

SERBIA FLOODS EMERGENCY AND RECOVERY PROJECT
(FERP)

Component 3
Abbreviated Resettlement Action Plan
(ARAP)

For Vršac Flood Protection subproject



Republic of Serbia
Ministry of Agriculture and Environmental
Protection
Directorate for Water Management
Project Implementation Unit

Final Document

October 2018

CURRENCY EQUIVALENTS

(Middle Exchange Rate of the National Bank of Serbia- Effective September 1, 2018)

Currency Unit = RSD

102.4377 RSD = USD

118.2951 = EUR

ABBREVIATIONS AND ACRONIMS

RS Republic of Serbia

BoE Beneficiary of Expropriation

CE Citizen Engagement

CC Constitutional Court

GC Grievance Committee

IFIs International Financial Institutions

OP Operational policy of the World Bank

PAP Project Affected Person

PIU Project Implementation Unit

FERP Serbia Floods Emergency and Recovery Project

RNA Recovery Needs Assessment

ARAP Abbreviated Resettlement Action Plan

RPF Resettlement Policy Framework

WB World Bank

OP 4.12 Operational Policy on Involuntary Resettlement

MAFW Ministry of Agriculture, forest and water management

MF Ministry of Finance

PWMC Public Water Management Company

RSD Serbian Dinar

LIST OF DEFINITIONS/GLOSSARY

COMPENSATION. Payment in cash or in kind for an asset or a resource that is acquired or affected by a project. Compensation will be paid before taking possession of the land and assets in all cases, including where this is not possible due to the absence of the owners. In the case of absence of owners, the money will be deposited to an escrow account for 3 years.

CUT-OFF DATE. Date of socio-economic Survey determining the number of PAPs and the extent of impact on their structures and other assets. Persons who encroach on the area after the cut-off date are not entitled to compensation or any other form of resettlement assistance. Similarly, fixed assets (such as built structures, crops, fruit trees, and woodlots) established after the cut-off date will not be compensated.

ECONOMIC DISPLACEMENT. Loss of income streams or means of livelihood, resulting from land acquisition or obstructed access to resources (land, water or forest) resulting from the construction or operation of a project or its associated facilities.

EXPROPRIATION. Means deprivation or limitation of ownership rights of property with a compensation pursuant to market value of that property by use of the power of Eminent Domain.

INVOLUNTARY RESETTLEMENT. Resettlement is involuntary when land is acquired through the application of state powers. Actions may be taken without the displaced person's informed consent or power of choice.

LIVELIHOOD RESTORATION. Measures that will be undertaken to assist physically and economically displaced PAPs to improve their livelihoods and standards of living or at least to restore them, in real terms, to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher. Assistance must continue after displacement, for a transition period, based on a reasonable estimate of the time likely to be needed to restore their livelihood and standards of living.

MOVING ALLOWANCE. The moving allowance is a cash compensation for costs directly associated to moving/relocation of the household.

PAP. Project Affected Person is any person who, as a result of the implementation of a project, loses the right to own, use, or otherwise benefit from a built structure, land (residential, agricultural, or pasture), annual or perennial crops and trees, or any other fixed or moveable asset, either in full or in part, permanently or temporarily.

PHYSICAL DISPLACEMENT. Loss of shelter or property caused by expropriation of land in connection with the project, which requires the physical shifting of a PAP from his/her pre-project place or residence, place for work or business premises.

REPLACEMENT COST. For agricultural land, replacement cost is the pre-project or pre-displacement, whichever is higher, market value of land of equal productive potential or use located in the vicinity of the affected land, plus the cost of preparing the land to levels similar to those of the affected land, plus the cost of any registration and transfer taxes. For land in urban

areas, it is the pre-displacement market value of land of equal size and use, with similar or improved public infrastructure facilities and services and located in the vicinity of the affected land, plus the cost of any registration and transfer taxes. For houses and other structures, it is the market cost of the materials to build a replacement structure with an area and quality similar to or better than those of the affected structure, or to repair a partially affected structure, plus the cost of transporting building materials to the construction site, plus the cost of any labor and contractor's fees, plus the cost of any registration and transfer taxes. In determining the replacement cost, depreciation of the asset and the value of salvage materials are not considered, nor is the value of benefits to be derived from the project deducted from the valuation of an affected asset. It also includes costs for levelling or other preparation for new construction or use. Costs are calculated based on the time at which the asset is being replaced, if not, inflation is considered in when calculating costs.

ABBREVIATED RESETTLEMENT ACTION PLAN (ARAP). The document specifying the procedures to be followed and the Actions to be taken consistent with the principles and objectives of OP 4.12 and with the RPF adopted for the FER Project. The goal is to mitigate adverse effects, compensate losses, and provide development benefits to persons and communities affected by an investment project in cases when less than 200 persons are affected by the Project or the resettlement impacts are minor.

MINOR RESETTLEMENT IMPACTS. To categorise resettlement as minor resettlement impacts all of the following conditions have to be met: all of the PAPs lose less than 10 percent of their land, regardless of the number of PAPs (b) the remainder of their land is economically viable; and (c) they have no need for physical relocation.

RESETTLEMENT POLICY FRAMEWORK (RPF). RPF is a Project level document meant to clarify resettlement principles, organizational arrangements, and design criteria to be applied to subprojects to be prepared during project implementation. It contains clear definitions of conditions under which the resettlement (for a specific project, a sector program or within a political entity like a state or a province) will be planned and implemented. It defines issues like entitlement, principles of compensation, grievance processes and other legal procedures. An RPF is required for projects with subprojects or multiple components that cannot be identified before project approval. The RPF for the FER Project was adopted in March 2015.

STAKEHOLDERS. Any and all individuals, groups, organizations, and institutions interested in and potentially affected by a project or having the ability to influence a project.

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EXECUTIVE SUMMARY

Project Background

During the third week of May 2014, exceptionally heavy rains fell on Serbia. This resulted in devastating floods causing significant economic hardship for much of the population in Serbia. The heavy rainfall with no precedent started in early/mid-May 2014 causing massive floods, destroying houses, bridges and sections of roads, resulting in the declaration of a national state of emergency on May 15, 2014 (pursuant to Article 32, Paragraph 3 of the Law on Emergency Situations, (Official Gazette of the Republic of Serbia, No. 111/2009, 92/2011 and 93/2012), across the country, which was in force until May 23rd.

The Government conducted a Recovery Needs Assessment (RNA)¹ completed on July 10, 2014 with the objective of estimating disaster effects². The RNA was presented at a donor's Conference convened in Brussels on July 16, 2014 in the aftermath of the natural disaster, revealing that the energy sector was the hardest hit and significant infrastructure damaged.

On October 9, 2014 the World Bank approved an Emergency Loan in the amount of \$300 million to support the Government of Republic of Serbia to remedy existing damages and prevent future flooding. The Project will bring evident benefit by avoided damages of agriculture production, land, assets, households, business etc. The Loan has been restructured by Amendment to the Loan Agreement and Supplemental Letter confirmed by the Serbian counterpart on June 1, 2017. The Project is implemented by the Ministry of Agriculture, Forest and Water management namely it's PIU.

The Vršac Flood Protection sub-project is executed within the basin of the Mesić stream from km 0+000 to km 2+597.90 m mainly within the right of way. The cadastre data have identified that works will be executed on cadastral parcel 27556, from the channel "Vršac" to the Bridge to the industrial railroad on km 0+484, 51 owned by the Republic of Serbia (user PE" Vode Vojvodina" Novi Sad) and cadastral parcel 9696 owned by the City of Vršac from the Bridge connecting with the industrial railroad to the dam.

The Impact of the Project to assets is minor, there is no impact on land and people's livelihood and less than 200 persons are affected which is why an abbreviated Resettlement Action Plan is appropriate and acceptable.

Although the Project alignment is set, a significant set of mitigation measures have been applied to avoid the impact, where avoidance was not possible to minimize and finally compensate for any residual impact.

The Project will not require land acquisition but will require clearance of public land from trees, crops, auxiliary structures, and in a limited number of cases incorporation of existing structures mainly pile retaining walls into the flood works.

The Project will bring evident benefit by avoided future damages of agriculture production, land, assets, households, business etc.

¹ Republic of Serbia, Recovery Needs Assessment, 2014 <http://www.obnova.gov.rs/uploads/useruploads/Documents/RNA-REPORT-140714.pdf>, last accessed on January 29, 2018.

² Disaster effects are classified under damages and losses. Damage refers to the total or partial destruction of physical assets existing in the affected area and losses refer to changes in economic flows arising from the disaster.

Project Impacts

Vršac Flood Protection sub-project will not require land acquisition but is anticipated to impact 17 households whose assets are located on public land. The clearance activities will be either demolition of auxiliary structures and fences or clearance of the land from cultivated trees and shrubs i.e. sovereignty to be exercised over occupied public land for the flood protection works.

Overall, the extent and the severity of impacts is assessed as minor and limited to loss of a small number of private assets; there is no physical displacement or impact on livelihoods.

Detailed description of impacts is presented in Chapter 5.

Limitations and assumptions

At the time of development of the ARAP impacts for the entire Sub-Project are not known

The ARAP provides a detailed action plan and mitigation measures for impacts at **Section I: km 0+000 to km 1+042, in the total length of 1km**, and, will be updated to provide a detailed description of impacts and mitigation measures for the remaining **Section II: km 1+042 to km 2+597, length 1,6km once impacts are fully known**. The number of persons affected is known as a census has been conducted. However due to the specific nature and location of future works, i.e. the stream running through the densely populated area with the stream between rows of houses on its right- and left-hand side. For more than a decade has maintenance of the stream been neglected. It is now inaccessible in its entire length and clearance of shrubs, debris, thick bushes would present in the upcoming fall and winter enhanced risk from potential floods. Therefore, civil works under the Sub-Project will be implemented in two stages. The implementation schedule describes the two-stage approach and monitoring of civil works will ensure that the works are confined to Section I where no social impact is expected to occur exclusively, and that ARAP will be updated prior to the works would begin on Section 2.

1. INTRODUCTION

1.1 Project description

Following devastating floods in 2014, the Government of Serbia requested to address some of the country's most pressing needs in the wake of this disaster. An emergency Recovery Loan to address some of the country's most pressing rehabilitation and flood protection needs. The Loan was approved and signed on October 9, 2014 in the amount of \$300 million. The aim of the proposed investments is to reduce imminent risk of recurring floods by restoring and/or improving the function of existing infrastructure. The objectives of FERP are to help restore power system capability to reliably meet domestic demand; (ii) protect livelihoods of farmers in flood affected areas; (iii) protect people and assets from floods; and (iv) improve the Borrower's capacity to respond effectively to disasters. The Project includes 4 components (1) Energy Sector Support; (2) Agricultural Sector Support; (3) Flood Protection; and (4) Contingent Emergency Response. The original amount assigned to the Component 3: Flood protection was EUR 16.72 million and has been increased by another EUR 17.34 million (total EUR 34.06 million) by virtue of the Amendment to the Loan Agreement signed and agreed by the Serbian counterpart on June 1, 2017.

Prior to the floods in 2014, the Government of the Republic of Serbia based on climate behaviour and rainfall statistics assessed the need to protect the most vulnerable locations i.e. cities, from any future floods. Based on repair/rehabilitation urgency and considering the extent of damage and risk of future impacts areas particularly vulnerable to floods were identified. Based on their vulnerability they have been chosen to be one of the sub-projects to be included in the Project's

Flood Protection Component (No 3). The sub-projects presented below were identified either at appraisal stage or by the Decision of the Government:

- Flood Protection of Novi Pazar,
- Flood Protection of Smederevska Palanka,
- Flood Protection of Negotin area
- Flood Protection of Aleksinac,
- Flood Protection of Vršac,
- Flood Protection of Valjevo
- Provo pump-station,
- Construction of flood protection system for Donji Ljubes settlement,
- Rehabilitation of Tamis dike,
- Erosion protection and rehabilitation works on the left bank on the Sava River
- Rehabilitation of the left bank embankment on the Danube River on section B. Palanka town and Smederevo town

This ARAP is prepared for the Flood Protection of the city of Vršac a sub-project which was added in mutual agreement between the World Bank and the Republic of Serbia, represented through the PIMO/ FERP PIU namely.

