



URBAN WATER SUPPLY & SANITATION SECTOR

PROJECT Project Readiness Finance RESETTLEMENT PLAN

Tulagi Water Supply Subproject



CONSULTING



SAFEGE SAS - SIÈGE SOCIAL
Parc de l'Ile - 15/27 rue du Port
92022 NANTERRE CEDEX
www.safege.com



Final Resettlement Plan

Project Number: 0212019
August 2021

Solomon Islands: Tulagi Water Supply Upgrade Subproject

Prepared by Solomon Water for the Asian Development Bank (ADB), the World Bank and
the European Union

August 2021

Document Quality Check IMP411

Project number: **19 IAS 002**

Project name: URBAN WATER SUPPLY & SANITATION SECTOR PROJECT

Project Readiness Finance Core Sub Projects Detailed Engineering Design

Document Name: LARP Tulagi Water Supply Upgrade

Version	Writer SURNAME / Name	Checked by SURNAME / Name	Approved by SURNAME / Name	Sending Date dd/mm/yy	COMMENTS
1.0	Lulu Zuniga-Carmine	Gary MOYS	Gary MOYS	26/02/21	Draft for comment to SW and donors
2.0	Lulu Zuniga-Carmine	Frederique Faccenda	Richard Farrell	6/08/21	Updated in response to ADB and WB comments

TABLE OF CONTENTS

0.....	EXECUTIVE SUMMARY	9
1.....	INTRODUCTION.....	15
1.1	Overview.....	15
1.2	Existing Condition.....	16
2.....	SCOPE OF LAND ACQUISITION AND RESETTLEMENT	20
2.1	Scope of Works	20
2.2	Land Requirement for the Project	25
2.3	Legacy Issue	26
2.4	Impacts on People, Land and Structures	27
2.5	Measures Undertaken to Avoid and Minimize Involuntary Resettlement	32
2.6	Cut-off Date	32
2.7	Impact on Vulnerable Groups	32
3.....	COMMUNITY SOCIO -ECONOMIC INFORMATION.....	33
3.1	Population	33
3.2	Economic Situation	34
3.3	Culture	35
3.4	Gender	35
3.5	Land-use and Settlement Pattern	35
3.6	Social Services	36
3.7	Water Supply System.....	37
4.....	INFORMATION DISCLOSURE, CONSULTATION AND PARTICIPATION.....	38
4.1	Stakeholders	38
4.2	Consultations During Feasibility Study.....	38
4.3	Consultation at Detailed Design Stage	38
4.4	Public Disclosure	40
5.....	GRIEVANCE REDRESS MECHANISM.....	41
5.1	Project Grievance Redress Procedure	41
5.2	GRM During Construction	43
6.....	POLICY AND LEGAL FRAMEWORK	46
6.1	Solomon Islands Laws.....	46
6.2	World Bank Policy	52
6.3	ADB Safeguard Policy Statement (2009)	52

6.4	Comparison of ADB SPS and Solomon Islands Laws	53
7.....	PROJECT ENTITLEMENTS, ASSISTANCE AND BENEFITS	58
7.1	Assistance for Vulnerable Groups	59
8.....	IMPLEMENTATION ARRANGEMENTS	60
8.1	Institutional Arrangement	60
8.2	Implementation Steps	62
8.3	Implementation Schedule.....	62
9.....	BUDGET AND FINANCIAL PLAN	63
10...	MONITORING AND REPORTING.....	64

APPENDICES

Appendix 1: Support Letters from Kakau Bala Subtribe, Ghaubata Tribe, and the Provincial Government	66
Appendix 2: Inventory of Losses for Affected Persons	70
Appendix 3: Profile of Affected People.....	78
Appendix 4: MINUTES OF CONSULTATIONS DURING FEASIBILITY STUDY (MAY 2019 AND FEBRUARY 2020)	79
Appendix 5: Minutes of Meeting and Attendance Record (Community and Provincial Assembly)	86
Appendix 6: Meeting with Chiefs of Kakau and Ghaubata Sub-Tribes of Gella Catchment Area	91
Appendix 7: Minutes of Environment Hearing & RP Public Disclosure and Attendance Record.....	96
Appendix 8: Grievance Redress Mechanism	106

List of Tables

Table 2-1: Scope of Works	21
Table 2-2: Proposed Specification and Length of New and Existing Pipeline	23
Table 2-3: Summary of Land Requirement for the Project	25
Table 2-4: Summary of Land Ownership of Project Sites.....	26
Table 2-5: List of APs and Summary of Affected Non-Land Assets	29
Table 2-6: Socioeconomic Profile of APs	31
Table 3-1: Summary of Demographics (Central Province Population Census)	34
Table 4-1: Consultation Held During Detailed Design	39
Table 5-1: Procedures for Resolving Grievances.....	41
Table 6-1: Comparison of Solomon Islands Law and ADB Policy and Gap - Filling Measures	53
Table 7-1: Entitlement Matrix	59
Table 8-1: Resettlement Implementation - Roles and Responsabilités	60
Table 8-2: Implementation Schedule	63
Table 9-1: Summary of Compensation Cost	64
Table 0-1 Basic Indicators for Monitoring.....	65

List of Figures

Figure 1-1: Solomon Water Office in Tulagi Island.....	16
Figure 1-2: Location of Maleali Intake and Catchment	17
Figure 1-3: Maleali Intake, Strainer and Bulk meters	17
Figure 1-4: Photograph of Pumping Station and 0.015 ML Suction Tank in Tulagi	19
Figure 1-5:m 0.05 ML High-Level Storage Tank in Tulagi.....	19
Figure 1-6: Water Distribution System in Tulagi.....	20
Figure 2-1: Tulagi Water Supply Sub-Project Overview	22
Figure 2-2: Proposed Location of New Reservoir	23
Figure 2-3: Proposed Location of New WTP	23
Figure 2-4: Site Plan for new reservoir.....	24
Figure 2-5: Site Plan for new WTP.....	24
Figure 2-6: Project Map and Location of Affected Persons	28

ABBREVIATIONS

ADB	Asian Development Bank
AP	Affected Person
CLAC	Customary Land Appeal Court
COL	Commissioner of Lands
DP	Displaced Person
EA	Executing Agency
ECD	Environmental Conservation Division
EU	European Union
FTE	Fixed term estate
GRM	Grievance redress mechanism
HCC	Honiara City Council
HH	Household
IA	Implementing Agency
IOL	Inventory of Losses
LARP	Land Acquisition and Resettlement Plan
LPCD	Liter per capita per day
LTA	Lands and Titles Act (1988)
MID	Ministry of Infrastructure Development
ML	Mega litres (1,000,000 litres)
MLD	Mega litres per day
MLHS	Ministry of Lands, Housing, and Survey
MMERE	Ministry of Mines, Energy and Rural Electrification
MoA&L	Ministry of Agriculture and Livestock
MOFT	Ministry of Finance and Treasury
MOHMS	Ministry of Health and Medical Services
MOLHS	Ministry of Lands, Housing and Survey
MOU	Memorandum of Understanding
NRW	Non-revenue water
NSO	National Statistics Office
NTU	Nephelometric turbidity units
OIC	Officer in charge
PAP	Project Affected Person
PE	Perpetual estate
PG	Provincial Government
PM	Project Manager
PMU	Project management unit
PL	Pipeline
ROW	Right of way
RP	Resettlement Plan
SBD	Solomon Islands Dollar
SIEA/SP	Solomon Islands Electricity Authority (Trading as Solomon Power)
SIG	Solomon Islands Government
SIWA/SW	Solomon Islands Water Authority (Trading as Solomon Water)
SPS	Safeguard Policy Statement
UWSSSP	Urban Water Supply and Sanitation Sector Program
WB	World Bank
WBSP	World Bank's Safeguards Policies
WTP	Water treatment plant

GLOSSARY

Affected persons – (APs) are all the people affected by the project through land acquisition, relocation, or loss of incomes, including any person, household (family), firms, or public or private institutions.

Alienated land - customary land whose ownership has been transferred to private individuals or which has been acquired by the government.

Assistance - support, rehabilitation, and restoration measures extended in cash and/or kind over and above the compensation for lost assets

Compensation – payment in cash or kind for an asset to be acquired or affected by a project at replacement cost at current market value.

Construction limit - an area of land around the construction site where equipment is positioned, workers undertake their duties, and aggregates or construction materials are placed ready for use and subject to the conditions of the contract.

Construction and maintenance access agreement - a written agreement between the Implementing Agency and the leaseholder to allow civil works on to the leasehold property.

Customary land - land owned or occupied, or an interest in land held, by one or more persons under the rules of custom. (Usually owned by a clan or group, not an individual.) Solomon Islands recognizes customary rights to ancestral land of the indigenous population.

Cut-off date – the date after which people will NOT be considered eligible for compensation, i.e. they are not included in the list of APs as defined by the census. Normally, the cut-off date is the date of the detailed measurement survey.

Detailed measurement survey – the detailed inventory of losses that is completed after detailed design and marking of project boundaries on the ground.

Displaced persons – in the context of involuntary resettlement, displaced persons are those who are physically displaced (relocation, loss of residential land, or loss of shelter) and/or economically displaced (loss of land, assets, access to assets, income sources, or means of livelihoods) as a result of (i) involuntary acquisition of land, or (ii) involuntary restrictions on land use or on access to legally designated parks and protected areas.

Easement - a legal right of use over property of another. A right attached to land, agreed between a landowner/leaseholder and another party, to use or access a property (or part of a property) for a particular purpose, (without possessing it). The easement should be registered against the property's title. It allows the proprietor thereof to either use the land in a particular manner or to restrict its use to a particular extent (but does not include a profit).

Entitlement – the range of measures comprising cash or in-kind compensation, relocation cost, income rehabilitation assistance, transfer assistance, income substitution, relocation assistance, and/or business restoration assistance that are due to APs, depending on the type and degree nature of their losses, to restore their social and economic base.

Fixed term title - Titles issued by Commissioner of Lands, for use of state land. The COL enters into 50-year fixed term estate (FTE) agreements with individuals or shorter-term temporary occupancy licenses (TOL), usually for one or two years.

Inventory of losses – the pre-appraisal inventory of assets as a preliminary record of affected or lost assets.

Lease - the grant with or without consideration, by the owner of land of the right to the exclusive possession of his land, and includes the right so granted and the instrument granting it, and also includes a sublease but does not include an agreement for lease.

Lessee - the proprietor of a lease or his successor in title.

Lessor - the person who has granted a lease or his successors in title.

Non-titled – those who have no recognizable rights or claims to the land that they are occupying, including people using private or state land without permission, permit, or grant, i.e., those people without legal title to land and/or structures occupied or used by them. ADB's policy explicitly states that such people cannot be denied compensation for non-land assets and resettlement assistance.

Lands and Title Act (1988) - the LTA governs the government's temporary or permanent acquisition of both alienated and customary land, through compulsory acquisition or negotiated agreement. It addresses requirements for acquisition of land for public purposes, and regulates the compensation for land and improvements.

Perpetual estate - land owned by the state and held in perpetual title on behalf of the government by the Commissioner of Lands (COL).

Replacement cost - the method of valuing assets to replace the loss at current market value, or its nearest equivalent; it is the amount in cash or in-kind needed to replace an asset in its existing condition, without deduction of transaction costs or for any material salvaged.

Significant impact – 200 people or more will experience major impacts, which are defined as (i) being physically displaced from housing, or (ii) losing 10% or more of their productive assets (income generating).

Vulnerable - any people who might suffer disproportionately or face the risk of being marginalized from the effects of resettlement, including (i) female-headed households with dependents, (ii) disabled household heads, (iii) poor households that fall below the poverty line, (iv) landless, (v) elderly households with no means of support, (vi) households without security of tenure, (vii) ethnic minorities, and (viii) marginal farmers (with landholdings of 2 hectares or less).

0 EXECUTIVE SUMMARY

The Solomon Islands Urban Water Supply and Sanitation Sector Project (UWSSP) is jointly supported by the Solomon Islands Government, the Asian Development Bank, the World Bank, and the European Union. The Project aims to improve access to safe water and improved sanitation in urban and peri-urban areas by implementing high priority components identified in Solomon Water's 30-Year Strategic Plan and 5-Year Action Plan. Project outputs include:

- (i) secure and safe urban water supplies;
- (ii) effective, efficient and safe urban sanitation services;
- (iii) enhanced awareness of hygiene and water issues and sustained improved hygiene behavior; and,
- (iv) financial and technical sustainability of SW, the state-owned enterprise responsible for the management and development of urban water resources and sewerage services in the Solomon Islands.

The Solomon Islands Government implements the UWSSSP with the Ministry of Finance and Treasury as the Executing Agency and Solomon Water as the Implementing Agency.

This Resettlement Plan was prepared for the water supply subproject located in Tulagi, the administrative center of the Central Province. The subproject includes constructing a new reservoir, a new water treatment plant, and rehabilitating and expanding the water supply pipeline on the provincial capital (Tulagi Island). The subproject also includes replacing the strainer, water meter, and other improvements on the water intake located on the mainland outside Tulagi.

Also, this Resettlement Plan documents the results of the involuntary resettlement impact assessment carried out by the Project. Moreover, this RP has been prepared following the regulatory framework of the Land and Titles Act of the Solomon Islands Government, the ADB's Safeguard Policy Statement (2009), and the World Bank's policies, particularly Operational Policy 4.12 on involuntary resettlement.

This RP adheres to the principles and procedures outlined in the Resettlement Framework (RF) for the Urban Water Supply and Sanitation Sector Project (UWSSSP), adopted by the government. Solomon Water (SW), in consultation with various agencies of government in the Solomon Islands, prepared this RP. The project approach is to avoid and minimize the land acquisition and resettlement impacts wherever possible. The involuntary resettlement due diligence assessment identified losses of some crops and trees for mostly land occupiers (informal settlers) on Tulagi project sites. These impacts have been addressed in this RP.

Land Requirement

The completed detailed engineering design for the Project will impact 12 affected persons along the 7.9 km pipeline who are planting food crops on government land. In addition, all the project components, including the WTP, reservoir, and pipeline, are to be constructed on government lands.

SW is aware of the complexity of the land in the Solomon Islands but understands well relevant land laws and will adequately manage land arrangements with the legal landowners and other affected parties.

Affected Persons

All the 12 affected people have food gardens located in five clusters along the pipeline: (i) two (2) at the end of the pipeline on the hill, (ii) two (2) near the reservoir or R1, (iii) two (2) APs on the ridge towards the proposed WTP site, (iv) three (3) next to the WTP and (v) three (3) APs next to the old reservoir.

SW had completed an inventory of losses with assistance from the Ministry of Agriculture. In addition, SW has signed an agreement with the APs regarding the market valuation of their assets. SW will complete compensation before contract award.

Stakeholders Consultations

There are three categories of stakeholders under this Project: (i) government agencies; (ii) private sector; and, (iii) the communities within project areas and the public. The Ministry of Finance and Treasury, the Ministry of Lands, Housing and Survey, the provincial government, and the Ministry of Infrastructure Development is the government stakeholders. The private sector includes retail shops and accommodation businesses that need regular water supply to operate these groups. Leaseholders, customary landowners (two tribes in the catchment area), and affected gardeners who informally occupy government lands on the project sites comprise the community stakeholders.

SW held two community consultations during the feasibility study on 30 May 2019 and 20 February 2020 by SW. Forty (40) community leaders and members from men, women and youth on the island attended the first consultation in 2019. Meanwhile, 53 community leaders and members, with 61% women participation, participated at the second consultation in 2020. A person with special needs also attended the second consultation. The activity provided information about the Project, confirm support, design inputs, and identified stakeholder concerns and recommendations to address them. These consultations confirmed a continued high level of support for the Project by Tulagi communities, including the possible affected people.

During the detailed design stage, a follow-up community consultations were conducted by SW with Tulagi stakeholders from 4 to 5 November 2020. SW conducted three different consultations to present the project scope, locations, conduct of asset inventory, community concerns, and recommendations. Twenty-one (21) people attended, with 57% women participation. Participants also included:

- Men
- Youth leaders and members
- Potentially affected persons and
- Government officials held at Tulagi Resource Center on 4 November 2020.

A short project presentation was also carried out with the Provincial Premier and the Provincial Assembly on 5 November 2020 during the Provincial Assembly session. The consultation was attended by at least ten members and officials who were primarily men. Lastly, a joint-tribe consultation was held in Tulagi on 5 November 2020, attended by 24 chiefs (17% women participation) from Kakau and Ghaubata sub-tribes.

These consultations led to the first joint agreement by customary landowners to separate their long-standing dispute over catchment ownership around the SW intake from the Project. A support letter was sent by both the Kakau tribe¹ and Ghaubata sub-tribe to SW².

Also, during the detailed design stage, SW held individual consultations with the 14 APs who will lose crops along the pipeline. These consultations also led to the agreement of the affected gardeners to move back their gardens from the pipeline easement.

Entitlements

The Project will follow provisions in the RP for determining eligibility and compensating for all losses (crops and trees) resulting from the pipeline access. APs will receive compensation at market value. A vulnerable AP (widow) was identified and will receive potential income-generating support, such as weeding works before or during construction. Vulnerable households headed by women and other vulnerable groups will receive additional assistance if identified during detailed design.

Budget

The estimated total budget to implement the resettlement plan is **SBD 196,714 (USD 24,497)**. This modest budget is based on the relatively low impact of the project activities on private assets. It is mainly for the compensation of the affected crops and trees on the site, connecting AP households to piped water, and contingency costs. SW will adjust the budget if necessary during implementation for unforeseen impacts during construction.

¹ The recognized land owners of the Maleali catchment area in a Solomon Islands High Court ruling dated 26 July 2011.

² The other tribe claiming ownership of the site provided their Support Letter to the Project on 3 August 2021.

SN	Items	Quantity	Cost (SBD)	Cost (USD)
A	Compensation			
	(i) Total compensation for affected food garden owners	12	122,209	15,219
	(ii) Provision of water connection per household (8 AH x USD 500)	8	31,720	3,950
		Sub Total (A)	153,929	19,169.19
B	(v) DMS		0	0
C	(vi) Consultations		10,000	1,245
		Sub Total (B+C)	10,000	1,245
		A+B+C	163,929	20,415
		Contingency (20%)	32,786	4,082.90
		Total	196,714	24,497

The estimated costs will be financed by the government using counterpart funds. SW PMU Safeguards' Unit, with assistance from the Ministry of Agriculture's Provincial Officer, carried out the valuation of affected non-land assets. SW will release sufficient budget for the implementation of compensation, resettlement, and rehabilitation activities in an appropriate and timely manner.

