



**MINISTRY OF EMPLOYMENT AND LABOUR
RELATIONS**

GHANA JOBS AND SKILLS PROJECT

**REDEVELOPMENT OF LABOUR DEPARTMENT HEAD
OFFICE**



ABBREVIATED RESETTLEMENT ACTION PLAN (ARAP)

Osu – Korle Klottey Municipality

Greater Accra Region



May 2023

SUMMARY DATA SHEET (ARAP - MELR)		
No	Description	Comment
1	Sector Ministry	Ministry of Employment and Labour Relations (MELR)
2	Project	Ghana Jobs and Skills Project (GJSP)
3	Funding	International Development Association (IDA), World Bank Group, Ghana
4	Sub-Project	Redevelopment Labour Department Head Office – Accra
5	Municipality/Town/Region/Country	Korle Klottey Municipality, Osu-Acra, Greater Accra Region, Ghana
6	Type of Civil Works (Redevelopment Labour Department Head Office)	The sub-project components will include the following: <ul style="list-style-type: none"> • Offices, • Labour Complaint Centre, • Conference rooms; • Washrooms; • Storerooms; • Reception/Waiting Area; and • Car Park.
7	Land Ownership status	State owned
8	Existing Land uses	Civic and Culture (Administrative)
9	GPS Coordinate	5.5515548, -0.1959670
10	Any existing property?	Head Office, Labour Department
11	Subproject Site Area (in ha)	1.32 Acres/0.534 Hectares
12	Total number of Project Affected Persons (PAP)	22
13	Number of Males	2
14	Number of Females	20
15	Total Budget for implementation of ARAP	GH¢193,974.00

LIST OF ACRONYMS

ARAP	Abbreviated Resettlement Action Plan	MESTI	Ministry of Environment, Science, Technology and Innovation
AIC	ARAP Implementation Committee	MOU	Memorandum of Understanding
DSWCD	Department of Social Welfare and Community Development	MoF	Ministry of Finance
DOVVSU	Domestic Violence and Victim Support Unit	NGOs	Non-Governmental Organisations
EA	Environmental Assessment	OP	Operational Policy
EI	Executive Instrument	PCU	Project Coordinating Unit
EPA	Environmental Protection Agency	PECs	Public Employment Centres
ESMP	Environmental and Social Management Plan	PIU	Project Implementation Unit
GE	Gender Equity	PPME	Policy Planning Monitoring and Evaluation
GHS	Ghana Cedis	PRAAD	Public Records and Archives Administration Department
GJSP	Ghana Jobs and Skills Project	PVLMD	Public and Vested Lands Management Division
GLMIS	Ghana Labour Market Information System	PWD	Persons With Disability
GoG	Government of Ghana	RAP	Resettlement Action Plan
GRC	Grievance Redress Committee	RIC	Resettlement Implementation Committee
GRM	Grievance Redress Mechanism	RPF	Resettlement Policy Framework
JHS	Junior High School	SHS	Senior High School
KoKMA	Korle Klottey Municipal Assembly	ToR	Terms of Reference
LD	Labour Department	UCMS	Unified Case Management System
LUSPA	Land Use and Spatial Planning Authority	WB	World Bank
LVD	Land Valuation Division	WBG	World Bank Group
MELR	Ministry of Employment and Labour Relations	WE	Women Empowerment
MLGRD	Ministry of Local Government and Rural Development		

Executive Summary

Introduction

The Government of Ghana (GoG), through the Ministry of Finance (MoF), has received a credit facility from the International Development Association (IDA) of the World Bank (WB) to fund the cost of the Ghana Jobs and Skills Project (GJSP). The program's development objective is to support skills development and job creation in Ghana. The project is part of the government's top-priority agenda of upgrading skills among the country's population, creating more and better-quality jobs, and improving job outcomes for youth. The components of the Project include:

- a. Component 1: Provision of Apprenticeship Training for Jobs
- b. Component 2: Provision of Entrepreneurship and Small and Micro Enterprise Support for Jobs
- c. Component 3: Operationalization of the Ghana Labor Market Information System
- d. Component 4: Capacity Development, Technical Assistance, and Project Management Support to Coordinating, Implementing, and Partnering Agencies for Enhanced Skills and Jobs Impact.

Ministry of Employment and Labour Relations (MELR) is implementing Component 3 of the Ghana Jobs and Skills Project. Component 3 has three key subcomponents; namely: (a) operationalization of the Ghana Labor Market Information System, (b) upgrading of District Public Employment Centers and Services, and (c) independent Performance Reviews of Selected Government Youth Employment and Skills Development Programs. Component 3 aims to strengthen the availability of national, regional, and district-level labour market information to guide policy formulation and implementation. To achieve the component's goal, it will focus on three main areas (i) finalizing the Ghana Labour Market Information System (GLMIS); (ii) refurbishing Public Employment Centres to ensure functional job intermediation services at the local levels; and (iii) enhancing public youth employment programs by conducting reviews of the programs and providing recommendations and/or technical assistance to support effective operations.

The Ministry of Employment and Labour Relations intends to apply part of the proceeds under component 3.2 towards the Redevelopment /Construction of the Head Office of the Labour Department. The facility will have a total of 2000 meter square of floor space for offices, conference and meeting rooms, server rooms, complaints Centre, kitchenette as well as reception. Two key features of the building are grid tied solar system and the green turf roof.

The overall effect of the project will be increased capacity to execute their mandate and also improve their ability to effectively implement the Ghana Labour Market Information System. The new facility will provide the needed infrastructure to implement the Unified Case Management System (UCMS). The implementation of this sub-project will potentially displace about twenty-two persons (comprising 20 females and 2 males); mainly, petty traders, food vendors and hawkers, all with movable properties. The livelihoods of these affected persons would likely be impacted. The anticipated displacement and impact triggers the World Bank's Involuntary Resettlement Policy OP 4.12, thus the preparation of this Abbreviated Resettlement Action Plan (ARAP). An ARAP is being prepared to identify and outline restitution measures to cater for the displacement and likely inconvenience the sub-project will bring to project affected persons in line with World Bank's Involuntary Resettlement Policy OP 4.12.

Objective of the Assignment

The purpose and objective of the Abbreviated Resettlement Action Plan (ARAP) is to identify the social safeguards risks and impacts associated with the implementation of the proposed project and put forward measures to assist the Ministry of Employment and Labour Relations to mitigate the identified risks and impacts during the construction and operational phases of the sub-project.

Description of Project

The proposed sub-project will involve the demolition of the Old Labour Department Head Office at the Ministries Enclave, Osu, in the Korle Klottey Municipality and the construction of a four (4) Storey Head Office building. The construction period is expected to last for about thirteen

(13) months. The sub-project components, which will all be disability friendly, will include the following:

- Offices,
- Labour Complaint Centre,
- Conference rooms;
- Server rooms;
- Washrooms;
- Storerooms;
- Reception/Waiting Area; and
- Car Park.

General Description of Project Area

The Labour Department Head Office in Accra was constructed in the 1960s to serve as the national focal centre for coordinating the activities of the district and regional Labour Department Secretariats. The facility has not seen any major maintenance work since its construction. The Public Works Department has been periodically engaged to undertake minor maintenance, and in some circumstances, other ad hoc maintenance works. As a result of the lack of major maintenance works, the building has developed major structural defects (Figure 2.1), such as cracked walls, broken down sewerage systems (resulting in leakages) and broken down roofing which leads to leakages during downpours. The structural defects of the facility expose workers, clients and other users of the facility to safety and public health risks. Besides the structural defects, the facilities in the Labour Department Head Office are not accessible to people with disabilities.

The Ministry of Employment and Labour Relations intends to redevelop the facility to befit the status of the national head office of the Labour Department. The facility upon completion will have an ultra-modern office complex and mixed-use facility, which blends a combination of offices, and conference rooms, with disability friendly features. The facility will also be equipped with energy-efficient ICT infrastructure and office equipment to enhance the operations of the Labour Department.

Project Location

The project site is located along Starlet 91 Road, opposite (northern boundary) the Accra Sports Stadium and adjacent (western boundary) to the Head Office of the Ghana Revenue Authority in the Korle Klottey Municipality. The site also shares boundaries with the Black Star Square (eastern boundary) and the Head Office of the Ghana Water Company (southern boundary). The areas adjoining the project site are built-up locations. The site covers a total area of 0.933 acres and is about 20m above mean sea level.

Policy, Legislative and Regulatory Framework

The Project will be implemented according to both the World Bank Safeguard policies and Ghanaian Laws. Where there are gaps in the requirements, the World Bank requirements will apply. The World Bank's safeguard policy on involuntary resettlement, OP 4.12 is to be complied with where involuntary resettlement, impacts on livelihoods, acquisition of land or restrictions to natural resources, may take place as a result of project implementation. The relevant legal and institutional framework in Ghana applicable to the preparation and implementation of the ARAP include:

- The 1992 Constitution of the Republic of Ghana
- National Land Policy, 1999
- The Lands Act, 2020 (Act 1036)
- The State Lands Regulation of 1962 (LI 230)
- The Lands (Statutory Wayleaves) Act, 1963 (Act 186)
- The Lands (Statutory Wayleaves) Regulation of 1964 (LI 334)
- Lands Commission Act, 2008 (Act 767)
- Land Use and Spatial Planning Authority (LUSPA) Act, 2016 (Act 925)
- Alternative Dispute Resolutions Act, 2010 (Act 798).

Census and Socioeconomic Conditions of PAPs

The total number of direct Project Affected Persons (PAPs) recorded at the close of the cut-off date (Thursday 16th February, 202) was 22 persons with 80 movable properties. Out of the total number of 22 project affected persons, 20 (representing about 90.91%) are females while 2 (representing about 9.09%) are males, making women majority of the PAPs. Four category of PAPs were identified and these include:

- Food vendors (8 females),
- Petty traders (5 females),
- Fruit Sellers (5 females)
- Momo Agent (1 female)
- Coconut seller (1 male),
- Cobbler (1 male) and
- Squatter (1 female)

All PAPs were found to be directly engaged in commercial activities within the perimeters of the Labour Department illegally. The implementation of the subproject will have direct economic impact on the four categories of PAPs.

Inventory of Individual PAPs and Properties

The site is state owned and such PAPs do not have any immovable structures at the site. Properties of project affected persons ranged from tables, chairs, glass cases/boxes, umbrellas and canopies. Most of the project affected persons keep their goods (foodstuffs and glass cases) under the unused garage at the Labour Department in the evening and come for them in the morning for trading. There are 80 different movable properties at the sub-project site. Out of this number, 25, representing 31.25%, are Tables; 40, representing 50%, are Chairs, 4, representing 5% are canopies; 3, representing 3.75% are umbrellas; 5, representing 6.25% are glass cases; while 1 each, representing 1.25% is a cart/truck and kiosk. Majority of properties are owned by women. All the properties of the PAPs will be removed from the subproject site permanently. The ages of the PAPs range from 18 to 64 years.

Major Socioeconomic information on the PAPs

All PAPs were found to be directly engaged in commercial activities within the subproject site, with the majority of them being petty traders, food vendors and hawkers. Twelve (12) of the PAPs, representing 54% are petty traders while seven (7), representing 31.82% are food vendors. One (1) person is a Cobbler/ Shoemaker, another person is a Mobile Money Agent while another is a homeless lady whose shelter is attached to the fence wall of the labour department. Sex and occupation of the PAPs have been captured below in table 0.1

Incomes of Project Affected Persons

Majority of the affected persons live at Osu and other parts of Accra. An interaction with the PAPs shows 7, representing 31.82% fall within the income bracket of GHC601 – 800 a month. PAPs who fall within the income bracket of GHc2000 and above are also 7 persons (6 females and 1 male). The other income brackets have one each (see table 3.2.6).

Eligibility Criteria and Entitlements

Displaced or affected persons in the Project would be classified as persons or groups:

- Who have formal legal rights to land or assets/structures (including customary and traditional rights recognised under the law);
- Who do not have formal legal rights to land or assets/structures at the time the census begins, but have a claim to land or assets that is recognized or recognizable under national law; or
- Who have no recognizable legal right or claim to the land or assets/structures they occupy or use.

For the purpose of this ARAP, project affected persons are all those who will suffer permanent relocation, including food vendors, petty traders, artisans, hawkers and homeless persons outside the walls of the Labour Departments who will be removed due to health and safety concerns. The affected persons have legal right to the movable structures but the land they occupy belongs to the state (Labour Department) and therefore is a public land.

Relocation of Activities and resettlement assistance Measures

It is expected that the relocation will result in disturbance and loss of income of PAPs. All categories of PAPs will require assistance with regard to movement of structures to the new locations, and these include: food vendors and petty traders with tables/canopies/glass cases/chairs, and carts. The estimated cost for the relocation of the food vendor, petty and others is One Hundred and Ninety-Three Thousand, Nine Hundred and Seventy-Four Ghana Cedis (GH¢193,974.00). The matrix of entitlements for the different categories of impacts to be encountered under the Project is provided in table 4.1.

Cut-of-Date

The cut of date for eligibility is the day of census and socioeconomic survey, which was Thursday 16th February, 2023. The PAPs were informed about this date through announcement made to them individually and also at meetings a week before the enumeration date. The Consultant also made it clear on the day of enumeration and socioeconomic survey.

Stakeholder Engagement and Consultation

The preparation of the ARAP was participatory, involving various stakeholders, i.e. persons and institutions that have an interest in the planning and execution of the project, including those positively and negatively affected. The stakeholders consulted were traders, Project Affected Persons (PAPs), Labour Department, and MELR. The stakeholder consultations helped determine and identify impacts and their significance and mitigation measures.

Identification of Potential Impacts

The project will lead to the permanent relocation of squatters. Affected petty traders, food vendors, artisans will be supported to relocate with their movable structures from the Labour Department before the project commences. The project Ministry has not been able to identify any place for temporal relocation. As a result, PAPs will be supported to relocate to places of their choice. The relocation activities will therefore result in loss of income or livelihoods as

trading activities will be curtailed. Loss of income during the period of relocation will be mitigated by cash resettlement assistance.