1.2 Sub-Project Area Description, Local context and Key demographics

During the 2014 floods, the Mesić stream caused severe floods, especially affecting Vršac municipality. Vršac is a city located in the South Banat District of the autonomous province of Vojvodina. As of the 2011³ Census, complemented by the 2017 demographic data the city urban area has a population of 52,026 persons, whereas 25,025 or 48,1% are men and 27,001 or 51,9% are women indicating a women prevalent population. The average age is 43, 9 years (42,8 in men and 45,1 in women). There are 17,769 registered households in Vršac with an average number of 2, 89 members per household. The population disaggregated by ethnicity identify the majority to be Serbs, followed by Russians, Ruthenians, Slovaks, Slovenians, Ukrainians, Croats Montenegrins, and others and a number of undisclosed. Two main indicators of educational structure of the population, educational attainment and literacy, present the level of population education, also involving the achieved level of socio-economic development in general and was superficially explored to determine the adequate communication tool and method in the course of engagement of the PAPs and in general. In the population aged 15 and over by computer literacy and sex, Vršac has a reasonably high computer literacy ratio of 22,211 persons. In terms of education only 2,624 persons have a high education, followed by 3,937 persons holding a higher education degree and 10, 936 with a high-school education. The economic aspect of the demographics revealed 9064 persons or 17, 42 % of the total universe to be unemployed.

Targeted flood protection and drainage investments aim to reduce expected losses and generate substantial economic benefits justifying the investment costs. This includes a direct positive impact on the livelihoods of project beneficiaries, as losses – including public infrastructure, agricultural and livestock production, as well as family household assets - are significantly reduced with construction of flood protection infrastructure

The following are some of the expected benefits from the proposed flood control in the context of implementation of the Project and the sub-project “Protection of Vršac:”

- avoided damages of agriculture production on land likely to suffer frequent floods;
- avoided damages of assets (private houses; apartment houses; industrial facilities; roads, electricity, schools, kindergartens, health facilities and other public buildings);

³ These are the last available official data. The Census data from 2015 is still not published yet

- avoided losses of business due to uninterrupted production, provision of services, interrupted communications, traffic disruption, etc.;
- avoided human health costs due to reduction of pollution in the water supply; systems, reduced water borne diseases, and reduced risks of human life losses;
- increased recreation benefits including potential for tourism development;
- indirect economic development effects.

Figure 1 Vršac during the 2014 Floods



1.3 Sub-Project Objectives and Activities

The overall objectives of the FERP are to (i) help restore power system capability to reliably meet domestic demand; (ii) protect livelihoods of farmers in flood affected areas; (iii) protect people and assets from floods; and (iv) improve the Borrower's capacity to respond effectively to disasters.

The activities to be implemented under the Vršac sub-project include regulation of the Mesic Stream in the length of approximately 2, 6 km divided between two sections:

- Section I: km 0+000 to km 1+042, length: 1km, and
- Section II: km 1+042 to km 2+597, length 1,6km

There are 12 bridges within the project zone (on sections I and II), amongst which 1 is an informally constructed pedestrian bridge providing access to two households. The potential impact and mitigation measures to be applied in this case are elaborated in details in chapter 4. MINIMIZATION OF IMPACTS.

This ARAP is prepared for the entire Sub-Project, but impacts at the time of preparation were only identified for Section I. Works will commence there once the ARAP is approved.

Civil works on Section II will commence in March 2019. Prior to commencement of works impacts will be identified, and mitigation measures adopted. To this end an amendment to the ARAP will be prepared, detailing the impacts and mitigation measures, following the same compensation principles and consultation requirements as the main document,

The focus is on the Embankments of the river and four different types of works are proposed:

1. Construction of Flood Protection structures,
2. Reconstruction of the weak points on the embankment,
3. Upgrading sections of embankment from the 1:25 year flood to the 1:100 year flood, and
4. Bank armoring in locations where erosion of the riverbank may undercut the embankment.

1.4 Scope and Purpose of an Abbreviated Resettlement Action Plan

The Abbreviated Resettlement Action Plan (ARAP) is prepared in Bank assisted Projects, in cases where less than 200 persons are displaced and impacts are considered "minor". It is not anticipated that the sub-project will require land acquisition, but it will require clearance of public land occupied by 24 auxiliary structures, out of which there are 19 auxiliary buildings such as wooden storages, dog houses, chicken coops etc, four (4) fence wall of hard materials and one wire fence. A detailed inventory of affected structures is presented in Annex 4 of this ARAP.

There is minor impact on decorative and fruit-bearing trees planted on public land.

Besides the impacts permanently affecting the above listed assets, the social screening identified an informal private bridge constructed over the Mesic Stream. The bridge connects two houses with the main street that is on the other side of the Stream. The bridge was constructed without an appropriate permit of the relevant authorities. This is mainly the reason why the bridge does not meet the minimum standards particularly in terms of congestion of the water flow. The impact assessment concluded that this bridge is the only access of those two households to the City and its amenities, thus requiring carefully designed mitigation and protective measures during the construction works. The Bridge will not be impacted by the construction works but will receive proper improvements to enhance safety of pedestrian users but also allow free water flow.

The removal of auxiliary structures and clearance of land is pending and will be executed as per schedule presented in this ARAP, but not before the compensation packages have been negotiated with and received by the PAPs. Detailed description of impact is given in chapter 5 AFFECTED PEOPLE AND PROJECT IMPACTS.

The scope of work undertaken during the ARAP preparation included:

- Screening of project area,
- Areal video by drone of project area;
- Survey of projected affected area, land and property there on;
- Walk through the project area i.e. field verification;
- Census of the PAPs including persons and their land, assets and property thereon;
- Socioeconomic assessment of the PAPs;
- Identification of land, assets and properties likely to be affected;
- Valuation of the land and assets and property thereon to be expropriated;
- Consultations with affected Project Affected Persons (PAPs)
- Analysis of the relevant legal framework;
- Analysis of institutional framework covering the identification of agencies responsible for
- Establishment of adequate Grievance mechanism.

In accordance to the Loan Agreement, a RPF⁴ consistent with the World Bank's OP 4.12 was prepared for the Project, approved by the World Bank and relevant Serbian authorities, and publicly disclosed in 2015 and serves as the guiding document for preparation of this ARAP.

1.5 Objectives and Principles of the Abbreviated Resettlement Action Plan

This ARAP, and its detailed provision, is prepared according to the Laws and regulations of Republic of Serbia and the RPF. The objective of this ARAP is to assess the impacts, compensation compliance and shall set out actions on how to avoid and mitigate future impacts by sovereignty of right over occupied land and provide prompt and effective compensation for residual impacts to those eligible. The objectives are not dependent to the scope and scale of impact.

The RPF has outlined the key land acquisition and resettlement principles and objectives to be followed, the organizational arrangements and design criteria to be applied to subprojects to be

⁴ See RPF for FERP, available at <http://www.rdvode.gov.rs/> accessed on January 17, 2018

prepared during Sub-Projects implementation to ensure adequate management of land acquisition where applicable, and access by sovereignty over occupied land required for the Project.

This ARAP specifies the following:

- Detailed procedures to be followed by Directorate for Water (DfW/PIU), Municipality of Vršac in respect to consultation and disclosure;
- Provide baseline census of affected persons and asset information;
- Describes specific compensation rates and standards as per OP 4.12;
- Describes consultations with affected people about acceptable alternatives and mitigation measures;
- Describes institutional responsibility for implementation and procedures for grievance redress;
- Provides a timetable and budget;
- Implementation and monitoring arrangements.

The RPF and subsequently this ARAP are in line with the local legislation and WB OP 4.12 and the more stringent requirements will prevail.

The preparation of this document has been guided by the WB Involuntary Resettlement Sourcebook: Planning and Implementation in Development Projects (2004) and good practice cases as well but mostly application of individual measures has been chosen based on consultation with PAPs and the in-situ needs.

This ARAP is tailored to cover identified direct social impacts that result from this Bank assisted investment projects and are caused by the involuntary loss of assets or access to assets⁵;

1.6 Study methodology

The preparation of this ARAP was through a combination of desk review of secondary data and field study. The desk study involved review of project documents including available maps for the project sites, cadastral records, Municipal database on PAPs and their assets, expropriation records and preliminary technical designs. The desk study was supplemented with a survey of the project sites to establish the exact impact of the proposed subprojects in terms of affected property and creates an inventory of PAPs, and assets. The field survey consisted of a household census of identified PAPs; social assessment of the subproject sites along the corridor of impact along the Mesić Stream, socioeconomic study of the PAPs and their census. The Census was prepared on the basis of data available through the Cadastral Register and the database of the Municipality of Vršac and individual interviews. Secondary data were used in addition to generated primary data obtained through the PAPs and interviews with government officials and non-government officials about PAPs and their assets. During analysis and interpretation of the gathered data equal weight was given to quantitative and qualitative aspects so that it reflects a balanced reality of the current situation of the PAPs. The data generated shall serve as baseline conditions against which the living standards shall be compared to during the follow up survey in the Completion Report.

2. LEGAL FRAMEWORK

2.1 The National Land Policy - The Republic of Serbia Expropriation Law

⁵ See World Bank OP 4.12

<http://web.worldbank.org/WBSITE/EXTERNAL/PROJECTS/EXTPOLICIES/EXTOPMANUAL>

The Republic of Serbia Expropriation Law (passed in 1995 and enacted on January 1, 1996, amended in March 2001, amended again on March 19, 2009) guides expropriation and serves as a general framework for expropriation in the Republic of Serbia. The law also enshrines the principle of compensation at market value.

The most important features of the Law on Expropriation are:

- It is intended to ensure simple, efficient process, reducing as far as possible the need for a lengthy judicial process to facilitate necessary expropriation. Under normal circumstances, the entire process of acquisition can be completed within six months;
- The fair value of the land affected by a particular scheme, or project, is determined by the Tax Administration, on behalf of the “Beneficiary of Expropriation”. The value is assessed on the basis of current market price;
- As a condition to start expropriation, the Beneficiary of Expropriation must arrange a Bank Guarantee with a Commercial Bank, in the assessed total sum for payment;
- In the case of privately-owned agricultural land, if comparable land of the same type and quality, or the appropriate value, in the same area or vicinity (Article 15 of the Expropriation Law) can be identified, it is offered to the project affected person with formal title;
- The comparability of land is determined on the basis of an assessment of the available public land, by an accredited expert hired either by the Beneficiary of Expropriation, or the Ministry of Agriculture, Forest and Water management (MAFW);
- In case of disagreement on the comparability of the land offered, a different accredited expert would be hired by the local municipality to determine the comparability of the land offered;
- Further disagreement would result in the project affected person resorting to the judicial process, where a decision would be made on the comparability of the land, or the payment of the assessed fair value in monetary terms;
- Where comparable land cannot be identified, the project-affected person with legal title is offered the assessed fair value as determined by the Tax Administration. If the project affected person wishes to challenge the assessment of “fair value” they can resort to the judicial process;
- For the project affected person, without formal title, there is no provision to pay compensation currently under the Law on Expropriation;
- In addition, after the passage of the Law on Planning and Construction (passed in 2009 and amended in 2011), it is a criminal offense to construct any structure without a building permit on either public or private land; and
- In the case of a project-affected person, with a formal title, who has constructed a permanent structure, without a formal building permit, compensation can be paid, if decided by a Court, under the Law on Fundamentals of Property Relations (1980, applicable from 1st September 1980, amended 1990, 1996 and 2005) at the investment cost– as determined by an accredited Expert to assess the value of the materials needed for replacement.

2.2 Public interest and purpose of expropriation

Property can only be expropriated upon the establishment of public interest for projects that bring greater benefit for the public (Art. 1).

Expropriation may be carried out for the needs of RS, cities, municipalities, public enterprises and public institutions, unless otherwise provided by the Law.

The Law on Expropriation requires the Beneficiary of Expropriation to justify the need for expropriation and to demonstrate that the scheme cannot occur without the proposed expropriation.

2.3 Expropriation process

A condition precedent to start expropriation is evidence that the required funds have been secured and made available. It is necessary for the Beneficiary of Expropriation arranging a Bank Guarantee with a Commercial Bank for the assessed fair value or in case of Local Governments is the Beneficiary of expropriation adequate appropriations within the Budget are made (Art. 24).

The procedure for expropriation starts by submitting a proposal by the Beneficiary of Expropriation to the relevant Municipality (“the expropriation authority”). A specific expropriation proposal is prepared for each land parcel and project-affected person that contains the amount of land impacted, the justification of the need for the specific expropriation, together with the confirmation that the scheme is included in the relevant spatial development plan.