Grievance Redress Mechanism

SW has established a three-stage grievance redress mechanism. The first stage is to begin grievance resolution at the Contractor's level, where complainants' concerns can be resolved immediately by the Contractor on-site. The GRM focal point on the Contractor's team will be the community liaison officer. Stage 2 will be at SW Project Management Unit (PMU) level. The Project will must provide a response within five days of receiving a complaint. If the case cannot be resolved at this stage, Stage 2 allows the complaint to be forwarded to SW executive management for resolution, and it requires a formal response within ten days.

The project focal point at SW will be the PMU's safeguards officer. If the complainant is not satisfied, the complaint is elevated to Stage 3, where a three-member grievance tribunal will be nominated to deliberate on the case. A response must be made within five days of the tribunal meeting. The tribunal's decision is final in terms of the Project's GRM process. However, should the complainant be not satisfied, s/he still has the right to take the case to a public court of the SIG judicial system. There are no fees attached to the AP for making a complaint.

Step	Process	Duration
1	Affected Person (AP)/ takes the grievance to the Contractor, (if unresolved taken to PMU)	Any time
2	Contractor/SW PMU reviews issue, and in consultation with the complainant, then record a solution to the problem.	5 working days

Step	Process	Duration
3	SW PMU reports back to AP and gets clearance from the complainant.	5 working days
4	If unresolved, the SW PMU will elevate the matter to the General Manager for resolution.	10 working days
If unresolved		
5	AP take a grievance to a Tribunal for resolution (comprised of a SW Board Member, Permanent Secretary of a relevant agency (MMERE or COL) who will appoint a relevant agency to review the complaint	Decision within 5 working days
If unresolved or if at any stage and AP is not satisfied with the progress		
AP can take the matter to appropriate national court (Magistrates Court, High Court)		As per judicial system.

Implementation Timetable & Monitoring

The Project construction is expected to start at the earliest in mid 2021. The RP is for approval by ADB and WB for SW implementation. Below outlines the key land acquisition, consultation and compensation activities to be undertaken to implement this RP:

S.N.	Activities	Estimated Timing	In-Charge
1	Verification of land ownership status of 12 APs who will lose crops and trees. (The easement required from 2 land leaseholders were avoided during detailed design by using existing right-of-way.	January to June 2021	SW Lands Officer DD International and National Social Safeguards Specialists (INSS)
2	Payment to APs based on market valuation of crops and trees (12 garden owners)	August to October 2021	SW/PMU
3	Formation of Community Advisory Committee (CAC) at local/provincial level comprised of representatives from the tribes, women, and other key stakeholders.	Prior to construction	SW/PMU Contractor
4	Continued consultations with two claimant tribes through CAC and general project community.	Prior to and throughout construction & operations phase	SW/PMU Contractor
5	SW submits payment completion report to ADB/World Bank to receive No Objection prior to commencement of civil works	November 2021	SW/PMU
	Estimated Time Frame	11 Months	
6	Commencement of civil works	TBC	Contractor

Both international and national resettlement specialists were hired by the SW/PMU and are responsible for the monthly monitoring, assessing and reporting of the resettlement progress and issues. Reports will be disclosed on SW and ADB websites.

1 INTRODUCTION

1.1 Overview

1. The Solomon Islands Urban Water Supply and Sanitation Sector Project (UWSSSP) is jointly supported by the Asian Development Bank (ADB), the World Bank (WB), the European Union and the Solomon Islands government (the government). The Project aims to improve access to safe water and improved sanitation in urban and peri-urban areas by implementing high priority components identified in Solomon Water's 30-Year Strategic Plan and 5-Year Action Plan.

2. The four Project outputs include: secure and safe urban water supplies; effective, efficient, and safe urban sanitation services; enhanced awareness of hygiene and water issues and sustained improved hygiene behavior; and the financial and technical sustainability of SW, the state-owned enterprise responsible for the management and development of urban water resources and sewerage services in the Solomon Islands.

3. The Ministry of Finance and Treasury (MOFT) is the Project executing agency, and SW is the implementing agency, operating through a Project Management Unit (PMU). The PMU will ensure that the Project will be implemented following the Project's Resettlement Framework (RF).

4. This is the final Resettlement Plan (RP) at detailed design phase for Tulagi Water Supply System under UWSSSP Project Readiness Financing. There are four project locations under UWSSSP including Honiara, Tulagi, Noro, Munda and Gizo.

5. This RP covers the Tulagi water supply upgrading project following completion of the feasibility study in May 2020. This RP has been prepared following the regulatory framework of the Land and Titles Act of the Solomon Islands Government, the ADB Safeguard Policy Statement (SPS) 2009, and the World Bank's Operational Policy 4.12, on Involuntary Resettlement³. The Resettlement Plan adheres to the principles and procedures outlined in the Resettlement Framework (RF) for the Urban Water Supply and Sanitation Sector Project (UWSSSP) adopted by the Government.

6. The RP's preparation was carried out by the Solomon Water (SW), in consultation with various government agencies in the Solomon Islands. The project approach is to avoid and minimize the land acquisition and resettlement impacts wherever possible. The RP identified project impacts to non-land assets only particularly loss of crops and trees guided by the project cut-off date. These impacts have been addressed in this RP. There are no land acquisition requirements under this project as all sites will be on government land.

³ The World Bank. Involuntary Resettlement Sourcebook. Planning and Implementation in Development Projects. Operational Policy 4.12. Revised April 2013. <https://ppfdocuments.azureedge.net/1572.pdf>

1.2 Existing Condition

7. SW currently supplies about 70% of the population of Tulagi with over 200 connections (22 of which are classified as commercial/institutional). Total consumption is 130 m³/day (average 2018) of which 25% is commercial. The average domestic and total consumption per head is just under 80 lpcd and 100 lpcd respectively.

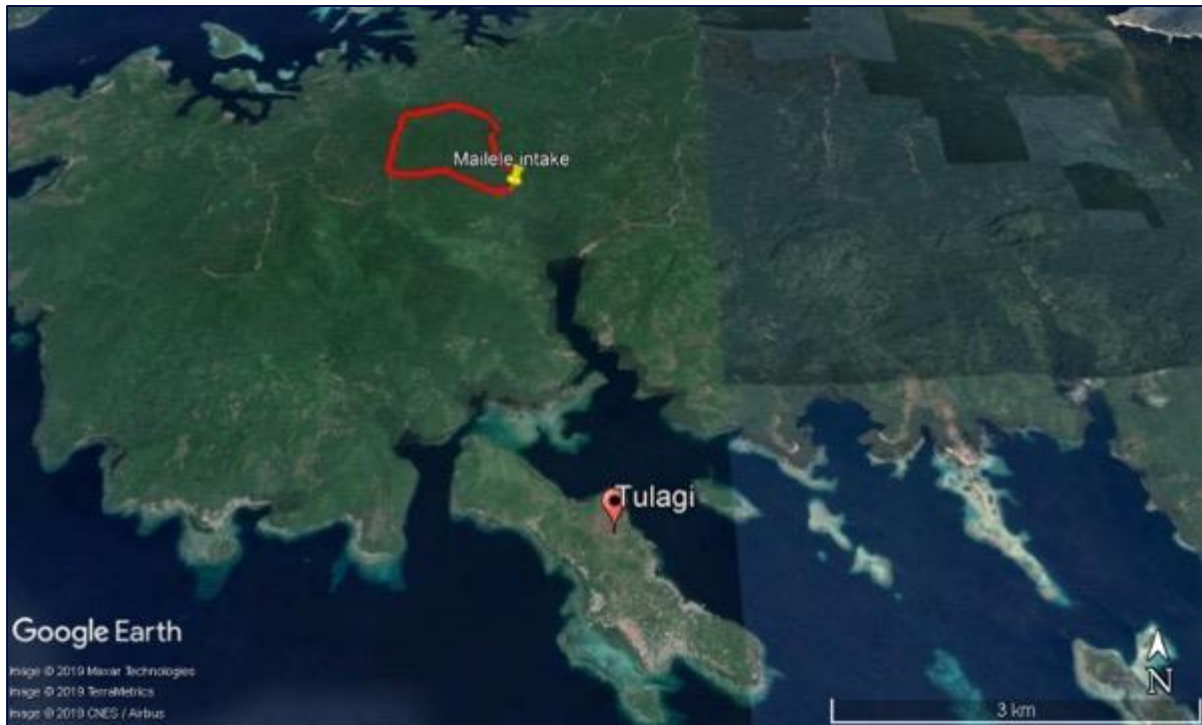
8. The current water resource is from the Maleali River on the neighbouring island of Nggela Sule which has a quoted a minimum capacity of 1000 m³/day and would be sufficient for Tulagi, particularly if the real losses portion of NRW is controlled and reduced. Resources on Tulagi itself are limited consisting of rainwater, which is used to supplement existing sources and also groundwater which is known to be of limited extent and subject to salinity.

Figure 1-1: Solomon Water Office in Tulagi Island



9. The current water supply of Tulagi Island is obtained from a surface water intake at the Maleali River on the larger and higher Nggela Sule Island immediately to the north and transferred by undersea pipeline. The water supply is taken from a small dam on a waterfall (624936.9 mE, 8998338.1 mS) on the steep slopes of Mount Pata (elevation 399 m) at an elevation of 40 m above sea level (asl). The catchment area is on steep slopes with intact rain forest with an area of 1.35 km². The average water abstraction of SW was at 3.5 l/s in 2018 and 5.0 l/s in 2019. The total yield of the catchment approaches 1 million liters per day (MI/d) which is about half of the runoff bypassing the intake. **Figure 1-2** shows the location of Maleali intake and catchment.

Figure 1-2: Location of Maleali Intake and Catchment



Source: SW PRF FSR Tulagi, 07 May 2020

10. As shown in **Figure 1-3**, the intake structure is composed of a steel strainer to remove large objects. The strainer is in poor condition (damaged with visible holes and deformed). Water runs through a single GI 200 mm pipe which then splits into two GI 100 mm pipes; a bulk meter is installed on each pipe, both of which are reported defective. Clogging is frequent mainly due to the inefficient upstream strainer. The location should also be reviewed, probably it should be relocated to lower area where the maximum flow of pipe is like to be obtained.

Figure 1-3: Maleali Intake, Strainer and Bulk meters



Source: SW PRF FSR Tulagi, 07 May 2020

1.2.1.1 Transmission System

11. From the intake structure with a 200mm diameter rolled steel pipe which is bifurcated into two galvanized 100 mm diameter pipes after a few meters. The two GI 100mm diameter pipes run above ground between swamp and mangroves on the coastal edge for about 4000m. The water is piped under the sea from the estuary at Maleali through a 700m PVC 200mm diameter pipe. A bulk-meter is located at the junction with Tulagi island. From the bulk meter at the junction with Tulagi island, the transmission line is once more split into two 100mm diameter pipes that supply the south-east portions of Tulagi (although there are additionally connections on the transmission main). Currently, only one of the twin GI 100mm pipeline is used.

12. The feasibility recommended to use the abandoned GI 100mm pipe as a transmission, which appeared to be the best economical option. However, field surveys showed that the two existing pipes are interconnected at unknown locations and that both lines are in poor condition. Replacement and strengthening of this line were recommended in the FS, but to be done at a later stage for budget reasons. However, given the importance of the transmission line, it is recommended to install a new transmission pipe on Tulagi Island under the project.

1.2.1.2 Treatment and Storage

13. Water flows through the single operated GI 100 mm main from Tulagi harbour to the chlorination house. Treatment consists solely of chlorination which is only partial as it does not cover customers upstream of the chlorination facilities (representing about 20% of existing customers).

14. There is no significant storage on the island. The supply is directly dependent on flow from the source and subject to interruption during turbidity peaks.

15. There are two distribution zones from the chlorination house:

- Low-level zone which is supplied by gravity. This area includes the southern edge of the island and the south-west coastal area. This area is not connected to storage and directly depends on water level at source.
- High-level zone which is supplied through a pumping station with a 0.015 million liters (ML) suction tank and a 0.05 ML high-level storage tank.

16. In high-level zone, the pump station has only one pump with no known spares or backup. Also, backup generator is not available in case of power fluctuation. Lastly, site security is low (no fences, building made of rusty steel plank).

17. The suction tank (elevation 23 m) in high level zone is supplied by a 50 mm steel pipe. As shown in **Figure 1-4**, it is already old and leaks are observed in several spots.

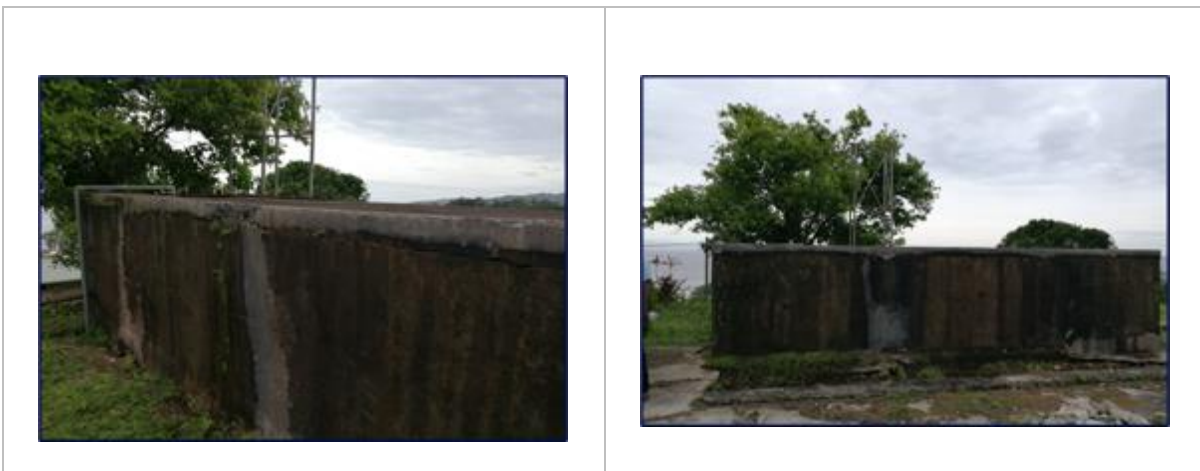
Figure 1-4: Photograph of Pumping Station and 0.015 ML Suction Tank in Tulagi



Source: SW PRF FSR Tulagi, 07 May 2020

18. Water is also pumped to a further elevated storage (elevation 56 m) which provides water for the households on the ridge. Currently, the high-level reservoir could provide about a day of autonomy. However, the concrete tank is in poor condition and several leaks are observed. It has been also requested to relocate/remove the storage from the existing heritage site. **Figure 1-5** shows the 0.05 ML high-level storage tank.

Figure 1-5:m 0.05 ML High-Level Storage Tank in Tulagi



Source: SW PRF FSR Tulagi, 07 May 2020

1.2.1.3 Distribution System

19. There are about 13.4 km of distribution system on Tulagi Island, in addition to 8.6 km of transmission main from the source. The distribution system consists essentially of GI pipe constructed during the colonial era and therefore at least over 80 years old. The network has been extended/replaced partially by plastic pipes in recent years, using predominantly PVC. **Figure 1-6** shows an overview of the water distribution in Tulagi.

Figure 1-6: Water Distribution System in Tulagi

2 SCOPE OF LAND ACQUISITION AND RESETTLEMENT

2.1 Scope of Works

20. For the upgrading of water supply in the Mainland, the proposed works will be limited on improvements on the intake including replacement of old strainer and replacement of water meters. For Tulagi, the proposed works will be comprised of:

- (i) New water treatment plant (400 m³/d) with a booster pumping station (BPS);
- (ii) Construction of a new reservoir; and
- (iii) Improvement and extension of the distribution network (5,400 m/5.4 km), including a BPS at the reservoir site.

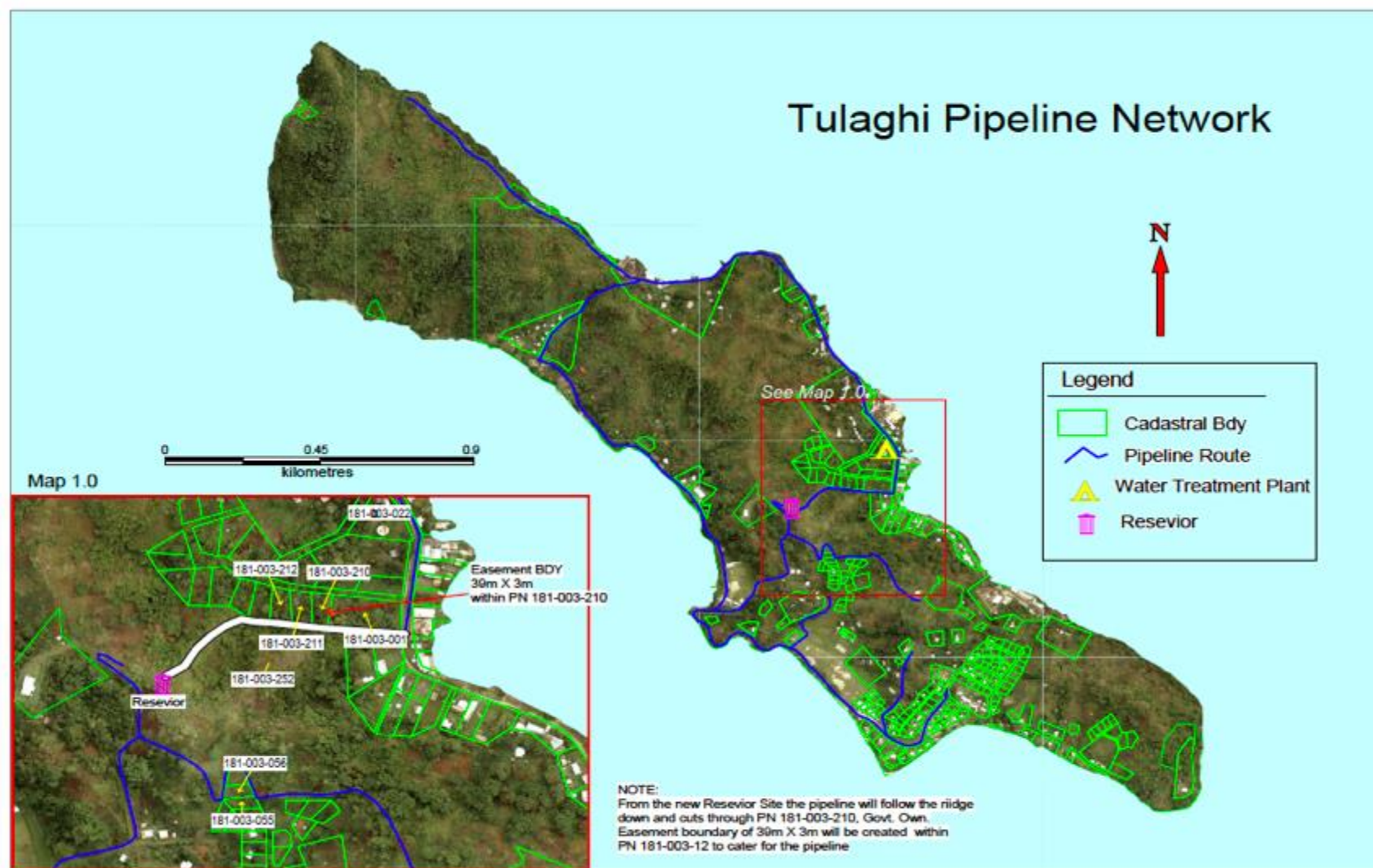
21. On the Mainland, water will be abstracted at the existing intake site, where only minor improvements will be done for access and safety (replacement of strainer, gate valves and bulk meters). On Tulagi Island, a water treatment plant (WTP) will be gravity-fed using the existing pipeline, before being boosted to a new high-level reservoir. From the new high elevation reservoir, water will be distributed to two connected distribution zones. Existing pipeline system will be strengthened and extended. The BPS to supply the high ridge will be transferred to the new reservoir site. (See **Table 2-1** below).