Vulnerability Analysis

Interaction with the PAPs showed that 12 females, representing 60% are single while one other female is a widow. The data further shows that a significant number of the female PAPs (80%) fall within the child bearing age (18 – 44 years) with some as single mothers. Education levels of the female PAPs are low with 65% having no formal education or leaving school just at the basic level. Only one female PAP, representing 5% has a senior secondary school education. The permanent relocation will have a significant livelihood impact on these PAPs and their families. All the project affected persons provided with cash resettlement assistance.

Out of the 22 project affected persons; more than 90% are women. One of the PAPs (Cobbler/Shoemaker) is physically challenged and uses a wheelchair. Another PAP is a Nursing mother while one other female is a squatter. Almost all the project affected persons will suffer income losses as a result of the relocation. Almost all the PAPs have direct dependants ranging between 2 to 9; including children, orphans and grandparents under their care.

ARAP Implementation Plan

Immediately following approval of the ARAP by the World Bank, MELR will constitute an ARAP Implementation Committee (AIC) to facilitate the smooth implementation of the plan. This committee will be responsible for organizing and ensuring that restitution due PAPs are delivered on time and in line with the provisions and procedures set out in this ARAP. Membership of the AIC would comprise the following; (a) representative of Social Welfare and Community Development, (b) a representative of Persons with Disability, (c) Gender Desk Focal Person at MELR, (d) a representative of Korley Klottey Municipal Assembly, and (e) two (2) representatives from the PAPs (1 female and 1 male). Other members of the AIC would include the following:

- Component 3 Project Coordinator,
- Assemblyman responsible for the area,
- ESS Specialist for Component 3,
- Civil Works Consultant.

The Relocation/Resettlement Implementation Committee will be responsible for the relocation of all affected persons from the Labour Department premises to places of their choice. Other institutions to be involved include:

- World Bank
- Ministry of Employment and Labour Relations (MELR)
- Labour Department
- Ministry of Finance and Economic Planning
- Lands Commission (Land Valuation Division)
- Contractor for the civil works
- Project Affected Persons.

The ARAP is expected to be implemented in April 2023 for construction work to start in May 2023.

Grievance Redress Mechanism

The Ghana Jobs and Skills Project has institutionalized grievance redress mechanisms for resolving project related complaints, including a Call Centre (with a toll-free number 0800-600-300 and 0800-600-400). A fully functional website (<https://grs.softdeets.com>) with case management software and referral pathways to resolving disputes has also been established at the Ministry of Employment and Labour Relations. However, to fastrack ARAP implementation, a three-tier grievance redress structure, which will be run on the unified grievance redress platform, is being proposed.

For the purpose of this project, a three tier grievance redress process has been developed to manage grievances. These are:

1. A Five-Member Grievance Redress Committee;
2. PCU/PIU Grievance Redress Oversight Committee; and
3. The Law Court.

The grievance redress process shall follow the chain below in resolving grievances, including introducing any other initiatives that could compliment the effectiveness of the process:

- (i) Receive grievances;
- (ii) Grievance assessed and logged
- (iii) Acknowledgement of grievances;
- (iv) Follow-up and Processing;
- (v) Develop response;
- (vi) Verification, Investigation and Action;
- (vii) Monitoring and Evaluation; and
- (viii) Feedback

Grievances should be resolved within a period of about 3 to 14 working days to identify and resolve project grievances. Every person/institution that activates the grievance redress process should be given every opportunity to present his or her case through a process that is fair, just and transparent. Services rendered by the grievance redress process should be free of charge, be friendly, accessible, efficient and expeditious. All PAPs have been informed about how to register grievances or complaints, including specific concerns about compensation and resettlement assistance. PAPs have also been informed about the dispute resolution process, specifically about how the disputes will be resolved in an impartial and timely manner and the hierarchy of the Grievance Redress Process.

Monitoring and Evaluation

The monitoring and evaluation will be the main mechanism to alert MELR of any delays and problems. These activities will also help measure the extent to which the main objectives of the ARAP have been achieved. The ARAP monitoring and evaluation measures will have two main components namely:

- Performance/Internal monitoring; and
- ARAP completion audit.

The monitoring and evaluation team will be responsible for the internal monitoring of the ARAP implementation programme to ensure that the relocation team, the grievance redress team as well as the contractor follow the schedule and comply with the principles of the ARAP. The monitoring and evaluation team will submit periodic reports to the Coordinator, and also report the status of implementation to the Ministry. The proposed membership of the monitoring and evaluation team will include:

- Project Architect, will serve as Team Lead;
- ESS Specialist
- A representative from the Department of Social Welfare and Community Development;
- The elected local Assemblyman.

A completion audit will be undertaken after the project in line with World Bank requirements to verify that all resettlement or relocation measures identified in the ARAP were implemented or otherwise, and that relocation and reinstatement works have been completed in compliance with OP 4.12.

Estimated Cost for ARAP Implementation

The summary of the proposed budget for the implementation of the ARAP is presented in the table 8.2. MELR will provide funds for ARAP activities and will also facilitate the relocation or movement of structures. The estimated cost for the ARAP implementation is GH¢198,838.00 including provision of resettlement assistance.

Summary of the Key Social Safeguards Issues and Recommended Remedies

This involved the compilation of this ARAP report based on the findings and outcomes of the preceding phases. As required, and to strengthen the participatory process, the draft ARAP was consulted upon with key stakeholders including PAPs, officials of Labour Department, and the Department of Social Welfare and Community Development. The feedback from these consultation activities were used to finalise the ARAP. The table below, presents a summary of key potential social impacts and proposed remedies.

Summary of key social safeguards issues and Mitigative Measure

S/n	Category of Impact	Nature of Impact	Mitigative Measure	Responsibility	Source of funding	Remarks
1	Loss of trading area and loss of income and reduction of daily sales due to the permanent relocation of food vendors, petty traders and artisans	Social	<ul style="list-style-type: none"> Provision of resettlement assistance to all PAPs 	MELR/ESS Team	IGF MELR	World Bank funds cannot be used to pay for resettlement assistance.
2	Relocation of staff of Labour Department	Social	<ul style="list-style-type: none"> Provision of rental space for a period of 15 months during the construction phase. 	MELR/LD/ESS Team	GJSP	

3	Grievance Redress Mechanism	Social	<ul style="list-style-type: none"> • Publication of grievance redress process information posters at project site • Introduction and manning of grievance redress logbook at project site 	MELR/ESS Team	GJSP	
4	Disclosure of information	Social	<ul style="list-style-type: none"> • All project related information will be shared with the community through the public information centres, announcement in the community radio and through community durbars. 	MELR/ESS Team	GJSP	

Disclosure Arrangements

The 1992 Constitution and Right to Information Act, 2019 (Act 989) grants citizens right to information held by public institutions, subject to the exemptions that are necessary and consistent with the protection of the public interest. During the ARAP process, full and complete information about the project, its implications for community and individuals including valuation procedure of assets were made available to all parties in public meetings and engagements.

The World Bank (WB) requires that the ARAP be submitted for public disclosure purposes. The disclosures will be in-country as well as World Banks external website. For in-country disclosure, the MELR will ensure that copies of the cleared ARAP or extracts of the cleared

ARAP (core report without annexes) are disclosed. A public notice of the ARAP disclosure will be placed at the MELR/LD office and newspaper publications will also be made to inform the public/PAPs about the documents at the Assembly. The World Bank will disclose the ARAP on its external website.

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CHAPTER ONE

GENERAL INTRODUCTION

1.1 Background

The Government of Ghana (GoG), through the Ministry of Finance (MoF), has received a credit facility from the International Development Association (IDA) of the World Bank (WB) to fund the cost of the Ghana Jobs and Skills Project (GJSP). The program's objective is to support skills development and job creation in Ghana. The project is part of the government's top-priority agenda of upgrading skills among the country's population, creating better-quality jobs, and improving job outcomes for youth.

The components of the Project include:

- Component 1: Provision of Apprenticeship Training for Jobs
- Component 2: Provision of Entrepreneurship and Small and Micro Enterprise Support for Jobs
- Component 3: Operationalization of the Ghana Labor Market Information System
- Component 4: Capacity Development, Technical Assistance, and Project Management Support to Coordinating, Implementing, and Partnering Agencies for Enhanced Skills and Jobs Impact.

The Ministry of Employment and Labour Relations (MELR) is implementing the Component 3 of GJSP. Component 3 of GJSP aims to strengthen national, regional, and district-level labour market information available to guide policy formulation and implementation. To achieve the component's goal, it will focus on three main areas (i) finalizing the Ghana Labour Market Information System (GLMIS); (ii) refurbishing Public Employment Centres to ensure functional job intermediation services at the local levels; and (iii) enhancing public youth employment

programs by conducting reviews of the programs and providing recommendations and/or technical assistance to support effective operations.

Under Subcomponent 3.2 of Component 3, the project will support the Redevelopment of the Old Labour Department Head Office, located in the Ministerial Enclave, Osu-Accra, into a four (4)-storey building modern office complex.

1.2 Project Description

The Redevelopment of the Labour Department Head Office will require the following:

- Constructing site facilities, including –
 - Site offices;
 - Fencing of the project site to prevent unauthorized access;
- Demolition and land preparation activities;
- Storage of construction materials and equipment on-site;
- Use of heavy-duty equipment for excavations and other civil works;
- The temporary storage of excavated spoil and other construction waste on-site;
- Installation of construction equipment on-site;
- Movement of construction machinery and trucks; and
- Construction of the substructure and superstructures.

Other associated infrastructure and activities will include:

- Constructing site drainage; and
- Construction of car park.

An Environmental and Social Management Plan has been conducted to assess the environmental and social risks and impacts of the proposed Redevelopment of the Labour Department Head Office. The ESMP identified a number of project-affected persons (PAPs) whose livelihoods would be affected. The PAPs were grouped into the following categories:

- Food vendors (8 females),
- Petty traders (5 females),
- Fruit Sellers (5 females)
- Momo Agent (1 female)
- Coconut seller (1 male),
- Cobbler (1 male) and
- Squatter (1 female)

1.3 Objectives of the ARAP

Given PAPs' potential socio-economic risks and impacts, the proposed project triggers the World Bank's Involuntary Resettlement Policy OP4.12. To address the risks and impacts resulting from the project implementation, this Abbreviated Resettlement Action plan (ARAP) has been prepared for the involuntary economic displacement that leads to means of livelihood of PAPs. An ARAP was considered appropriate because the number of PAPs is less than 200, per the World Bank OP/BP 4.12.

The ARAP aims to:

- Identify, assess and value the full range of adverse social impacts (involuntary resettlement) that may result from the execution of the proposed works;
- To ensure fair and adequate payment of compensation to persons who will lose their livelihoods due to the proposed works;
- Where applicable, invest or assist the affected persons in restoring and/or improving their income-earning capacity.

The ARAP identified and quantified all likely livelihood losses and provided adequate mitigation measures in conformity with the World Bank's OP 4.12, and the Government of Ghana (GoG) requirements. It makes provision to ensure that PAPs are compensated for their losses at total replacement cost and provides assistance for disturbance before the beginning of civil works.

Additionally, a Grievance Redress Mechanism for ease of resolution of potential conflicts or grievances has been provided, among others.

1.4 Methodology

The preparation of the ARAP involved the following approaches:

1.4.1 Literature Review

A review of relevant literature was carried out to gain a deeper understanding of the project and related laws and policies. The literature reviewed included the Program Appraisal Document (PAD), Environmental and Social management Framework (ESMF) and the World Bank's Involuntary Resettlement Sourcebook. Other relevant documents reviewed are reports, publications on land and property acquisition and compensation pertinent to the ARAP and the World Bank Operational Policies (especially Involuntary Resettlement Policy, O.P 4.12).

1.4.2 Stakeholder/Public Consultation

Extensive consultation was carried out with relevant stakeholders to learn and identify the issues and agree on specific actions to mitigate them. The study commenced on the 20th December, 2022, with a meeting between the Ministry and Labour Department. The purpose was to develop a plan for stakeholder consultation and the preparation of the ARAP. This was followed by a project site visit and a meeting with officials of LD to brief them and hold discussions on the outlook of the project. Stakeholders within the project area, especially the petty traders and food vendors, were also engaged. The next was individual interviews and enumeration with the PAPs to determine the extent of the impacts of the project and other available alternatives. Progress meetings with the PIU were held to discuss field findings. The engagement outcomes with the Project Implementation Team and other stakeholders are attached as Appendix 2A.

1.4.3 Census and Field Data Gathering (Identification of PAPs and Extent of Impacts)

The fieldwork comprised physical counting and socio-economic survey of PAPs, determination of the degree of impacts on PAPs and signing an agreement with PAPs (See Appendix 1 for MoU between MELR and PAPs).

1.4.4 Assessment of Loss and Establishment of Restitution Measures

This entailed formulating the entitlement framework, computation of compensation and other resettlement support. Data gathered from the surveys and studies were analyzed using manual techniques and computer software applications (i.e., Microsoft Excel). Inferences were drawn, and findings were compiled and summarized in this report.

CHAPTER TWO

LEGAL, POLICY AND ADMINISTRATIVE FRAMEWORK FOR RESETTLEMENT PLANNING IN GHANA

2.1 Introduction

This chapter deals with the legal and policy frameworks and the administrative setup for preparing Resettlement Action Plans in Ghana. It describes the applicable and relevant legal and policy issues for land acquisition and payment of compensation/resettlement assistance in Ghana. It also sets out the World Bank's Operational Policy (OP) on Involuntary Resettlement (OP4.12), which is also triggered. The relevant national regulatory framework and the World Bank's requirements on involuntary resettlement are compared and contrasted, and proposals to bridge the gap are provided where there are differences.