Once the proposal has been submitted with supporting documentation individual invitations to hearings on expropriation are sent to every PAP. The invitation specifies the purpose, time and date of hearing proposed and provides the PAPs with a list of documents to be made available for presentation and discussion at the agreed time.

After the hearing with the individual PAP has been finalized an Expropriation decision is issued.

2.4 Valuation

At the valuation stage, the Beneficiary of Expropriation contacts the Tax Administration to assess the value for land (all types of land, agricultural, urban, barren etc.) at market price. If impacts to agricultural land occur for construction of linear infrastructure, the Beneficiary of Expropriation contacts the MAFW, which provides an assessment of the availability of comparable agricultural land. In addition, the Beneficiary of Expropriation hires, at its own expense, an accredited expert(s) to assess the value of the land, agricultural output, businesses, and all immovable property and structures in accordance with paragraph 28(iii). At the request of the project-affected persons, they can be present during the valuation process.

In the event that the PAPs disagrees with the offered compensation in either form, they can resort to the judicial process, and the Beneficiary of Expropriation can request the Ministry of Finance, on an exceptional basis, to allow access to the site with assistance prior to payment of compensation (Article 35). The decision is being issued on a case to case basis assessing all relevant facts of the individual case. Based on the objectives of the Project, works to be executed are considered as urgent and access to site could be allowed. So far no such claim has been made by the Beneficiary of expropriation. This provision can only be invoked in case of formal land acquisition by expropriation.

The Beneficiary of expropriation is not required to prepare a socio-economic study or a baseline census with regard to the project affected persons.

Once the decision cannot be disputed by legal remedies it becomes legally binding and the negotiations on the compensation is ready to commence. The Agreement has to include the timing and rate at which cash compensation will be paid or in kind compensation provided (Art. 26). If no agreement on compensation is reached within 2 months of the validity of the Decision on Expropriation (or less if the Municipal Administration decides as such), the Municipal Administration submits the case file together with relevant documents to the competent Court, at the territory of which the expropriated real property is located, for the purpose of determining the compensation. The competent court ex officio decides in non-contentious proceedings on the amount of compensation for the expropriated property

2.5 Information and consultation requirements

The Law on expropriation does require *per se* neither public dissemination nor consultation of information on the area delineated, nor systematic and continuous dissemination. Nevertheless, it requires public disclosure of the determination of Public interest and the Municipal authority to invite individually every affected person with formal legal rights to a meeting to present any facts which may be relevant for expropriation. It additionally requires timely disclosure and information of every decision within the process flowchart. This dissemination has statutory limits wherever a legal remedy is provided.

2. 6 Information of public interest

Information of public importance is information held by a public authority body, created during or relating to the operation of a public authority body, which is contained in a document and concerns anything the public has a justified interest to know. The Law on information of public importance (Official Gazette RS", br. 120/2004, 54/2007, 104/2009 i 36/2010) requires any document publicly disclosed to have integrated guidance on how to access information of public importance.

This subject is governed by the Law On Free Access To Information Of Public Importance⁶ shall govern the rights of access to information of public importance held by public authorities, with a view to exercising and protecting the public interest to know and attaining a free democratic order and an open society.

By virtue of this Law access to information shall be granted to all stakeholders, including every natural person or legal entity upon written request unless otherwise regulated by the Law. Within 15 days of receipt of a request at the latest, the authority shall inform the applicant whether the requested information is held, and grant him/her access to the document containing the requested information or issue or send to the applicant a copy of the document, as the case may be. Annex 2 provides a template for access to information.

2.7 Other Applicable Laws and Provisions

Besides the Law on Expropriation, the following comprise the list of legal documents, policies and regulatory acts and frameworks dealing with expropriation and resettlement and other social impacts associated with flood protection works, representing basis of this ARAP:

1. Law on Fundamentals of Property Relations (adopted in 1980, amended 1990, 1996 and 2005)
2. Law of Planning and Construction (adopted and revised in 2009, and amended in 2011, 2013 and 2014)
3. Law on State Cadastre (adopted in 2009, amended in 2010)
4. Law on Spatial Planning of the Republic of Serbia from 2010 to 2020 (adopted in 2010)
5. Law on waters (adopted in 2010 amended in 2012 and 2016)
6. The Law on Elimination of the Consequences of Floods In Serbia (adopted in 2014 amended in 2015)

3. THE WORLD BANK POLICY ON INVOLUNTARY RESETTLEMENT (OP/BP 4.12)

All WB financed projects involving involuntary resettlement are subject to OP 4.12. The policy describes the procedures and instruments for eliminating negative economic, social and

⁶ Official Gazette of RS" No. 120/04, 54/07, 104/09 I 36/10

environmental issues that may arise OP 4.12 is triggered not only in cases of physical relocation, but any loss of land resulting in relocation or loss of shelter, loss of assets or access to assets and loss of income sources and means of livelihood.

The overall objectives of OP 4.12 are the following:

- (a) Involuntary resettlement should be avoided where feasible, or minimized, exploring all viable alternative project designs.
- (b) Where it is not feasible to avoid resettlement, resettlement activities should be conceived and executed as sustainable development programs, providing sufficient investment resources to enable the persons displaced by the project to share in project benefits. Displaced persons should be meaningfully consulted and should have opportunities to participate in planning and implementing resettlement programs.
- (c) Displaced persons should be assisted to improve their former livelihoods and standards of living or at least to restore them, in real terms, to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher.

OP 4.12 distinguishes the following three categories of persons for eligibility for compensation and assistance:

- a. Persons with formal rights to land (including customary and traditional rights recognized under the laws of the country).
- b. Persons who do not have formal rights to land at the time the census begins but have a claim to such land and assets - provided that such claims are recognized under the country laws or become recognized through a process identified in the specific resettlement plans.
- c. Persons without recognizable legal right or claim to the land they are occupying.

3.1 Gap analysis between relevant national legislation and World Bank OP. 4.12

The objectives of OP. 4.12 are clear in their aim to avoid involuntary resettlement caused by land acquisition measures wherever feasible and if not possible to apply such compensation principles for impacts on all PAPs and to restore their livelihoods at least to pre-project level. In general, the institutional framework for expropriation in Serbia is strong and broadly compatible with the OP. 4.12, but there are some exceptions, especially related to the requirements to compensate at replacement cost for land vis-à-vis the national requirement of compensating land at market value. Additionally, the national law does not recognize informal users, occupiers and settlements. It does not require a project specific grievance redress mechanism, a social impact assessment, payment of taxes and fees as part of compensation package, gender disaggregated data and assistance to vulnerable persons.

The table below provides an overview of specific gaps between the national expropriation law vis-à-vis OP 4.12 and the recommendations for remedy and/or mitigation in order to comply with the OP 4.12 requirements. **Only gaps relevant for impacts identified under this ARAP are presented.**

Table 1: WB OP 4.12 and Serbian Law on Expropriation: GAP analysis

Issue	Requirements of Serbian Law on Expropriation	World Bank OP 4.12 Requirements	Gaps and measures for bridging the gaps
Census and Socioeconomic Survey and Abbreviated Resettlement Action Plan (ARAP)	No explicit requirement related with socio-economic studies or development of any kind of resettlement instrument regardless of the extent of impact. Nevertheless the Law requires a inventory of affected persons and assets without socio-economic baseline and indicators.	Census and socioeconomic survey to be made for ARAP. The study should include information on (i) current occupants in the affected area, (ii) characteristics of displaced households and their standards of living and livelihoods, (iii) magnitude of expected losses and extent of displacement, and (iv) information on vulnerable groups or persons.	Census and socioeconomic survey conducted according to WB requirement in addition to requirements under National Legislation
Cut-off Date for Eligibility	The Law stipulates that the cut-off date for eligibility is the date of submission of the proposal for expropriation by the beneficiary to the relevant municipality.	Normally, the cut-off date is the date the census begins. The cut-off date could also be the date the project area was delineated, prior to the census, provided that there has been an effective public dissemination of information on the area delineated, and systematic and continuous dissemination subsequent to the delineation to prevent further population influx. Persons who encroach on the area after the cut-off date are not entitled to compensation or any other form of resettlement assistance.	The cut-off date for purposes of eligibility shall be the date of beginning of the census. PAPs will be explicitly informed about this cut-off date and its implications during the consultations on the draft ARAP. PAPs were explicitly informed about the cut-off date and its implications by Newspaper Announcement on November 6, 2017 (Please refer to Annex 7 - Announcement of Cut-off date).
Eligibility for Compensation (informal)	The Law only recognizes formal ownership and persons without formal right but have a claim to such land and assets - provided that such claims are recognized under the country laws or become recognized.	According to WB OP 4.12, there are 3 categories of persons in terms of compensation eligibility: a) Those who have formal rights to land b) Those who do not have formal rights to land at the time the census begins but have a claim to such land and assets, provided that such claims are recognized under the laws of Bosnia and Herzegovina or become recognized through a process identified in the ARAP c) Those who have no recognizable legal right or claim to the land they are occupying	As per RPF, project affected persons who constructed buildings without permits, who have been using public or private land are entitled to compensation/assistance for any investment made on public and private land in the cost of structures and installations (under the Law on Fundamentals of Property Relations (1980, applicable from 1st September 1980, amended 1990, 1996 and 2005) in terms of the investment made – as determined by an accredited expert to assess the value of the materials used, crops, woods, trees, fruit bearing trees, vineyards, the age of crops and the time needed to reproduce them. These rights do not extend to individuals who commence activities, either in the form of cultivation or the construction of any immovable property, after the cut-off date

Issue	Requirements of Serbian Law on Expropriation	World Bank OP 4.12 Requirements	Gaps and measures for bridging the gaps
Compensation at replacement value	The valuation for auxiliary structures is the replacement cost considering the depreciation cost	With regard to structures, "replacement cost" is defined as follows; For houses and other structures, it is the market cost of the materials to build a replacement structure with an area and quality similar to or better than those of the affected structure, or to repair a partially affected structure, plus the cost of transporting building materials to the construction site, plus the cost of any labor and contractors' fees,	In determining the replacement cost of the affected asset, the cost of market value plus taxes and fees, if any, will be considered. In case of valuing the cost of affected structures, the depreciation cost of structures will not be considered and the estimation of costs will be assessed on how much it will cost for building a new one of the same qualities. The valuation of affected structures will also consider value of time invested in construction and applicable taxes, if any
Grievance Redress (To serve for impacts incurred by exercising sovereignty and any other issues arising during construction.)	Besides officially recognized institutions and legal remedies for appeals no other procedure for settlement of Grievances is required	Appropriate, affordable and accessible procedures for third-party settlement of disputes arising from resettlement must be established; such grievance mechanisms should consider the availability of judicial recourse and community and traditional dispute settlement mechanisms.	The Municipality of Vršac established an independent grievance committee on November 11, 2017 comprising of: PIU representative, municipality representative (delegated by the municipality), project affected persons representative delegated by the Project Affected Persons.
Monitoring	No specific monitoring procedures are required	The Borrower is responsible for adequate monitoring and evaluation of the activities set forth in the resettlement instruments.	The PIU will be responsible for monitoring in line with the requirements set out in the RPF and this ARAP.

4. MINIMIZATION OF IMPACTS

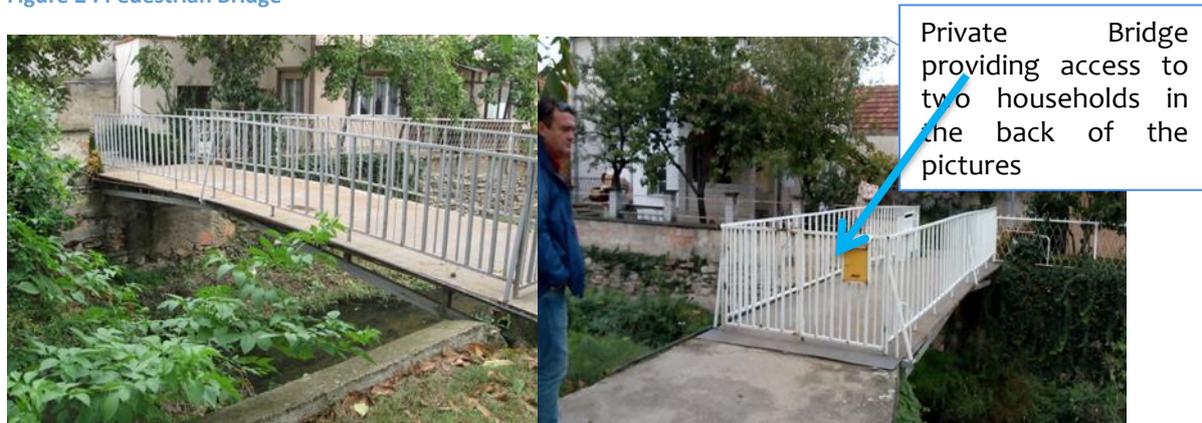
An alternative route for the Project could not have been explored and the impact area itself could not have been avoided since the alignment is set as it follows the position of the river. Despite that an exceptionally high number of mitigation measures have been applied to mitigate and minimize negative impacts and accommodate mitigation requests of PAPs, some impact cannot still be avoided.