22. In particular, a new pipeline will be installed from the undersea crossing to the WTP instead of reusing the old steel pipe.

Table 2-1: Scope of Works

No.	Site	Location/Description	Proposed Works
1	Intake	On the mainland, outside Tulagi Island.	Strainer replacement, and replacement of gate valves and bulk meters. Installation of sign board, and reorganization of the water intake.
2	Reservoir	Located on Tulagi Island. A new reservoir will be constructed at an elevation of 49 m ASL. It will be cylyndric prefabricated steel tank of 400 m2 useful capacity (1pp. 11m diameter for 5m height). The footprint and dimensions of the new reservoir will be extended in order to maximize the storage volume within the available space.	A new reservoir at an extra space for future extension.
		Total surface of the site with access road is around 930 m2.	Access road. The BPS will be located within the site.
3	Water Treatment Plant	A new WTP will be constructed on site (Tulagi).	The buildings for the WTP will be made of concrete blocks with removable metallic roof. External lighting will be installed around the buildings. A sludge pond will be constructed to treat filter backwash prior to release in the environment.
		Total surface of the site including future extension is 1086m2.	The site will be fenced.
4	Pipeline	Replacement and extension of pipeline network for 7.9km long, completing a water supply network on Tulagi Island.	

Figure 2-1: Tulagi Water Supply Sub-Project Locations and Route



23. Regarding the reticulation system and low elevation areas, the following replacement and extension is proposed, including two main distribution lines connecting the new reservoir with the existing network and connection to high ridge area. The new reticulation will be connected to the existing one using existing road right-of-way and securing easement access from private parcels.

24. The new length of pipeline to be installed is 7.9 km consisting of:

- Strengthening and replacement of Transmission line: 2.5km of OD200mm
- Strengthening and replacement of reticulation: 5.4 km

Table 2-2: Proposed Specification and Length of New and Existing Pipeline

Pipe Size	HDPE OD 63mm	HDPE OD 110mm	HDPE OD 140mm	HDPE OD 160mm	HDPE OD 200mm
Total length	1350 m	3150 m	500m	400m	2500m

25. Below are the proposed location sites for the new water reservoir up the hill from the WTP below together with the site plans for each facility. The proposed new water treatment plan meanwhile is on the seafront located on the previously leased land by the government to the National Fisheries Development who used to operate a fish cannery on the island. In both cases the land required for each facility will cater for the long-term requirements including possible extensions/expansions for a second phase.

Figure 2-2: Proposed Location of New Reservoir

Figure 2-3: Proposed Location of New WTP



Figure 2-4: Site Plan for new reservoir

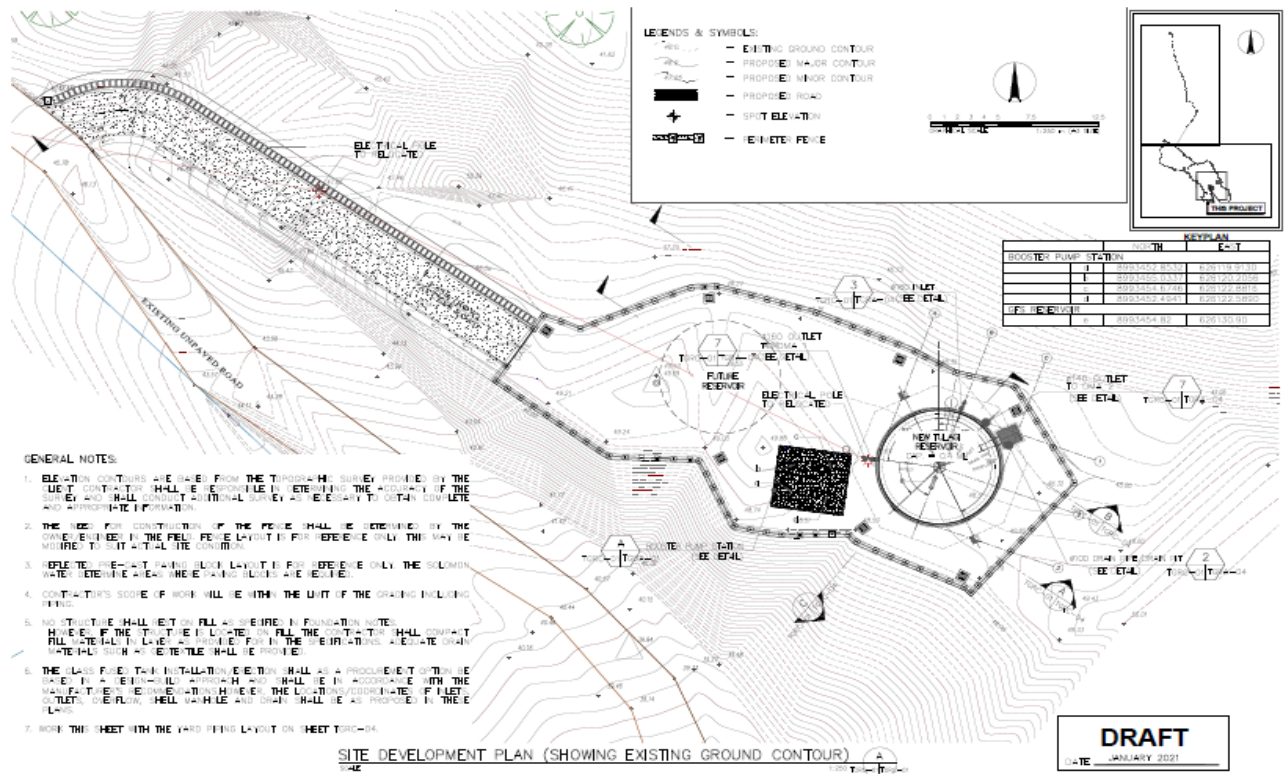
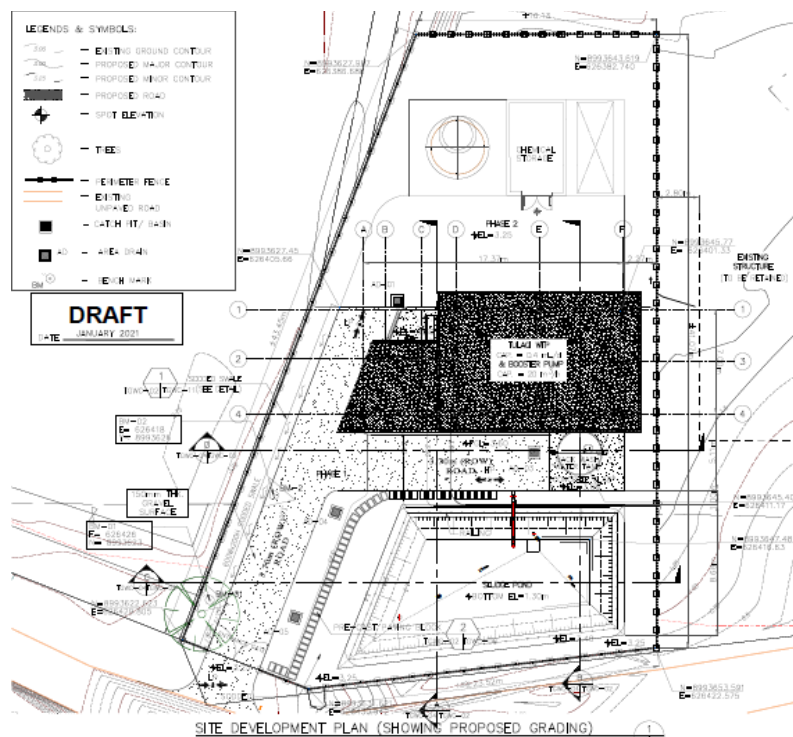


Figure 2-5: Site Plan for new WTP



2.2 Land Requirement for the Project

26. Tulagi Island, being previously the country's capital until after World War II, is mainly a government-owned land except for some parcels that are leased to private individuals and businesses.

27. The project will not require land for the works to be carried out for all subproject sites including those on the mainland and on Tulagi Island. All the subproject sites, excluding the water intake, are on Tulagi Island belonging to the government. Previously two parcels required easement from two private leaseholders but has since been avoided by following the road easement, albeit on a slightly longer route. (see **Table 2-3** below).

28. In addition, the chlorination house, the pumping station next to it, and the existing reservoir on top of the high ridge will no longer be used and will be decommissioned by SW. Chlorination will be transferred to the WTP at the seafront, previously leased by the government to the National Fisheries Development who used to operate a fish cannery on the island. NFD's lease has expired and is now in the process of being returned to the Provincial Government. The BPS to supply the high ridge will be transferred to the new reservoir site up the hill. The new reservoir to be located on a hill will be built on a vacant provincial land near the existing old reservoir. New pipelines will be constructed using trenching methods along roads wherever possible. The roadsides will be favoured so as to limit potential involuntary resettlement impacts.

29. **Table 2-3** below summarizes the land ownership per project component showing government land for the project site locations. The initial easement required from two leaseholders were avoided due to re-routing using road easement.

Table 2-3: Summary of Land Requirement for the Project

No.	Site	Proposed Works	Location/Description	Land Requirement	Land Ownership
1	Reservoir	A new reservoir and an extra space for future extension.	Located on Tulagi Island. A new reservoir will be constructed at an elevation of 49m ASL. It will be a cylindric prefabricated steel tank of 400 m ³ useful capacity (app.11m diameter for 5m height).	None	Government
		Access road and fencing.		None	Government
		The BPS will be located within the site area.	Total surface of the site with the access road will be around 930m ² .	None	Government
2	Water Treatment Plant	The site will be fenced using SW standard fencing with a gate for vehicular access.	A new WTP will be constructed on site (Tulagi seafront) with allowance for extension	None	Government (Expired lease from a former cannery)
3	Pipeline	Replacement and extension of pipeline network on Tulagi Island.	Replacement and extension of pipelines on Tulagi Island.	None	Government

4	Intake	Intake only works. To include strainer replacement, relocation and replacement of gate valves and bulk meters, weir intake.	On the mainland, outside Tulagi Island.	None	Government
---	--------	---	---	------	------------

30. The table below shows the details for the project government lands, including parcel number and location:

Table 2-4: Summary of Land Ownership of Project Sites

Note	Parcel Number	Location	Title Holder/Leaseholder	Impact	Remarks
	Tulagi				
1	181-003-022	W1- Old tank treatment plant; former fish cannery.	National Fisheries Development/reverting to COL	Water treatment plant	Provincial Secretary stated land is reverting back to the Prov Gov; waiting for the meeting of the National Lands Board March 2021.
2	181-003-021	Next to WTP	SIEA (Sol Power)		To confirm if MOU needed
3	181-003-212	Near the WTP	Commissioner of Lands	Pipeline	
4	181-003-210	Ridge	Commissioner of Lands	Pipeline	
5	181-003-211	Ridge	Commissioner of Lands	Pipeline	
6	Reservoir	Reservoir -No land title yet as unsurveyed government land	Commissioner of Lands		

2.3 Legacy Issue

31. A legacy issue around the intake area was identified during project consultations. The dispute revolves around the ownership of the catchment area between two sub-tribes (Kakau and Ghaubata). According to the Solomon Islands High Court ruling in 2011⁴, the Kakau sub-tribe was recognized as the customary landowners by the court. The Solomon Water and the Detailed Design consultant Suez, with the assistance of the Provincial Government, organized a joint consultation with the two tribes to present the project and confirm their support. Both tribes were highly supportive of improving the water supply system on Tulagi and had committed to support the project and agreed to treat the project as separate from their dispute. The Kakau sub-tribe and the Central Province Provincial Government sent their support letters and is attached in Appendix 1: Support Letters from Kakau BALA SubTribe, GHAUBATA TRIBE and the Provincial Government. Members of the Ghaubata sub-tribe also made a commitment to send a separate support letter to SW.

⁴ High Court of Solomon Islands Land Appeal Case No. 261 of 2010, Judgement on 26 July 2011. Copy of entire decision with Solomon Water.

2.4 Impacts on People, Land and Structures

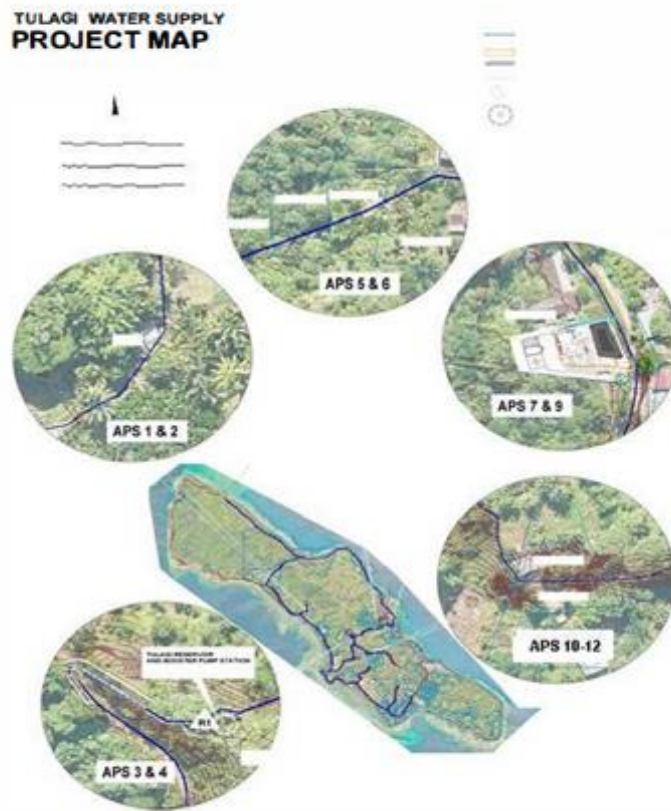
Affected Persons

32. As stated above, there will be no land acquisition under the project. However, there will be 12 food gardens that will be affected by the pipeline route belonging to 12 affected persons (APs) 10 of whom are informal settlers or land occupiers on provincial government land. The two of the 12 APs who are not land occupiers include the Provincial Premier's wife who lives in the official Premier's residence, and the husband and wife who were both retired government nurses and have a lease for two land parcels they partly use for gardening. The 12 APs were identified during the SW technical and safeguards team's site visit in November 2020 and were further confirmed during the individual meetings with APs by the Ministry of Agriculture Officer from 8 to 11 February 2021.

Non-Land Assets

33. All the 12 affected people have food gardens along the existing and proposed new water pipeline. There are five clusters along the pipeline where APs are located: (i) two (2) at the end of the pipeline on the hill, (ii) two (2) near the reservoir or R1, (iii) two (2) APs on the ridge towards the proposed WTP site, (iv) three (3) next to the WTP, and (v) three (3) APs next to the old reservoir. **Figure 2-6** below indicates the locations of the 12 APs on the Project Map.

Figure 2-6: Project Map and Location of Affected Persons



34. The Project does not cause significant involuntary resettlement impacts to the affected persons as their losses (food crops) are below the ADB SPS criteria. An ADB-supported project's involuntary resettlement impacts are considered significant if 200 or more persons will be physically displaced from home or lose 10% or more of their productive or income-generating assets. Based on the socioeconomic survey and census of assets, the affected persons will lose under 10% of their productive and income-generating assets.

35. The table below provides the list of affected persons and impacts on their assets along the water pipeline easement:

Table 2-5: List of APs and Summary of Affected Non-Land Assets

AP No.	Name of Land Owner/Occu	Status of Landownership	Location	Impact
			End of pipeline	
1	AP1	Land Occupier	Lives at the end of pipeline behind the Premier's residence	Loss of crops and trees
2	AP2	Government	End of pipeline	Loss of crops and trees
			Reservoir	
3	AP3	Land Occupier	Reservoir	Loss of crops and trees
4	AP4	Land Occupier	Reservoir	Loss of crops and trees
			Ridge	
5	AP5	land Occupier	Ridge- on the way down to the WTP location.	Loss of crops and trees.
6	AP6	land Occupier	Ridge- Going to the flat ground for the new pipeline. Near Doreen/R1 new water tank.	Loss of crops and trees.
			Water Treatment Plant	
7	AP7	land Occupier	WTP	
8	AP8	land Occupier	WTP	Loss of crops and trees
9	AP9	land Occupier	WTP- garden and house next to the old reservoir(Ex- NFD).	Loss of crops and trees
			Near Old Reservoir	
10	AP10	land Occupier	Old reservoir	Loss of crops and trees
11	AP11	Leaseholder	Old reservoir. Next to Lyla Tokasi.	Loss of crops and trees
12	AP12	Land Occupier	Old reservoir; after Lyla Tokasi	Loss of crops and trees

Status of Settlement of Impacts

36. All 12 APs have already agreed and signed the inventory of losses form prepared by the Provincial Agriculture Extension Officer as of 11 February 2021. (**Appendix 2: Inventory of Losses for Affected Persons**). This was followed by signing of Agreement with APs on the final market valuation of their affected crops and trees on 29-30 March 2021. SW will compensate the 12 APs prior to construction, based on the Ministry of Agriculture rates and fair market value guided by the Project's Entitlement Matrix.

Affected Persons

37. **Livelihood.** A socioeconomic survey was conducted by SW between 3 to 4 November 2020 and from 9 to 19 February 2021 for 11 of 12 APs.⁵ The majority of the APs are market vendors selling food crops or cooked food in the market (7 of 11), followed by public servants (4 of 11), a businessperson, and a laborer. Being the provincial capital of Central Province there are a number of current and retired public service people among the

⁵ The 14th AP, Mrs Lylah Tokasi, was outside the island (Guadalcanal) for a funeral. (Note: the 14 APs had been reduced to 12 due to re-routing of the pipeline avoiding their location.)