2.2 Legal and Policy Framework

The policies and laws guiding property acquisition, ownership and compensation/resettlement assistance under this project include the following:

- The Constitution of the Republic of Ghana;
- Land Use and Spatial Planning Act, 2016 (Act 925);
- The Lands (Statutory Wayleaves) Act, 1962 (Act 183);
- Land Act, 2020 (Act, 1036);
- Ghana National Gender Policy, 2015;
- World Bank Policy on Involuntary Resettlement (OP 4.12); and
- Relevant institutional requirements.

2.2.1 The Constitution of Ghana

Article 20 of the 1992 Constitution of Ghana provides for the protection from deprivation of property unless such acquisition is made in the interest of defense, public safety, public order, public morality, town and country planning, or the development or utilization of property to promote public welfare. Furthermore, Article 20 of the Constitution provides that compulsory acquisition of property by the State should be made under a law which makes provision for

prompt payment of fair and adequate compensation as well as a right of access to a High Court by any person who has an interest in or right over the property for the determination of his interest or right and the amount of compensation to which he is entitled. Article 20 (3) stipulates that where compulsory acquisition of land involves the displacement of any inhabitants, the state shall resettle them on suitable alternative lands with due regard to their socio-cultural values. All land acquisitions and compensation assessments will be undertaken to keep in mind the requirements of the Constitutional provisions.

2.2.2 Land Use and Spatial Planning Act, 2016 (Act 925)

The Land Use and Spatial Planning Act, 2016 (Act 925) establishes the Land Use and Spatial Planning Authority. The Authority has the following functions:

- Develop the capacities of the District Assemblies (DAs) and other institutions for the effective performance of spatial planning and human settlement management functions;
- Ensure the control of physical development in uncontrolled or less controlled but sensitive areas such as forest reserves, nature reserves, wildlife sanctuaries, green belts, coastal wetlands, water bodies and catchment areas, open spaces and public parks; and
- Ensure the exploitative use of natural resources for agriculture, mining, industry and other related activities does not adversely impact human settlements.

2.2.3 The Lands (Statutory Wayleaves) Act, 1963 (Act 186)

The Lands (Statutory Wayleaves) Act, 1963 (Act 186) specifies the process involved in the occupation of land for the construction, installation and maintenance of works of public utility and for the creation of the right of way for such works. The key elements include:

- The owner/occupier of the land must be formally notified at least a week in advance of the intent to enter and be given at least 24-hour notice before actual entry;
- Any damage due to entry must be compensated in accordance with the procedures established by the Minister unless the land is restored or replaced;
- In the case of highways, no compensation shall be paid unless the land taken is more than one-fifth of the total holdings of an affected person; and

- Where a right of way must be established in the public interest, the President may declare the land subject to such statutory wayleave.

On publication of a wayleave instrument specifying the area required, and without further assurance, the land shall be deemed to be subject to wayleave. Compensation is then determined and paid, with the right of appeal to a Tribunal established by the President, in parallel with the Lands Act, 1962 (now repealed by the enactment of the Land Act, 2020 (Act 1036)). Further to this Act, the Statutory Wayleave Regulations, 1964, provide procedural details and address grievance mechanisms.

2.2.4 Land Act, 2020 (Act 1036)

The Land Act 2020 (Act 1036) repeals the State Lands Act (Act 125) of 1962 and other laws, including the Land Registry Act (Act 122) of 1962, the Administration of Lands Act (Act 123) of 1962 but not limited to these laws. The Land Act 2020 (Act 1036) seeks to revise and consolidate the laws on land, with the view to harmonising those laws to ensure sustainable land administration and management and effective land tenure. The Act seeks to consolidate the various legislation on land into one enactment to provide easy access to legislation on land and help remove the overlaps and inconsistencies associated with land legislation.

The Lands Act (Act 1036) vests in the State the authority to compulsorily acquire land for public purposes via an Executive Instrument (EI) as indicated under Section 233 of Chapter Seven of the Lands Act. It stipulates that the State shall promptly pay fair and adequate compensation for the acquisition. It also declares that the Lands Commission shall act on behalf of the State with regard to the compulsory acquisition of land under the Act.

The procedure for the compulsory acquisition is established in the Act, from Sections 233 to 267, including, among others, notice to a person with interest in the land, surveying of the land, consultations with stakeholders including interested parties, publication of the consultation report by the Lands Commission with copies of the report made available to the respective traditional

authority and district assembly. The acquisition takes effect from the date of publication of the Executive Instrument (EI).

To comply with the dictates of the Constitution on payment of prompt, fair and adequate compensation, the Act requires that funds are made available for payment of compensation before the acquisition process commences (Section 238). Section 244 provides consultations with owners, occupiers, traditional authorities and community leaders of lands affected by the acquisition. It further requires the publishing of the report of the consultation. The Act also makes provision for the payment of interest on delayed compensation. The Act also acknowledges the various land interest holders in the payment of compensation.

The law under Section 250 gives responsibility for the persons whose right or interest in that land is affected in any manner to within a period not exceeding six months from the date of the publication of the EI, submit in writing to the Lands Commission his or her concerns with regard to:

- Particulars of the claim or interest of that person in the land;
- The manner in which the claim or interest of that person has been affected by the instrument of declaration; and
- The amount of compensation claimed and the basis for the calculation of the compensation.

The basis for the assessment of compensation and other considerations for compensation determination are provided in detail under Sections 255 and 256, respectively, and these include:

- Market value considerations
- Any improvement to the property of the claimant as a result of the acquisition;
- Any damage sustained or likely to be sustained by the claimant as a result of the acquisition;

- Any damage sustained or likely to be sustained by the claimant by reason of the acquisition adversely affecting the other property of the claimant in any other manner;
- The need of the claimant to change residence or place of business and reasonable expenses incurred as a result of the change;
- An undertaking by the State, person or corporation on whose behalf the acquisition is made to construct roads, drains, walls, fences, or provide other facilities benefiting any part of the land left unacquired;
- Any other cost that is necessary for the compulsory acquisition; and
- The resettlement of a displaced claimant on suitable alternative land.

Section 265 provides for the Resettlement of displaced Inhabitants and the preparation of a Land and Resettlement Plan.

2.2.5 National Gender Policy

The overarching goal of the National Gender Policy, 2015 is to mainstream gender equality (GE) concerns into the national development processes by improving the social, legal, civic, political, economic and socio-cultural conditions of the people of Ghana, particularly women, girls, children, the vulnerable and people with special needs; persons with disability and the marginalized. The policy focuses on mainstreaming GE, women empowerment (WE) and social protection concerns by strongly concentrating on the implementation of the following five policy commitments (representing policy objectives):

- Women's empowerment and livelihood;
- Women's rights and access to justice;
- Women's leadership and accountable governance;
- Economic opportunities for women; and

- Gender roles and relations.

The government continues to promote equitable access to justice through the Judiciary. In this direction, there are Human Right Courts that support GE and WE issues. In addition, the Judiciary has established two Gender-based and Sexual Offences Courts to expedite the adjudication of cases of violence and abuse. There is also the Legal Aid Scheme which facilitates access to justice for persons who are unable to afford justice.

The Domestic Violence and Victim Support Unit (DOVVSU) of the Ghana Police Service is mandated to respond to and enforce all laws with a focus on sexual and gender-based violence (GBV), child abuse and child protection, and protection of all vulnerable persons from abuse.

2.3 Administrative and Institutional Framework

2.3.1 Land Valuation Division (LVD)

The Land Valuation Division (LVD) of the Lands Commission is the statutory government institution responsible for assessing and approving compensation amounts to PAPs on government-funded projects. It will receive value and verify documentation on affected properties. This is to ensure that payments are not made to people who are not adversely affected and also compensations offered to affected persons are reasonable. The project falls within the jurisdiction of the LVD.

2.3.2 Ministry of Finance/Accountant General's Department

The Ministry of Finance is the agency that manages the central government's budget. It is responsible for releasing money to be paid to victims of projects undertaken by state agencies. On request from MELR, the Ministry of Finance will authorize and release to MELR the funds required to implement the ARAPs, and pay supplementary assistance and compensation.

2.3.3 Public and Vested Lands Division of Lands Commission

The state agency charged primarily with the management and administration of state and vested lands is the Public and Vested Lands Management Division (PVLMD) of the amalgamated Lands Commission. It is responsible for advising on policy frameworks for the development of particular areas so as to ensure that the development of such areas is coordinated. The functions of the Lands Commission are spelt out in Article 256 of the 1992 Constitution and the Lands Commission Act, 2008 (Act 767). The Commission's role in compulsory acquisition is that it serves as a Member/Secretary to the site selection committee, a technical committee that considers a request for compulsory acquisition by state agencies and recommends its acceptance or otherwise. The Commission plotted the proprietary plan covering the site to be acquired in the government's records. The Commission also processes recommendations on the acquisition for the approval by the Minister responsible for lands before an executive instrument is issued and gazetted.

2.3.4 Ministry of Employment and Labour Relations

The Ministry of Employment and Labour Relations is mandated to coordinate all job creation interventions in the public and private sectors and provide up-to-date labour market information to inform decisions of job seekers, employers, training institutions, and policymakers. It was established by Executive Instrument (E.I 28) in January 2013. With its headquarters located in Accra, MELR operates fourteen (14) Departments and Agencies, including the Labour Department, with regional and district offices across the country. The Ministry's district offices also include sixty-four (64) Public Employment Centres (PECs). The Ministry of Employment and Labour Relations (MELR) exist to coordinate and promote employment opportunities, decent jobs, and harmonious labour relations in all sectors of the economy through formulating policies, regulations, monitoring, and evaluation of the performance of the sector. The Ministry is implementing Component three of the Ghana Jobs and skills Project.

2.3.5 Attorney General's Department and Ministry of Justice

The Attorney General's Department and the Ministry of Justice have redress mechanisms in place for aggrieved persons. The Attorney General will encourage all individuals (PAPs) who will not be satisfied with the compensation offered to seek redress in a court of law as

empowered by the Constitution. Within the grievance redress mechanism, this will be a last resort after all parties have exhausted opportunities outlined by the grievance redress team established by the project.

2.3.7 Non-Governmental Organizations (NGOs)

NGOs are independent bodies which serve as the mouth-piece of the local people. They participate in public hearings of ESIA's and ARAPs and in addressing the concerns of communities. Regarding the implementation of this project, the Department of Social Welfare and Community Development will support the safeguards activities and serve as independent bodies to validate the process, compensation payment, and help with sensitization and awareness programmes regarding overall compliance.

2.4 World Bank Operational Policy on Involuntary Resettlement (OP 4.12)

The World Bank's safeguard policy on Involuntary Resettlement, OP 4.12, requires that where a project results in involuntary resettlement, impacts livelihoods and leads to the acquisition of land or restrictions to access to natural resources, consideration should be given to the following:

- Involuntary resettlement should be avoided where feasible, or minimized, exploring all viable alternative project designs;
- Where it is not feasible to avoid resettlement, resettlement activities should be conceived and executed as sustainable development programs, providing sufficient investment resources to enable persons physically 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; and
- Displaced persons should be assisted in their efforts to improve their livelihoods and living standards or at least to restore them, in real terms, to pre-displacement levels or levels prevailing before the beginning of project implementation, whichever is higher.

The World Bank policy (OP 4.12) requires that the resettlement plan should include measures to ensure that the displaced persons are:

- Informed about their options and rights about resettlement;
- Consulted on, offered choices among, and provided with technically and economically feasible resettlement alternatives; and
- Provided prompt and effective compensation at full replacement cost for losses of assets attributed directly to the project.

If the impacts include physical relocation, the resettlement plan should include measures to ensure that the displaced persons are:

- Provided assistance (such as moving allowances) during relocation; and
- Provided with residential housing, housing sites, or, as required, agricultural sites for which a combination of productive potential, location advantages, and other factors is at least equivalent to the advantages of the old site.

Where necessary (e.g. in the situation of project-induced vulnerability), to achieve the objectives of the policy, the resettlement plan also should include measures to ensure that displaced persons are:

- Offered support 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; and
- Provided with development assistance in addition to compensation measures, such as land preparation, credit facilities and training or job opportunities.

2.4.2 Comparison of the Ghanaian Legal Framework with World Bank OP 4.12 on Resettlement Assistance

There are significant gaps between Ghanaian laws and regulations and the requirements for resettlement, as laid out in OP 4.12. The “Safeguards Diagnostic Review for Piloting the Use of Ghanaian Systems to Address Environmental Safeguard Issues in the Proposed World Bank-Assisted Ghana Energy Development and Access Project (GEDAP)”, which was completed in December 2006, concluded that: “the Ghanaian systems on involuntary resettlement are deemed not to be equivalent with the Bank’s.” Table 2.1 highlights the differences between Ghanaian laws and World Bank policies regarding resettlement and compensation. The most important differences are discussed briefly below:

- Ghanaian law requires prompt, adequate and fair compensation for Project Affected Persons (PAPs), but this is not at par with OP 4.12, which requires compensation to be completed prior to the start of the project. There is also no provision for relocation assistance, transitional support, or the provision of civic infrastructure under Ghanaian law.
- Ghanaian law does not make any specific provision for squatters or illegal settlers other than under the Limitation Decree, where settlers can claim rights to the land after living on it for 12 years and where the legal owner of the land has failed to exercise his legal ownership. OP 4.12 requires that affected communities be consulted regarding project implementation and resettlement. Affected communities should also have the opportunity to participate, implement, and monitor resettlement. Ghanaian law, however, states that when it is determined that a right-of-way must be established, the President publishes a way leave instrument and the land in question is immediately subjected to the way leave. The instrument must then be publicized at a place where the owner or occupier of the land can easily see it. The owner/occupier must receive at least seven days’ notice of intent to enter, and 24 hours’ notice before entry.
- Ghanaian law makes no specific provisions for potentially vulnerable groups such as women, children, the elderly, ethnic minorities, indigenous people, the landless, and

those living below the poverty line. These groups are at the highest risk from the negative impacts of resettlement and should receive special consideration during the preparation of an Abbreviated Resettlement Action Plan to ensure that they can maintain at least the same standard of living after displacement takes place.