The technical design has been changed to avoid any impacts to residential structures.

The effectiveness of the mitigation measures is particularly evident in the case of the constructed pedestrian bridge. The detailed design envisaged rehabilitation works on the bridge as follows: the bridge would be removed and alternative access to the two households be installed to ensure their continued access until the construction of an alternative bridge is completed. The PAPs, the PIU and the Contractor all agreed to this arrangement. The bridge will receive improvements and be upgraded to additionally stabilize and reinforce the structure to bring it up to the flood protection standards in general since it is narrowing the river bed, thus acting as a risk contributor in case of floods.

The picture below shows an off-print of the situation on site.

Figure 2 : Pedestrian Bridge



In general, two types of mitigation measures have been applied:

- change of design,
- incorporation of existing structures into flood protection works,

5. AFFECTED PEOPLE AND PROJECT IMPACTS

5.1 Overview of Project Impacts

As stated, the Vršac Flood protection sub-project is executed within the right of way of the river basin. The river basin is owned by the Republic of Serbia and City of Vršac respectively as an asset of public interest. Notwithstanding the previous statement, the following impacts have been identified:

- Clearance of public land from bushes, shrubs, decorative plants and fruit bearing trees;
- Removal of different auxiliary structures, storage room, heating material storage etc.
- Removal of fruit bearing and decorative trees
- Removal of remains of auxiliary structures from public land Relocation of various stored material, tools, animals etc.
- Relocation of deposited recyclable materials, waste and other material found on public land

To these impacts adaptive design modifications could not be applied to avoid the impacts without obstructing the execution of works.

Below are pictures of some of the typically impacted structures

Figure 3 – Several pictures of impacted assets





Table 2: Data on PAPs affected by sovereignty to be exercised over occupied public land

Total number of private owners affected	Number of auxiliary structures affected	Type of structures	Number and type of crops/trees
15	24	Lumber rooms Pigeon Lofts Storage rooms Improvised Garages Tool storage Hen houses Wire dog box External toilets Brick fences Wire fences	Mulberry tree (1) Locust tree (4) Peach tree (1) Sour cherry tree (1)

The disaggregation of inventory of owners under both impacts revealed that 6 owners are women and 9 are men. By further disaggregation and analysis of records it has been concluded that majority of women gained ownership by exercising their hereditary rights.

Table 3: Overview of impact disaggregated by gender

Ownership	Number of owners (including co-owners)	Percentage
Women	6	40%
Men	9	60%
Total	15	100%

During the preparation of the design and delineation of the Project the PAPs were consulted on.

5.4. Anticipated Future impacts

The land needed for flood protection works shall be accessed by exercising sovereignty over occupied public land in compliance to the principles set out in this Abbreviated Resettlement Action Plan (ARAP). In addition, after commencement of works, in case some land is needed on temporary/lease basis which will be returned to the owners after completion of works. For such temporary occupation owners shall be compensated according to the prevailing market price of rent as established in negotiations between the PAPs and the Contractor on the free lease base.

5.5. Census/Inventory

The Census/Inventory of all PAPs and assets was developed in order to gather and analyse data and information required to identify all categories of impacts, the Project Affected People (PAPs) directly affected by loss of assets caused by sovereignty to be exercised over occupied public land.

The Census contains data on the following:

- (i) Location and Cadastral Municipality,
- (ii) Land plot number,
- (iii) Type of impact,
- (iv) Name of PAP (owner or user),
- (vii) Type of asset on land affected,
- (viii) Compensation assessed,
- (ix) Other information relevant for individual cases.

The summarized version of the census database is provided in Annex 4 of this ARAP. To comply with the extent of protection of personal data provided by the Protection of privacy and individual data Act of the Republic of Serbia⁷ the detailed excel file is accompanying this document as a separate file, and is kept at the PIU data base, available upon request with justified interest.

6. SOCIO-ECONOMIC SURVEY

The Socio-economic survey was conducted with the support of the Municipality of Vršac.

For purposes of the Survey an announcement/invitation, was issued by the PIU unit and administered by the Municipality of Vršac. Invited were all persons affected i.e. impacted due to need to restore sovereignty over occupied land.

The Socio-economic survey was conducted in the form of a door-to-door activity, facilitating the full inventory of persons and assets to be captured as well as the baseline conditions to the most reasonable expected extent.

The Socio-economic Survey was conducted during December 2017.

The aim was to solicit the opinions of the PAPs about the Project itself and its impacts payments as well as to obtain specific data on current livelihoods and living conditions of PAPs as well as to glance at the community perspective on flood protection plans.

The survey served to additionally present the details of the Project with relevant maps where all spots with mitigation measures were pinned. The measures have been confirmed to the PAPs and technical details of the alternative provided.

The dataset gathered during the Socio-economic Survey provides a baseline of detailed socio, economic, household demographic and other relevant data for the Project Affected Population (see survey template in Annex 3). The scanned and completed surveys are available at the PIUs database.

The summary of the key data provided in Annex 4 to this ARAP (the full database is in the form of a separate Excel document). Confidential information about individual persons and properties will

⁷ "Official Gazette RS", No. 97/2008, 104/2009 – other law, 68/2012 – Decision of the CC 107/2012)

not be publicly disclosed and all persons have been assigned with an ID number for purposes of identification in the publicly disclosed document.

6.1 Owners

Out of a total of 15 private owners whose assets will be impacted by the development program socio economic data could have been obtained for all 15 private owners (100% of the universe).

6.2 Demographic features of households

Amongst the interviewed 6 single-headed households were identified. Out of the 14 x were women and X men headed. More than ½ live in a household with three members, followed by four- and five-member households. Further analysis showed that usually two generations live together. Household features are presented below.

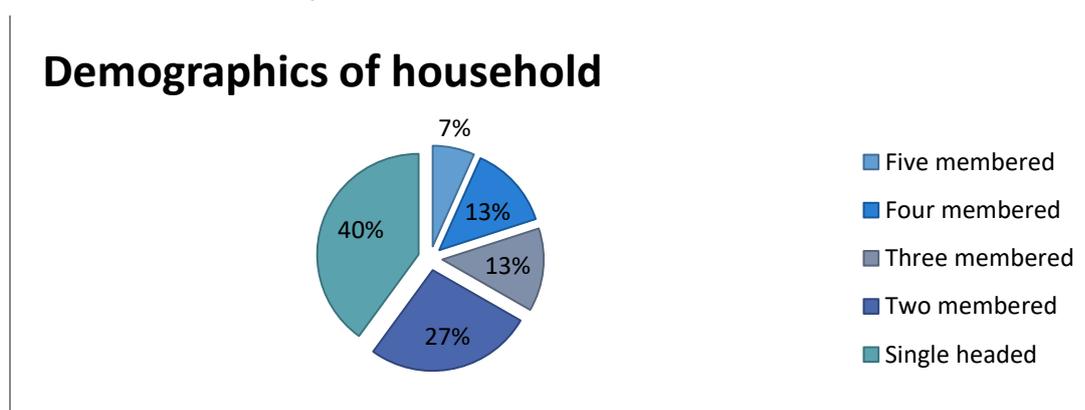


Figure 4: Demographic features of households

6.3 Gender of Respondents

When compared to other Flood Protection project implemented in the past two years it is safe to say that in some aspects, at least at the level of individual households surveyed, some gender⁸-gaps seem to have been overcome and mainstreamed. So far it was more often that women were unable to voice their concerns, opinions to give statements to mere facts and even less be empowered to speak as a representative of the whole household. It indicates that the difference in power between men and women had shrunk. It is important to have women aboard when assessing the impacts development of projects might have since they are a valuable source given their contribution by performing valuable tasks of caregiving and homemaking, and have a better insight how daily chores are being addressed; what can influence, disrupt or prevent attendance to it.

The women's titles are most commonly established by exercising their hereditary right although this is not necessarily the case in Vršac. These figures should be interpreted followed by the provisions of marital and family law whereas the ownership right is deemed to be distributed equally between husband and wife and if formal registration of property is made in name of only one spouse a legal assumption of ownership is made on behalf of both.

⁸ When using the term gender in this document it should be interpreted as in the World Bank 2016-2026 Gender Strategy

6.4 Education

The analysis of the respondent's answers recognized a fairly good education background. There is an equal distribution of respondents with university and post-secondary education, followed by those with secondary education and none of the respondents left after graduating elementary school and the adult literacy rate is 100%.

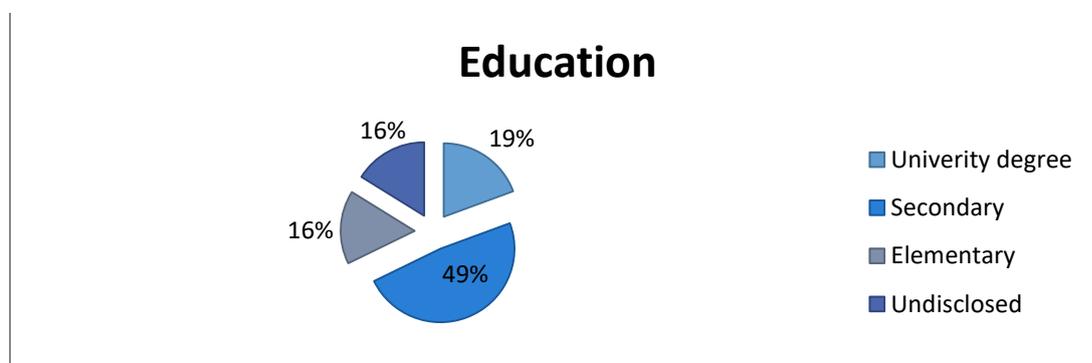


Figure 5 Education

6.5 Sources of Livelihood for the affected person and monthly income

57% of respondents reported salaries as their main income followed by pensions in a 43% ratio. Two respondents reported subsistence production of free ranged eggs and collection of recyclable material as other informal source of income. None of the households had land-based income or had been engaging in agricultural production as a source of income. Only one respondent i.e. 3,22% of the universe declared their monthly income to be above 70,000 RSD (equivalent of 590 EUR or 721,5 \$⁹ per month, 14% reported income between 40,000 (337,8 EUR or 412,29 \$ equivalent) and 70,000 RSD (590 EUR or 712,5 \$ equivalent), The majority of 58,6% of respondents have a monthly income between 10,000 (81 EUR or 90\$ equivalent) and 40,000 RSD (325 EUR or 363\$ equivalent) and 22,5% income less than 10,000 RSD (81 EUR or 90\$ equivalent). The minimum wage in Serbia in January 2018 was set at 26.312 RSD for a 184-hour month (221,9 EUR or 269,8 \$ equivalent) per equivalent adult and only one household had incomes below this lowest wage. When asked to self-assess their economic situation and financial status the perception mainly gravitated around the possible answer neither satisfied not dissatisfied. This perception is easily explained by the reported incomes.