APs. The public servant APs are comprised of three teachers, a dentist and a police officer whose food gardens are needed to be removed prior to project construction. Also, there is an AP, who with her husband, plants vegetables and fruits and own three small poultry farms. Another AP works as a labourer while keeping a food garden for food and income.

38. **Age and household size.** Based on the same socioeconomic survey for APs, the 11 APs and their family members comprised of about 53 people. The APs age ranges from 31 to 69 years old with majority having adult children rather than underage children to support. Also, the majority of the APs are married except for three who are widows, two aged at 46 years and one who are about 60 years old. The average household size is five people per household with the smallest household size at two and the largest household with eight members.

39. **Education Level.** The majority of APs have primary education (5 of 12), followed by those who graduated from university (3 of 12), those with secondary education (3 of 14), , and one unknown.

40. **Access to water supply,** Only six (6) of the 12 AP households have connection to municipal water supply provided by Solomon Water, two (2) APs who rely solely on rainwater, two (2) who rely on spring water, and one (1) AP who rely on the Police station's water tank. It is important to note that those with SW connection rated the quality of their water supply as poor, being unsafe for drinking or cooking due to decaying with multiple pipe leakages, while those drinking and cooking from spring water rated their water source as safe.

41. **Sanitation.** Only four (4) APs have inside toilet (flush), six (6) APs with outside toilet, one (1) who uses the beach, and one (1) unknown.

42. **Source of Power.** Half (7 of 12) of APs are connected to the Solomon Power, four (4) rely on solar power, and one unknown.

43. **Table 2-6** below provides the affected persons' key socioeconomic information:

Table 2-6: Socioeconomic Profile of APs

No.	Affected Person	Age	Status	Members of Affected Household	Educational Level	Livelihood	Access to Water Supply	Power Supply	Sanitation
1	AP1	46	Widow	2	Primary	Sells crops and cooked food; baby sitting	Spring	Solar	Outside toilet
2	AP2	49	Married	5	Graduate	Public Servant (Teacher)	SW & rain water	Solar & others	Outside toilet
3	AP3	37	Married	4	Graduate	Public Servant (Dentist)	SW & rain water	Sol Power	Outside toilet
4	AP4	31	Married	6	Graduate	Public servant (Police Officer)	SW & rain water	Sol Power	Inside toilet
5	AP5	50	Married	4	Secondary	Own business/sell food crops	Rain water tank	Sol Power	Inside toilet
6	AP6	56	Married	6	Secondary	Own business (chicken farms)	Spring and rain water tank	Sol Power	Outside toilet
7	AP7	50	Married	5	Primary	Market sellers (food crops)	SW	Sol Power	Inside toilet
8	AP8	50	Married	8	Primary	Short contractual work & sells food	Rain water tank	Sol Power	Inside toilet
9	AP9	47	Married	2	Primary	Labourer	Use water tank from Police station	Solar	Seaside
10	AP10	TBC	Widow	TBC	TBC	Sells food crops and cooked food	TBC	TBC	TBC
11	AP11	69	Married	8	Secondary	Retired (former nurse); sells food in the market	SW	Sol Power	Outside toilet
12	AP12	46	Widow	3	Primary	Selling vegetables	SW	Solar	Outside toilet
TOTAL Affected Persons				53					

44. All the APs, together with consulted communities in Tulagi and Mainland, were all supportive of the water improvement project as they assessed that the water supply network as very old, leaking in places thus unsafe and with inadequate water pressure for the increasing population in Tulagi. They are also concerned with lack of reliable water supply on Tulagi's health facilities.
45. Overall, the APs are not expected to suffer a significant impact to their food supply and livelihoods due to the project. Instead, they are expected to greatly benefit from the improvement of the water supply and payment for their affected crops. The APs will move back and continue planting outside the pipeline easement.

2.5 Measures Undertaken to Avoid and Minimize Involuntary Resettlement

19. The Project will not require acquisition of private lands but will require clearing of crops and trees planted by mainly land occupiers comprised of gardeners and current and ex-provincial government employees. The project and the SW PMU will monitor and manage the process with due diligence and will ensure that a *key factor on site selection and facility design is to avoid land acquisition and physical displacement of people wherever possible*. The SW approach is to use existing SW and government lands including road right-of-way to avoid or minimize land impacts to the extent possible.

20. Pipelines will generally be buried using trenching methods along roads. Wherever possible, roadsides will be favoured so as to limit formed road surface damage and reinstatement as well as potential involuntary resettlement impacts.

2.6 Cut-off Date

21. The formal notification to the affected persons for the Water Supply Project site was provided during the conduct of the socioeconomic survey and inventory of losses of the APs on 3 to 4 November 2020 and on 11 February 2021 during the RP public disclosure by SW. During the notification meetings by SW and Ministry of Agriculture Officer⁶ to the APs, they clarified the eligibility of any person to receive payment for any assets including crops to be removed prior to construction as well as the cut-off date. SW reiterated that those that were not identified during the IOL and whose assets were not part of the identification of affected people, inventory of losses, and did not exist before the prescribed cut-off period indicated during the community notification, will not be eligible for compensation.

2.7 Impact on Vulnerable Groups

22. **Impact on poor households.** From the initial involuntary resettlement impact assessment carried by SW, there was an affected person (a widow who was originally from Papua New Guinea and was married to a local man) identified living below the international poverty line with an income below USD 1.90 per day. The widow also has married children but relies on gardening and selling cooked food for income to support herself. Under the ADB SPS and WB OP4.12, people below under the poverty line, are considered vulnerable thus will require livelihood restoration assistance. This will be through provision of with income opportunities such as unskilled labor through grass weeding or vegetation clearing during construction.

23. **Impact on indigenous people.** The subproject does not trigger the ADB's safeguard requirement for Indigenous People, as the people in the area do not meet the ADB criteria

⁶ Betty Luisa, Assistant Field Officer, Agriculture Extension Office, Tulagi, Central Islands Province

(distinctiveness and vulnerability) of indigenous peoples. They are all considered part of the mainstream Melanesian society living in the project site and are not marginalized based on their education, skin color, language, and other considerations as they generally experience the same social problems and opportunities as other tribes and linguistic groups in the Solomon Islands. They will receive the same benefits from the Project as the rest of the people on other subproject sites in Honiara, Tulagi and other provinces. The communities at subproject sites do not require any special protection or attention. Project information will be translated into pidgin, if necessary, and will be made available for affected communities and other stakeholders.

24. **Gender Impacts.** There is one female-headed household considered vulnerable due to having an income below the international poverty line of USD 1.90 daily and who will lose some of her food crops during project implementation. The majority of the 12 land occupiers are male-headed households except for three who are female-headed households. In addition, during consultations with tribe representatives (Kakau and Ghaubata) those who attended were represented by 20 males and four females. If any other vulnerable household or groups are to be identified during construction, they will be provided additional assistance under the project.

3 COMMUNITY SOCIO -ECONOMIC INFORMATION

3.1 Population

25. The national population of Solomon Islands based on the 2019 provisional census results was 721,455 with an annual growth rate of 2.7%, and with the sex ratio of 105 males to females⁷. The Central Province, based on the same 2019 census had 30,326 people with 49 people per square kilometer, an increase from 26,051 with 40 people per square kilometer in 2009 census. Tulagi has about 1,200 people.⁸ In 2019 Census, Central Province has an average annual population growth rate of 1.5% compared to Honiara's 5.8% and the national annual growth rate of 2.7% thus ranking the third least populated province in the country, behind the remotest provinces of Rennell-Belona and Temotu.

26. Central Province is one of the eight provinces in the Solomon Islands, covering the Russell Islands, Nggela Islands (Florida Islands) and Savo Island. Its area comprises 615 square kilometres (237 square miles). The provincial capital is Tulagi. Tulagi was previously the capital of the Solomon Islands before it was moved to Honiara on Guadalcanal Island after World War II. It is the next island to Guadalcanal and about an hour ride using a 40 horsepower boat from Honiara during good weather.

27. Tulagi's population is comprised of government employees including those who are active and retired government officials. Also, Tulagi residents include local people engaged in farming and fishing that require social services and utilities such as piped water supply.

⁷ https://www.solomonchamber.com.sb/media/1997/provisional_count-2019_census_result.pdf

⁸ <https://www.historynet.com/tulagis-idyllic-shores-were-once-home-to-a-deadly-1942-battle.htm>

Table 3-1: Summary of Demographics (Central Province Population Census)

Indicator	Total	Male	Female
National Population	721,455	369,252	352,204
Total Population (Central Province)	30,326	15,432	14,894
Sex Ratio	104		
Average annual growth rate, 2009-2019 (%)	1.5%	2.2	3.4
Population density (number of people/km2)	49		

Source: SINSO. 2019

3.2 Economic Situation

28. Tulagi is the economic, commercial, and administrative center of Central Province. Agricultural production, fisheries, individual agents for BSP and ANZ banks, retail stores, remittances, and an increasingly popular WW II-based tourism are its economic base.

29. Domestic food consumption is supported by community markets and a modest Tulagi Market. Vendors from the surrounding communities sell their harvest and catch at Tulagi Market. Others travel to Honiara by 40 HP fiber optic boat selling fish, vegetables and fruits in the Honiara Central Market for a better price.

30. Tulagi has a lower cost of living compared to Honiara, an hour boat ride from the province. Using the poverty line measure, specified as the minimum expenditures needed to obtain basic food and non-food goods, a government survey in 2012-2013 reported that Central Province's poverty line per adult equivalent per year (SBD 4,111) was slightly higher than the cheapest area to live in the country (Temotu). This may be attributed to its relative proximity to Honiara and access to its larger markets, lower transport cost compared to other provinces to access services and markets in Honiara, lower house prices and relatively more available land to plant produce.

31. Impact of COVID-19 on the economic situation. A novel coronavirus that caused a respiratory illness was first reported in Wuhan City, Hubei Province, China, in December 2019, and was reported to the World Health Organization (WHO) on 31 December 2019. WHO declared the outbreak a Public Health Emergency of International Concern on 30 January, and a pandemic on 11 March 2020. ⁹ According to the World Bank¹⁰, the broader impacts of COVID-19 have been felt throughout the Solomon Islands, particularly on the tourism sector. The government is projecting a -4.9% GDP growth, job losses and disruption to imports and supplies due to the lack of inbound flights. The government has responded with a US\$36.9 million stimulus relief package (309 million Solomon Islands dollars) that includes subsidies for households, loan relief for businesses, inter-island transfers and grants to provincial health authorities.

⁹ https://en.wikipedia.org/wiki/COVID-19_pandemic_in_the_Solomon_Islands#cite_note-3

¹⁰ <https://www.worldbank.org/en/programs/multi-donor-trust-fund-for-integrating-externally-financed-health-programs/brief/solomon-islands-dual-challenge-responding-to-natural-disasters-and-covid-19>

3.3 Culture

32. In Solomon Islands including in Central Province, special, sacred, or restricted sites, or 'tambu' areas represent the history, lineage and society of different clans and lines. The National Solomon Islands Museum keeps a National Tambu Site Register, which records several thousand sites of Solomon Islands.

33. Solomon Islands, particularly Guadalcanal, Tulagi, Florida Islands and Munda, is a known historical site for major battles in the South Pacific during World War 2. There may still be unexploded ordinance (UXO) thus possible finds during construction¹¹. In particular, quarry and river extraction sites may contain UXO. In the event of a discovery, the Contractor must immediately stop work and clear the work site of all personnel. The discovery must immediately be reported to the Supervision Engineer, SW and the Solomon Islands Police Force (RSIPF). No works shall recommence on site until instruction has been received from the RSIPF and SW.

3.4 Gender

34. Gender imbalances between men and women are embedded in Solomon Islands culture, history, and contemporary socio-economic conditions. Women's power to make decisions has been undermined by their non-participation in forums and processes at the family, tribal, community and national levels. This calls for an examination of attitudes and behaviours that constrain women's equal participation in decision-making and their right to landownership, and for the mainstreaming of gender in the processes involving land and women in communities.¹² Thus, the project needs to ensure that women are meaningfully consulted during project design and implementation.

3.5 Land-use and Settlement Pattern

35. The Central Province is one of the provinces of Solomon Islands, covering the Russell Islands, Nggela Islands (Florida Islands) and Savo Island. The provincial capital is Tulagi. The province covers an area of 615 square kilometres (237 square miles) and had a population of 30,326 as of 2019. Today the administrative and commercial center is in the middle of Tulagi Island particularly around the seafront. Tulagi is government-owned while the other islands belong to customary groups.

36. There are two types of land tenure of customary lands in the Solomon Islands: patrilineal and matrilineal. Matrilineal land is inherited by and through mothers while patrilineal land is inherited through the father's line. Central Province is one of five of the 10 islands in the Solomon Islands that practice matrilineal land tenure together with Guadalcanal, Makira, Isabel and Western (IWDA, 2016). A study by the Pacific Islands Forum Secretariat states that women in the matrilineal societies of Solomon Islands held a prominent role with respect to land tenure. Matrilineal protocols encouraged and promoted women as equal partners in decision-making in traditional society. However, even though women were recognised by the community as equal partners in the inheritance of land (through which they gained authority

¹¹ All sites greenfield sites are being checked for possible UXO occurrence and in the case of positive contacts clearance will be undertaken before construction begins.

¹² Source: Pacific Islands Forum Secretariat, 2008
<https://rmicourts.org/wp-content/uploads/PIFS-Land-and-Women.pdf>

to exercise powers as landowners), their leadership role was, and is, still not celebrated or even acknowledged publicly. Women's inherited role in land succession has traditionally only been acknowledged implicitly¹³.

3.6 Social Services

Health

37. Tulagi hospital is located in Tulagi, the capital of Nggela Sule Island (also called Florida Island) in the Central Province. The facilities at Tulagi hospital are very basic with all but the most simple cases being transferred to National Referral Hospital in Honiara. Previously Tulagi hospital had a dentist, but now it is run by nurses, with basic first aid and medical treatment including local anaesthetic¹⁴.

38. Solomon Islands confirmed its first COVID-19 case on 3 October 2020 (Solomon Times). To date there have been only 20 recorded cases, no deaths, and no community cases in the last two months. Current COVID-19 measures in the country include suspension of overseas flights and imposition of social distancing of one meter apart and limitations to the number of people who could gather together as per Ministry of Health's announcement. The project is still able to continue the community consultations provided the team adheres to these restrictions and provide advanced notice to the community prior to visit.

Education

39. There is no National Secondary School in the Province. Students travel to Honiara or other parts of the country to attend secondary education.¹⁵ Central Islands Province is the closest of all to Honiara, the capital city of Solomon islands which is geographically located on the Island of Guadalcanal. The province consists of Small/big Ngela, Sanfly and Buena Vista, Savo and Russels. In terms of land mass, population and human and natural resources, this province is one of the smaller provinces compared to others in Solomon Islands. The Education Authority office is located on Ngela Islands at Tulagi, the provincial headquarter.

Transport

40. Land transportation route is mainly served by mainly asphalt road along its shoreline and a concrete road going up the Provincial Assembly's Chamber. Tulagi has no airport. Small boats travel between Honiara and Tulagi daily.

¹³ Source: Pacific Islands Forum Secretariate, 2008
<https://rmicourts.org/wp-content/uploads/PIFS-Land-and-Women.pdf>

¹⁴ <https://daisi.com.au/telugu-hospital/>

¹⁵ <http://www.mehrd.gov.sb/101-uncategorised/196-central-islands-education-authority#schools>

Communication

41. Cellular phone services are available on Tulagi and the majority of the population have access to the mobile services networks of either Our Telekom or Bmobile Vodafone, providing calling, texting and internet signals to the people on the island.

42. Two radio stations, one local television station, and 11 international channels are available in Honiara and some parts of the country. SIBC radio station broadcasts in Tulagi.

Energy

43. Tulagi's electricity is supplied by the Solomon Power using several energy sources. Grid-connected electricity is generated and supplied in Solomon Islands by Solomon Power, which is a state-owned electricity utility. SP provides electricity to the national capital (Honiara) and eight provincial centers (Auki, Buala, Gizo, Kirakira, Lata, Malu'u, Noro-Munda, and Tulagi). All grid-connected electricity generation in Solomon Islands is currently mainly fueled by diesel¹⁶ and new solar power plants under funding by ADB are to be commissioned on Munda, Gizo, Malu'u, Lata and Tulagi in early 2021 but was delayed due to the COVID pandemic restrictions.

3.7 Water Supply System

44. Tulagi water supply is operated and provided by Solomon Water. The facilities including the water pipes are leaking and old. SW currently supplies about 70% of the population of Tulagi with over 200 connections (22 of which are classified as commercial/institutional). Total consumption is 130 m³/day (average 2018) of which 25% is commercial. Average domestic and total consumption per head are a little under 80 lpcd and 100 lpcd respectively.

45. The current water resource is from the Maleali River on the neighbouring island of Nggela Sule which has a quoted a minimum capacity of 1000 m³/day and would be sufficient for Tulagi, particularly if the real losses portion of NRW is controlled and reduced. Resources on Tulagi itself are limited consisting of rainwater, which is used to supplement existing sources and also groundwater which is known to be of limited extent and subject to salinity.

46. NRW is high, approaching 75%, the majority of which is assumed to be associated with real losses. This is confirmed by the nature of the network which is primarily galvanised iron dating back to colonial times (and therefore at least 80 years old). The network is also undersized in certain locations with additionally a lack of storage.

47. Water quality of the Maleali River is generally good, although during wet weather conditions there is high turbidity leading to colouration of the supply. Current treatment consists solely of chlorination which is only partial as it does not cover customers upstream of the existing facility.

¹⁶ <https://www.adb.org/sites/default/files/linked-documents/46014-002-ssa.pdf>

4 INFORMATION DISCLOSURE, CONSULTATION AND PARTICIPATION

4.1 Stakeholders

48. Information disclosure, public consultation, and public participation are part of the overall planning, design, and construction of the proposed subprojects.

49. There are three categories of stakeholders under this project: (i) government; (ii) private sector; and, (iii) the communities within project areas and the public. The Ministry of Finance and Treasury, the Ministry of Lands, Housing and Survey, the provincial government, and the Ministry of Infrastructure Development are the government stakeholders. The private sector includes business owners who need regular water supply to operate. Leaseholders, customary landowners (two tribes in the catchment area), and affected gardeners who informally occupy the government land on the project sites comprise the community stakeholders.