- There is also no provision in Ghanaian law indicating that the state the State should attempt to minimise involuntary resettlement.

Table 2.1: compares Ghanaian Laws and the World Bank's Operational Policy.

Table 2.1 Comparison between National Legal Framework and Provisions of the World Bank (Op 4.12)

Topic	Ghana Legislation Requirement	WB Policy Requirement	Gap	Measures Proposed to Bridge Gap
Timing of compensation payment	Prompt (1992 Constitution of Ghana, Article 20, and Section 233 of Lands Act (Act 1036) of 2020)	Prior to displacement	Timing for Compensation payments is unspecified under Ghanaian Law	Compensation payments will be made before displacement (or commencement of civil works on the impacted assets)
Owners of Non-Permanent Structures / Tenants / Squatters, including settlers / Migrants	There are no constitutionally or legislatively recognized resettlement rights or assistance for those without recognized (formal) legal rights to land.	For those without formal legal rights to lands or claims to such land or assets that could be recognized under the laws of the country, Bank policy provides for resettlement assistance in lieu of compensation for land to help improve or at	There appears to be a significant difference between Ghanaian laws and Bank policy. Those without formal legal rights or claims to such lands and/or semi-permanent structures are not entitled to resettlement assistance or compensation. Risk of	Regardless of legal tenure, all PAPs and owners of pre-cut-off date assets will be considered for some level of resettlement assistance (but no compensation for land) and treated equally. Owners of non-permanent structures will be given supplemental assistance to remove their

Topic	Ghana Legislation Requirement	WB Policy Requirement	Gap	Measures Proposed to Bridge Gap
		least restore their livelihoods	making some PAPs worse off as compared to pre-displacement condition	chattels from the subproject site
Owners of Displaced Permanent Structures	In the event where inhabitants have to be displaced, the State is to resettle them on <i>“suitable land with due regard for their economic well-being and social and cultural values”</i> . (1992 Constitution of Ghana, Article 20). Section 265 of Act 1036 provides for the Resettlement of	Affected people who are physically displaced are to be provided with residential housing, or housing sites, or, as required, agricultural sites at least equivalent to the old site. Preference to be given to land-based resettlement for displaced persons whose livelihoods are land-based. Where cash compensation is the preferred option,	Ghana law requires compensation to be assessed on market value at the current condition of the asset. The WB policy requires valuation at full replacement cost as if new (no depreciation factored).	Such owners will be paid full replacement costs (as if new, no depreciation factored).

Topic	Ghana Legislation Requirement	WB Policy Requirement	Gap	Measures Proposed to Bridge Gap
	<p>displaced Inhabitants and the preparation of a Land and Resettlement Plan.</p> <p>Where cash compensation is proposed, the value to be assessed is based on the asset's current market value.</p>	<p>value to be assessed based on full replacement cost of the affected asset (as if new, no depreciation factored).</p>		
Resettlement assistance	<p>No specific provision for additional assistance and monitoring</p>	<p>Affected people are to be offered support after displacement for a transition period</p>	<p>Affected people are expected to manage their own transition under Ghanaian law.</p>	<p>Affected people will be offered resettlement support to cover a transition period.</p>
Vulnerable groups	<p>No specific provision</p>	<p>Particular attention to be paid to vulnerable groups, especially those below the</p>	<p>No provision for special treatment of vulnerable PAPs under Ghanaian law.</p>	<p>Further assistance to be given to this category of PAPs to enable them to</p>

Topic	Ghana Legislation Requirement	WB Policy Requirement	Gap	Measures Proposed to Bridge Gap
		poverty line, the landless, the elderly, women and children		restore their living standards to pre-project levels at least
Livelihood Restoration and Assistance	There are no specific laws or regulations specifying support for livelihood restoration and transition and moving allowances	Livelihoods and living standards are to be restored in real terms to pre-displacement levels or better.	Ghanaian policy and legislation would need to be aligned with Bank policy to effectively guarantee the rights of all affected persons of involuntary resettlement	Resettlement assistance in terms of moving allowances, loss of earnings etc., will form part of the compensation framework, in addition to longer-term livelihood development programs
Grievance	Use of Alternative Dispute Resolution (ADR) (Section 254 of Act 1036) and Access to Court of Law (<i>Article 20 of 1992 Constitution</i>)	Appropriate and accessible grievance mechanisms to be established	No intermediate avenues for redress other than ADR and a court of law under Ghanaian law.	A three-tier project-specific GRM, including an online option, is proposed involving community, district and national administrative agencies. The

Topic	Ghana Legislation Requirement	WB Policy Requirement	Gap	Measures Proposed to Bridge Gap
	<i>of Ghana, and Section 254 of Act 1036)</i>			GRM will be accessible, reliable and transparent. Recourse to ADR and court of law where project GRM fails to address the grievance.
Monitoring & Evaluation	No specific provision	Requires monitoring and reporting on the effectiveness of RAP implementation	Difficulty in gauging the effectiveness of prescribed mitigation under Ghanaian law.	Detailed monitoring, and evaluation and monitoring programs built into the overall project management process

In the event of differences between the national legal framework and OP 4.12, the provisions of the World Bank shall apply.

CHAPTER THREE

CENSUS AND SOCIO-ECONOMIC CHARACTERISTICS OF PROJECT AFFECTED PERSONS (PAPs)

3.1 Introduction

This Chapter presents a general overview of the socio-economic profile of the project-affected persons (PAPs) and entities, focusing on key socio-economic parameters such as demography, literacy, income, and employment, to provide the context of the RAP. The chapter also highlights the economic and livelihood activities of PAPs. These indicators provide the baseline data for monitoring and evaluating the progress of the implementation of the ARAP. The data also provide the basis for verifying whether or not the objective of ensuring that no person is left worse off due to involuntary resettlement has been achieved.

3.2 Census of PAPs and their Socio-Economic Characteristics

The total number of direct Project Affected Persons (PAPs) recorded at the close of the cut-off date (**Thursday, 16th February 2023**) was 22 persons with 80 movable properties (mainly tables and chairs, umbrellas, canopies, glass cases and carts) at the sub-project site. Twenty (20) of the PAPs, representing 90.90%, were females, while two (2), representing 9.1%, were males. Properties of PAPs are mainly tables and chairs, umbrellas, canopies, glass cases and carts.

3.2.1 *Age and Sex Distribution of PAPs*

A greater proportion of the PAPs (45.5%) fell within the 35-44 age bracket. This was followed by the 26-34 age bracket, which constituted 27.3% of the PAPs. The percentages of PAPs in the 18-25, 45-54 and 55-64 age brackets were 9.1% each (Table 3.1).

Table 3.1 *Age and Sex Distribution of PAPs*

Sex and Age Range							
		Age Range					Total
		18-25	26-34	35-44	45-54	55-64	
Sex	Male	0	1	1	0	0	2
	Female	2	5	9	2	2	20
Total		2	6	10	2	2	22

Source: Census and socio-economic survey of PAPs

3.2.2 Level of Education

The educational levels of PAPs help in determining the literacy and numeracy levels of PAPs and also their levels of vulnerability. PAPs with higher levels of education are generally considered less vulnerable than those with lower levels of education. It also helps to determine PAPs' ability to access grievance redress processes. Six (6) of the PAPs, representing 27.27%, had no formal education, while about eight (8) PAPs, representing 36.36%, left school during or just at the end of primary school. About seven (7) PAPs, representing 31.82%, completed Junior Secondary School, while one (1) PAP representing 4.55%, completed Senior Secondary School. None of the PAPs has had tertiary education (Table 3.2).

Table 3.2 *Educational Status of PAPs*

Sex and Educational Status						
		Educational Status				Total
		None	Basic	JSS	SHS	
Sex	Male	0	1	1	0	2
	Female	6	7	6	1	20
Total		6	8	7	1	22

Source: Census and socio-economic survey of PAPs

3.3 Marital Status of PAPs

Twelve (12) PAPs, representing 54.54%, are single, while 9, representing 40.90%, are married. One of the PAPs is a widow (see Table 3.3).

Table 3.3 Marital Status of PAPs

Sex and Marital Status					
		Marital Status			Total
		Single	Married	Widow / Widower	
Sex	Male	0	2	0	2
	Female	12	7	1	20
Total		12	9	1	22

Source: Census and socio-economic survey of PAPs

3.2.4 Economic and Livelihood Characteristics

Eight (8) of PAPs (all females), representing 36.36%, are food vendors; five (5) of the PAPs (all females), representing 22.73%, are petty traders; while another five (5) PAPs (all females), representing 22.73% are fruit sellers. One (1) person each is a cobbler (male), momo agent (female), coconut seller (male) and squatter (female) (see table 3.4)

Table 3.4 Occupation of PAPs

Sex and Occupation									
		Occupation of PAPs							Total
		Food Vendors	Petty Traders	Fruit Sellers	Momo Agent	Cobbler	Coconut seller	Squatter	
Sex	Male	0	0	0	0	1	1	0	2
	Female	8	5	5	1	0	0	1	20
Total		8	5	5	1	1	1	1	22

Source: Census and socio-economic survey of PAPs

3.2.5 Incomes of Project Affected Persons

The survey results indicated that 31.82% of the PAPs earned between GHS601 – 800 monthly. PAPs who earned GHS2000 and above monthly also constituted 31.28% (see Table 3.5).

Table 3.5 Monthly Incomes of PAPs

Sex and Monthly Income				
		Sex		Total
		Male	Female	
Monthly Income	401 = 600	0	4	4
	601 = 800	0	7	7
	801 = 1000	0	1	1
	1001 = 1200	1	0	1
	1201 = 1400	0	1	1
	1401 = 1600	0	1	1
	2000 and above	1	6	7
Total		2	20	22

Source: Census and socio-economic survey of PAPs

3.2.6 Dependants of PAPs

Out of the total 22 PAPs, eight (8), representing 36.36%, had between 3 – 4 dependants, seven (7) PAPS, representing 31.82%, had between 1 – 2 dependants; and six (6), representing 27.27%, have between 5 and above number of dependants. Only one PAP has no dependant (see table 3.2.8)

Table 3.6 Sex and Dependants of PAPs

Sex and Number of Dependence						
		Number of Dependence				Total
		0	1-2	3-4	5 and above	
Sex	Male	0	1	0	1	2

	Female	1	6	8	5	20
Total		1	7	8	6	22

Source: Census and socio-economic survey of PAPs

CHAPTER FOUR

ELIGIBILITY CRITERIA, ENTITLEMENT FRAMEWORK AND VALUATION PROCEDURE

4.1 Introduction

Chapter four discusses the eligibility of PAPs and sets out the criteria for qualification as a project PAP, establishing what constitutes proof of eligibility and the type of entitlements it confers. This section covers resettlement requirements, the types of entitlements, eligibility, valuation of affected persons, determination of resettlement assistance and the compensation procedure.

4.2 Affected Persons and Cut-off Date

In this sub-project, affected persons include:

- 1) Food vendors (8 females),
- 2) Petty traders (5 females),
- 3) Fruit Sellers (5 females)
- 4) Momo Agent (1 female)
- 5) Coconut seller (1 male),
- 6) Cobbler (1 male) and
- 7) Squatter (1 female)

The category of affected persons and the losses they would suffer were identified through physical observation and various surveys conducted to identify and understand the scope and intensity of impacts resulting from the proposed subproject. All eligible PAPs were informed about the sub-project and the ARAP process, and a cut-off date was established to determine PAP's eligibility. The World Bank resettlement policies recommend that the ARAP team notify the respective local authorities and leaders in special cases where there are no identifiable asset owners or users. It also recommends a “triangulation” of information – affected persons, community leaders, and local government representatives to identify eligible PAPs.

The ESS Consultants verbally notified all the PAPs about the agreed cut-off date (Thursday 16th February, 2023) and its significance. Any improvement of property and/or movement of traders, food vendors and other PAPs after this date are deemed ineligible for restitution. During the baseline socio-economic data collection from PAPs, consultations were held with individual PAPs and their groups. During these consultations, the impacts of the project and proposed mitigation measures were explained to the PAPs.

4.3 Eligibility Criteria and Proof of Eligibility

According to the World Bank Involuntary Resettlement Policy, OP 4.12, PAPs may be eligible for compensation and/or resettlement assistance if they:

- Have formal legal rights to land (including customary and traditional rights recognized under the Lands Act).
- Do not have formal legal rights to land when the census begins but have a recognizable legal right or claim to such land or assets.
- They have no recognizable legal right or claim to the land they occupy (i.e. squatters, ownerships under dispute, etc.).

Similarly, Ghana's Land Act 2020 (Act 1036) also provides that any person whose property is affected by public projects shall be entitled to compensation. The Act also provides avenues for people unsatisfied with compensation to seek redress. For a person to be described as a PAP, that person's property or business activity must fall within the boundary of the Labour Department Head Office. Alternatively, a project-affected person must have their livelihood disrupted by an activity related to the construction of the subproject. PAPs eligible for resettlement assistance are those registered during baseline studies within the cut-off date agreed between the project and stakeholders.

By inference, a person is eligible for resettlement assistance if they had/owned a permanent structure or a temporary structure that had been in the particular location before properties were marked. The eligibility is determined based on an impact survey while preparing the ARAP. In this instance, the categories recognized as eligible for receiving entitlements are listed below:

- **Business Operators:** Persons who own or conduct businesses within the project-affected area, the operation of which will be disrupted by the project activities. They can be legal owners, non-titled structure owners, or tenants and will receive different resettlement assistance as per the Entitlement Matrix;
- **Squatters:** People who have occupied land and erected structures on it for residence/income activities without legal title/rights and are not entitled to compensation for lost land under this policy. But, if displaced, they are entitled to resettlement assistance per the Entitlement Matrix.

