of LARF.
14. Compensations for improvement	Other improvements, which are not included in this Entitlement Matrix but exist on the affected land (except the moveable property)	APs who made Improvements	Cash compensation at replacement cost

Source: Addendum 1 to T3 Lanjik-Gyumri Road Section LARP, the RD.

Appendix 2: Action Plan on Addendum 1 Court Cases (provided by RD)

Table A2-1: Action plan on Addendum 1 court cases

N	Community, land ID	Ownership status	Description of the court case	No of		No of Vulner/ Sev AHs	No of the court case	Progress
				lands	AHs			
1	Beniamin Land ID 5039	private, landowner	Registration issue The electronic registry lacks of one of the identity documents of the owner, required for issuing the unified reference.	1	1	- / -	ԵՂ/0468/02/24	The land plot is acquired. The court's decision was published on 15/11/2024
2	Beniamin Land ID 5058	private, landowner	Issue: Property under compulsory enforcement The Compulsory Enforcement Service imposed restrictions on the property in question.	1	4	2 / 4	ԵՂ/0476/02/24	The land plot is acquired. The court's decision was published on 16/01/2025
3	Beniamin Land ID 5059	private, landowner	Inheritance issue There is an inheritance issue. The right of inheritance has not been regulated within a three-month due period.	1	1	- / -	ԵՂ/0482/02/24	The land plot is acquired. The court's decision was published on 15/11/2024
4	Beniamin Land ID 5116	private, landowner	Inheritance issue There is an inheritance issue. The right of inheritance has not been regulated within a three-month due period.	1	1	- / -	ԵՂ/0488/02/24	The land plot is acquired. The court's decision was published on 18/10/2024
5	Beniamin Land ID 5068	private, landowner	Inheritance issue There is an inheritance issue. The right of inheritance has not been regulated within a three-month due period.	1	1	- / -	ԵՂ/0470/02/24	The land plot is acquired. The court's decision was published on 01/10/2024
6	Beniamin Land ID 5069	private, landowner, informal user	Inheritance issue There is an inheritance issue. The right of inheritance has not been regulated within a three-month due period.	1	1	- / 1	ԵՂ/0448/02/24	The land plot is acquired. The court's decision was published on 12/10/2024
7	Beniamin Land ID 5070	private, landowner	Inheritance issue There is an inheritance issue. The right of inheritance has not been regulated within a three-month due period.	1	4	- / -	ԵՂ/0495/02/24	The land plot is acquired. The court's decision was published on 16/10/2024
8	Beniamin Land ID 5071	private, landowner	Issue: Absent owner (location unknown)	1	1	- / 1	ԵՂ/0463/02/24	The land plot is acquired. The court's decision was published on 12/10/2024
9	Beniamin Land ID 5072	private, landowner	Issue: Absent owner (location unknown)	1	1 (same as N8)	- / 1 (same as N8)	ԵՂ/0461/02/24	The land plot is acquired. The court's decision was published on 26/10/2024
10	Beniamin Land ID 5073	private, landowner	Issue: Property under compulsory enforcement The Compulsory Enforcement Service imposed restrictions on the property in question.	1	1	- / -	ԵՂ/0449/02/24	The land plot is acquired. The issue was resolved upon submitting the lawsuit to the court. The lawsuit was withdrawn, the contract was signed, and the compensation was withdrawn from the court's deposit account.
11	Beniamin Land ID 5084	private, landowner	Issue: Absent owner (location unknown)/ Property under compulsory enforcement The Compulsory Enforcement Service imposed restrictions on the property in question.	1	3	- / -	ԵՂ/0490/02/24	The land plot is acquired. The court's decision was published on 05/10/2024
12	Beniamin Land ID 5089	private, landowner	Issue: Property under compulsory enforcement The Compulsory Enforcement Service imposed restrictions on the property in question.	1	1	- / -	ԵՂ/0458/02/24	The land plot is acquired. The court's decision was published on 01/10/2024

NORTH-SOUTH ROAD CORRIDOR INVESTMENT PROGRAM, TRANCHE 3 (LANJIK-GYUMRI SECTION)
 ADDENDUM 1 IMPLEMENTATION COMPLIANCE REPORT

N	Community, land ID	Ownership status	Description of the court case	No of		No of Vulner/ Sev AHs	No of the court case	Progress
				lands	AHs			
13	Benjamin Land ID 5098	private, landowner	Inheritance issue There is an inheritance issue. The right of inheritance has not been regulated within a three-month due period.	1	3	- / -	၆၇/0457/02/24	The land plot is acquired. The court's decision was published on 05/10/2024
14	Benjamin Land ID 5119	private, landowner	Issue: Absent owner (Power of Attorney) The owners are abroad, and the letter of attorney wasn't issued.	1	1 (same as N8)	- / 1 (same as N8)	၆၇/0462/02/24	The land plot is acquired. The court's decision was published on 05/10/2024
15	Benjamin Land ID 5100	private, landowner	Issue: Absent owner (Power of Attorney) The owner is abroad, and the letter of attorney wasn't issued.	1	1	- / -	၆၇/0460/02/24	The land plot is acquired. The court's decision was published on 11/09/2024
16	Benjamin Land ID 5107	private, landowner	Issue: Property under compulsory enforcement The Compulsory Enforcement Service imposed restrictions on the property in question.	1	3	1 / -	၆၇/0473/02/24	The land plot is acquired. The court's decision was published on 14/09/2024
17	Benjamin Land ID 5118	private, landowner	Inheritance issue There is an inheritance issue. The right of inheritance has not been regulated within a three-month due period.	1	1	- / -	၆၇/0497/02/24	The land plot is acquired. The court's decision was published on 24/12/2024

Source: the RD (as of January 2025).