4.2 Consultations During Feasibility Study

50. During the feasibility study stage, a series of stakeholder consultations and focus group discussions were held on 30 May 2019 and on 25 February 2020 in Tulagi. The 2019 consultation was attended by 40 leaders and community members from women, men and youth on Tulagi. The 2020 consultations were attended by 53 community leaders and members with one special needs male and 61% women participation. Minutes of meetings are in **Appendix 4: MINUTES OF CONSULTATIONS DURING FEASIBILITY STUDY (MAY 2019 AND FEBRUARY 2020)**. The first consultation was held to provide initial information and generate community feedback about the proposed water supply improvement project. The follow-up consultation provided updated information about the project, confirm support, identify any stakeholder concerns and recommendations to address them. These consultations confirmed continued high level of support for the project by Tulagi communities including possible affected people.

4.3 Consultations During Detailed Design Stage

51. During detailed design stage, follow-up community consultations were conducted by SW on Tulagi from 4 to 5 November 2020 conducting three different consultations to present the project scope, locations, conduct of asset inventory, community concerns and recommendations. These include consultation with men, women, and youth leaders and members, potential affected persons, and health officials. A short presentation about the project was also held with the Provincial Premier and the Provincial Assembly during the Assembly session. Lastly, a joint- tribe consultation was also held in Tulagi. Consultation participants represented various organizations from within Tulagi township including landowning group representatives around the water catchment area from the mainland on 4

November 2020 at Tulagi Resource Center and on 5 November 2020 at Jessie Kuali's residence in Tulagi. Below is a list of people consulted by the project team:

Table 4-1: Consultation Held During Detailed Design

Date	Consulted Stakeholders	Participants	Discussion	Outcome
4 November 2020	Women, youth and other leaders. Also potential APs.	21 (12 or 57% women)	Project scope and sites, asset inventory, GRM, concerns, and recommendations.	Community support for the project including women and APs.
5 November 2020	Provincial Assembly	10	Project scope and activities to be conducted e.g. inventory of losses and socioeconomic survey (APs).	Commitment to work with the two tribes in the catchment area (MOU).
5 November 2020	Kakau and Ghaubata Sub-Tribes	24 (4 or 17% women)	Project scope, concerns, and recommendations re catchment area and their support for the project.	Both tribes, with the provincial government, agreed to support the project and treat the project separately from their issue.
11 February 2021	Tulagi Community and APs	43 (11 or 26% women)		

52. SW held individual consultations with all 12 APs. All 12 APs have agreed to remove their crops in exchange of payments to allow the pipeline to be constructed and have signed the inventory of losses with the Ministry of Agriculture confirming the type, quantity and payment that they will receive for their affected crops. (SW will then sign an final agreement on the valuation of their crops based on its market value.) Informal consultations were held by SW together with Suez' surveyors and national safeguards specialist, with APs whose crops will be cleared. These consultations indicated a very high level of support for the project from the communities to improve water supply within Tulagi and the Mainland. Minutes of the consultation and attendance lists are provided in **Appendix 5: Minutes of Meeting and Attendance Record (Community and Provincial Assembly)**.

53. SW also had joint consultations with the two sub-tribes who are claiming ownership of the catchment area around the intake including the sub-tribe (Kakau) who was ruled by the High Court as owner of the resource and the other sub-tribe (Ghaubata) who also claim ownership of the catchment area. Both sub-tribe representatives during the consultation had declared their support for the project and has since provided a support letter to the project as per their commitment during consultations by SW. They have agreed that their land dispute will be treated separately from the project and wish the water supply upgrading to commence as soon as possible (**Appendix 6: Meeting with Chiefs of Kakau and Ghaubata Sub-Tribes**

of Gella Catchment Area). As an evidence of their project support, a letter was sent to SW by Kakau and Ghaubata Sub-Tribe leaders assuring SW of their continuous support for the project.

54. Formal consultations with Central Province through its Provincial Assembly and the Premier were also carried out by SW in May 2019, November 2020, and February 2021 to present the concept and detailed designs. A support letter was also sent to SW by the Provincial Government to highlight their support for the project.

4.4 Public Disclosure

55. As per the ADB SPS and WB Safeguard Policies, the RP was disclosed by SW to the APs and the general community on 11 February 2021. The public disclosure of this RP included the presentation of the project's final scope, entitlements of affected persons and grievance mechanism available to the community and the public during construction. It also gave the community and the APs a venue to express their concerns, seek clarifications and provide suggestions. The RP public disclosure was held at the same time as the public hearing conducted by the Ministry of Environment as part of the requirement prior to issuing a development consent to SW for this project. The minutes of the public disclosure is in **Appendix 7: Minutes of Environment Hearing & RP Public Disclosure and Attendance Record**.

56. Key questions from the community and the APs present during the public consultation include (i) safety including how SW will ensure the water tank not to overflow, protection from tank bursting during earthquakes, and chlorination; (ii) question on the purpose of the topographical survey markers; (iii) land dispute and SW's approach in pushing forward the project in this context; (iv) land ownership, impacts to crops and compensation.

57. Solomon Water representatives explained the earthquake-proofing and use of high standard engineering design, and care of public health in designing these infrastructures. Markers were explained as intended for topographic survey and not for boundary survey as there will be no land acquisition. SW also explained that it is waiting for the court's decision regarding ownership of the water prior to negotiating with them. Moreover, it was explained that a trust fund has been established by SW to deposit payment for the landowners to be determined by the court. It also clarified the role of sending a support letter to SW by the tribes to demonstrate their support to the project to go ahead and treat the land case as separate from the project. Furthermore, the Ministry of Environment representative encouraged that the two tribes and all people of Tulagal and mainland to work together to make this project happen as soon as possible.

58. Lastly, the participants including the APs and the disputing tribes requested SW to start the project soon. This is particularly in improving their water reservoirs and fixing numerous leaking pipes. The final RP will be made available in English in accessible public locations including the offices of Solomon Water Office, PMU, Ministry of Lands, Housing and Survey, and the Provincial Government as well as on the government and ADB's website. Solomon Water will also arrange to interpret and explain the key provisions in the commonly spoken language (pidgin) if needed.

5 GRIEVANCE REDRESS MECHANISM

5.1 Project Grievance Redress Procedure

59. During implementation, it is possible that people may have concerns about the project's safeguards performance including implementation of any RPs. **Table 5-1** below outlines the process that will be used to address complainant's concerns efficiently and in a transparent manner at subproject level based on the existing system for dispute resolution.

60. Specifically, all subprojects will be implemented in accordance with the GRM established for the overall Project to ensure that any complaints and concerns may be addressed promptly at no cost to the complainant and without fear of retribution. The GRM will receive, evaluate, and facilitate the resolution of people's concerns, complaints, and grievances about the subproject's social safeguard's performance. It will aim to resolve grievances and complaints in a timely and satisfactory manner. The GRM procedures will be disclosed to the public in consultation meetings during the detailed design phase of the subproject and prior to commencement of construction activities.

Table 5-1. Procedures for Resolving Grievances

Step	Process	Duration
1	Affected Person (AP)/ takes the grievance to the Contractor's community liaison officer, (if unresolved taken to PMU)	Any time
2	Contractor/SW PMU reviews issue, and in consultation with the complainant, then record a solution to the problem.	5 working days
3	SW PMU reports back to AP and gets clearance from the complainant.	5 working days
4	If unresolved, the SW PMU will elevate the matter to the General Manager for resolution.	10 working days
If unresolved		
5	AP take a grievance to a Tribunal for resolution (comprised of a SW Board Member, Permanent Secretary of a relevant agency (MMERE or COL) who will appoint a relevant agency to review the complaint	Decision within 10 working days
If unresolved or if at any stage and AP is not satisfied with the progress		
AP can take the matter to appropriate national court (Magistrates Court, High Court)		As per judicial system.

61. **Focal Point:** During construction, SW will have a designated staff member responsible for implementing the Grievance Redress Mechanism (GRM). Also, a gender-based violence

GBV complaint team will be established to investigate complaints about GBV or sexual harassment in the project site and its personnel.

62. SW's PMU Safeguards Officer will be the focal point for assisting the project to receive and address project related concerns including resettlement and gender-based violence (GBV). If possible, complaints will be resolved first by the Contractor on-site, through its community liaison officer, followed by the SW PMU, and then, if unresolved, escalate the concern to the SW Management and Tribunal comprised of the SW General Manager and responsible government authorities, as described below.

63. **Composition:** The GBV complaint team will be composed of the Project's GRM Committee plus a representative from the Solomon Islands SafeNet GBV network located at Ministry of Health that operates the Safenet 132 Hotline. GBV service providers will be contracted by the Contractor as part of the Contractor's Environmental and Social Management Plan (CEMP) after contract awarding, and are also likely to include the Family Support Centre in Honiara. Indigenous Peoples in the Solomon Islands, including in the project sites, are Melanesian people who comprise the majority of the country's population. The protection of their needs are incorporated in the GRM through a clear complaints process as documented in the RP and availability of local language speaking staff by the Contractor and will also include women responsible to receive complaints from women (ref Contractor's GRM mechanism under the CESMP).

64. While many projects have traditionally only considered GRM in the context of resettlement, the World Bank's Good Practice Note on Environmental and Social Framework February 2020¹⁷, it requires that Investment Project Financing have a grievance mechanism that will be "proportionate to the potential risks and impacts of the project".

65. For GBV—and particularly sexual exploitation and abuse and sexual harassment (SEA/SH)—complaints, there are risks of stigmatization, rejection and reprisals against survivors. This creates and reinforces a culture of silence so survivors may be reticent to approach the project directly. Some survivors will choose to seek services directly and never report to the GRM, which may lead to a discrepancy in the number of cases reported to the project by service providers and the GRM operators. To enable women to safely access the GRM, multiple channels through which complaints can be registered in a safe and confidential manner can be enabled. Community consultations may be one mechanism to identify effective channels (e.g., local community organizations, health providers, etc.).

66. The GRM will ensure that the Contractor shall adopt and implement the project's GBV Response Protocol to initiate a GBV complaint and ensure safe and confidential handling of cases. The Contractor will ensure that the contractor's social safeguards officer and contractor's GBV service provider are represented and fulfil their responsibilities on the GBV Complaints Team. The Contractor's management team will support the GBV Complaints Team to manage GBV related complaints and ensure that all related complaints have been referred to Solomon Water, the World Bank and Asian Development Bank.

¹⁷ <https://www.worldbank.org/en/projects-operations/environmental-and-social-framework>

67. Some means of ensuring safe and confidential information when handling GBV/SEA/SH may include:

- (i) No identifiable information on the survivor should be stored in the GRM register.
- (ii) The GRM should not ask for, or record, information on more than the following related to the SEA/SH allegation:
 - (iii) The nature of the complaint (what the complainant says in her/his own words without direct questioning);
 - (iv) If, to the best of the survivor's knowledge, the perpetrator was associated with the project;
 - (v) If possible, the age and sex of the survivor; and
 - (vi) If possible, information on whether the survivor was referred to services.

68. The GRM will ensure that the Contractor shall adopt and implement the project's GBV Response Protocol to initiate a GBV complaint and ensure safe and confidential handling of cases. The Contractor will ensure that the contractor's social safeguards officer and contractor's GBV service provider are represented and fulfil their responsibilities on the GBV Complaints Team. The Contractor's management team will support the GBV Complaints Team to manage GBV related complaints and ensure that all related complaints have been referred to Solomon Water, the World Bank and Asian Development Bank.

- (i) The GM should assist SEA/SH survivors by referring them to GBV service provider(s) for support immediately after receiving a complaint directly from a survivor. This should be possible because a list of service providers would already be available before project work commences as part of the mapping exercise.
- (ii) The information in the GRM must be confidential—especially when related to the identity of the complainant. For SEA/SH, the GRM should primarily serve to: (i) **refer** complainants to the GBV Service Provider; and (ii) **record** resolution of the complainant.

5.2 GRM During Construction

69. SW has its own GRM which is designed to deal with grievances from the general public in relation to Solomon Water managed projects at different stages of the project implementation (**Appendix 8: Grievance Redress Mechanism** The mechanism allows for the affected parties to make known grievances including as they arise and aims to provide a predictable, transparent and credible process to all parties, resulting in outcomes that are seen as fair, effective and lasting.

70. The GRM requirement will be established by SW prior to the start of the construction activities including:

- publicize the existence of the Project's GRM through public awareness campaigns, billboards, public notifications, etc.

- ensure that the names and contact numbers of GRM representatives are placed on notice boards at agreed locations; and
- the Contractor's CESMP reflect the elements of the GRM and the Contractor will be responsible for implementing them including maintaining their own grievance register.

71. The SW GRM is a three-stage process during any stage of which the grievance may be considered, by both parties, to have been resolved and closed off.

Stage 1 (Contractor/PMU)

72. Any grievance should first be made known to the Contractor and/or SW PMU in charge of the project being implemented. This may initially be verbal, however, a monitoring form must be prepared and signed off by the party raising the grievance onsite or at the PMU office whichever is convenient to the complainant. Support to filling in the form can be provided by Solomon Water to the aggrieved party. Commonly complaints can be resolved on site by the SW contractor and documentation submitted to the PMU. However, in cases where complaints are not resolved, complaint will be forwarded to the PMU through a filled grievance form. On the receipt of the grievance monitoring form, the PMU will hold an internal discussions, to be followed by a meeting with the aggrieved party to resolve the grievance within 5 working days of the grievance being raised. Following the discussion, the grievance may either be resolved or needs to be escalated to Stage 2.

73. A Stage 1 grievance outcome form should be prepared by the PMU confirming either the grievance has been resolved and the means of resolution or the grievance has not been resolved, and outlining SW project team position on the grievance. The Stage 1 grievance outcome form should be signed by both parties and a copy provided to the party raising the grievance. This form should include next steps in the process if they consider the issue not to be resolved.

74. A Community Advisory Committee (CAC) in the project site will be formed by the Contractor, with PMU support, prior to construction. The CAC will be comprised of community representatives including customary leaders, women, church representatives and other relevant stakeholders in the project area.

Stage 2 (General Manager)

75. If the AP is not satisfied with the outcome, the complaint is next discussed by the complainant and the General Manager of SW, assisted by the SW Safeguards Officer (SO) and PMU. The GM will be provided with the Stage 1 grievance outcome form and a meeting arranged with the aggrieved party within 10 working days of issue of the form to discuss and try to resolve the grievance.

76. Based on the discussion, the GM will issue a Stage 2 Grievance Outcome form confirming either the grievance has been resolved or not and outlining SW GM's position on the grievance. The Stage 2 grievance outcome form should be signed by both parties and a copy provided to the party raising the grievance.

Stage 3 (Grievance Tribunal)

77. If the grievance is not resolved under Stage 2 the grievance should then be referred to a three-member Grievance Tribunal comprised of: (a) A member of the Board of SW; (b) The

PS (or designate) of the MMERE; (c) Independent member selected by GM SW and Board Chairman. It must be noted that the composition of the Grievance Tribunal must ensure appropriate gender balance.

78. All prior Grievance Outcome reports will be made available to the Tribunal. A meeting with the aggrieved party shall be held within 10 working days of issue of the Stage 2 Grievance Outcome Form.

Within 5 working days of the Tribunal meeting a formal response will be issued to the aggrieved party outlining the Tribunal's decision on the grievance raised. The Tribunal's decision will be final.

79. If a satisfactory conclusion cannot be obtained through this process, the AP can take the matter to the courts (Magistrates Court or High Court). This will be at the APs cost, but if the court shows that SW have been negligent in making their determination, the AP will be able to seek costs reimbursement. A copy of SW grievance log information form is provided in **Appendix 7**.

80. Through public consultations, APs will be informed that they have a right to complaint/grievance resolution. The record of the grievance redress mechanism will be the subject of monitoring.

81. During construction/implementation, the GRM Register will be held at project site office, maintained by the Contractor and monitored by the SWSO. All complaints arriving at a site office are to be entered in a Register (by, date, name, contact address and the reason for the complaint) that is kept at the site. A duplicate copy of the entry is given to the AP for their record at the time of registering the complaint. The Register will show who has been directed to deal with the complaint and the date when this was made together with the date when the AP was informed of the decision and how the decision was conveyed to the AP.

82. The Register is then signed off by the person who is responsible for the decision and dated. The Register is to be kept at the front desk of the site office and is a public document. The duplicate copy given to the AP will also show the procedure that will be followed in assessing the complaint, together with a statement affirming the rights of the AP to make a complaint. For anybody making a complaint, no costs will be charged to the AP.

83. In the event of grievances related to the ownership of lands to be acquired that cannot be resolved at the local level, SW will hold the compensation amounts in escrow or trust account. Compensation will be paid in full upon final resolution of the case in the courts or another forum based on the entitlements of the AP.

84. If the grievance is not resolved under Stage 2 the grievance should then be referred to a three-member Grievance Tribunal comprised of: (a) A member of the Board of SW; (b) The PS (or designate) of the MMERE; (c) Independent member selected by GM SW and Board Chairman. It must be noted that the composition of the Grievance Tribunal must ensure appropriate gender balance.

6 POLICY AND LEGAL FRAMEWORK

6.1 Solomon Islands Laws

85. **The Land and Titles Act** empowers the Commissioner of Lands (CoL) to be the custodian of Government land and to deal with its land interest on behalf of the Government. The Act stipulates two systems: Customary, and Crown or State Land. The Lands and Titles Amendment Act 2014 makes changes to provide greater support and transparency to the role of CoL, with a Land Board empowered to make decisions on allocation of interest in land, development of land, and the fair, transparent and equitable administration of land. This Land Board has been established and is operational, with a member from SW on the Board to represent the interest of the utility companies.

86. **For Customary Land:** Part V of the Land and Titles Act deals with the purchase or lease of customary land by private treaty and with compulsory acquisition of land. Sections 60-70 outline clearly the process of purchase or lease and sections 71-77 the process of compulsory acquisition.

87. There are two types of title registration or legal ownership acquired by CoL on behalf of the Government. (i) Perpetual Estate (PE) title and (ii) Lease of perpetual title. Perpetual Estate title is established through the acquisition process either by outright purchase or compulsory acquisition of customary land. Lease of perpetual title is established through the acquisition process for lease of customary land.

88. The PE is held by trustees identified through the acquisition process, with a lease agreement entered into between CoL and the identified landowners, and subsequently registered.