4.4 Entitlement Matrix

The entitlement matrix outlines the various losses resulting from project implementation and provisions for resettlement assistance for various categories of affected persons. The matrix applies to all project activities entailing involuntary resettlement impacts. If additional resettlement impacts are identified at any stage of the project, the ARAP will be updated, making provisions for mitigating economic impacts enjoyed by PAPs with compensation and resettlement assistance in line with the entitlement matrix. This matrix has been prepared considering various categories of losses and impacts identified during the environmental and social assessment, which is summarized in Table 4.1.

Having carefully assessed the nature of losses and the affected persons, entitlement packages for the various categories of PAPs would include:

- 1) Support to permanently relocate to alternative sites;
- 2) Cash resettlement assistance; and/or allowances; and
- 3) Training on livelihood restoration

Table 4.1 below presents the Entitlement Matrix, which sets the measure for restitution for all losses or impacts. The Entitlement Matrix listed the type of loss, criteria for eligibility and specified entitlement being provided as part of the ARAP. The entitlement matrix is based on applicable Ghanaian laws in compliance with the World Bank’s safeguard policies. The entitlement matrix offers compensation for the operating loss of businesses that generate income for the affected persons through mitigation measures for temporary impacts. Resettlement assistance in this report would be largely cash.

Table 4.1 Entitlement Matrix

Type of Loss	Eligibility Criteria	Entitlement
<ul style="list-style-type: none"> ▪ Loss of space for movable structure 	<ul style="list-style-type: none"> ▪ Ownership of movable structure ▪ Squatters 	<ul style="list-style-type: none"> ▪ Relocation to alternative space ▪ Resettlement Assistance based on transportation rates for the transfer of structure
<p>Business Losses</p> <ul style="list-style-type: none"> ▪ Loss of business income ▪ Loss of business goodwill 	<ul style="list-style-type: none"> ▪ Business owner/operator ▪ Business employees/ attendants 	<p>Resettlement Assistance based on:</p> <ul style="list-style-type: none"> ▪ average net monthly profit; ▪ monthly wages earned; ▪ Calculated for a specific period

		taking into consideration the reinstatement period.
Vulnerable persons	<ul style="list-style-type: none"> ▪ Recognized as vulnerable during screening process 	<ul style="list-style-type: none"> ▪ Top up of 30% of cost of resettlement assistance ▪ Support relocation and reintegration of squatter back to hometown with the support of the Department of Social Welfare and Community Development

4.5.1 Cut-off Date

The cut-off date for eligibility assessment for resettlement assistance was 16th February 2023. The date was agreed upon by the parties involved. In a meeting, it was approved and accepted that any operating business/structure mounted after the date would not be eligible for assistance (Appendix 3).

4.5.2 Notification and Valuation Process

After determining and assessing the project footprint, persons affected by the project were given unique numbers, and their photos were taken for identification purposes. Almost all the affected persons were operating petty businesses, including food selling. The valuation team took notice of each PAP's data, and their interest (incomes and expenses received from their businesses) were duly captured. The valuation team then analysed the data gathered from the PAPs in comparing it with the related market findings.

4.5.3 Basis of Valuation and Methodology

The appraisal exercise was based on the data gathered from the PAPs and market findings obtained for each business venture identified during our visit to the project site. Reasonable and practicable considerations were taken for each business venture to establish a probable income every PAP is likely to receive monthly. Each PAP's three-month return on income was chosen and considered as re-settlement assistance compensation. This decision is based on the reason that a prudent business operator will use barely three months to look for a place to re-settle after he/she has been given three months' notice to vacate from an existing place of business.

With the appraisal of accommodation alternatives for the squatters, the valuation team considered establishing an alternative rental accommodation cost allowance of three months to be given to them. The three months rental total amount was duly estimated for each squatter based on the recent rental market analysis.

The valuation process took into consideration the needs of vulnerable groups. All vulnerable PAPs (squatter and cobbler) were given an automatic top up of 30% of cost of resettlement assistance to cushion them from the impacts. Persons who have had long stay at the premises were also given a top up of 30% of their initial values as additional resettlement support by the Ministry. The Ministry, through the Department of Social Welfare and Community Development, will assist the squatter to relocate to her hometown in the Ashanti Region. The Person With Disability will be assisted with personnel and additional amount to transport their

goods. Cash resettlement assistance will be paid through mobile money or through bank (based on the preference of the PAPs) to prevent incidence of theft. PAPs will be given orientation on financial management by the Business Advisory Centre (BAC) in to enable them put the amounts received to profitable ventures.

4.5.4 Modes of Restitution

The MELR will submit the assessed values to the LVD (head office) for their independent referencing, review and approval. The approved compensation figures will then be forwarded to the Ministry of Finance for the release of funds to MELR's Capital Account for cash payments to the PAPs. This process will take place after the publication and disclosure of the ARAP. Compensation payment will be made before the commencement of civil works.

The Compensation Laws give PAPs adequate legal coverage, guaranteeing them compensation, which must be based on mutual agreement. If any PAP is not satisfied with the Government, offer they can employ a private valuer of their choice to reassess their business or situation and submit the values to the LVD for consideration and final determination of the value. The determined figure by the LVD is then communicated to the MELR for payment to the beneficiaries. In situations where a PAP is still unsatisfied with the compensation paid, he/she is at liberty to seek redress at the courts.

CHAPTER FIVE

STAKEHOLDER ENGAGEMENT, PUBLIC CONSULTATIONS AND NEGOTIATIONS

5.0 Introduction

This chapter discusses public consultation processes adopted and the outcome of major stakeholder engagements after the consultations. The chapter also has a pictorial presentation of the consultative approach.

The consultation process involved formal and informal communication channels. Negotiation and consultations started with individuals, but the final decisions were agreed on with the Ministry of Employment and Labour Relations and the Labour Department. This was to ensure that a parallel consultation process was not created in an attempt to solicit the concerns of project stakeholders. However, the confidentiality of PAPs and key stakeholders were duly observed.

The Department of Social Welfare and Community Development under the Ministry of Gender and Social Protection has been invited to witness the process during the engagements as an independent third party. At every stage of the process, complete information about the project and its implications, such as community health and safety and permanent relocation of PAPs during construction, were made available to all parties in public meetings and other stakeholder engagements.

5.1 Stakeholder Identification and Analysis

The various key stakeholders, both national and local, who have a primary role to play in the execution of the project through planning, implementation, monitoring and evaluation; have been analyzed under this subsection. The mapping of the key stakeholders is presented in Table 5.1.

Table 5.1 Stakeholder Identification and Analysis

STAKEHOLDER	INTEREST	ROLE
The World Bank	Secondary	<ul style="list-style-type: none"> • Maintain an oversight role to ensure compliance with the Bank safeguards policies, • Maintain an oversight role on the preparation and supervision of the ARAP implementation, and • Provide guidance to ensure overall compliance with safeguards
Ministry of Employment and Labour Relations	Secondary	<ul style="list-style-type: none"> • Lead implementing Ministry for component three by providing policy guidelines and approval for all activities under the project
Ghana Jobs and Skills Project (GJSP), Project Coordinating Unit (PCU)	Primary	<ul style="list-style-type: none"> • The lead body spearheading the implementation of all components of the project with supervisory role in preparing TORs & monitoring safeguards action plans
Land Valuation Division (LVD) of Lands Commission (LC)	Secondary	<p>Assess/validate and approve resettlement assistance amount to PAPs.</p> <ul style="list-style-type: none"> • Receive valuation and verify documentation on affected properties. • Ensure that payments are not made to people who are not affected
Environmental Protection Agency	Secondary	<ul style="list-style-type: none"> • Regulate all development undertakings and give clearance to ESIA/ARAPs • Undertake periodic monitoring of the

(EPA)		<p>implementation of safeguards measures</p> <ul style="list-style-type: none"> • Validate Environmental/Social Audit Reports (EAR)
Project Implementation Unit (PIU)	Primary	<ul style="list-style-type: none"> • Coordinate activities at a local level during ARAP preparation and implementation • Responsible for the appraisal of properties and livelihoods affected by the project. • Actual implementation of compensation, resettlement assistance and grievance redress and supervision of Environmental, Social, Health and Safety and Waste Management activities.
Ministry of Finance	Primary	<ul style="list-style-type: none"> • Maintain an oversight role on the preparation and payment of resettlement assistance, and • Provide guidance to ensure overall compliance with financial management and audit under the project
Contractor for sub-projects	Primary	<ul style="list-style-type: none"> • Redevelopment of the Labour Department and facilities • Implement and comply with ARAP.
PAPs	Primary	<ul style="list-style-type: none"> • Assist in the identification of impacts. • Provide information for the preparation of the ARAP • Participate in consultation on and negotiations of restitution measures • Monitor implementation of the ARAP. • Submit complaints.

5.2 Consultation Process and Stakeholders Consulted

The preparation of the ARAP was participatory, involving various stakeholders, i.e. persons and institutions that have an interest in the planning and execution of the project, including those positively and negatively affected. The stakeholders consulted were traders, Project Affected Persons (PAPs), Labour Department, and MELR. The stakeholder consultations helped determine and identify impacts and their significance and mitigation measures. See Appendix 2A and 2B for the Consultation Matrix and Pictures of stakeholder consultations, respectively.

The consultation process included designing the appropriate stakeholder map as well as determining the channel of communication and disclosure. Different consultation processes and channels of communication were used to elicit the desired response from the stakeholders. The consultation process involved arranged meetings with stakeholders, official visits, courtesy calls and informal walk-in meetings. All the stakeholders were consulted separately and at different times. Persons who own properties at the proposed location were contacted individually, and their concerns were elicited. After the consultations, minutes and records of proceedings, including negotiated memorandums, were submitted to the stakeholders for verification and confirmation.

An open forum was also held to provide both project stakeholders and the general public an opportunity to discuss the issues relating to the project (see minutes/report attached in Appendix 2B). During the stakeholder consultations the significant issues raised by stakeholders was potential loss of livelihoods during the project's construction phase.

5.3 Outcome of Consultations and Negotiations

As already stated under the methodology and approach, consultation was key part in the preparation of the ARAP with the main objectives of ensuring that (i) PAPs provide their inputs and concerns about the project; (ii) participate fully in the execution of the project; and (ii) promote stakeholders support and sustainability of the project. The stakeholders that were consulted include staff of the Ministry of Employment and Labour Relations, PAPs and traders.

The confidentiality of Project Affected Persons and key stakeholders was duly observed. A summary of discussions and decisions taken at the stakeholder's consultations is captured in Table 5.2.

Table 5.2 *Summary of Issues and Decisions from Consultations*

Stakeholder	Channel	Issues Discussed	Agreed Action
MELR	Formal meetings	<ul style="list-style-type: none"> - Temporary relocation of Labour Department staff for 15 months - Potential traffic congestion on starlets 91 Road 	<ul style="list-style-type: none"> - MELR to rent the NDK Building for staff of the Labour Department during the construction phase - MELR to engage the MTTD to manage traffic impact during construction
Labour Department (LD)	Formal meetings	<ul style="list-style-type: none"> - Documentation and storage of Departmental information - Cost of relocation - Container to store obsolete items pending decision of Board of 	<ul style="list-style-type: none"> - MELR to engage PRAAD to provide archival documentation support during relocation - GJSP to fund the cost of temporary relocation of the Labour Department, including the cost of rent, publicity and logistics for movement - GJSP to provide containers to store goods of the

		Survey	department before demolition
Food vendors, Petty traders, Fruit Sellers, Momo Agent, Coconut Seller, Cobbler, and Squatter	Formal meetings and one-on-one interactions	- Time for the commencement of construction activities - - Disruption of livelihoods	- MELR to communicate timelines for the project one month before the commencement of civil construction activities - MELR to provide PAPs with resettlement assistance

5.4 Information Disclosure and Notification

All eligible PAPs were informed about the sub-project and the ARAP process. A cut-off date was established and advertised to determine PAPs' eligibility. The OP 4.12 recommends that the ARAP team notify the respective local authorities and leaders in special cases where there are no clearly identifiable owners or users of assets. It also recommends a "triangulation" of information – affected persons, community leaders, and local government representatives to identify eligible PAPs. The Safeguards team verbally notified all the PAPs about the agreed cut-off date (16th February 2023) and its significance.

All project-related information was shared (and will be continued to be shared) with the PAPs and other stakeholders. MELR informed all PAPs of the restoration measures agreed to before memorandums were signed with the PAPs. The approved ARAP Report will be published on the website of MELR and at World Bank Infoshop. Copies of the approved ARAP will also be deposited at the offices of key stakeholders, including the Labour Department and the Office of the Korle Klottey Municipal Assembly. There will also be a publication of grievance redress process information posters at the project site and the Ministry's website.

5.5 Public Participation in the form of Voluntary Contribution

PAPs have the right to make a voluntary contribution to their affected assets and structures without seeking or being given compensation. This can be justified as the redeveloped park and ancillary facilities may improve their livelihood activities and likely increase the value of their property and income. PAPs shall also be informed about their entitlement for any compensation and assistance, i.e. labour and materials replacement. MELR and the ARAP consultants shall inform the PAPs that they have the right to contribute voluntarily or not to contribute their affected assets voluntarily and also have the right to claim project assistance if they want to. Suppose the PAPs opt for a voluntary contribution of their affected assets without seeking compensation or forfeiture of restitution. In that case, the PAP and the project authority shall prepare and sign an agreement for future reference and records.

CHAPTER SIX

POTENTIAL SOCIAL IMPACTS AND MITIGATIONS

The main social impact arising from the implementation of the project will be the loss of livelihoods.

6.1 Loss of business income

The project implementation will deprive twenty-two (22) PAPs of their living and working areas, disrupting their livelihoods. Due to public and health safety concerns, all 22 PAPs will be relocated from the project site. There are many others, including children and aged persons, who depend on these affected PAPs who may be affected indirectly by the loss of income due to the relocation of their breadwinners.