⁹ Exchange rate given at beginning of this ARAP on top of page 2

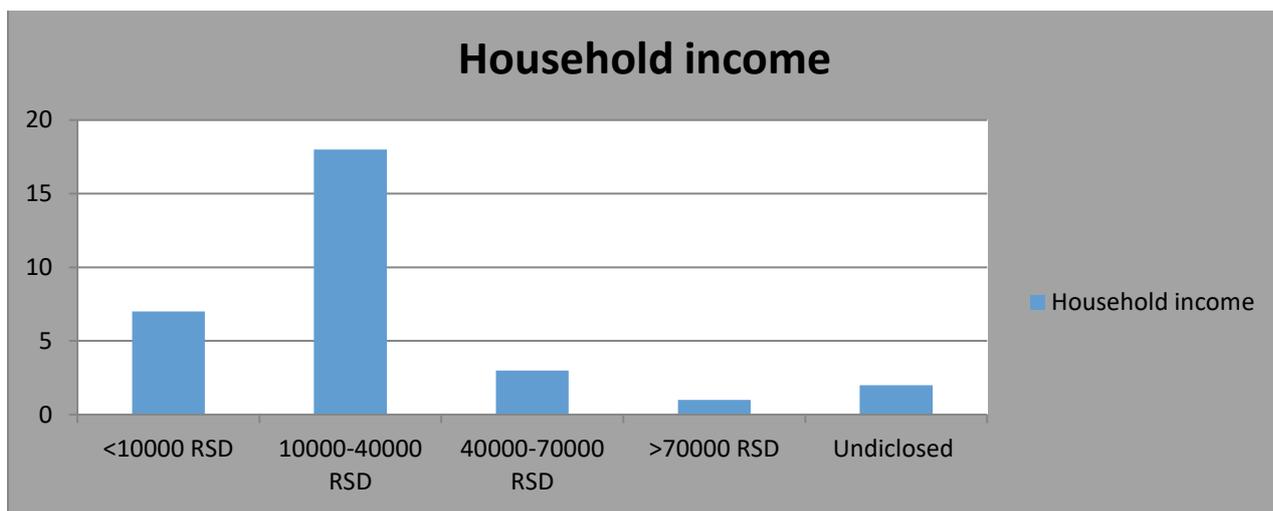


Figure 6: Household income

6.6. Employment status

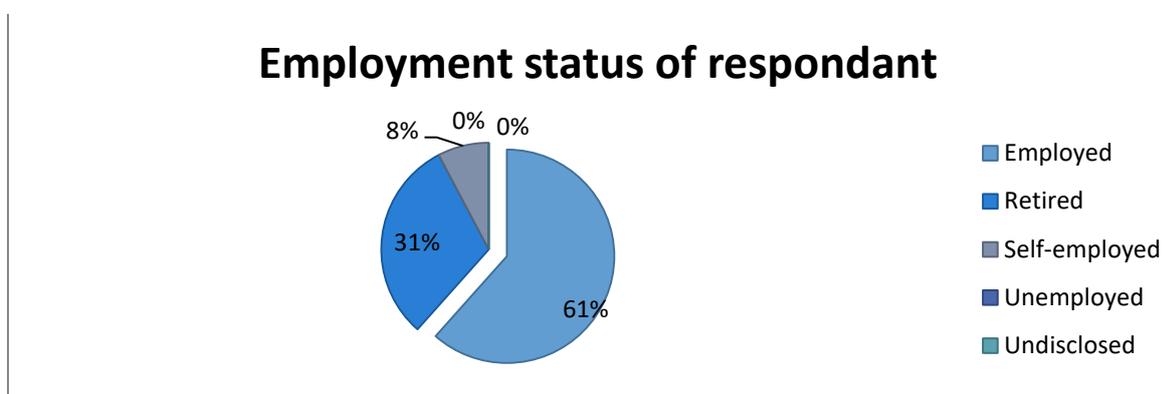


Figure 7: Employment status

6.7 Place of Residence

The majority of 86 % of respondents reported their place of residence to be Vršac. One respondent lives outside of Serbia.¹⁰

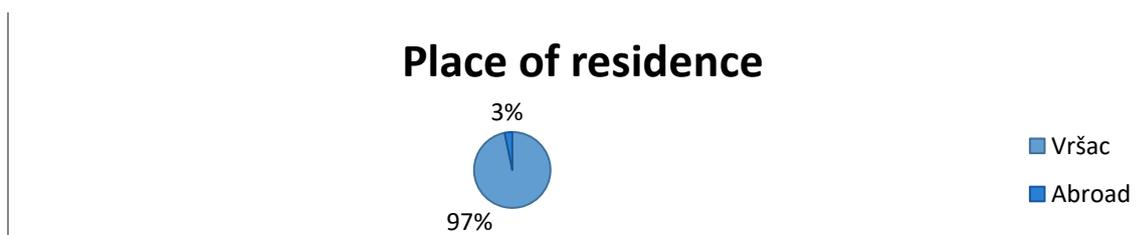


Figure 8: Place of residence

¹⁰ This person was not available for the survey and could not be contacted.

6.8 Vulnerability

The Study identified one household living below the poverty line. This sub-project will unlikely cause impoverishment or marginalization of this vulnerable household. It is unlikely that this sub-project will reduce the income of this household below the national poverty line or significantly affect its asset ownership. Regular monitoring will ensure implementation of mitigation measures to ensure that the impacts caused by the Project shall not worsen their vulnerability.

6.9 Public infrastructure that will be affected

During implementation of the Project no public infrastructure will be affected. Mitigation measures have been applied and will be during execution of works to protect and avoid impacts to power and gas supply which have been identified to follow the main roads and distribution pipes are attached below two of the Bridges.

6.10 Community Perception of the Project

The community is very devoted to the success of the Project since the floods are very common and patterned occurrences especially impacting those living at the very banks of the river. The damage they suffer and the constant fear during the heavy rains and snow melts has boosted the support of the community. All respondents look forward to successful completion of the project.

7. RESETTLEMENT COMPENSATION STRATEGIES

7.1 Key Principles

The RPF and the LA committed key principles which are incorporated into this ARAP. The principles for the impacts identified could be briefly summarized as follows:

- Resettlement and compensation of Project-Affected People will be carried out in compliance with Serbian legislation and World Bank's Policies and Procedures on involuntary resettlement OP 4.12 where the more stringent requirement will take precedence
- Displaced People will be compensated for their losses at replacement cost to allow restoration at pre-displacement level,
- The ARAP implementation and outcomes will be monitored and evaluated by the PIU

7.2 Cut-Off Date

The date of the Census shall be the Cut-off date. Persons who encroach on the area after the cut-off date are not entitled to compensation or any other form of resettlement assistance. Similarly, fixed assets (such as built structures, crops, fruit trees, and woodlots) constructed after the cut-off date will not be compensated.

The first information about the cut-off date PAPs received through public disclosure of the RPF for the FERP.

The sub-project specific cut-off date announced after a video of the Project area was taken from the air on October 10, 2017 to capture the inventory of assets impacted. Following the video, the City of Vršac prepared and disclosed information on commencement of the Sub-Project and announced the Cut-off date on November 6, 2017 by placing information in the local newspapers and the Municipal web-site. Copies of newspaper announcement are available in Annex 7 .

7.3 Eligibility

The unit of entitlement is any individual eligible to receive compensation or rehabilitation benefits. Determination of unit of entitlement is in lieu with developing and identifying the census and inventory of all assets impacted by the Project to allow full compensation in line with the Entitlement Matrix. All PAPs identified prior to the cut-off date shall be entitled to compensation, according to the compensation principles of the Law on expropriation, Law on fundamental property rights, RPF and OP 4.12 whereas the more stringent in requirements shall prevail.

Project affected persons are defined to include the following categories:

- Project affected persons, with formal title, who lose all or part of their land;
- Project affected persons, with formal title, who have immovable property with or without building permissions on the land to be expropriated;
- Project affected persons with formal title over businesses that are affected by the loss of all or part of the land on which businesses are located
- Project affected persons with formal title over animal husbandries and agricultural processors that are affected by the loss of all or part of the land on which they are based;
- Project affected persons with formal title of tenancy on private or public land;
- Project affected persons with formal title over land that will be needed during construction on a temporary basis;
- Project affected persons without formal title on affected land or businesses but their livelihoods are directly dependent on the affected land or businesses (e.g., those working on affected agricultural land or working in the affected businesses);
- Project affected persons without formal title of ownership or use but who have established usage of public or private land by investing in immovable objects, crops, woods, trees, fruit bearing trees, vineyards, the age of crops, and the time needed to reproduce them; and
- Any affected community facilities will also be reconstructed or necessary support will be provided for their relation to the community losing access to such common facilities

This sub-project affects following categories of PAPs under both categories of impact:

- Project affected persons, with formal title, who were identified to be residing or using the land on the sub-project cut of date and have immovable property with or without building permissions on the land to be expropriated;
- Project affected persons without formal title of ownership or use but who were identified to be residing or using the land, or have immovable objects, crops, woods, trees, fruit bearing trees, vineyards etc., on the project affected land on the sub-project cut of date.

The entitlements for different categories of impact and PAPs shall be as per the Entitlement Matrix¹¹ as adopted in the RPF for the FER Project shown for **impact categories relevant for the identified impacts only**.

¹¹ Only part of the Entitlement Matrix relevant for specific impacts identified under this Subcomponent has been presented. For access to full entitlement Matrix within RPF please see RPF for FERP available at <http://www.rdvode.gov.rs/>, accessed on January 17,2016

Table 4: Entitlement matrix for impacts identified

Impact categories	Entitlement
Standing Crops	Loss of standing crops will be avoided wherever possible by adjusting construction schedule. If unavoidable, cash compensation equal to the value of the crop affected at the market cost.
Structures (barns, sheds, fences, etc.) with or without building permits	Cash compensation at replacement cost assessed for construction of similar quality of structures, and the value of time invested in construction and applicable taxes, if any.
Fruit bearing plants, vineyards, and orchards	Cash compensation equal to the market price of seedlings of affected trees, plus the productivity of affected trees based on age multiplied by the number of affected trees and years till the planted trees reaches their full productivity.

7.4 Compensation for auxiliary structures constructed on public land

The National Law on Expropriation is broadly compatible and in compliance with the replacement value requirement of OP 4.12 in cases of auxiliary structures. The formula used for structures such as fences, shacks, barns, henhouse, pile retaining walls, staircases, outdoor WC, standalone terraces, verandas etc. is the Following:

$$C = M \times Q + T + L + C_f + U + T_x$$

C- Compensation at replacement Cost

M-Market cost of material

Q-Quantity of material needed

T- Transport of material to construction site

L- Cost of labour

C_f- Contractor's fee and supervision cost

U- Cost of utility connections

T_x- registration and transfer taxes

The depreciation is not considered.

8. GRIEVANCE MANAGEMENT & REDRESS

8.1 Organizational Arrangements for Grievance Management

The RPF has outlined the basic requirements for Grievance commission and management of its activities. After dully consideration, the grievance redress mechanism was tailored to fit the purpose and mirror the local needs, customs, habits and expectations of the community.

There are several complementary mechanism in place (e.g. the Property department of City of Vršac, The Engineer (Supervisor of works) daily already on Site and the Public Water Management Company "Srbijavode" Belgrade, an official and formal Grievance Committee was established as a

forum for grievances and comments in relation to expropriation, temporary impact to any kind of property, damages in relation to execution of the works on November 3, 2017. The information about the Committee was publicly disclosed together with the information on the cut-off date, and available on the notice board of the City of Vršac. Pictures of disclosed Brochures are presented in Annex Annex 8 – Photo. The small Scope of the Project and relatively minor impact, the it was justified that the GC be a body of three members. This is deemed to be sufficient capacity to deal with grievances. One of the members is a representative of PAPs , one a government official from the City of Vršac not directly involved in the compensation process, to ensure full impartiality and the third member is a representative of the PIU. The GC will meet as necessary, depending on the range and nature of grievances. The GC is responsible for receiving and responding to grievances/comments of the following two groups:

- Persons directly affected by the Project including land acquisition impacts & rights to be exercised over occupied land.
- Residents living in the Project area who are interested in and/or affected by the Project.

The GC is supported by the PIU and the Cityies administration.

The PIU in cooperation with the City of Vršac distributed Grievance Brochures (presented in **Error! Reference source not found.**to inform of the grievance mechanism, its function, the contact persons and the procedures to submit a complaint in the affected areas and made Information on the GC available at:

- the notice board and website of City of Vršac (www.Vršac.org),
- on the Construction Site in the Camp of the Engineer,

To allow easy access to the GC a printout of the grievance recording form will be available at the City of Vršac and for download on the website of the City of Vršac and of MAFW. The grievance recording form template is presented in Annex 6 to this ARAP.