89. The process for purchasing or leasing customary land is set out in Division 1 of Part V of the Land and Titles Act as follows:

- CoL must appoint a Land Acquisition Officer (LAO) to act as the Commissioner's agent.
- The LAO marks out the boundaries of the relevant land on the ground or on a map in such manner as to bring them to the notice of the persons affected.
- The LAO prepares a written agreement for the purchase or lease of the land with the people who claim to be the owners.
- The LAO gives public notice of the written agreement and organizes a public meeting to determine whether the persons named in the agreement are the correct customary land owners.
- If there is no dispute at the meeting, and no other claimants, the LAO records this fact and sends a copy of the determination to the Land Board and CoL.
- If there are rival claimants, the LAO must determine the rightful owners of the land and send a copy of his determination to the Land Board and CoL, and bring it to the attention of the originally identified parties and any claimants.
- An appeal of the LAO's determination can be made to the Magistrates Court within 3 months;
- The decision of the Magistrates Court can be appealed to the High Court on a question of law only.

- Once any appeals have been determined, or the period for appealing has expired, the agreement for sale or lease of the land in question can be implemented.
- Where the land is being leased, the CoL makes an order vesting PE in the persons named as lessors – commonly representatives of the customary land group found to own the land.

90. **For Crown or State Land:** Part X of the Land and Titles Act deals with Crown or State Land. This is alienated land held by CoL on behalf of the Government. This Part provides for the purchase of Government Land by Individuals or companies through the process of CoL granting, transferring, subleasing or providing temporary occupation of Government Land. Note that since the passing of the Land and Titles Amendment Act 2014, a Land Board has been established with powers and functions in land allocation, removing complete control from the CoL.

91. There can be four **types of private title ownership** as follows.

- PE Title, equivalent to freehold.
- Fixed Term Estate (FTE) Title. CoL as holder of PE title grants FTE title to individuals or companies. This is for a certain term of years with certain conditions to abide. These conditions are stipulated in the grant instrument executed by the title holder and CoL. Most terms are 50 years and currently 75 years. FTE title is acquired through direct allocation from CoL or through the transfer of FTE by an FTE title holder.
- Sub-Lease Title: The FTE title holder leases the Land to an individual or company for a period less than the FTE term with conditions agreed by both parties.
- Temporary Occupation License: This refers to occupation of land under license conditions for up to three years, renewable.

92. For FTE title holders there is a provision in the grant instrument that provides for resumption of the land by CoL for public purposes. Compensation as stated in the grant instrument will be paid in the event the land is developed.

93. The Land and Titles Act governs compulsory acquisition of both alienated and customary land, under the following procedures¹⁸: The Minister responsible for the Act makes and publishes a declaration that particular land is required for a public purpose. The effect of the declaration is to nullify all interests in the land, and the right to occupy and use the land vests in the CoL. The declaration is published and notice given to registered owners, and in the case of unregistered and customary land to all persons or groups who might claim to have an interest.

94. Interested persons or groups may apply to the High Court within six months to quash the declaration on the ground that the land is not required for a public purpose. Interested persons or groups have three months to make a claim for compensation to the CoL.

95. CoL must respond within three months, either accepting the claim or making an offer. If the claimant accepts the offer, CoL must pay the amount within three months. A claimant who rejects the CoL's offer has three months to bring an appeal in the High Court.

¹⁸See para 62 below concerning relevant requirements of the Constitution.

96. As for land under FTEs, the agreements provide that CoL can resume the land for public purposes. This is triggered by a request by the concerned Minister to the CoL. Temporary occupation of land for up to three years is possible under a similar process. Rent is paid and loss in value and damage are compensated.

97. Compensation (including compensation rent) for land compulsorily acquired under the Land and Titles Act is provided as follows:

- An amount considered just having regard to the condition of the land and other relevant “matters and circumstances”, including loss in value of land retained by the owner.
- Valuation is determined as of the date of the declaration.
- In the case of customary land, other land can be provided in lieu of monetary compensation.

98. Dispute Resolution: Disputes arising over alienated land, usually in relation to compensation as ownership is clear, are referred to the Magistrates Court and follow the procedure set out in the Land and Titles Act and Civil Code. Disputes over the award of compensation for resumed title, or where an FTE holder seeks to get compensation for unimproved land, are settled in the High Court.

99. For disputes over customary land, there is a two-step process: (i) the civil procedure through the Magistrates Court, and (ii) the customary procedure.

The hearing in the Magistrates Court will determine whether the case can be dealt with through civil proceedings or whether the case is better handled through the customary process. If the case cannot be resolved after the Local Court hearing, it is presented as a case before the Customary Land Appeal Court.

100. **The Constitution of Solomon Islands:** Section 112 of the Constitution with respect to compulsory acquisition of customary land requires Parliament to provide the following: Before the land is compulsorily acquired, there must be prior negotiations with the owner of the land, right or interest. The owner must have a right of access to independent legal advice. So far as practicable the interest acquired shall be limited to an FTE.

101. Although Parliament has not provided for these safeguards in the Land and Title Act, the Minister of Lands and the CoL can take them into account in conducting land acquisition.

102. In the Solomon Islands, approximately 87% of land is under the customary land tenure system, with all-natural resources belonging to customary landowners¹⁹. The remaining 13% of land is ‘alienated’. Land is governed by the Land and Titles Act (1996/88), which addresses requirements for temporary occupation of land for public purposes, and provides the procedures and basis for compensation for land and any improvements thereto. The Act also provides for purchase or lease of customary land by the Government through agreement.

103. In Honiara and in provincial capital boundaries, land is owned by the state. This crown land is held in perpetual estate title on behalf of the government by the Commissioner of Lands (CoL). The CoL can enter into 50-year fixed term estate (FTE) agreements with individuals, or

¹⁹Exemptions being the lands of the national capital area (Honiara), various provincial headquarters, and Tulaggi Island (which was the national capital until the 1960s and is alienated land).

shorter-term temporary occupancy licenses (ToL). The Act provides a clear process for the government to undertake compulsory acquisition of registered and customary land.

104. There are two ways in which land can be secured for any development by the government or any entity:

- Compulsory land acquisition for public purpose. This can be used in instances where negotiation has failed, and there are no alternative sites for the proposed development. In these cases, compulsory acquisition as outlined in the Act can be commenced.
- Leasing of customary land through negotiated settlement.

105. Land access for the project will follow the processes that SW currently use in their resettlement procedures. Whilst there are powers for compulsory acquisition, this process is time consuming and can create significant delays. Therefore, it is an option of last resort. Generally, when requiring access to a site for development, the process is as follows – (i) SW and landowner enter into MOU to protect SW's interest in the land.

(ii) The land is surveyed. (iii) A memo is submitted to Registry of Titles to generate a parcel number for the area. (iv) The lease instrument (for private land) or grant instrument (for Government land) is executed between the parties. (v) This is lodged with the Registry of Titles. (vi) Registration of lease title.

106. **The Solomon Islands Water Authority Act 1992** provides the governance framework for SW and outlines their functions and powers. Section 12 provides an obligation for reasonable compensation to be paid by SW for damage or loss caused by works.

107. Under Section 14, SW has the power to open up roads and streets, provided reasonable notice is given to the appropriate Government Ministry. The surface of the road must be restored to its previous condition. This section is relevant to proposed pipelines and works to be undertaken in road reserves.

108. Of most relevance to this RP is Section 53, outlining the process for land negotiations for the purchase of land required for purposes of the Authority. In the circumstance where agreement cannot be reached, or the delay in reaching agreement is not in the public interest, the land acquisition process under the Lands and Titles Act may be triggered.

109. Solomon Water is well experienced in issues around property negotiation, and they have engaged with resettlement processes over the years when accessing sites to develop infrastructure for service delivery. The basis of the negotiation, including valuation of affected any non-land assets and verification by a third party, form the key conditions of the MOU. A lease which allows temporary or permanent use of land for infrastructure development is a preferable mechanism to compulsory acquisition, which takes time and often triggers disputes. The lease or grant instrument is a key document, as this stipulates the terms and conditions of the land use, including the rights to access the infrastructure for maintenance. (In this case, following the preferred approach of negotiation by SW, a PE-titled land has been acquired through negotiated agreement and fully paid for by SW according to the latest market valuation.)

110. **Other Acts.** Relevant sections of other Acts are described below. It is the responsibility of the Contractor to be familiar with these relevant Acts.

Act	Description
Environmental Act 1998	<p>The Environment Act 1998 (the Act) and Environment Regulations 2008 (the Regulations) make provision for the conservation and protection of the environment. The Act provides for an integrated system of development control, environmental assessment and pollution control including; prevention, control and monitoring of pollution including regulating discharge of pollutants to air, water or land and reducing risks to human health and prevention of degradation of the environment; Regulating the transport, collection, treatment, storage and disposal of waste and promoting recycling, re-use and recovery of materials in an economically viable manner; and Complying with, and giving effect to, regional and international conventions and obligations relating to the environment.</p>
Environmental Regulations 2008	<p>The Second Schedule of the Act lists prescribed developments for which consent from the Environment and Conservation Division (ECD), accompanied by an environmental assessment reported as either a public environmental report (PER) or an environmental impact statement (EIS), is required. All prescribed developments require a “screening” or “scoping”, to see what form/level of environmental assessment is required. Most prescribed developments require a PER, while major projects such as logging, mining, or large scale tourism or infrastructure developments, will need a more detailed appraisal which includes technical, economic, environmental and social investigations and consultations with stakeholders, presented in an EIS.</p> <p>The Regulations extend the requirements of the PER/EIS to include; (a) social impact on the surrounding communities; (b) ensuring public participation; (c) spelling out employment opportunities for Solomon Islanders; (d) a demographic impact assessment; (e) health impact assessment; (f) gender impact assessment; (g) noise impact assessment; (h) state whether any of the above would have short or long-term harmful effects on the environment. The Director may have other requirements that will need to be fulfilled, notifying applicant of any additional requirements within 31 days after notifying the applicant.</p>
Environmental Health Act 1980	<p>An Act protecting environmental health of the country.</p> <p>11.-(1) The Minister may make Regulations for the better carrying out of the purposes and provisions of this Act and regulating the activities of any person (including the Government or any statutory authority) in relation to the maintenance or improvement of environmental health generally.</p> <p>(2) Such regulations may create offences and prescribe penalties in respect thereof not exceeding a fine of one thousand dollars or imprisonment for one year or for both such fine and imprisonment, and such penalty may provide for fines to be imposed on a daily basis in respect of a continuing offence.</p> <p>12. Proceedings for enforcement of regulations made under this Act may, where the Enforcement Authority considers it desirable that the person it considers to be in breach of any such regulation shall first have the opportunity to remedy such breach, be taken in accordance with the provisions of sections (a), (b), (c), (d) and (f) outlining the role of the Authorized Officer to serve abatement notice, failure to comply with the said notice and proceedings.</p>
Labor Act	<p>13.-(1) Subject to any lower maximum number of hours of employment applicable to him by virtue of any regulation, rules, contract or agreement negotiated on his behalf are:</p> <ul style="list-style-type: none"> (a) the normal weekly hours of any worker shall not exceed forty-five hours; (b) the normal daily hours of work of any worker in an industrial or agricultural undertaking shall not exceed nine hours;

Act	Description
	<p>(c) a worker whose hours of work exceed six hours daily shall be given a break of at least thirty minutes arranged so that the worker does not work continuously for more than five hours;</p> <p>(d) hours of work and breaks from work shall be so arranged as not to require the worker's presence at the place of work for more than twelve hours daily;</p> <p>(e) a worker shall be given a weekly rest of at least twenty-four continuous hours, which shall, where practicable, include Sundays or other customary rest days; and</p> <p>(f) no worker shall be required to work on a public holiday or on more than six days in one week, unless such worker is employed in a service to which the Essential Services Act applies or in an occupation in which work on public holidays or customary rest days is expressly provided for in his contract of service.</p> <p>(2) The above limits on hours of work may be exceeded in those processes which by reason of their nature are required to be carried on continuously by a succession of shifts, subject to the condition that the average working hours shall not exceed nine daily and forty-five weekly over a period of three weeks;</p> <p>(3) Workers engaged on shift work shall be given at least twenty-four continuous hours of rest weekly notwithstanding that the incidence of shift rotas may be such that this rest period does not coincide with the normal or customary weekly rest days.</p> <p>(4) In order to ensure continuity of operations an employer may require workers engaged on shift work to remain on duty until relieved by the succeeding shift or until permitted to leave by the supervisor responsible: Provided that such workers shall be paid at overtime rates for any additional hours so worked.</p> <p>(5) The limit on hours of work specified in this section may be exceeded subject to the total hours worked (including hours of overtime) not, without the approval of the Commissioner, exceeding fifty-seven hours in any work weekly or two hundred and twenty-eight hours in any calendar month.</p> <p>(6) The onus of showing the necessity to extend hours of work beyond those provided for in subsections (2) and (5) shall lie on the employer in any particular case and shall be subject to approval by the Commissioner.</p>
	<p>37.-(1) No person shall employ an immigrant or non-indigenous worker unless such worker has obtained from the Commissioner a work permit and the employment relates to the conditions of such work permit. No immigrant or non-indigenous worker whether employed or self-employed shall work in Solomon Islands without a work permit from the Commissioner which shall specify the work which such immigrant or non-indigenous worker may undertake.</p>
	<p>39. Women shall not be employed during the night in any undertaking, except where the night work are :</p> <p>(T) has to do with raw materials or materials in course of treatment which are subject to rapid deterioration; or ...</p> <p>(U) is that of a responsible position of management held by a woman who is not ordinarily engaged in manual work; or ...</p> <p>(h) is not prohibited by an international convention applying to Solomon Islands and is specifically declared by the Minister by order to be work upon which women may so be employed.</p>
	<p>46. No child under the age of twelve years shall be employed in any capacity whatsoever.</p>

Act	Description
	47. A person under the age of fifteen shall not be employed or work - (a) in any industrial undertaking, or in any branch thereof, except in employment approved by the Minister; or...
	70.-(1) At every place of employment the employer shall provide for all workers such medical attention and treatment with medicines of good quality, first-aid equipment and appliances for the transportation of sick or injured workers as may be required by the Commissioner or a Health Officer.
Safety at Work Act 1996	Purpose: An act to provide for the health, safety and welfare of persons at work and to protect persons against risks to health or safety arising out of or in connection with the activities of persons at work; to impose specific requirements in respect of certain articles and substances that are a potential source of danger; to make minor amendments of the labour act and the workmen's compensation act; and for connected purposes. Provides detailed regulations governing duties of dangerous machinery (article 19), electrical installations (article 20), flammable substances (article 22), and training (schedule 1)

6.2 World Bank Policy

111. The World Bank's Environmental and Social Safeguard Policies aim to prevent and mitigate potential damage to the environment and communities generated in the development process. These policies give the Bank and borrowers, guidelines on the identification, preparation and implementation of programs and projects.

112. There are ten safeguard policies in the World Bank, created to inform decision making, ensuring that projects financed by the Bank are environmentally and socially sustainable. These policies include: Involuntary Resettlement (OP4.12), Environmental Assessment (OP4.01), Indigenous Peoples Policy (OP4.10) and Natural Habitats (OP4.04).

6.3 ADB Safeguard Policy Statement (2009)

113. The Safeguard Policy Statement (SPS) requires ADB-assisted projects to (i) avoid resettlement impacts wherever possible; (ii) minimize impacts by exploring project and design alternatives; (iii) enhance, or at least restore, the livelihoods of all Affected Persons (APs) in real terms relative to pre-project levels; and (iv) Improve the standards of living of the affected poor and other vulnerable groups. The SPS covers both physical displacement (relocation, loss of residential land, or loss of shelter) and economic displacement (loss of land, assets, access to assets, income sources, or means of livelihoods) as a result of involuntary land acquisition or restriction on land use, or on access to parks and protected areas.

114. The key principles of the ADB safeguard policy on resettlement are as follows:

- Screen early the project's resettlement impacts and risks.
- Carry out meaningful consultations with APs, informing them of their entitlements and resettlement options. Pay particular attention to the needs of vulnerable groups.
- Establish a grievance redress mechanism to receive and facilitate resolution of APs' concerns.

- Improve, or at least restore, the livelihoods of all APs through (i) land-based resettlement or cash compensation at replacement value, as relevant, (ii) Prompt replacement of assets, (iii) prompt compensation at full replacement cost, and (iv) additional revenues and services through benefit sharing schemes where possible.
- Provide APs with needed assistance, including: (i) if there is relocation, secured tenure and improved housing; (ii) transitional support and development assistance; and (iii) civic infrastructure and community services, as required.
- Improve the standards of living of the displaced poor and other vulnerable groups to at least national minimum standards.
- Develop procedures in a transparent, consistent, and equitable manner if land acquisition is through negotiated settlement.
- Ensure that APs without titles are eligible for resettlement assistance and compensation for loss of non-land assets.
- Prepare an RP elaborating on APs' entitlements, income and livelihood restoration strategy, institutional arrangements, monitoring and reporting framework, budget, and time-bound implementation schedule.
- Disclose an RP in an accessible place and a form and language(s) understandable to APs and other stakeholders.
- Conceive and execute involuntary resettlement as part of a development project or program. Include the full costs of resettlement in the presentation of project's costs and benefits.
- Provide compensation and other entitlements before physical or economic displacement.
- Monitor and assess resettlement outcomes, their impacts on the standards of living of APs.

6.4 Comparison of ADB SPS and Solomon Islands Laws

115. In implementing resettlement activities, it is important to compare the ADB SPS requirements with local law. The SPS principles hold primacy, and any gaps between local laws and the SPS Policy must be identified with measures proposed to meet the SPS principles. Table 6-1 provides this overview.

Table 6-1: Comparison of Solomon Islands Law and ADB Policy and Gap - Filling Measures

ADB SPS 2009 Requirements on Involuntary Resettlement	SOL Laws on Land Acquisition/ Resettlement	Gaps between ADB SPS and SOL Laws	Gap-filling Measures
Avoid involuntary resettlement wherever possible. Minimize involuntary resettlement by exploring project and design alternatives.	The Constitution provides for the protection from deprivation of property. The Constitution and Land and Tittles Act (LTA) set out the conditions under which land may be compulsory acquired. The property	No explicit reference to the need for minimizing resettlement impacts by exploring alternatives.	The RP includes measures on avoiding/minimizing land acquisition and resettlement impacts.

	can only be acquired for the public good, and with the payment of reasonable compensation.		
Enhance, or at least restore, the livelihoods of all displaced persons in real terms relative to pre-project levels. Improve the standards of living of the displaced poor and other vulnerable groups	General principles of compensation for land and assets are set out in the Constitution and LTA.	SOL Laws do not prescribe measures to restore/ improve standard of living.	The RP includes measures on compensation at replacement cost for affected land/assets and to restore/improve living standards of APs
Screen the project early on to identify past, present, and future involuntary resettlement impacts and risks. Determine the scope of resettlement planning through a survey and/or census of displaced persons, including a gender analysis, specifically related to resettlement impacts and risks.	LTA sets out the process for land investigation which includes identification of affected clans/tribes and their assets.	No specific requirements for census, cut-off date, impact assessment and scoping of resettlement planning.	The RP includes measures on survey/census, cut-off-date, assessment of impacts and resettlement planning.
Carry out meaningful consultations with APs, host communities, and concerned NGOs. Inform all displaced persons of their entitlements and resettlement options. Ensure their participation in planning, implementation, and monitoring and evaluation of resettlement programs. Pay particular attention to the needs of vulnerable groups, especially those below the poverty line, the landless, the elderly, women and children, and Indigenous	LTA sets out the process of notification, including that all landowners must be informed of the acquisition and entitlements.	No specific provisions for preparing and implementing RP based on meaningful consultations with DPs, including the poor, the landless, elderly, women, and other vulnerable groups	The RP includes measures on consultations with APs, including vulnerable groups, during preparation and implementation of RPs.