6.2 Vulnerability analysis

The valuation process took into consideration the needs of vulnerable groups. All vulnerable PAPs (squatter and cobbler) were given an automatic top up of 30% of cost of resettlement assistance to cushion them from the impacts. Persons who have had long stay at the premises were also given a top up of 30% of their initial values as additional resettlement support by the Ministry. The Ministry, through the Department of Social Welfare and Community Development, will assist the squatter to relocate to her hometown in the Ashanti Region. The Person With Disability will be assisted with personnel and additional amount to transport their goods. Cash resettlement assistance will be paid through mobile money or through bank (based on the preference of the PAPs) to prevent incidence of theft. PAPs will be given orientation on financial management by the Business Advisory Centre (BAC) in to enable them put the amounts received to profitable ventures.

Interaction with the PAPs showed that 12 females, representing 60% are single while one other female is a widow. The data further shows that a significant number of the female PAPs (80%) fall within the child bearing age (18 – 44 years) with some as single mothers. Education levels of

the female PAPs are low with 65% having no formal education or leaving school just at the basic level. Only one female PAP, representing 5% has a senior secondary school education. The permanent relocation will have a significant livelihood impact on these PAPs and their families. All the project affected persons will be provided with cash resettlement assistance.

Out of the 22 project affected persons; more than 90% are women. One of the PAPs is physically challenged and uses a wheelchair. Another PAP is a Nursing mother while one other female is a squatter. Almost all the project affected persons will suffer income losses as a result of the relocation. Almost all the PAPs have direct dependants ranging between 2 to 9; including children, orphans and grandparents under their care.

Table 6.1 Sex and Vulnerability Type of PAPs

Sex and Vulnerability						
		Vulnerability				Total
		Person with disability	Nursing mother / Pregnant Woman	Homeless	No form of Disability	
Sex	Male	1	0	0	1	2
	Female	0	1	1	18	20
Total		1	1	1	19	22

Source: Census and socio-economic survey of PAPs

In all, the total number of vulnerable persons was five (5). One (1) person with Disability, one (1) Squatter, one (1) nursing mother and two persons who have had long stay at the premises who are likely to be more impacted than the rest of the PAPs. All these persons were given a top of 30% of initial values as additional support because of their vulnerability.

CHAPTER SEVEN

ASSETS, COMPENSATION AND OTHER RESETTLEMENT ASSISTANCE

7.1 Introduction

This chapter analyses the assets and livelihoods of the PAPs, commensurate compensations and other resettlement assistance. The main issues highlighted under the analysis of assets and livelihoods include the type of establishment, type of property ownership, type of structure affected and the extent of the impact. The compensation matrix is also illustrated in this section.

7.2 Analysis of Assets and Livelihoods of PAPs

The census of properties revealed that all the properties at the proposed sub-project site are movable properties belonging to petty traders and food vendors. The consultation has revealed that the sub-project will displace all of the project-affected persons. The traders and food vendors may have their livelihoods disrupted by the activities. The Ministry of Employment and Labour Relations /Labour Department could not find any suitable place for their relocation. The Ministry has discussed and agreed to support the relocation of the traders to other places within the city of Accra with resettlement assistance (find appendix 1: MoU with the PAPs)

Table 7.1 *Social Impacts on PAP*

Impacts	Frequency	Percentage
Permanent relocation and disruption of livelihoods	22	100
Total	22	100

7.3 Property Type of PAPs

There were eighty (80) different movable properties at the sub-project site. Out of this number, twenty-five (25), representing 31.25%, were wooden tables; forty (40), representing 50%, were chairs and four (4), representing 5%, were canopies. The other movable properties of the PAPs

were three (3) umbrellas representing 3.75%; five (5) glass showcases representing 6.25% of the movable properties of the PAPs (see Table 3.6).

Table 7.2 *Property Type of PAPs*

		Sex and Property Type							
		Property Type							Total
		Table	Chairs	Canopies	Umbrella	Glass case	Cart	Kiosk	
Sex	Male	1	1	0	0	0	1	0	3
	Female	24	40	4	3	5	0	1	77
Total		25	42	4	3	5	1	1	80

Source: Census and socio-economic survey of PAPs

7.4 Compensation Matrix

Compensation in this ARAP would largely be in cash. The construction activities will inconvenience all categories of PAPs. The restitution arrangements align with the relocation arrangement/proposals provided for in the signed MoU between the PAPs and MELR provided in Appendixes 1, 2, and 3. Food vendors/petty traders and artisans will be provided with resettlement assistance to relocate to places of their choice. The resettlement assistance will be in cash.

The compensation/restitution matrix describes the type of restitution proposed for the affected people, assets, and livelihoods. It includes the following: (i) Name of PAP, (ii) Contact, (iii) Age, (iv) Sex of PAP, (vii) educational level (viii) Occupation (ix) Asset Type, and (x) type of resettlement assistance or restitution.

Table 7.3 Compensation Matrix

Removed for privacy reasons

7.5 Mitigation Measures for Property Loss

A three-month return on income for each PAP was chosen and considered as re-settlement assistance compensation. This decision is based on the reason that a prudent business operator will use barely three months to look for a place to re-settle after he/she has been given three months' notice to vacate from an existing place of business.

The appraisal exercise was based on the data gathered from the PAPs and market findings obtained for each business venture identified during our visit to the project site. Reasonable and practicable considerations were taken for each business venture to establish a probable income every PAP is likely to receive monthly.

The valuation figures will be disclosed to PAPs and negotiated. The other measures in place to ensure the effective implementation of the ARAP include the following:

- ARAP implementation schedule;
- Resettlement Implementation Committee;
- Grievance Redress Committee to operationalize mechanism for seeking redress; and
- Assignment of institutional roles, evaluation, and monitoring mechanisms to follow up on PAPs welfare, post-resettlement.

7.6 Compensation Valuation

Table 6.2 presents the assessed value of resettlement assistance due to PAPs indicating their names, reference codes of PAPs, income loss and disturbance/incidental cost of relocation.

Details of the entitlement to PAPs are presented in Appendices 10 and 11.

Table 7.4 Compensation Values of Affected Incomes

Removed for privacy reasons

CHAPTER EIGHT

ARAP IMPLEMENTATION ARRANGEMENTS AND BUDGET

8.1 Introduction

The institutional and administrative framework for the preparation and implementation of resettlement associated with government projects was discussed in section 2.3. An analysis of key stakeholders for this subproject was presented in section 7.1. This chapter presents the arrangements for this ARAP's planning, implementation, monitoring and evaluation. It also highlights the ARAP Action Plan (Implementation Schedule), which shows the duration and timeframes of the key milestones and tasks. The cost and budget of implementation, including monitoring and evaluation, are also captured in the chapter.

8.2 Implementation Schedule

The Ministry of Employment and Labour Relations (MELR), through its Project Implementation Unit (PIU), shall have oversight responsibility for the implementation of the provisions of the ARAP. The PIU will report to the PCU and the World Bank through the GJSP Project Coordinating Unit.

The implementation schedule will be carried out in phases. Before the commencement of works, payment of resettlement assistance to PAPs would have been completed in compliance with the Bank and EPA Resettlement Policies. The MELR and the PAPs have agreed on the plan for implementing activities. These include the target dates for starting and completing all restitution measures before civil works for the proposed project start.

The implementation schedule defines key milestones and tasks' activities, duration, and timing. For this ARAP, the schedule covers the period from the preparation of the ARAP to the conclusion of the proposed project and the time that the park will be available for full use. Table 8.1 presents the proposed implementation schedule of the restitution measures prescribed in this report.

Table 8.1 ARAP Implementation Schedule

MAJOR ACTIVITIES	TIMELINE									RESPONSIBILITY
	February, 2023	March, 2023	April, 2023	May, 2023	June, 2023	July, 2023	August, 2023	June, 2024	July, 2024	
Preparation ARAP Report (including socioeconomic survey, valuation and consultation)										ESS Team PIU/PCU
Approval of ARAP by WB and Disclosure of the ARAP reports										ESS Team WB
Formation and outdoor of the ARAP Implementation Committee (AIC) and Grievance Redress Committee (GRC)										ESS Team PIU
Training and Orientation of Members of AIC and GRC										ESS Team PIU/PCU
RIC engages PAPs, communicates final restitution packages and explains the basis of packages										ESS Team PIU
Processing of restitution and										ESS Team PIU

signing of individual agreements with PAPs										
Continuous Stakeholder Consultation Programme										ESS Team PIU/PCU/WB
Grievance Redress Mechanism operational										ESS Team PIU/PCU
Relocation of PAPs										ESS Team PIU/PCU
Implementation of Civil Works										PIU
ARAP Completion report (includes an assessment of whether objectives of ARAP have been achieved)										ESS Team PIU/PCU
External Evaluations (Including Completion Audit)										External ESS Team

8.2.1 Approval of ARAP and Disclosure

The MELR will disclose the ARAP through all forms of media (including the local library, newspapers, websites etc.) in the project area. Once the Report is cleared for disclosure, the World Bank will disclose the ARAP at the World Bank's External Website. Officials of MELR will also help in publicizing the resettlement activity to the general public in the project area and all other stakeholders involved.

Again, the ARAP will be disclosed during public stakeholder meetings at the project site. In addition, hard copies of the ARAP document will be placed in the offices of MELR/LD, EPA, project location etc. This will allow the general public to view and update themselves throughout the project implementation. Again, the ARAP will be disclosed during public meetings in the project locality.

8.2.2 Formation of ARAP Implementation Committee (AIC) and Local Grievance Redress Committee (GRC)

Immediately following approval of the ARAP by the World Bank, MELR will constitute an ARAP Implementation Committee (AIC) to facilitate the smooth implementation of the plan. This committee will organize and ensure that restitution due PAPs are delivered on time and in line with the provisions and procedures set out in this ARAP. Membership of the AIC would comprise the following; (a) Component 3 Project Coordinator, (b) Assemblyman responsible for the area, (c) ESS Specialist for Component 3, and (d) Civil Works Consultant. Other members of the AIC would include the following: (e) a representative of Social Welfare and Community Development, (f) a representative of Persons with Disabilities, (g) a Gender Desk Focal Person of MELR, (h) a representative of Accra Metropolitan Assembly, and (i) two (2) representatives from the PAPs (a female and a male).

GJSP will constitute a Five-Member Grievance Redress Committee (GRC) within the same timeframe to receive grievances at the subproject level and ensure that they are resolved amicably using all available legal means. The membership of the LGRC will include: (1) an Assembly Member for the Osu Kinkawe Electoral Area; (2) a representative of the Labour

Department; (3) a representative of petty traders and food vendors; (4) a representative of MELR; and (5) representative of Social Welfare and Community Development. The Five-Member Grievance Redress Committee will be the first point of contact between the project and the public. Their role/mandate will include providing project information to stakeholders and resolving minor grievances. The ToR will outline the purpose, responsibilities, and procedures to be used by the committee to guide its work.

MELR, with the support of GJSP, will engage PAPs to introduce the members of the AIC and GRC and also outdoor the tasks of the two critical implementation support committees. The engagements will also outline the procedure for payment of resettlement assistance and other restitution measures and the established complaints and grievance redress mechanisms in case any PAP has an additional issue of concern.

8.2.4 AIC Preliminary Engagement, Communication of Restitution and Signing and Submission of Acceptance Letters by PAPs

Following the completion of the training and orientation of the AIC on the contents of the ARAP, the AIC shall start a series of engagements with PAPs to communicate the final restitution packages and explain the basis of the packages to facilitate smooth implementation. MELR (working through AIC) shall prepare and distribute offer letters to all PAPs, stating the type and nature of the offered restitution measure. The contents of the letters will be explained to PAPs in languages they understand. PAPs shall be given one (1) week after receipt of the offer letters to accept or reject the offer, offer a counterclaim and seek redress under the grievance procedures established. Those who accept must sign and submit the acceptance letters for their restitution measures to be certified (or compensation paid if applicable). Those who do not accept have the right to make a counteroffer and will be invited for negotiations with MELR to be facilitated by the AIC. The offer and acceptance activity will go on for one month following the initial engagement.

8.2.5 Delivery of Entitlements

The certification of in-kind restitution measures (or payment of compensation where applicable) shall be done by MELR in the presence of the AIC and an independent witness of the affected person/opinion leader. This process will start one (1) week after communicating the first offer to PAPs. The process will continue until all PAPs have had their in-kind restitution measure certified (or have been duly paid where applicable). Any disagreement regarding eligibility will be referred to the GRC. The AIC, LD and MELR (GJSP safeguards team) will ensure that due process has been followed in preparing and paying the appropriate compensation or in-kind restitution measure.

8.2.6 Preparation of Alternate Locations for Displaced Activities

MELR shall work with the affected traders, taxi drivers and other park users to prepare the selected sites to relocate affected activities. Upon completion of the preparation of alternate sites, MELR and the AIC will supervise PAPs with temporary structures to relocate the structures to designated new locations. Civil works can commence as soon as the last group of PAPs vacate the site.

8.3 Monitoring and Evaluation of the Living Standards of PAPs

The MELR, with support from GJSP (GJSP Environmental and Social Safeguards Team), shall conduct regular check-in and assessment of the living standards of the PAPs in the post-resettlement period semi-annually for two years post-project completion.

8.4 ARAP Completion Report

Once MELR has fully completed, the implementation of all restitution activities shall prepare and submit an ARAP Completion Report to the Bank. This will report on the processes used for the payments, any outstanding issues and grievances yet to be addressed and any other matter which is considered important.

8.5 ARAP Completion Audit Report

Once all activities (including livelihood restoration and developmental activities, if any) have been completed, GJSP (through a contracted external auditing and evaluation Consultant) shall commission an ARAP Completion Audit and submit the report to the World Bank.

8.7 Costing and Budgeting

The financial implication for implementing this ARAP is One Hundred and Ninety-Nine Thousand, Six Hundred and Twenty-Four Ghana Cedis, Seventy Pesewas (GH¢199,624.70). The costing and budget components include resettlement assistance and support for the implementation of ARAP, sensitization and grievance management (including contingency for additional claims during implementation), monitoring and evaluation, and other administration costs. Table 8.2 presents the costing details.