8.2 Grievance Procedure

The grievance procedure is designed to be effective, easy, understandable and without costs to the complainant. Any grievance can be brought to the attention of the GC personally or by telephone, or in writing by filling in the grievance form (by post, fax or personal delivery to the addresses/numbers given below:

City of Vršac
Grievance Commission
Knjaza Miloša 169
Vršac
Phone Number: 013/800-588

All grievances will be recorded in the Grievance Log register and assigned with a number, and acknowledged within 3 working days. The Grievance Log register will have all necessary elements

to disaggregate the grievance by gender of the person logging it as well as by type of grievance. Each grievance will be recorded in the register with the following information:

- description of grievance,
- date of receipt acknowledgement returned to the complainant,
- description of actions taken (investigation, corrective measures), and
- date of resolution and closure / provision of feedback to the complainant.

The GC will make all reasonable efforts to address the complaint upon the acknowledgement of grievance. If the grievance/complaint is vague and not clear enough, the GC is obliged to help and provide counsel and even help in redrafting the submission, in order for the grievance/complaint to become clear, for purposes of an informed decision by the GC, in the best interests of persons affected by the Project. If the GC is not able to address the issues raised by immediate corrective action, a long-term corrective action will be identified. The decision of the GC shall give a clear assessment on the grievance/complaint, clear ruling and recommendations for fair remedy and propose measures to modify future conduct that caused the grievance as well as proposed measures to compensate if mitigation measures cannot remedy the harm or injury. The decision shall be in writing and shall be delivered to the person who filed the grievance as well as to any other person or entity to which the recommendation and measures shall apply or is under obligation by Law. The person who filed the grievance can express his/her personal satisfaction to the outcome of the grievance resolution procedure.

The complainant will be informed about the proposed corrective action and follow-up of corrective action within 7 working days upon the acknowledgement of grievance.

If the particular issue rose through the grievance mechanism cannot be addressed or if action is not required, a detailed explanation/ justification will be provided to the complainant on why the issue was not addressed. The response will also contain an explanation on how the person/ organization that raised the complaint can proceed with the grievance in case the outcome is not satisfactory.

The independent grievance commission has the possibility to hire, with costs covered by the Beneficiary of Expropriation, an accredited expert to review and assess the comparability of offered agricultural land, or the assessed fair value for immovable property. If the independent grievance commission determines that the offered agricultural land is not of comparable value, they can request the Beneficiary of Expropriation to pay the assessed fair value, as determined by the Taxation Administration. If after mediation, the project affected person, offered comparable agricultural land or assessed fair value for immovable property, disputes either the comparability or the assessment of fair value, they are free to enter the judicial process in a manner consistent with the current Law on Expropriation;

At all times, complainants may seek other legal remedies in accordance with the legal framework of Republic of Serbia at any time.

The GC will publish, and provide the GC with copies, one intermediate report on the number and type of grievances received, comments addressed and closed-out, disaggregated by gender and

type of grievances/comments two months after establishment, another intermediate report during construction works and one final report after completion of works

9. CONSULTATION AND PARTICIPATION

The Project Implementation Unit (PIU), together with the representatives of Municipal departments in charge of expropriation, is responsible for communicating with affected communities, Project Affected People (PAPs) and representatives of Local Community Offices. The PIU will assist the Municipalities in understanding the requirements set out in the RPF and ARAP.

The PIU, together with the involved Municipalities, will carry out public consultations on the ARAP and information dissemination that will reflect main issues of relevance to the Project. Immediately after the official start of the Project, all stakeholders will be timely informed about the Project's scope and contacts for further information inquiries, the available grievance mechanism and the disclosure of the publicly available Project documents through:

- announcements in the local daily media,
- the website of www.Vršac.org
- noticeboard of City of Vršac

This ARAP will be disclosed in Serbian and English on the above-mentioned websites, as well as made available as printed copies at the premises of City of Vršac and the premises of the PIU.

9.1 Disclosure and consultations requirements during preparation of draft and final ARAP

To allow the PAPs to be fully informed the draft ARAP will be disclosed minimum two weeks before public consultation on the website on the website of the PIU and the City of Vršac, and a public consultative meetings will be organized by the PIU in the City of Vršac .

The public consultation shall be announced through the local radio station and given the limited number of PAPs under direct impact individual invitations will be served to their home addresses. The information leaflet to be distributed for attendance to consultation is presented in Annex 13.

During the public consultation all stakeholders will be able to raise their concerns views and express opinion either orally or in writing. During the meeting, the municipality informs the project affected persons about the project, presents them with all the information about the level of impact on their property with maps, their entitlement based on this ARAP (a brochure with copy of the entitlement matrix and the RPF will be given to the project affected persons in the first meeting), the steps which will be taken afterward, provides them with legal advice and informs them about their rights, including the role of the independent grievance commission. A separate brochure shall be distributed in respect of the role of the said grievance commission. Stakeholders unable to attend the meeting will be able to raise their concerns, views and express opinion in writing.

The public consultation shall be documented and accompanied by a list of attendees, minutes of consultations, photographs. All issues shall be taken under advisement by the PIU, the draft shall then be updated with relevant data on consultations held, concerns raised and outcomes. The minutes of the meeting, including the date and list of participants will be incorporated in the form of an annex to the final ARAP. After approval by the World Bank and relevant national authorities the final ARAP shall be publicly disclosed in XX 2018. The invitation to PAPs shall be such as to ensure adequate representation and presence of women from different socioeconomic groups. The aim is to ensure proportionate or 50% representation of women during consultation and specifically seek women's opinion on it.

10 INSTITUTIONAL ARRANGEMENT AND IMPLEMENTATION TEAM

10.1 Responsibility for Implementation

The Abbreviated Resettlement Action Plan will be implemented by the Project Implementation Unit (PIU) of the Directorate for Water Management. The PIU will monitor the overall implementation of the subproject, cooperate with Vršac Municipality, the Contractor to be elected for construction works. Other organizations and parties involved in the process of expropriation are the Ministry of Finance, Tax Administration, and accredited experts,

The table below provides an overview of the responsibilities and arrangements for implementing the requirements of this ARAP.

Table 5: Organizational Responsibilities and Arrangements

Task	Responsible Entity
Disclosure of information and documents to all Project Affected People and communities,	PIU/ City of Vršac
Keeping records of consultation activities	PIU
Direct communication with and, if needed, visits to owners and occupants	PIU/City of Vršac
Valuation of property to be acquired	City of Vršac with Tax administration office and Accredited experts
Monitoring and reporting with respect to land acquisition	PIU
Monitoring and reporting with respect to temporary land occupation carried out during construction	PIU/Beneficiary of Expropriation City of Vršac , Contractor
Grievance management	PIU/GC/Contractor
Completion Report	PIU/Resettlement consultant

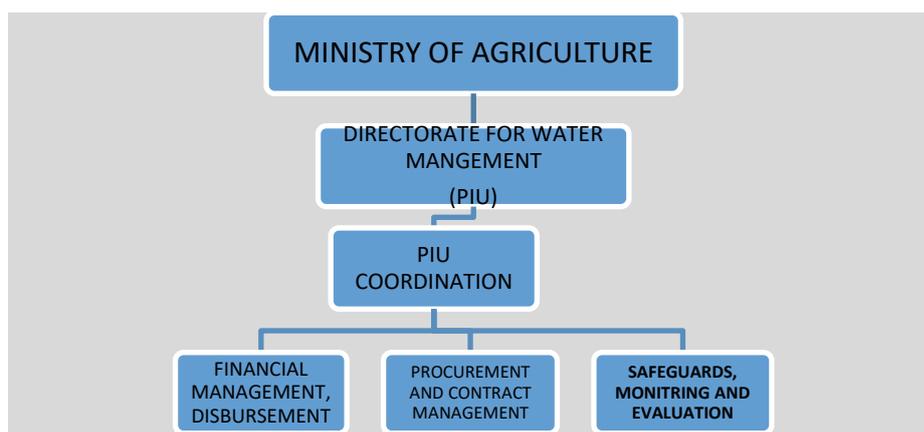
10.2 Institutional Capacities

The implementation of the provisions and obligations under this ARAP shall be by the Ministry of Agriculture which assigned responsibility for implementation of FERP Sub-Component 3 to the DWM. The DWM already has an established PIU for a World Bank financed Irrigation and Drainage Rehabilitation Project which closed on March 31, 2013. During preparation of investments and implementation of works, the PIU will work in close coordination with the relevant PWMCs, as well as with the City of Vršac.

The staff assigned for implementation of this ARAP and the Vršac Flood protection sub-project is deemed to be sufficient to carry out all tasks related to ARAP implementation.

The organization of the PIU is presented in the hierarchy chart below:

Figure 9: Organization of PIU



11. IMPLEMENTATION SCHEDULE

Table 6: Tentative Implementation Schedule for ARAP Vršac

Nº	Activity	Responsibility	2017	2018			2019
				September	October	November	
1.	Disclosure of draft ARAP	PIU		20			
2.	Public consultative meeting	PIU			1		
3.	Disclosure of final ARAP	PIU/Municipality of Vršac			15		
4.	ARAP amendments for impacts on Section II	PIU/Resettlement consultant					March 1 st
5.	Public consultative meeting on amended ARAP	PIU					March 5 th
6.	Disclosure of amended ARAP	PIU/Municipality of Vršac					March 11 th
7.	Monitoring	PIU		Monthly			
8.	Valuation of assets	Municipality of Vršac/Accredited experts		1			
9.	Compensation payment	Municipality of Vršac			1		
10.	Removal of assets on land	PIU/Contractor		During construction works			

11.	Constitution of Grievance Commission	Municipality of Vršac	November 3 rd				
12.	Competition report	PIU/Resettlement consultant					September 30 th

11.1 Monitoring, Evaluation and Reporting

Monitoring of the land acquisition and resettlement process will be conducted by the PIU to:

Ascertain whether activities are in progress as per schedule and the timelines are being met;

- assess whether the compensation / rehabilitation measures are sufficient;
- identify any potential issues(including monitoring of grievance management in terms of recording and responding to grievances within the specified timeframe); and
- Identify methods to mitigate any identified issues.
- Ascertain that the in-kind compensation has been adequately provided.

In addition the construction work supervision consultant will have a duty and obligation to monitor implementation of social requirements during the construction phase. The following shall be their duties:

- Supervision of the contractors in performance of their obligations and ARAP implementation;
- Preparation and submission to the Employer of regular reports on implementation of measures for social monitoring;
- Provision of service to the local community through receipt of feedback and proposals.
- The board on the site will include clearly visible information on contact persons on behalf of the supervision, as well as working hours for contacts with the public. All complaints, praises, proposals received by the supervision contractor, would be forwarded together with the Supervisor's opinion to the Employer for further acting. The idea is that every reaction of the local population is provided with a timely response, while a unified records of the correspondence with the local population will be presented in regular reports to the financing institution; It is very important that local - The population shall be fully aware of complaint possibility and that mechanism for submission of complaints is very simple.
- Suspension of works causing a high level of noise in periods when such noise is not allowed;
- Suspension of the works if inadequate protection of local population and environment against dust and pollution is provided. It is planned that within the final phases of the works execution, the supervisor completes questionnaires with the local population on behalf of the Employer in order to assess the level of content of local population. The questionnaires would be sent to the mailboxes of locals, while ones completing these questionnaires could deliver them in person to the supervisor's representative or send them by regular post to the Employer's address. Experience gained during the realization of the different infrastructure rehabilitation projects in Serbia, funded by WB Loans, significantly contributed to preparation of bases for social monitoring and assessment subsequent mitigation of impacts produced by the project on local community. Related to positive practice, PIU representative will perform regular controls of measures taken by the contractor and supervision, and control will be performed by the checklist shown in Attachment 10.

The PIU maintains a land acquisition, in kind compensation and relocation of structure database, on the owners/users of properties that have been affected. The data/information will be updated periodically in order to keep track of the progress of such owners/user.

Hereby indicators to be used for monitoring of implementation of this ARAP are designed and shall include inter alia:

- Overall spending on expropriation and compensation
- Number of PAPs by categories and number of project affected households by categories
- Number of PAPs whose property has been damaged by construction works
- Number of PAPs compensated for damages
- Number of public meetings and consultations with affected people
- Number of auxiliary structures affected,
- Number of m2 expropriated,
- Number and percentage of individual compensation agreements signed before the beginning of construction activities,
 - Number and type of grievances received by the GC related to land acquisition (number of grievances submitted, number and percentage of grievances resolved within the specified timeframe of 7 days, number and percentage of people satisfied with the outcome, i.e. the response provided to their grievances/comments, all disaggregated by gender of complainant), and number of legal actions initiated in relation to land acquisition)
 - Number of grievances received by the GC related to construction works
 - Number of engaged local workmanship for the purpose of the works execution (person-month and number of actually employed persons disaggregated by gender);
 - Number of contracts concluded by the contractor in local community (e.g. for accommodation of workers, lease of lots for storage of materials, etc.)