Peoples, and those without legal title to land, and ensure their participation in consultations.			
Establish a grievance redress mechanism to receive and facilitate resolution of the affected persons' concerns. Support the social and cultural institutions of displaced persons and their host population.	LTA provides for appeal against a declaration of public purpose for compulsory acquisition and amount of compensation.	No requirements for a project-specific grievance redress mechanism.	The RP includes measures on project-specific grievance redress mechanism.
Improve, or at least restore, the livelihoods of all displaced persons through (i) land-based resettlement strategies when affected livelihoods are land based where possible or cash compensation at replacement value for land when the loss of land does not undermine livelihoods, (ii) prompt replacement of assets with access to assets of equal or higher value, (iii) prompt compensation at full replacement cost for assets that cannot be restored, and (iv) additional revenues and services through benefit sharing schemes where possible.	<p>The Constitution requires payment of reasonable compensation for the compulsory acquisition of land for a public benefit, within a reasonable period of time having regard to all the relevant circumstances.</p> <p>LTA sets out more detailed requirements: By s79 any person who claims to be entitled to an interest in compulsory acquired land may make a claim for compensation (within 3 months); the requirements for payment are set out in s81; and the provisions for compensation are set out in s83.</p> <p>There is no legal instrument or policy in the Solomon Islands that addresses displacement of informal settlers</p>	<p>No specific requirement for land-based resettlement, replacement of assets, and benefit sharing.</p> <p>Gap in the SI framework with no law or policy protecting displacement of informal settlers</p>	<p>The RP includes measures of on-site relocation, replacement of affected structures, compensation at replacement cost and priority of project employment to APs.</p> <p>The ADB Safeguard Policy will apply in issues of resettlement concerning informal settlers.</p>

<p>Provide physically and economically displaced persons with needed assistance, including the following: (i) if there is relocation, secured tenure to relocation land, better housing at resettlement sites with comparable access to employment and production opportunities, integration of resettled persons economically and socially into their host communities, and extension of project benefits to host communities; (ii) transitional support and development assistance, such as land development, credit facilities, training, or employment opportunities; and (iii) civic infrastructure and community services, as required.</p>	<p>LTA provides for the provision of alternative land in lieu of compensation for customary land compulsory acquired.</p>	<p>SOL laws have no specific provisions on relocation, transitional support and civic infrastructure and services.</p>	<p>The RP includes measures on-site relocation of affected structures, transitional allowances and restoration of civic infrastructure.</p>
<p>Improve the standards of living of the displaced poor and other vulnerable groups, including women, to at least national minimum standards. In rural areas provide them with legal and affordable access to land and resources, and in urban areas provide them with appropriate income sources and legal and affordable access to adequate housing.</p>	<p>The Constitution and LTA include general principles of compensation for damages or losses.</p>	<p>SOL Laws do not prescribe measures on improvement of living standard and restoration of livelihoods of the poor and vulnerable groups.</p>	<p>The RP includes measures on restoration/improvement of livelihoods of APs, including the poor and vulnerable groups.</p>
<p>Develop procedures in a transparent, consistent, and equitable manner if land acquisition is through negotiated</p>	<p>LTA Part V, Division 1 sets out the detailed provisions for</p>	<p>SOL Laws do not specifically require third-party verification of</p>	<p>The RP describes procedures for the negotiation with landowner groups through memoranda of agreements</p>

settlement to ensure that those people who enter into negotiated settlements will maintain the same or better income and livelihood status.	voluntary purchase or lease of land.	negotiated agreement.	(MOAs) to be verified by a third-party.
Ensure that displaced persons without titles to land or any recognizable legal rights to land are eligible for resettlement assistance and compensation for loss of non-land assets		There is nothing in the SOL Laws to address the issue of displaced persons without land title or legal land rights.	The entitlement matrix for the project provides for resettlement assistance and compensation for non- land assets to non-titled APs as well.
Prepare a resettlement plan elaborating on displaced persons' entitlements, the income and livelihood restoration strategy, institutional arrangements, monitoring and reporting framework, budget, and time-bound implementation schedule.		SOL Laws have no provision of preparing RP	The RP includes measures on preparation of RP for subprojects in case they involve land acquisition/resettlement impacts.
Disclose a draft resettlement plan, including documentation of the consultation process in a timely manner, before project appraisal, in an accessible place and a form and language(s) understandable to affected persons and other stakeholders. Disclose the final resettlement plan and its updates to affected persons and other stakeholders.	LTA sets procedures in notification of landowners at different stages of land acquisition steps.	No requirements on disclosure of an RP.	The RP includes disclosure measures, including posting of documents on ADB website as well as providing information to APs.

Conceive and execute involuntary resettlement as part of a development project or program. Include the full costs of resettlement in the presentation of project's costs and benefits. For a project with significant involuntary resettlement impacts, consider implementing the involuntary resettlement component of the project as a stand-alone operation.	No equivalent provision	Gap.	an acquisition/resettlement costs will be included and financed out of the project cost that includes government contribution.
Pay compensation and provide other resettlement entitlements before physical or economic displacement. Implement the resettlement plan under close supervision throughout project implementation.	LTA requires compensation to be paid within 3 months of acceptance of the offer.	There is nothing in the Act to require payment before displacement.	The RP includes measures on payment of compensation for affected assets before start of civil works on affected land.
Monitor and assess resettlement outcomes, their impacts on the standards of living of displaced persons, and whether the objectives of the resettlement plan have been achieved by taking into account the baseline conditions and the results of resettlement monitoring. Disclose monitoring reports.	No equivalent provision	Gap	The RP includes monitoring measures, including requirements of semi-annual safeguard monitoring report.

7 PROJECT ENTITLEMENTS, ASSISTANCE AND BENEFITS

116. The project will follow provisions in the RP for determining eligibility and compensating for all losses resulting from land acquisition or restriction on land use or access. APs will receive compensation at full replacement cost, and other resettlement support such as assistance with relocation, if applicable. Titled APs will receive compensation from outright

sale of land for use of a portion of their land from SW. Non-titled APs are not eligible for compensation for land but will receive compensation for assets attached to land and other assistance as required. Households headed by women and other vulnerable households will receive additional further assistance including priority for local unskilled employment during construction.

117. The affected land occupiers (gardeners) will be compensated at fair market value for their crops and trees as stated in the Project's Resettlement Framework.

7.1 Assistance for Vulnerable Groups

118. There was a female-headed household identified during detailed design. Under ADB SPS, vulnerable groups (e.g. households headed by women, disabled, poor, elderly, chronically ill and are unable to work) if present in the project site will be assisted including through provision of daily allowance equivalent to the loss of income they would have earned if their assets and livelihood are to be temporarily or permanently removed due to the project. This livelihood assistance will be particularly important during the current COVID pandemic. However, at present, this does not apply to the project site.

119. Access to water will be a key consideration during negotiations, particularly for vulnerable groups. If there are any APs without connection to SW water supply, consideration will be given to improve water access of APs through facilitating connection of services, and/or access to newer innovations such as cash for water meters, which provide poor households with greater control over water consumption and management of payments.

120. The project will follow eligibility and harmonized SIG and ADB policy-based entitlement matrix for all types of losses resulting from land. **Table 7-1** below summarizes the Entitlement Matrix.

Table 7-1: Entitlement Matrix

LOSS OF CROP and TREES		
Application	Entitled APs	Entitlement
Gardens, trees, crops, perennials, productive trees/plants	Owners of crops, trees, regardless of legal status (12 APs)	<p>Compensation at replacement cost as determined by the Forest Division for timber trees and the Department of Agriculture for crops or productive plants/trees.</p> <p>Provision of 30 days' notice to harvest standing seasonal crops. If harvest is not possible, cash compensation for crops (or share of crops) equivalent to prevailing market price.</p> <p>Cash compensation for perennial crops and fruit bearing trees based on annual net product market value multiplied by the number productive years.</p> <p>Cash compensation equivalent to prevailing market price of timber for non-fruit trees</p>
VULNERABLE HOUSEHOLDS		

Loss of assets	Identified through consultation with community leaders (households headed by women, elderly, disabled, poor) (1 AP)	Provision of unskilled work during construction.
UNFORESEEN OR UNINTENDED IMPACTS		
Identified impact at implementation phase	Determined in accordance with RF principles.	Unanticipated involuntary impacts will be documented and mitigated based on the principles provided in ADB's involuntary resettlement policy

8 IMPLEMENTATION ARRANGEMENTS

8.1 Institutional Arrangement

121. Solomon Water is the implementing agency, with responsibility for carrying out the project, embedded within existing operations as the service delivery agency for water and wastewater services in Honiara and additional service areas. **Table 8-1** below outlines the roles and responsibilities of the SW and the key agencies roles and responsibilities for the implementing, monitoring and reporting of the progress of Resettlement Plan requirements.

Table 8-1: Resettlement Implementation - Roles and Responsabilités

Agency	Roles and Responsibilities
Solomon Water	<ul style="list-style-type: none"> Overall execution of the project Provides funds for land acquisition and resettlement Liaises with MLHS and other government agencies relevant to the requirements of the Project
Solomon Water PMU	<ul style="list-style-type: none"> Manages the social and resettlement aspects of the project Finalizes project decisions concerning land acquisition in consultation with appropriate government agencies. Manages design and supervision of works Manages consultants on all matters dealing with resettlement and consultations Prepares and updates of RP during implementation. Discloses the RPs Informs DPs, local authorities and interested others about the project, including compensation details Coordinates with MLHS/CoL to initiate land acquisition process Prepares inventory of losses (IOL) and census of APs Coordinates with MFT/Solomon Water to obtain budget and funds for compensation payments Regarding alienated land: prepares and attends to execution of purchaser agreements; payment of purchase price; registration in Land Registry

Agency	Roles and Responsibilities
	<ul style="list-style-type: none"> • With civil contractor schedules and makes compensation payments for non-land assets • Records the compensation payment process for monitoring and reporting • Establishes grievance procedure as outlined in RPs • Provides data and other information to external monitoring agencies • Prepares completion report
MLHS/CoL	<ul style="list-style-type: none"> • Oversees and supports land acquisition and resettlement process as the national agency responsible for land acquisition • Regarding customary and FTE land, through CoL completes land acquisition • CoL appoints LAO • Surveyor General carries out land survey or approves survey by Solomon Water engineers • Valuer General confirms land valuations • LAO finalises agreements and obtains execution by owners • Solomon Water makes payments. • CoL registers transfers in Land Registry.
Provincial Government	<ul style="list-style-type: none"> • Role may include as co-Chairperson of the Community Advisory Committee in the province.

122. **Executing agency:** The Ministry of Finance and Treasury (MoFT) is the executing agency, responsible for overall administration of the project.

123. **A Project Management Unit (PMU)** is constituted at the SW as the IA. The PMU will be responsible for the day-to-day implementation of the water supply projects and RP activities assisted by the relevant staff within the Project Implementation Assistance Consultants (PIAC).

124. **The PMU established an Environment and Social Unit (ESU)** that will ensure all relevant safeguard plans are implemented and meet their intended objectives. The hired team is composed of an international and national social safeguards specialist and an international environmental specialist. They will undertake the following activities to ensure safeguard procedures are implemented at every stage of the project.

- Undertake adequate consultations with and dissemination of relevant information to APs during detailed design, pre-construction, and during construction;
- Ensure that the project implementation consultants take into account this RP and when unanticipated impact is identified, to avoid or minimize social impacts and provide mitigation measures. The ESU team will brief the technical team and contractors on the RP;
- Address any project-related grievances of APs and facilitate the resolution of disputes on land ownership or land use;
- Undertake ongoing public consultation to keep APs informed, and seek their inputs into the detailed design/construction of the subproject and scheduling of subproject activities;

- Following the award of the civil works contract, the ESU will arrange a briefing to the contractors to raise their awareness on safeguard requirements including gender-based violence (GBV) issues and concerns before and during construction;
- Coordinate with relevant authorities including the provincial government to ensure that land-related activities including payment of all due compensation are completed prior to the start of the construction activities; and
- Undertake regular monitoring and reporting on implementation progress of RP.
- Update RP as required if there are unanticipated impacts during project implementation and prepare corrective action plan if there will be non-compliance.

125. Solomon Water will also coordinate with Commissioner of Lands (CoL) and Ministry of Land, Housing and Survey (MLHS) and other relevant government agencies for any land acquisition process.

126. Solomon Water will also coordinate with the host Provincial Government in each of the provinces to facilitate consultation with local landowners, possible affected persons and to assist Solomon Water in resolving grievances unable to be resolved at the contractor's level prior to being elevated at PMU.

127. All funds required for compensation for affected land, structures, including the provision of various allowances, will be allocated for by the government through SW or the MoFT. Solomon Water will ensure that adequate funds are available for providing payments according to the budgets provided in the RP. The PMU will coordinate allocation of funds, approval of payments, and delivery of funds, monitoring of progress and reporting.

8.2 Implementation Steps

128. The Resettlement Plan will be amended should there be changes in the project design, and in if a case of unanticipated impact is identified during implementation, SW land acquisition and resettlement specialist will update the RP. At this stage, damages to crops and trees must have been paid, and all land arrangements through memorandum of understanding must have been negotiated.

129. Once all land and non- land agreements had been signed, the PMU will prepare invoices for each eligible AP and submit to SW for approval and payment. The invoices will detail the entitlements of each AP and the payment methods.

130. Solomon Water's PMU will prepare a compensation completion report after the final land negotiations and Inventory of Losses has been completed. Based on the compliance report, ADB will issue a no objection letter (NOL) prior to commencement of civil works.

8.3 Implementation Schedule

131. The project is expected to be implemented at the earliest in the last quarter of 2021. SW will implement the approved RP by the ADB and The World Bank. SW's payment of compensation will be completed prior to start of construction. Schedule of this RP implementation is presented in **Table 8-2**. In involuntary resettlement, implementation delays are expected due to circumstances beyond the control of the project. A key challenge is to achieve negotiated agreements within the timeframe to ensure that project construction is not

significantly delayed. The implementation of the RP will be monitored by the PMU, ensuring risks are identified and mitigated early.

Table 8-2_Implementation Schedule

S.N.	Activities	Estimated Timing	In-Charge
1	Verification of land ownership status of 12 APs who will lose crops and trees. (The easement required from 2 land leaseholders were avoided during detailed design by using existing right-of-way.	January to June 2021	SW Lands Officer DD International and National Social Safeguards Specialists (INSS)
2	Payment to APs based on market valuation of crops and trees (12 garden owners)	August to October 2021	SW/PMU
3	Formation of Community Advisory Committee (CAC) at local/provincial level comprised of representatives from the claimant tribes, women, and other key stakeholders.	Prior to construction	SW/PMU Contractor
4	Continued consultations with two claimant tribes through CAC and general project community.	Prior to and throughout construction & operations phase	SW/PMU Contractor
5	SW submits payment completion report to ADB/World Bank to receive No Objection prior to commencement of civil works	November 2021	SW/PMU
	Estimated Time Frame	11 Months	
6	Commencement of civil works	TBC	Contractor

9 BUDGET AND FINANCIAL PLAN

132. The RP budget on the table below was prepared based on market value of affected assets. The budget include allocation for payment of affected crops and trees and contingency costs. The estimated costs will be financed by the government using counterpart funds. Valuation of affected non-land assets was carried by the SW PMU Safeguards' Unit with the Ministry of Agriculture's Provincial Officer. SW will release sufficient budget for the implementation of compensation, and related activities in an appropriate and timely manner.

133. Error! Reference source not found. below shows the estimated budget to implement the RP activities for the water supply upgrading project amounting to **SBD 196,714 (USD 24,497)**.

Table 9-1: Summary of Compensation Cost

SN	Items	Quantity	Cost (SBD)	Cost (USD)
A	Compensation			
	(i) Total compensation for affected food garden owners	12	122,209	15,219
	(ii) Provision of water connection per household (8 AH x USD 500)	8	31,720	3,950
		Sub Total (A)	153,929	19,169.19
B	(v) DMS		0	0
C	(vi) Consultations		10,000	1,245
		Sub Total (B+C)	10,000	1,245
		A+B+C	163,929	20,415
		Contingency (20%)	32,786	4,082.90
		Total	196,714	24,497

10 MONITORING AND REPORTING

134. The SW PMU through their Environmental and Social Unit (ESU) will deliver monitoring and reporting throughout the project cycle. Every 6 months, all work of the ESU will be collated into a Semi-Annual Safeguards Monitoring Report to be submitted to ADB/WB/SIG. This provides a focal point for monitoring outcomes and can flag any issues of concern or risk to be addressed. The semi-annual reports are public documents, providing a transparency to project delivery outcomes. The ESU will also have input into regular quarterly project progress reports, ensuring that social safeguards are taken in an integrated manner.

135. The ESU will document ongoing consultation efforts, recording issues of discussion and participants. This is particularly important during the RP implementation phase, with project communities, including their chiefs and elected leaders, so they are informed of the proposed scope of works, construction schedule, grievance redress mechanism, and potential local employment opportunities.