Appendix 3: Compliance Review Survey Questionnaire

“EXTERNAL MONITORING AGENCY”, NORTH-SOUTH ROAD CORRIDOR INVESTMENT PROGRAM, T3
ECONOMIC DEVELOPMENT AND RESEARCH CENTER



Questionnaire number: _____
Community (name): _____
Interviewer code: _____
Interview date (day/month/year): _____
HH address (number of the house): _____
HH head last name: _____
Lot-code: _____

SECTION 1. Household

Q1. Number of household members _____

Q2. Please specify who is in charge of taking the main financial and property decisions in your HH.

- a. Date of birth _____ (year)
- b. Gender 1. male 2. female
- c. Has disability status
 1. Yes, please specify the disability group _____
 2. No
- d. Pensioner 1. Yes 2. No

Q3. Does your family receive Poverty Family Benefit?

1. Yes 2. No

Q4. Could you please inform us of the legal status of your property or land (or part of it) that was acquired by the state to construct a highway?

- 1) we owned it
- 2) we leased it
- 3) we used it with no permission
- 4) no land was acquired by the state

SECTION 2. Evaluation and Compensation Process

Q5. Did your family/you receive letter or a formal note detailing the compensation amount and principles?

1. Yes 2. No

Q6. Were you provided with documents related to description / measurement - Description Protocol, cadastral map and other?

1. Yes 2. No

Q7. Please indicate the type of losses for which you/your family are eligible to be compensated for.

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

Q8. Do you agree with the data of inventory/measurement of your losses described in Description Protocol?

1) Land plot		1. Yes 2. No 98. Not applicable
2) Potato		
3) Wheat		
4) Barley		
5) Millet		
6) Alfalfa		
7) Green		
8) Fruit trees		
9) Non-fruit trees		
10) Building/structure		
11) Other losses (please, specify)		

Q9. Did you or any member of your HH sign the Contract?

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

Q10. Have you already received the compensation?

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

Q11. Please evaluate your overall satisfaction from:

	Satisfaction evaluation	
1) The Processes of Measurement and Description Protocol formulation		1) Completely satisfied 2) Partially satisfied 3) Not so satisfied 4) Dissatisfied 5) Very dissatisfied 98. Not applicable
2) Assets and property valuation		
3) Additional compensation amount (crop, trees and allowances)		
4) Total amount of compensation		
5) Payment procedure		
6) From project management and organization		

SECTION 3. PUBLIC HEARINGS AND CONSULTATIONS

Q12. Were public hearings/consultations, related to land acquisition/resettlement, compensation procedures, organized in your community?

- 1) Yes
- 2) No (go to Q16)
- 3) DA

Q13. Did any member of your HH participate to organized public hearings or consultations?

- 1) Yes
- 2) No
- 3) DA

Q14. Do you consider the process of public hearings/consultations useful?

1. Yes, much
2. Yes, but not so much
3. No
4. DA

Q15. Have you been explained the procedures of complaint/grievance redress?

- 1) Yes
- 2) No

SECTION 4. Grievance Redress Process

Q16. Did you or any member of your HH have any disagreements or grievance from the processes of measurement, valuation, contract preparation and compensation payment?

- 1) Yes
- 2) No (End of the interview)

Q17. Have you submitted your grievance/complaint in writing?

- 1) Yes (go to Q19)
- 2) No

Q18. What were the reasons of not complaining in written form in case of disagreements?

1. Do not trust grievance redress system
2. Redress system is inaccessible /discouraged from applying
3. Didn't know how and where to apply/ had not enough information about grievance mechanism
4. Alleged corruption
5. Intimidation
6. Other, <i>please specify</i>

Q19. What was the subject of your grievance?

1. Measurement data of land and/or structure
2. Compensation amount on land and/or structure and/or business
3. Assessment of crop and/or tree losses
4. Inadequate information or poor consultation about the entitlements
5. Miscalculation of total compensation
6. Other, <i>please specify</i>

Q20. Please specify who/where you submitted the complaint/grievance.

1. Local government
2. Key Grievance person (KGP)
3. Project implementation unit (PIU)
4. Ministry of Transport and Communication (MOTC)
5. Court
6. Other, <i>please specify</i>

Q21. Have you received a written response?

- 1) Yes 2) No

Q22. How satisfied you were with the response and actions taken? Please assess:

Lowest (did not satisfy at all) **1.....2.....3.....4.....5 Highest** (satisfied fully)