Table 8.2 Budget for ARAP Implementation

ARAP IMPLEMENTATION		
ITEM	AMOUNT (GH¢)	PAID BY
Cost of resettlement assistance	136,477.00	MELR
Cost of orientation for members of GRC	5,000.00	GJSP
ARAP Implementation Committee	15,000.00	GJSP
Cost of Grievance Redress Activities (including meetings and printing of communication materials)	20,000.00	GJSP
ARAP Management, Implementation and Disclosure	5,000.00	GJSP
Subtotal	181,477.00	GJSP/GJSP
<i>Contingency (10% of budget)</i>	<i>18,147.70</i>	<i>GJSP/MELR</i>
GRAND TOTAL	199,624.70	GJSP/MELR

CHAPTER NINE

GRIEVANCE REDRESS MECHANISM (GRM)

9.1 Introduction

The GRM is a fundamental requirement of the Stakeholder Engagement Plan prescribed by the World Bank's Environmental and Social Safeguards Policy. The overall objective of the GRM is to provide an effective, transparent and timely system that will give employees or aggrieved persons redress and avoid litigation, minimise bad publicity, avoid/minimizes delays in the execution of infrastructural works, and ensure public health, safety, and sustainability during project implementation.

As a project-wide GRM already exists, it will be reviewed and modified to cover the Redevelopment of the Labour Department Project related activities. When required, additional measures, including introducing any other initiatives that could complement the effectiveness of the process, will be adopted. The principles informing the mechanism that will be set up are trust, voice, transparency, mutual respect and equity. It will also be done from a gender perspective to ensure both men and women aggrieved can participate and use the system effectively. Procurement and contract documents will mandate bidders and contractors to specify how SEA/SH issues will be handled during project implementation. Additionally, a GBV sensitive GRM is being developed by the PUC to mainstream all subproject activities. The GRM would provide all persons (public and employees) and groups affected during site construction activities the avenues to express their concerns and receive corrective action appropriately and promptly. Individuals and communities who believe that they are adversely affected may submit complaints the WB's Grievance Redress Service (GRS).

A Call Centre (with toll-free numbers 0800-600-300 and 0800-600-400) and an online portal (www.grs.softdeets.com) have been made available for the general public to register any complaints or inquiries on activities related to the various component of the GJSP. A project signpost with the online portal address and toll-free numbers will be posted within the project's area of influence.

9.2 Grievance Redress Process for Project Workers

The Grievance Mechanism for all Project Workers is as follows:

- Contractors and or representatives will be the point of contact for all Grievances. The contractor will designate a staff member who will be responsible for receiving grievances;
- Upon receipt of Grievances, the contractor staff/representative will notify the Environmental and Social Safeguards of MELR PIU. Grievances will be registered in a registry of complaints.
- The contractor will attempt to address the grievance within the established time frame of 15 business days upon receipt. In timely or urgent matters, a minimum period of 24 hours and a maximum of 15 business days will be allotted for resolving the grievance.
- Grievances can be made in person, online, by telephone call or by writing.
- If the contractor cannot resolve the grievance, the contractor will inform the ESSS of MELR;
- The ESSS of MELR will meet with the project contractor and workers and attempt a resolution.
- If issues cannot be resolved, the case will be referred to the PCU of GJSP at the Ministry of Finance for their action and pronouncement.
- The PCU's ruling would be the final tier of the grievance mechanism.
- If unresolved, either party may seek redress in the courts of the Country; and
- Information about the GRM will be disseminated to workers through signs at the project work site, brochures and handbills at the project website and SMS messages sent to the workers' phones.

9.3 Grievance Redress Process for PAPS and the General Public

The process of resolving grievances will comprise the following tiers:

4. A Five-Member Grievance Redress Committee;

5. PCU/PIU Grievance Redress Oversight Committee; and
6. The Law Court.

9.3.1 Five-Member Grievance Redress Committee

The five-member GRM committee will consist of the following:

1. Assembly Member for the Electoral Area where the sub-project is situated;
2. Two representatives of PAPs;
3. Representative of the Labour Department; and
4. A representative of the Department of Social Welfare and Community Development of KoKMA.

The Five-Member Grievance Redress Committee will be the first point of contact between the project and the public. Their role/mandate will include providing project information to stakeholders and resolving minor grievances (see table 9.1). The first-tier GRM Committee will resolve the issue within fourteen (14) business days from receipt. The second tier is activated if a grievance submitted to this group does not receive a satisfactory resolution.

Table 9.1 Membership of Five Member Grievance Redress Committee

S/N	Name	Institution	Tel. Number
1	Hon. George Annan	Assembly Member, Osu Kinkawe Electoral Area, Korle Klottey Municipal Assembly	024 306 0387
2	Mr. John Asem	Representative of Project Affected Persons (male)	054 963 2228
3	Madam Margret Tetteh	Representative of Project Affected Persons (female)	024 834 7597
4	Madam Elizabeth Akabonbire	Representative of the Labour Department (responsible for Child Labour)	024 448 2394
5	Madam Jean Ameley Tagoe	Social Welfare and Community Development (KoKMA)	024 264 0157

9.3.2 PCU/PIU Grievance Redress Oversight Committee

The second tier GRM Committee is the PCU/PIU Grievance Redress Oversight Committee. Their composition will consist of the following:

- Project Coordinator – PCU (MoF);
- Project Coordinator – PIU (MELR);
- ESSS of PCU (MoF);
- ESSS of PIU (MELR);
- Director of PPME (MELR); and
- A representative from the Ministry of Finance.

The PCU/PIU Grievance Redress Oversight Committee takes up grievances referred by the first tier Five Member Grievance Redress Committee. The PCU/PIU Grievance Redress Oversight Committee will monitor the activities of the First-Tier GRM and ensure complaints and grievances lodged are resolved amicably. However, suppose a complainant is not satisfied with the decision of the First-Tier GRM. In that case, the person can bring it to the attention of the PCU/PIU Grievance Redress Oversight Committee. The Second-Tier GRM will resolve the issue within twenty-one business days from the date of receipt.

9.3.3 Law Court

If the complainant remains dissatisfied with the mediation effort of the PCU/PIU Grievance Redress Oversight Committee, the complainant can pursue the appropriate recourse via the judicial process in Ghana. The Constitution allows any aggrieved person access to the Court of Law. However, the project will do all it can to use the alternative dispute arrangements provided under this GRM to reach an amicable settlement with a complainant. Table 9.1 shows the timelines for addressing grievances at every tier, and Figure 9.1 shows a flowchart for the grievance redress process.

It is anticipated that the number of cases which may need to be referred for redress will be relatively small, and that only the first and second tiers of the redress mechanism may need to be activated. The MELR shall offer training on basic safeguards issues using the national system and the World Bank Safeguards instruments to equip members of the grievance redress Committee. Major stakeholders have been briefed on the grievance redress process and how to activate them but further sensitization would be carried out within project enclave to foster a better understanding among the stakeholders.

Table 9.2 *Timelines for Responding to Grievances*

S/n	Process	Timelines
1.	Five-Member Grievance Redress Committee	Within fourteen business days
2.	PCU/PIU Grievance Redress Oversight Committee	Within twenty-one business days
3.	Court of law	Unknown

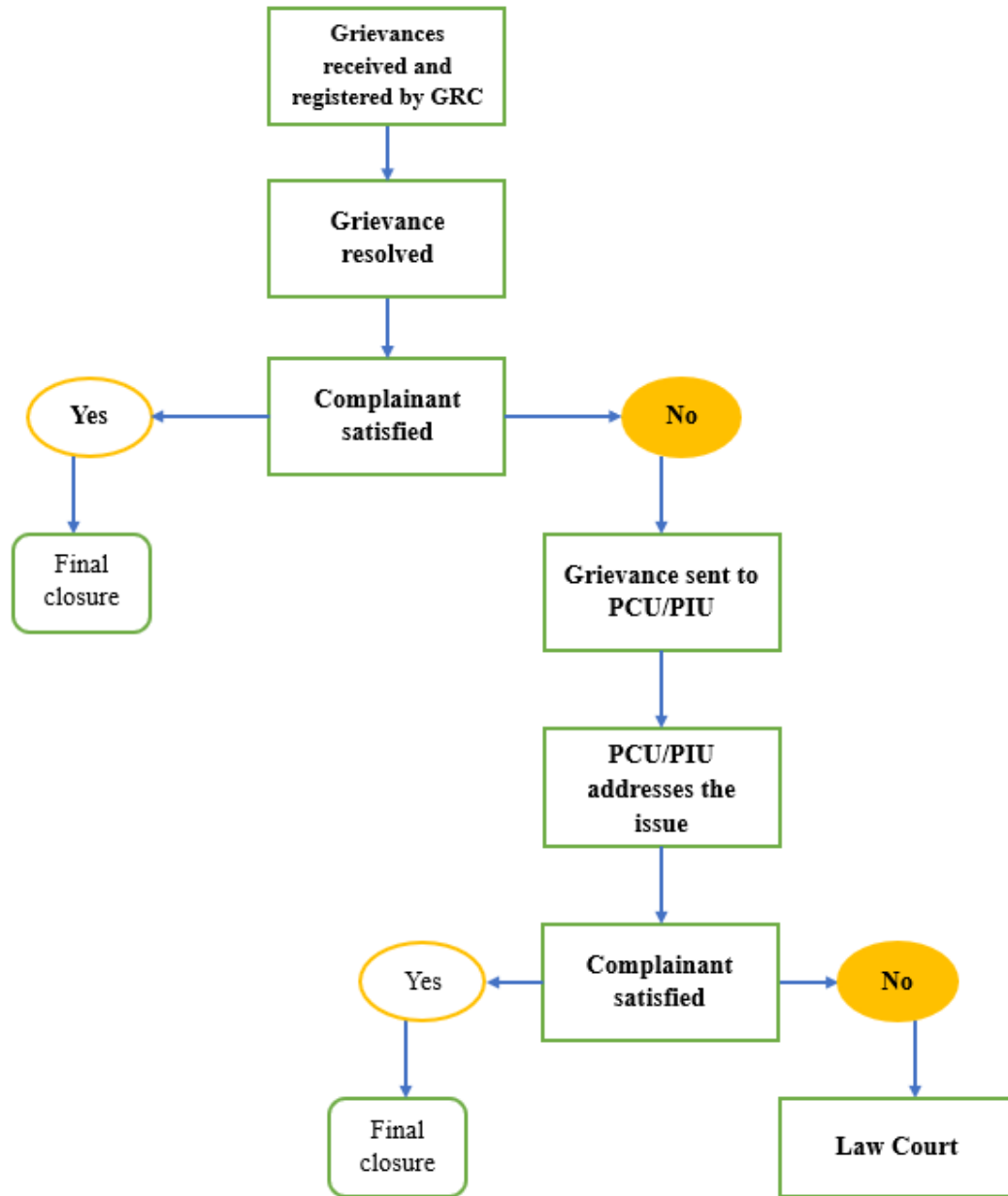


Figure 9.1 Grievance Redress Mechanism Processes

Aggrieved parties shall report directly to any grievance redress process through any medium suitable to him/her, including verbal narration, telephone calls, text messages and letters. The duration for resolving a grievance shall normally be two weeks. Every person/institution that

activates the grievance redress process should be given every opportunity to present his or her case through a fair, just and transparent process. Services rendered by the grievance redress process should be free of charge, be friendly, accessible, efficient and expeditious.

All PAPs have been informed about registering grievances or complaints, including specific concerns about compensation and resettlement assistance. PAPs have also been informed about the dispute resolution process, specifically about how the disputes will be resolved in an impartial and timely manner and the hierarchy of the Grievance Redress Process.

The grievance redress process shall follow the chain below in resolving grievances, including introducing any other initiatives that could compliment the effectiveness of the process:

- (i) Receive grievances;
- (ii) Grievance assessed and logged
- (iii) Acknowledgement of grievances;
- (iv) Follow-up and Processing;
- (v) Develop response;
- (vi) Verification, Investigation and Action;
- (vii) Monitoring and Evaluation; and
- (viii) Feedback

9.3.4 Proposed Schedule for Grievance Redress

The schedule is summarized in the Table 9.3.4 below which suggests a period of about 3 to 14 working days to identify and resolve project grievances. It is recommended that a maximum of two weeks should be set for completion of the grievance review process.

Table 9.3 *Grievance Redress Processes*

Step	Process	Description	Time frame (Days)	Other information
1	Receive grievances	Face to face; phone; letter, e-mail; recorded during public/community interaction; others	1	Email address; hotline number
2	Grievance assessed and logged	Significance assessed and grievance recorded or logged (i.e. in a log book)	1	Significance criteria Level 1 –one off event; Level 2 – complaint is widespread or repeated; Level 3- any complaint (one off or repeated) indicating breach of law or policy
3	Acknowledge grievance	Acknowledgement of grievance through appropriate medium	2	GRC
4	Develop response	-Grievance assigned to appropriate party for resolution, response development with input from management/ relevant stakeholders	1	GRC
5	Response signed off	Redress action approved at appropriate levels	1	Social Safeguards focal person should sign off
6	Implement and communicate response	Redress action implemented and update of progress on resolution communicated to complainant	3	GRC

Step	Process	Description	Time frame (Days)	Other information
7	Complaints Response	Redress action recorded in grievance log book. Confirm with complainant that grievance can be closed or determine what follow up is necessary	1-2	GRC
8	Close grievance	Record final sign off of grievance If grievance cannot be closed, return to step 2 or recommend third-party arbitration or resort to court of law	1-2	Final sign off by Project Coordinator of GSCSP in Ghana

CHAPTER TEN

MONITORING AND EVALUATION

10.1 Introduction

The EPA and World Bank require project sponsors to monitor and report on the effectiveness of ARAP implementation, including the physical progress of resettlement and rehabilitation activities, the disbursement of resettlement assistance, the effectiveness of public consultation and participation activities, and the sustainability of income restoration and development efforts among affected persons. The primary objective is to provide the project authorities with feedback on ARAP implementation and identify problems and successes as early as possible to allow for timely adjustment of implementation arrangements.