The PIU shall produce Monthly reports and send quarterly/semi-annual updates to the World Bank.

11.2. Completion Report

The Beneficiary of Expropriation (DfW/PIU) will monitor the implementation of the removal of assets and compensation processes, both through internal, official institutional arrangements, as well as by an independent, external consultant, to be appointed by implementing entity. The external monitoring and evaluation consultant will be appointed prior to construction starting on any subproject and will have obligation of reporting on semi-annual bases.

Based on the semi-annual report the PIU shall do an in-house completion report to summarize the implementation of the ARAP. The report should verify that all physical inputs committed in the ARAP have been delivered and all services provided. In addition, the report should evaluate whether the mitigation actions prescribed in the ARAP have had the desired effect. The socioeconomic status of the affected population should be measured against the baseline conditions of the population before displacement, as established through the census and socioeconomic studies. The internal completion report is considered appropriate in comparison to the extent of impact.

12. COSTS AND BUDGET

As per national requirements the costs of clearance of land will be financed by the City of Vršac. The resources required for losses of assets in the indicative amount of 5.900.000 RSD (59.147,00

EUR or 57.596 USD equivalent) are secured and allocated in the in the Budget of the Municipality of Vršac for the year 2018 and 2019.

Annexes

Annex 1 – Invitation to Public Consultation on ARAP Draft



In accordance with the WB Operational Policy (OP 4.12)

The Ministry of Ministry of Agriculture and Environmental
Protection
Directorate for Water Management. issues an invitation for

PUBLIC CONSULTATIONS

on

ABBREVIATED RESETTLEMENT ACTION PLAN FOR (ARAP)

For Vršac Flood Protection sub-project

Under the Serbia Floods Emergency and Recovery Project (FERP)

To be held on XXX 2018 at XX:XX PM (Local time) at the City of Vršac

The document subject to the consultation is made available in hard copies at the the following addresses:

- At the premises of The Ministry of Ministry of Agriculture, Forest and Water management Directorate for Water Management, Belgrade, on the second floor, on working days from 11:00 AM to 01:00 PM (local time), within 14 days in regards to the date of public announcement of this invitation.
- the premises of City of Vršac, during working hours,
- on the web site of the Ministry of Agriculture, Forest and Water management Directorate for Water Management : www.rdvode.gov.rs
- On the website of the City of Vršac: www.Vršac.org

Questions and concerns in respect to the provisions of the documents can be submitted in writing to the following address below as well as by e-mail and be submitted and stated directly during the consultation.

If you need any additional information, please contact:

Ministry of Agriculture, Forest and Water
management
Water Directorate
2 Bulevar Umetnosti Street
11070 Belgrade, Serbia
tel./fax. +381 11 / 2174158
E-mail: ferproject@yahoo.com

Annex 2 – Request to For Access to Information of Public Importance

NOTE: This an unofficial translation only. Requests should be made in Serbian

.....
name and head office of the addressed authority

REQUEST

For Access to Information of Public Importance

On the basis of Article 15 section 1 of the Law on Free Access to Information of Public Importance (“Official Gazette of Republic of Serbia” No. 120/04, 54/07, 104/09 and 36/10), I hereby request that the authority first written above grant me the following:*

- notification as to whether it is in possession of the requested information;
- insight into the document containing the requested information;
- copy of the document containing the requested information;
- sending of the document containing the requested information:**
- by mail
- by electronic mail
- by fax
- by other means:*** _____

This request relates to the following information:

_____ (please provide as detailed an account of the requested information as possible, as well as any other data that could facilitate information retrieval)

Applicant / Name and Surname
In _____, _____
Address
On _____ 201__ (date) _____
Other contact data

Signature _____

* Check the box next to the legal right to access to information that you wish to exercise.

** Check the box next to the means by which the copy of the document is to be sent.

*** If you require the copy to be sent by other means, please indicate by which other means.

Annex 3 – Socio-economic Survey Questionnaire

Questionnaire number	
----------------------	--

Survey date: .2018

Municipality: Vršac

Location:

Address:

Cadastral plot reference:

Whole plot affected: YES / NO

If no, specify the size of the non-affected part: m²

1. GENERAL INFORMATION ON THE RESPONDENT

1.1. Respondent's name and surname:

1.2. Place of living:

1.3. Owner or user of land plot:

1.4. Ethnic group:

1.5. Phone number:

2. GENERAL INFORMATION ON AFFECTED PROPERTY (PLOT)

2.1. Location of the plots, total number per location and cadastral reference

Location	Total number of plots	Cadastral plot reference	Current use <i>Tick applicable use</i>
1.			Arable land Forest Pasture Unused
2.			Arable land Forest Pasture Unused
3.			Arable land Forest Pasture Unused

3. OWNERSHIP ISSUES

3.1. Owner: Yes No

3.2. User: Yes No

3.3. Ownership details

With fully registered title		
-----------------------------	--	--

Legalization in progress		What stage is the legalization process in:
Formal lease of public property		Owner
Formal lease of private property		Owner (contact details):
Informal lease		Owner (contact details):
Fully informal		How did the owner take possession of the above mentioned plot?
Shared ownership YES / NO		If yes, name other co-owners:

Tick applicable box

4. AGRICULTURAL ACTIVITIES

4.1. Perennial / annual species:

4.2. If perennial: Year of plantation: _____

4.3. Average yield on this plot according to farmer : _____ (specify measurement unit).

4.4. Overall land holdings of the farmer, including this plot and all others: _____ hectares

Including farm lands, pastures, forests, arid and unused land – Include all land available to the farmer regardless of ownership.

4.5. Of which farmed this year: _____ hectares

5. AGRICULTURAL ACTIVITIES

5.1. Do you sell crops

5.2. If yes, what is your average annual income generated by selling crops: _____

5.3. Do you use crops to meet your own needs (consumption):

5.4. Did you have any plans with affected part of the land plot? YES / NO

5.5. If yes, what would you like to do with affected part of the land plot?
? _____

6. GENERAL INFORMATION ON AFFECTED HOUSEHOLD MEMBERS

6.1. Information on household members

	Name and surname	Relationship with Head of Household	Year of Birth	Gender		Occupation	Education (degree of vocational education)
				M	F		
1	HH	HH		M	F		
2				M	F		
3				M	F		
4				M	F		
5				M	F		

7. SOCIO-ECONOMIC DETAILS ABOUT THE AFFECTED HOUSEHOLD

VULNERABILITY

7.1 Is any of the household members suffering from one of the following problems:	7.2. Social benefits (yes or no, if yes which kind of assistance)
Physical handicap	
Mental handicap	
Chronic disease requiring regular medical attention	
Chronic disease requiring hospitalization	
unemployed or without regular income	
Elderly and/or elderly and single	
Member of ethnic minority (e.g. Roma)	
Other problem (specify)	

Indicate the number of affected household members in section 2 in the relevant table

7.1. Total household income

Which of the following categories does the average total monthly income of your whole household fall in:	
Less than 10, 000 RSD	
Between 10.000 and 40, 000RSD	
Between 40,000 and 70,000 RSD	
More than 70,000 RSD	

In case there are several household members earning the income, please consolidate them together

Amongst the following, what are your main sources of income:			
Salaries		Pensions	
Personal agricultural production		Government or other assistance	
Small business		Other (specify):	
Remittances		Other (specify):	

Tick appropriate box

7.2 Total Monthly expenditure and categories

Which of the following categories does the average total monthly spending's of your whole household fall in:	
Less than 10, 000 RSD	
Between 10.000 and 40, 000RSD	
Between 40,000 and 70,000 RSD	
More than 70,000 RSD	

In case there are several household members earning the income, please consolidate them together

Amongst the following, what are your main expenditure categories or assign a relevant range or amount	
Food and non-alcoholic beverages	
Housing related expenses (rent, water, electricity, gas, fuels, etc.)	
Food	
Furniture, household equipment and routine maintenance of the house	
Health	
Education	
Leisure and recreation	

Tick appropriate box

7.2. Are you satisfied with your economic situation?

Highly satisfied	
Satisfied	
Neither satisfied nor dissatisfied	
Dissatisfied	
Highly dissatisfied	

Tick applicable box

Anything you wish to add not covered? -----

Annex 4 – Summary of Socio-economic Data- personal information left out

Cadastral parcel n°	Cadastral municipality	PAP's ID N°	Structure	Trees and plants	Compensation for structure (RSD)	Compensation for trees (RSD)
2323	Vršac	1	Brick built heat material storage room	-	12.000	
2321	Vršac	2	Wooden shed	-	14.000	
2321	Vršac	2	Brick fence wall	-	32.000	
2320	Vršac	3, 4	Brick built auxiliary structure	-	18.200	
2320	Vršac	3, 4	Brick built shed	-	18.000	
2320	Vršac	3, 4	Brick built external toilets	-	13.000	
2320	Vršac	3, 4	Brick fence wall	-	35.000	
2319	Vršac	5	Brick built shed with pigeon loft on top	-	29.000	
2319	Vršac	5	Brick built small workshop	-	40.000	
2318	Vršac	6	Wired dog house	-	8.000	
2318	Vršac	6	Brick fence wall	-	16.000	
2316	Vršac	7, 8	Brick built shed	-	18.000	
2315	Vršac	9	Brick fence wall	-	25.000	
2326	Vršac	10	Metal light material shed	-	30.000	
9769/2	Vršac	10	Garage	-	50.000	
2325	Vršac	11	Tin metal and wire shed	-	23.000	
2324	Vršac	12	Wired fence	Mulberry tree	10.000	14.500
2322	Vršac	13	-	Locust tree		15.000
2320	Vršac	4	Wired heat material storage	3 locust trees, sour cherry tree, peach tree	20.000	25.000
2317	Vršac	14	Wired hencoop (no chickens)	-	10.000	
2318	Vršac	6	Wooden shed	-	15.000	
9693	Vršac	15	Metal light material shed	-	23.000	
9693	Vršac	16, 17	Metal light material shed	-	23.000	
9693	Vršac	18	Wooden shed	-	15.000	
Total compensation for structures and crops in RSD					522.200,00	54.500
Total compensation for structures and crops in EUR (based on xxx exchange rate)					4.245,00	461,00
Total compensation paid in RSD					To be filled once compensation is paid	

Total compensation paid in EUR (based on xxx exchange rate)		
(xxx exchange rate)		

Annex 5 – Grievance Commission brochure (page 1)

Do you need to file a Grievance?

During 2018 and 2019 construction works on the banks of Mesić stream will be executed. In order to facilitate meaningful stakeholder engagement and protection of the rights of all citizens during the execution of the work, the Grievance Commission was established. This brochure is designed to introduce you to its role, basic principles and guide you through the grievance administration

CITY OF VRŠAC, GREIVANCE
COMMISSION, 26300 VRŠAC
TEL:013/800-588,
SPOPOVIC@VRSAC.ORG.RS

WATERR DIRECTORATE
DR. IVANA RIBARA 149/11
11000 BEOGRAD, SRBIJA
TEL: +381-(0)11-6163-600
E-MAIL:
FER.PROJECT@YAHOO.COM

CITY OF VRŠAC

Flood protection of Mesic Stream

F E R P

Grievance Guide Note

Tell me more about the Grievance Commission (GC)?

Is the Grievance Commission an independent body?

Yes. The Grievance Commission is an independent body consisting of 3 members who decide on potential grievances filed by individuals impacted by the project.

Who are GC members?

GC has **3** members, 1 PAPs representative, 1 PIU representative and 1 representative of The City of Vršac.

How to contact the GC?

- 1) File your grievance with the Municipality
- 2) Electronically by e-mail **fer.project@yahoo.com**
- 3) By phone **011/ 6163-600, or 013/800-588**

When can I address the GC?

You can address the GC at any time during construction works

What rights can be harmed?

You may turn to the Grievance Commission if you believe that you have or will suffer damages from construction works, have concerns about dust or dirt, noise, heavy traffic or experience other nuisances related to the construction works,

If you are not satisfied with Grievance Commission decision, you can further pursue the matter in court. You cannot be precluded from your access to judicial proceeding.

What is the Grievance Commission obliged to do upon the reception of your grievance?