Key monitoring indicators will be timely execution of resettlement assistance, resettlement assistance given to the correct parties and grievance redress procedures in place and functioning. Data that will be monitored through the GRM will comprise numbers of grievances/feedback received, issues raised in grievances /feedback received and trends in grievances/feedback over time. Other indicators will be the causes of grievances/feedback, compliance with business standards and level of implementation of recommendations and strategies to prevent or limit future recurrences. A monthly report will be submitted to the PCU and also shared the World Bank. A composite report of project-wide GRM report will be submitted to the Bank every quarter. All the monitoring indicators will be disaggregated by gender to promote gender inclusion and diversity.

10.2 ARAP Monitoring and Evaluation Arrangements

In the M&E plan, three components will be monitored. These are: (i) Performance Monitoring (Internal Monitoring), (ii) Process or Impact Monitoring and (iii) Completion Audit. General monitoring indicators shall include (i) public consultation, (ii) grievance procedures in place and functioning, (iii) timely execution of compensation arrangements, (iv) resettlement assistance to rightful persons; and (v) the physical progress of resettlement. Table 8.1 illustrates the general ARAP Monitoring and Evaluation Framework.

Table 10.1 *General ARAP Monitoring and Evaluation Framework*

Component Activity	Type of Information/Data Collected	Source of Information/Data Collection Methods	Responsibility	Frequency of Reporting
Performance Monitoring	Input, outcome indicators and budget	resettlement assistance Implementation Reports	RIC, including local representatives.	Quarterly
Impact Monitoring	PAPs satisfaction with inputs processes and outputs.	Quarterly/Semi-annual surveys.	GJSP	Annually
Completion Audit	Measurement of output indicators such as productivity gains, livelihood restoration and developmental impact against baseline.	External Completion Audit Report. Independent Surveys and consultation with affected persons.	External M&E Consulting Agency.	On completion of ARAP timetable.

Table 10.2 *Performance Monitoring*

Issue	Indicator	Means of Verification (Data Sources/ Data Collection Method)	Monitoring Frequency	Responsibility
Baseline Census of PAPs	Confirmation of the census survey of PAPs	ARAP Consultation Report	As required by the ARAP management team	Safeguards Specialist

	in various categories			
Consultation/ Public meetings held	Public consultations	Minutes of Meetings, including pictures.	As required by the ARAP management team	Safeguards Specialist
Resettlement Assistance	Timely execution of resettlement assistance. Resettlement assistance to the correct parties.	Field Survey	Monthly or as required by the ARAP management team.	Safeguards Specialist
Restoration of Livelihoods Affected.	Implementation of mitigation measures during construction by the contractor	Field Survey	Daily	Safeguards Specialist
Physical progress of relocation	Relocation of people completed	Field Survey	Before construction	Safeguards Specialist
Grievance Mechanism	Grievance procedures in place and functioning	1. Grievance Resolution Report, including resolution forms 2. Interviewing aggrieved affected people	Monthly or as required	Safeguards Specialist
Monitoring	Monitoring and	Field Survey	Monthly or as	Safeguards

and Evaluation	evaluation reports submitted.		required	Specialist and M&E Specialist
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10.2.1 Performance Monitoring

Performance monitoring will be an internal management function allowing the RIC to measure physical progress in activities against milestones set out in the ARAP implementation/action plan. Performance milestones to be monitored are summarized in Table 8.2.

10.2.2 Process or Impact Monitoring

Impact Monitoring measures the effectiveness of the ARAP and its implementation in meeting the needs of the affected population. Its purpose is to provide GJSP and the World Bank with data on the effects of resettlement to: verify internal performance monitoring, and identify adjustments in the implementation of the ARAP as required.

The effects of the ARAP implementation will be tracked against the baseline conditions of the population prior to project implementation, which has been established in the census and socio-economic survey. Verifiable indicators will be both quantitative and qualitative. The main quantitative indicator will be the economic well-being of PAPs, including daily/monthly incomes and employment/livelihoods. The qualitative indicators will be used to assess (i) the satisfaction of PAPs and the adequacy of these initiatives, especially with the functioning of the grievance redress mechanism, (ii) consultation and people’s participation, (iii) transparency and accountability in the resettlement and compensation process, and (iv) information dissemination and communication with the affected population. It is important to include affected people in identifying and measuring baseline indicators. The quality monitoring method will involve direct consultation with the PAPs through meetings, focus group discussions, or similar forums established by the project’s management for participation as part of the consultation framework.

The impact monitoring should be conducted by an external consultant or the project management unit of the GJSP.

10.2.3 ARAP Completion Audit or End Evaluation

This end-term evaluation will be undertaken by an independent third party to assess whether the outcome of the ARAP complies with the involuntary resettlement policy. The key objective of this external evaluation or completion audit will be to determine whether the efforts made to restore the living standards of the affected population have been properly conceived and executed. The audit will verify how far the physical inputs and services committed in the ARAP have been delivered.

In addition, the audit will evaluate whether the mitigation measures prescribed in the ARAP have had the desired effect. The socio-economic status of the affected population will be measured against the baseline conditions of the population before the displacement, established through the census and socio-economic studies. This evaluation will be undertaken after all ARAP inputs and other supplementary development initiatives have been completed prior to the Project's closure.

CHAPTER ELEVEN

DISCLOSURE

The 1992 Constitution and Right to Information Act, 2019 (Act 989) grants citizens right to information held by public institutions, subject to the exemptions that are necessary and consistent with the protection of the public interest. During the ARAP process, full and complete information about the project, its implications for community and individuals including valuation procedure of assets were made available to all parties in public meetings and engagements.

This ARAP will be disclosed in compliance with WB OP 4.12, which states that: “As a condition of appraisal of projects involving resettlement, the borrower provides the Bank with the relevant draft resettlement instrument which conforms to this policy and makes it available at a place accessible to displaced persons and local NGOs, in a form, manner, and language that are understandable to them. Once the Bank accepts this instrument as providing an adequate basis for project appraisal, the Bank makes it available to the public through its website (infoshop). After the Bank has approved the final resettlement instrument, the Bank and the borrower disclose it again in the same manner.” As provided under WB OP 4.12, disclosure and consultation on the ARAP will be organized as follows:

- Upon review and clearance by the World Bank, MELR will circulate the draft ARAP to all relevant institutions for comments (LVD, etc);
- Comments received will be incorporated into the final ARAP, together with World Bank comments; and
- Following the Bank’s clearance, the ARAP will be disclosed in Ghana by MELR on its website. Copies of the report would be made available at the LD head office and the office of the Chief Director. Copies will also be made available at the Korle Klottey Municipal Assembly.

Local processes will be employed to ensure that project information is disseminated using the local languages (mainly Ga), ensuring that the community is fully aware of developments. The

PIU will make available to the public, including the vulnerable and marginalized groups (such as women and persons with disability), the existing GRM, its procedures, the levels, and officers responsible for different types of grievances.

REFERENCES

1. The 1992 Forth Republican Constitution, Republic of Ghana;
2. The Labour Act, 2003, Act 651;
3. Lands (Statutory Wayleaves) Act, 1963, Act 186;
4. Project Appraisal Document, Ghana Jobs and Skills Project, June 12, 2020, World Bank Group Ghana;
5. Environmental and Social Management Framework (ESMF), Ghana Jobs and Skills Project, April 2020, World Bank Group Ghana;
6. Land Use and Spatial Planning Act, 2016 (Act 925),
7. Environmental Protection Agency Act, 1994, Act 490,
8. Lands Commission Act, 2008 (Act 767).
9. The Land Act, 2020 (Act 1036)

Appendix 1: Memorandum of Understanding (MoU)

MEMORANDUM OF UNDERSTANDING (MOU) BETWEEN MINISTRY OF EMPLOYMENT AND LABOUR RELATIONS AND PROJECT AFFECTED PERSONS (FOOD VENDORS, PETTY TRADERS ETC) AT THE HEAD OFFICE OF THE LABOUR DEPARTMENT

THIS Memorandum of Understanding (MOU) is made on the DAY of April, 2023, Between **Ministry of Employment and Labour Relations** (hereinafter called the “**MINISTRY**”) acting by its Chief Director, Mr. Kizito Ballans of the one part and the **Project Affected Persons** (PAPs) (hereinafter called the PAP”) of the other part.

We confirm that there has been extensive consultation between the Ministry of Employment and Labour Relations and all stakeholders impacted by the Redevelopment of the Labour Department. During the consultation PAPs were briefed on key issues such as cut-off date, mode of resettlement assistance, valuation principles and commencement dates for relocation.

We agree and state as follows:

1. That all project affected persons will be relocated permanently from the premises of the Labour Department;
2. That PAPs shall not return again to the site upon completion of civil works;
3. That as a form of support for the anticipated loss of daily income a Valuer will be engaged to conduct appraisal exercise to establish a probable income every PAP is likely to receive monthly;
4. That we subscribe to the principle that a prudent business operator will need a minimum of three months to look for a place to re-settle after he/she has been given a notice to vacate from an existing place of business;
5. That a three-month return on income for each PAP will be considered as re-settlement assistance compensation;
6. That three months rental total amount will be duly estimated for each squatter based on the recent rental market analysis and given to squatters;

- 7. That all disputes arising out of this agreement between the PAPs and Ministry shall be settled following the Grievance Redress System adopted by the parties.

IN WITNESS whereof the parties hereto have hereunto set their hands and names the day and year above written.

For: Ministry of Employment and Labour Relations (MELR)

.....

SIGNED by **MR. KIZITO BALLANS**
(CHIEF DIRECTOR-MELR)

For and on behalf of **MELR** herein in the presence of)

WITNESSED BY:

SIGNATURE:

NAME:

POSITION: Chief Labour Officer (Ag.)

WITNESSED BY:

SIGNATURE:

NAME:

POSITION: PIU PROJECT COORDINATOR

FOR: PROJECT AFFECTED PERSONS (PAPs)

Removed for privacy reasons

Appendix: 2A: Cut-off Date, Socioeconomic Survey and Valuation

GHANA JOB AND SKILLS PROJECT					
Meeting Date:	17-02-23	Time:	10:30 am	Location:	Labour Department
Facilitator:	Augustine Ampoma			Scribe:	Issabella Quaye
Participants:	Project Affected Persons				
Meeting Purpose:	Cut-off Date, Socio-economic Survey and Valuation				

General Information	
1 Item	
Discussion	Project affected persons were brief on the impending project and its impact on activities of traders and food vendors. It was explained that due to community health and safety reasons, PAPs were to be relocated.
Outcome	PAPs agreed to inform absent traders about the news of the relocation and prepare for another encounter with the Team
2 Item	
Discussion	PAPs were briefed on the Redevelopment of the Labour complex for the and its impacts on livelihoods. It was explained that to be able to support the PAPs there was the need to undertake socioeconomic census survey.
Outcome	Stakeholders agreed and set February 16 th 2023 as the cut-off date for socioeconomic survey and inventory of PAPs and properties.
3 Item	
Discussion	The Valuer, Mr. Raxford Asianoah was introduced to the PAPs. He briefed the project affected persons on the enumeration and economic census survey and the importance of the establishment of the cut-off date

Outcome	The project affected persons were asked to bring their national identification card, details of next of kin to avoid impersonation for their resettlement assistance.
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PARTICIPANTS

Augustine Ampoma	Environmental and safeguard consultant
Rexford Kofi Asianoah	Valuer
Alexander Awotwi	Chief labour officer
Dawuda Ibrahim Braimah	Deputy labour officer
Julian Okaikoi	IT/IM Technician
Issabella Quaye	NSS (Scribe)

PROJECT AFFECTED PERSONS

Removed for privacy reasons

Appendix 2B: Formation of Resettlement Implementation Committee (RIC) and Grievance Redress Committees

GHANA JOB AND SKILLS PROJECT					
Meeting Date:	24-03-23	Time:	9:00 am	Location:	Labour Department
Facilitator:	Augustine Ampoma			Scribe:	Isabella Quaye
Participants:	Project affected persons at the Labour Department.				
Meeting Purpose:	Deliberations on the relocation of project affected persons and formation of Resettlement Implementation Committee (RIC) and Grievance Redress Committees				

GENERAL Information	
1. Item	
Discussion	PAPs were briefed on the Draft ARAP for the subproject by the Consultant, especially on the formation of Resettlement Implementation

	Committee (RIC) and Grievance Redress Committees. PAPs were given the opportunity to nominate their own representatives to the Resettlement Implementation Committee (RIC) and Grievance Redress Committee (GRC)
Outcome	PAPs nominated two people as their representatives to the Resettlement Implementation Committee (RIC) and Grievance Redress Committees. They were: <ul style="list-style-type: none"> - Madam Margret Tetteh (Food Vendor) and - Mr. John Asem (Coconut Seller)
2. Item	
Discussion	PAPs were briefed on the commencement of relocation activities and the need to secure alternative spaces since the Labour Department and the Ministry does not have any alternative site for relocation.
Outcome	PAPs agreed to search and locate suitable places for relocation while waiting for the Ministry to support them with resettlement assistance. Project to commence by end of April, 2023
3. Item	
Discussion	Disclosure and negotiation on the resettlement assistance.
Outcome	An approved amount of resettlement will be presented to individual PAPs for discussion and signing of MOU
4. Item	

NAMES*Removed for privacy reasons***CONTACT**

Appendix 3: Pictures Stakeholder Engagements











KoKMA SWCDD

KoKMA PPD

KoKMA WD

PAP

PAP

PAP

PAP

PAP

PAP

PAP

PAP

Appendix 4: Attendance Sheets

Removed for privacy reasons

Appendix 5: Economic Survey and Valuation Information

Removed for privacy reasons