Within 3 days the GC will acknowledge receipt. Within another 7 days it will decide on your grievance. If your grievance is not understandable you will be contacted by the GC to better understand your claim. If necessary the GC will make site visits to gather the facts and record it in minutes of visit. The GC will act impartially and in line with laws of the Republic of Serbia and the Resettlement Policy Framework. You will receive a written reply.

Conclusion

This investment will increase resilience a floods as a positive impact to your comn However, concerns and grievances sh heard. In order to effectively address concerns and uphold the trust build th has been established to act in your interest.

Dr. Ivana Ribara 149/11, 11000 Beograd, Srbija, Tel: +381-(0)11 6163-600, E-mail: fer.project@yahoo.com
City of Vršac, Trg pobede 1, 26300 Vršac, Tel: +381 (0) 13 800-588
E-mail: spopovic@vrsac.org.rs

Annex 6 – Grievance registration Form

Reference No: _____

Full Name

Note: you can remain anonymous if you prefer or request not to disclose your identity to the third parties without your consent

First name _____

Last name _____

- I wish to raise my grievance anonymously
 I request not to disclose my identity without my consent

Contact Information

Please mark how you wish to be contacted (mail, telephone, e-mail).

- By Post: Please provide mailing address:

- By Telephone: _____
 By E-mail _____

Preferred Language for communication

- Serbian
 Other indicate _____

Description of Incident or Grievance:

What happened? Where did it happen? Who did it happen to? What is the result of the problem?

Date of Incident/ Grievance

- One time incident/grievance (date _____)
 Happened more than once (how many times? _____)
 On-going (currently experiencing problem)

What would you like to see happen to resolve the problem?

Signature: _____

Date: _____

Please return this form to: Address _____: Tel.: _____
or E-mail: _____@_____.com .

БЕЛГ - 1. новембар 2017.

КАНАДСКАТА СТОМАТОЛОГИЈА

УСВОЈЕН ДРУГИ РЕБАЛАНС БУЏЕТА

Београд, 1. новембар (Београдски Билтен) - Канадска парламентарна група у Србији, у савезу са српским парламентарцима, усвојила је други ребаланс буџета Србије за 2017. годину. Овај документ је усвојен на седници Српског парламентарног савеза у Београду, 30. октобра. У документу се предлаже да се у буџету Србије за 2017. годину изврши ребаланс у износу од 1,2 милијарди динара. Циљ је да се оствари дефицит од 1,2 милијарди динара, што је мање од дефицита од 1,5 милијарди динара из претходног ребаланса. Предложено је да се у буџету Србије за 2017. годину изврши ребаланс у износу од 1,2 милијарди динара, што је мање од дефицита од 1,5 милијарди динара из претходног ребаланса. Циљ је да се оствари дефицит од 1,2 милијарди динара, што је мање од дефицита од 1,5 милијарди динара из претходног ребаланса.

ВРЕЊА ПЛАЊА

ИЗДАЈЕ СЕ СКОРПЕНИ АКИДИ ИЛИАН РАСЕЉАВАЊА

У Србији се налази велики број корпоративних акција, које су у последnje време постале предметом интереса страних инвестitora. Овај процес је у Србији у последnje време постао предметом интереса страних инвестitora. Овај процес је у Србији у последnje време постао предметом интереса страних инвестitora. Овај процес је у Србији у последnje време постао предметом интереса страних инвестitora.

ПЛАН ЈЕ ОЗБИЊАН ДОКУМЕНТ КОЈИ МОЖЕ ДА ДОНЕСЕ РЕЗУЛТАТЕ

У Србији се налази велики број корпоративних акција, које су у последnje време постале предметом интереса страних инвестitora. Овај процес је у Србији у последnje време постао предметом интереса страних инвестitora. Овај процес је у Србији у последnje време постао предметом интереса страних инвестitora.

НЕЗАБОРАВЉИВЕ ВРШАКЕ ПОЗОРИШТИШЦИ

У Србији се налази велики број корпоративних акција, које су у последnje време постале предметом интереса страних инвестitora. Овај процес је у Србији у последnje време постао предметом интереса страних инвестitora. Овај процес је у Србији у последnje време постао предметом интереса страних инвестitora.

Advertisement for 'ИМОБИЛНИМ' ЛЕЧЕ ПОСИХИЧКЕ ПРОБЛЕМ' (Real Estate for Psychological Problems). The ad features a man's face and text describing the benefits of the program.

Advertisement for 'СВЕ СЕ ВИШЕ ПЛАЊА ЕЛЕКТРОНСКИ' (More and More Paid Electronically). The ad features a man's face and text about electronic payments.

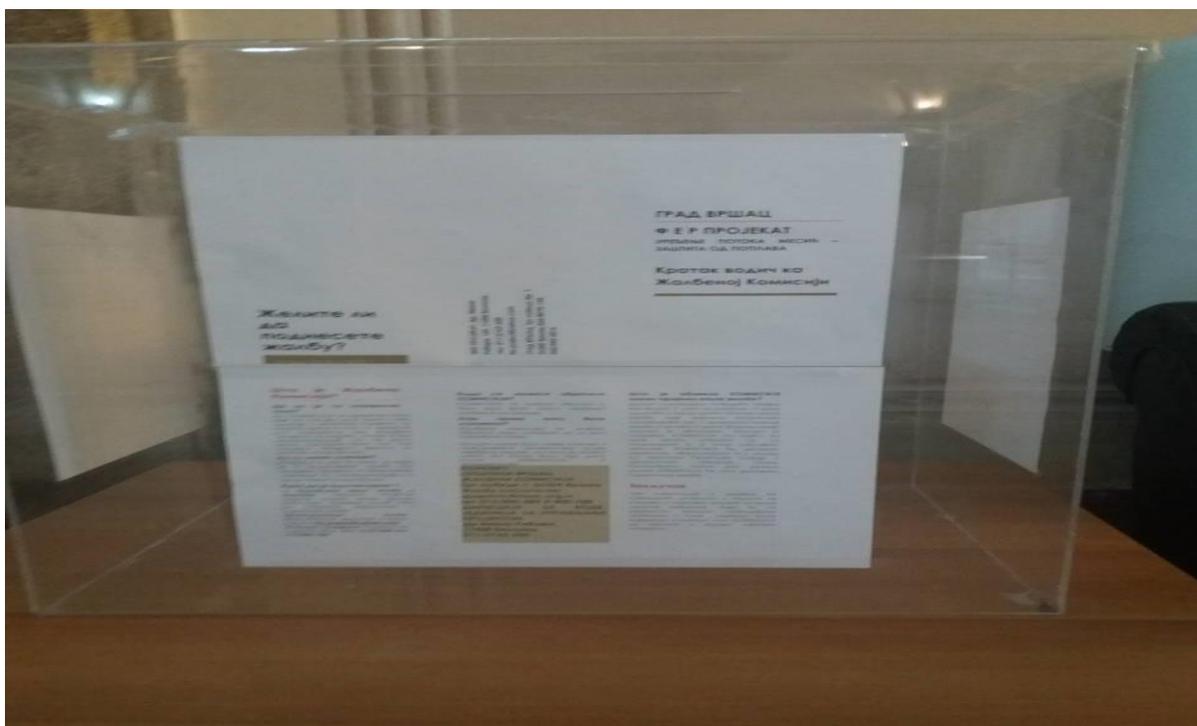
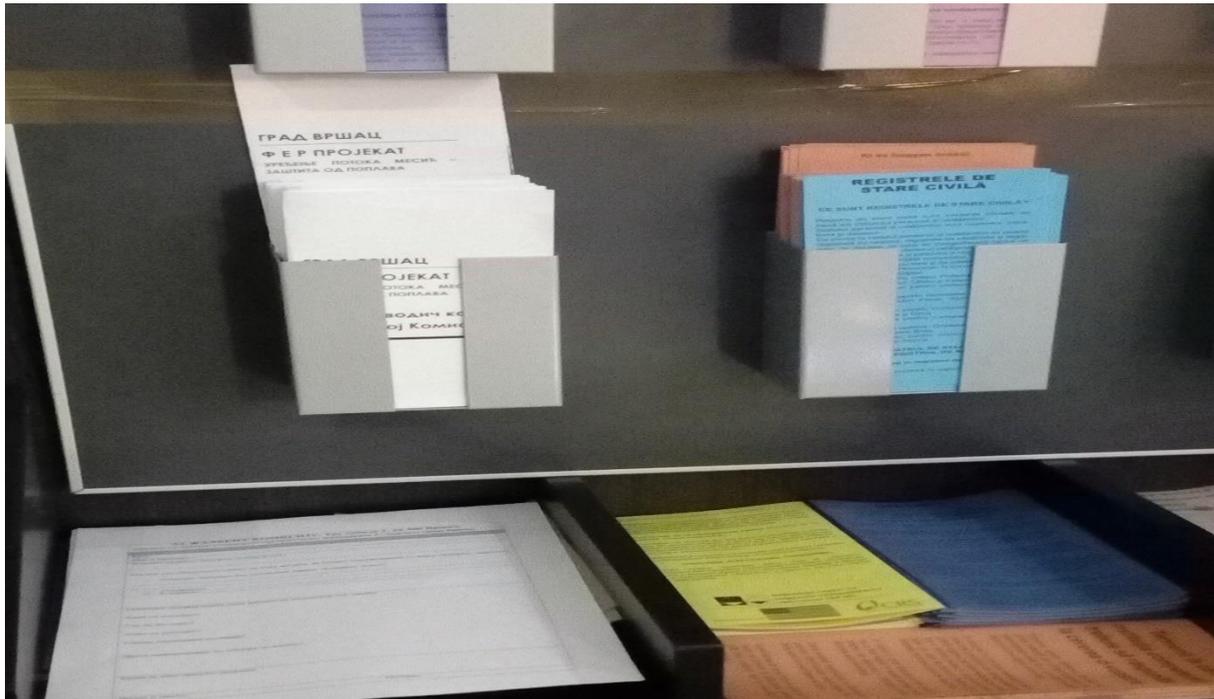
Advertisement for 'ПОЧИЊЕ СРЕЂИВАЊЕ КОРИТА МЕСИТА' (Start Cleaning the Gut). The ad features a man's face and text about gut health.

Advertisement for 'ПОЧИЊЕ СРЕЂИВАЊЕ КОРИТА МЕСИТА' (Start Cleaning the Gut). The ad features a man's face and text about gut health.

Advertisement for 'СВЕ СЕ ВИШЕ ПЛАЊА ЕЛЕКТРОНСКИ' (More and More Paid Electronically). The ad features a man's face and text about electronic payments.

Advertisement for 'ИЗДАЈЕ СЕ СКОРПЕНИ АКИДИ ИЛИАН РАСЕЉАВАЊА' (Issued Scorpion Aki or Alien Relocation). The ad features a man's face and text about alien relocation.

Annex 8 – Photographs of the Notice Board and Grievance Box in the Municipality of Vršac



Annex 9 - Personal invitation to survey



In accordance with the WB Operational Policy (OP 4.12)

The Ministry of Ministry of Agriculture and Environmental
Protection
Directorate for Water Management. issues an invitation for

PUBLIC CONSULTATIONS

To Mrs/Ms/Mr _____

on

ABBREVIATED RESETTLEMENT ACTION PLAN FOR (ARAP)

For Vršac Flood Protection sub-project

Under the Serbia Floods Emergency and Recovery Project (FERP)

To be held on June X, 2016 at XX:XX PM (Local time) at the City of Vršac

The document subject to the consultation is made available in hard copies at the the following addresses:

- At the premises of The Ministry of Ministry of Agriculture, Forest and Water management Directorate for Water Management, Belgrade, on the second floor, on working days from 11:00 AM to 01:00 PM (local time), within 14 days in regards to the date of public announcement of this invitation.
- the premises of City of Vršac, during working hours,
- on the web site of the Ministry of Agriculture, Forest and Water management Directorate for Water Management : www.rdvode.gov.rs
- On the website of the City of Vršac: www.Vršac.org

Questions and concerns in respect to the provisions of the documents can be submitted in writing to the following address below as well as by e-mail and be submitted and stated directly during the consultation.

If you need any additional information, please contact:

Ministry of Agriculture, Forest and Water
management
Water Directorate
2 Bulevar Umetnosti Street
11070 Belgrade, Serbia

tel./fax. +381 11 / 2174158
E-mail: ferproject@yahoo.com