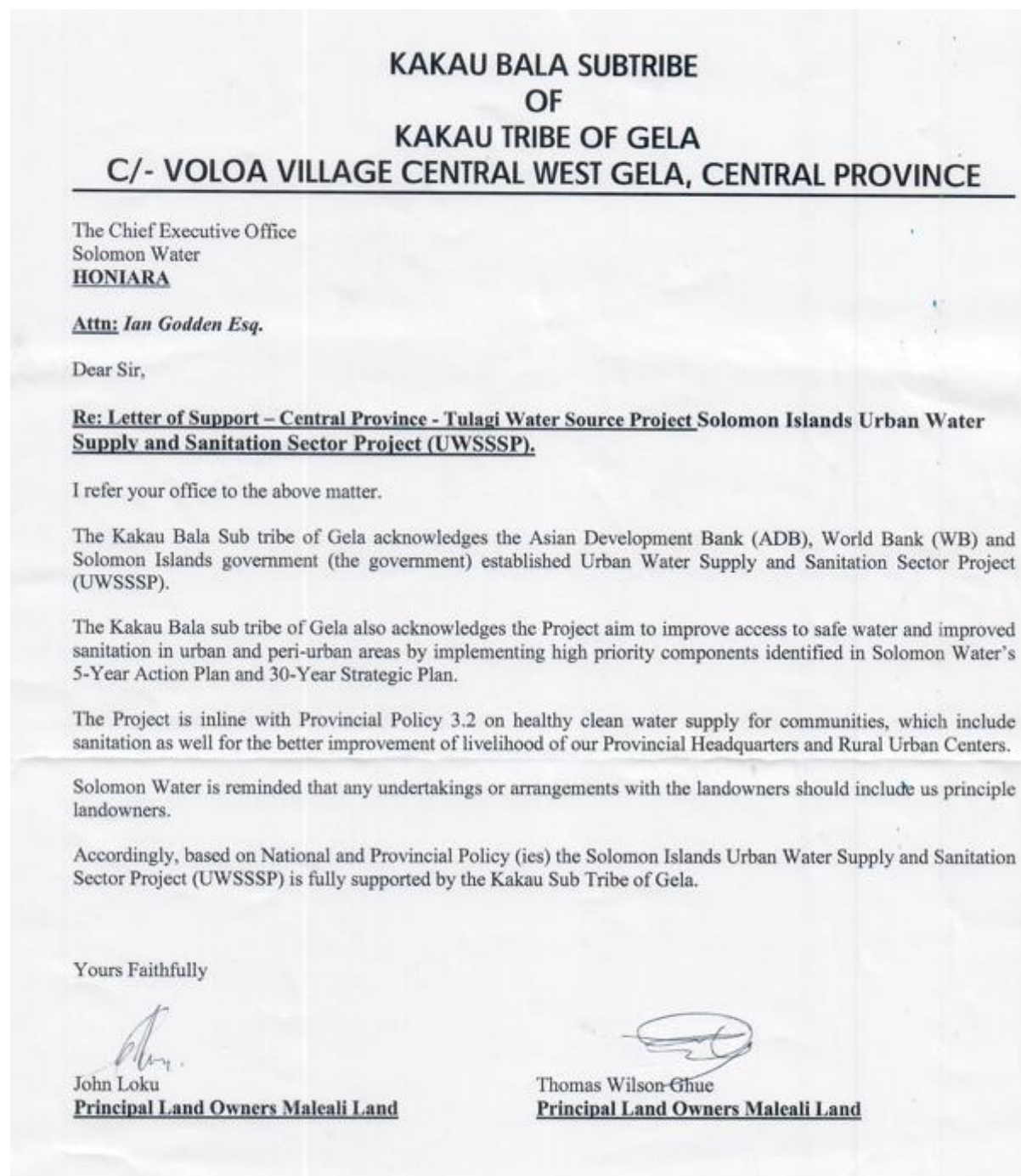
136. It is critical that all consultation meetings present sex-disaggregated data, and if women are not participating equally, the ESU will actively engage with women's groups to ensure consultation is inclusive. This is essential given that it is women who bear a greater burden from the impacts of poor water supply.

137. Monitoring of the RP will include reporting on progress of the activities as indicated in the implementation schedule with particular focus on public consultations, negotiated outcomes for land agreements, payment of compensation, record of grievances and status of complaints and its timely resolution, financial disbursements, and level of satisfaction among APs. Basic indicators for monitoring are shown in the Table 0-1 below.

Table 0-1 Basic Indicators for Monitoring

Aspect	Indicators
RP implementation	General and overall compliance of resettlement activities with the RP, including payment of compensation: (i) full payment to be made to all affected persons before commencement of works; (ii) payment based on full replacement cost for affected assets; and
Budget and timeframe	<p>Are resettlement implementation activities being achieved against agreed implementation plan?</p> <p>Are funds for resettlement being allocated on time?</p> <p>Has SW received the scheduled funds?</p> <p>Have funds been disbursed according to the RP?</p>
Delivery of AP entitlements	Have the APs received compensation and/or entitlements for land, trees and structures in accordance with the entitlement matrix?
Consultation, grievances and other issues	<p>Have resettlement information brochures/leaflets been prepared and distributed?</p> <p>Has the updated RP been disclosed locally?</p> <p>Have consultations taken place as planned?</p> <p>Have any APs used the grievance redress procedure? What were the outcomes?</p> <p>Have conflicts been satisfactorily and timely resolved?</p>
AP satisfaction	<p>Are APs satisfied with consultation, adequacy of compensation, and timeliness of compensation payment?</p> <p>Is the GRM working as planned, providing a timely and effective resolution process for APs?</p>
Vulnerable group issues	Assessment of the appropriateness and effectiveness of various entitlements, programs and activities and methods of delivery for various vulnerable households and groups, and the need for adjustment or additional measures.
Transparency	How information is distributed and to whom, in order to make sure that all APs have proper information and access to knowledge. Functioning of decision-making bodies and how this information is properly recorded and made available

APPENDIX 1: SUPPORT LETTERS FROM KAKAU BALA SUBTRIBE, GHAUBATA TRIBE AND THE PROVINCIAL GOVERNMENT



Kolovala Village

Gella , CIP

3rd August 2021

Mr Ian Gooden

CEO, Solomon Water

Honiara

We the undersigned Ghaubata tribal representatives do hereby witness to confirm that the Maleali water source at Big Gella (Gella Sule) is owned by Kakau tribe.

We the Ghaubata Tribe own the land after the water source where the pipeline runs through to Tulagi . Therefore we fully support the UWSSSP to go ahead and improve water for Tulagi because our women and children as well as families and the whole of Gella will benefit from the provision of clean water to Tulagi when we access Medical services at the Tulagi Hospital .

We the undersigned fully support and agreed by putting our signature on this letter. We are by blood from the Ghaubata tribe and the said area is within our tribal land territory as demarcated by custom and birth.

They can contact us should they have any further questions or queries.

Yours faithfully,



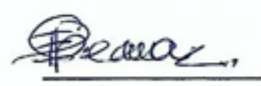
Mrs Damaris Pulo:

Principal LO Ghaubata Tribe



Claire Kagea

Ghaubata Tribe

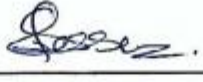


Everlyn Peua

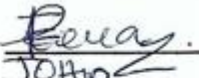
Ghaubata Tribe



Susan Dikea Ghaubata Tribe



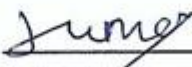
Jessy Vale Ghaubata Tribe


JOHN
Evelyn Peua

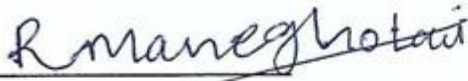
Ghaubata Tribe



James Loti Ghaubata Tribe



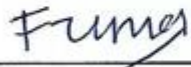
Junior Uma Ghaubata Tribe



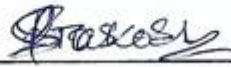
Robert Manegholavi Ghaubata Tribe



Daniel Bera Ghaubata Tribe



Frank Huma Ghaubata Tribe



Reuben Takosi Ghaubata Tribe

CENTRAL PROVINCIAL OFFICE
OFFICE OF THE PROVINCIAL SECRETARY

Please reply to:
Provincial Secretary
Your Ref:
Our Ref: F.4.5.5
Date: 16th Feb 2021



P.O.BOX 45
Tulagi
Central Province
Solomon Islands
Tel. 32014/7258532

The Chief Executive Office
Solomon Water
HONIARA

Attn: Ian Godden Esq.

Dear Sir,

Re: Letter of Support – Central Province - Tulagi Water Source Project Solomon Islands Urban Water Supply and Sanitation Sector Project (UWSSSP).

I refer your office to the above matter.

The Central Province Government acknowledges the Asian Development Bank (ADB), World Bank (WB) and Solomon Islands government (the government) established Urban Water Supply and Sanitation Sector Project (UWSSSP).

The Province also acknowledges the Project aim to improve access to safe water and improved sanitation in urban and peri-urban areas by implementing high priority components identified in Solomon Water's 5-Year Action Plan and 30-Year Strategic Plan.

The Project is inline with Provincial Policy 3.2 on healthy clean water supply for communities, which include sanitation as well.

Accordingly, based on National and Provincial Policy (ies) the Solomon Islands Urban Water Supply and Sanitation Sector Project (UWSSSP) is fully supported by the Central Province Government.

Yours Faithfully

A handwritten signature in blue ink, appearing to read "Alan Christian Siale". The signature is fluid and cursive, with a large loop at the end.

Alan Christian Siale
Provincial Secretary Central Province

APPENDIX 2: INVENTORY OF LOSSES FOR AFFECTED PERSONS

	Name	Crops and Trees	Total Amount
		\$ SBD	USD
No.	Clare Paia	19,739	
1	Regina Manetiva (Provincial Premier's wife)	1,630	
2	Frank Vulebura	37,335	
3	Jesterlyn Manelugu	2,626	
4	Dorreen Lagi	1,200	
5	Fred Samora	32,475	
6	Janet Sade	576	
7	Anna Malakai	3,120	
8	Anna Lee	4,390	
9	Joseph Manele	9,976	
10	Lylah Tokasi (widow)	9,487	
11	Mrs Madeline Alalo	1,338	
12	Mary Ega	940	
	TOTAL	122,209	15,219

Note: The final number of APs had been reduced from 14 to 12 during the final detailed design. Two persons were avoided (James and Mclean) from the initial list of possible affected people due to pipeline rerouting.

INDIVIDUAL ASSET INVENTORIES

TULAGI INVENTORY LOSSES

Note: Agree crops compensation based on the ministry of Agriculture crop rating inventory of garden crops and fruits and trees- individual

Name of crop owner: Anna Malakai Mobile# 7322387 Block

Rating comments (Example)	Garden crops/fruits trees	Quantity	Rate*	Amount in SBD	Amount in SBD
small	Slippery Cabbage	240	5	\$1,200	
small	Taro	300	5	\$1,500	
bearing	Potato	10	10	\$100	
Bearing	Banana	5	10	\$50	
mature	pumpkin	1	20	\$20	
Total				\$2,870.00	

Notes* Source Agriculture Extension Officer

Signed by the owner of the crops Anna Malakai

Signed by Agriculture Officer [Signature]

TULAGI INVENTORY OF LOSSES

Note: Agree crops compensation based on the ministry of Agriculture crop rating inventory of garden crops and fruits and trees – individual

Name of crop owner: Anna Lee Mobile # 7735044 Block

Rating comments (example)	Garden crops/fruits trees	Quantity	Rate *	Amount in SBD	Amount in SBD
Bearing	Banana	5	\$15	\$75	
Non bearing	Banana	25	\$10	\$250	
Mature	Slippery cabbage	210	\$4	\$840	
Mature	coconut	2	\$50	\$100	
Total				\$1,265	

Notes: *source Agriculture Extension Officer

Signed by the owner of the crops Anna Lee

Signed by Agriculture Officer [Signature]

TULAGI INVENTORY OF LOSSES

Note: Agree crops compensation based on the ministry of Agriculture crop rating inventory of garden crops and fruits and trees – individual

Name of crop owner: Joseph Monele Mobile #7795584 Block

Rating comments (example)	Garden crops/fruits trees	Quantity	Rate *	Amount in SBD	Amount in SBD
Mature	Pana	160	10	\$1,600	
Mature	Slippery cabbage	9	4	\$36	
Mature	Swamp taro	3	5	\$15	
Mature	Coconut	6	50	\$300	
Small	Cassava	17	10	\$170	
Small	Banana	6	10	\$60	
Small	Pana	19	5	\$95	
small	Pandanus	50	5	\$250	
	Sugar cane	5	20	\$100	
Total				\$2,626	

Notes: *source Agriculture Extension Officer

Signed by the owner of the crops: [Signature]

Signed by Agriculture Officer: [Signature]

TULAGI INVENTORY OF LOSSES

Note: Agree crops compensation based on the ministry of Agriculture crop rating inventory of garden crops and fruits and trees – individual

Name of crop owner: Doreen lasi Mobile # Block

Rating comments (example)	Garden crops/fruits trees	Quantity	Rate *	Amount in SBD	Amount in SBD
Small	Banana	5	\$10	\$50	
Mature	Slippery cabbage	20	\$10	\$200	
Newly planted	Cassava	70	\$10	\$700	
Total				\$950	

Notes: *source Agriculture Extension Officer

Signed by the owner of the crops: [Signature]

Signed by Agriculture Officer: [Signature]

TULAGI INVENTORY OF LOSSES

Note: Agree crops compensation based on the ministry of Agriculture crop rating inventory of garden crops and fruits and trees – individual

Name of crop owner: Janet sade Mobile # Block

Rating comments (example)	Garden crops/fruits trees	Quantity	Rate *	Amount in SBD	Amount in SBD
Small	Pumpkin	1	\$20	\$20	
Mature	Slippery cabbage	34	\$4	\$136	
Small	Banana	7	\$10	\$70	
Total				\$226	

Notes: *source Agriculture Extension Officer

Signed by the owner of the crops 

Signed by Agriculture Officer 

TULAGI INVENTORY OF LOSSES

Note: Agree crops compensation based on the ministry of Agriculture crop rating inventory of garden crops and fruits and trees – individual

Name of crop owner: Clare Pata Mobile # Block

Rating comments (example)	Garden crops/fruits trees	Quantity	Rate *	Amount in SBD	Amount in SBD
Mature	Coconut	6	\$50	\$300	
Small	Cut nut	3	\$50	\$150	
Small	Star fruit	1	\$30	\$30	
Mature	Sugar cane	2	\$2	\$4	
Non bearing	Mango	4	\$50	\$200	
Small	Betel nut	19	\$30	\$570	
Small	Swamp taro	33	\$10	\$330	
Mature	Inkeri tree	1	\$30	\$30	
Mature	Cut nut	2	\$50	\$100	
Total				\$1,714	

Notes: *source Agriculture Extension Officer

Signed by the owner of the crops 

Signed by Agriculture Officer 

TULAGI INVENTORY OF LOSSES

Note: Agree crops compensation based on the ministry of Agriculture crop rating inventory of garden crops and fruits and trees – individual

Name of crop owner: Meldah Raka Mobile # Block

Rating comments (example)	Garden crops/fruits trees	Quantity	Rate *	Amount in SBD	Amount in SBD
Small	Banana	4	\$10	\$40	
Mature	Mango	1	\$50	\$50	
Mature	Yellow cabbage	100	\$4	\$400	
Total				\$490	

Notes: *source Agriculture Extension Officer

Signed by the owner of the crops 

Signed by Agriculture Officer 

TULAGI INVENTORY OF LOSSES

Note: Agree crops compensation based on the ministry of Agriculture crop rating inventory of garden crops and fruits and trees – individual

Name of crop owner: Madeleine Alalo Mobile # Block

7324272
7508796

Rating comments (example)	Garden crops/fruits trees	Quantity	Rate *	Amount in SBD	Amount in SBD
Mature	Pana	2	\$10	\$20	
Non bearing	Betel nut	18	\$30	\$540	
Mature	Coconut	2	\$50	\$100	
Small	banana	3	\$10	\$30	
Total				\$690	

Notes: *source Agriculture Extension Officer

Signed by the owner of the crops 

Signed by Agriculture Officer 

TULAGI INVENTORY OF LOSSES

Note: Agree crops compensation based on the ministry of Agriculture crop rating inventory of garden crops and fruits and trees – individual

Name of crop owner: Madeleine Alalo Mobile # Block

7324272
7508796

Rating comments (example)	Garden crops/fruits trees	Quantity	Rate *	Amount in SBD	Amount in SBD
Mature	Pana	2	\$10	\$20	
Non bearing	Betel nut	18	\$30	\$540	
Mature	Coconut	2	\$50	\$100	
Small	banana	3	\$10	\$30	
Total				\$690	

Notes: *source Agriculture Extension Officer

Signed by the owner of the crops 

Signed by Agriculture Officer 

TULAGI INVENTORY OF LOSSES

Note: Agree crops compensation based on the ministry of Agriculture crop rating inventory of garden crops and fruits and trees – individual

Name of crop owner: Fred Samora Mobile #7592271 Block

Rating comments (example)	Garden crops/fruits trees	Quantity	Rate *	Amount in SBD	Amount in SBD
Small	Coconut	10	500	\$500	
Mature	Banana	11	10	\$110	
Mature	Swamp taro	30	5	\$150	
Mature	Sago palm	4	50	\$200	
Small	Betel nut	5	5	\$25	
Mature	Cut nut	8	30	\$240	
Small	Wild apple	2	50	\$100	
mature	coconut	1	20	\$20	
small	Sugar cane	2	10	\$100	
Total				\$1,445	

Notes: *source Agriculture Extension Officer

Signed by the owner of the crops

Signed by Agriculture Officer

TULAGI INVENTORY OF LOSSES

Note: Agree crops compensation based on the ministry of Agriculture crop rating inventory of garden crops and fruits and trees – individual

Name of crop owner: Fred Samora Mobile #7592271 Block

Rating comments (example)	Garden crops/fruits trees	Quantity	Rate *	Amount in SBD	Amount in SBD
Mature	Pana	23	\$10	\$230	
Mature	Cassava	87	\$10	\$870	
Small	Pineapple	5	\$5	\$25	
Small	Taro	12	\$5	\$60	
Small	Potato	30	\$5	\$150	
Mature	Swamp taro	25	\$10	\$250	
Mature	Coconut	8	\$50	\$400	
Bearing	Banana	3	\$15	\$45	
Small	Banana	23	\$5	\$115	
Small	Sugar cane	2	\$5	\$10	
Mature	Cut nut	1	\$50	\$50	
Total				\$2,205	

Notes: *source Agriculture Extension Officer

Signed by the owner of the crops

Signed by Agriculture Officer

TULAGI INVENTORY OF LOSSES

Note: Agree crops compensation based on the ministry of Agriculture crop rating inventory of garden crops and fruits and trees – individual

Name of crop owner: Frank Vulebura Mobile # 7938090 Block:

Rating comments (example)	Garden crops/fruits trees	Quantity	Rate *	Amount in SBD	Amount in SBD
Mature	Potato	240	2,400	\$2,400	
Mature	Cassava	305	3,050	\$3,050	
Small	Pineapple	116	580	\$580	
Mature	Pana	200	2000	\$2000	
Small	Betel nut	6	180	\$180	
Mature	Coconut	30	1,500	\$1,500	
Mature	Banana	20	200	\$200	
Small	Mango	2	100	\$100	
small	Sugar cane	5	25	\$25	
Total				\$10,035	

Notes: *source Agriculture Extension Officer

Signed by the owner of the crops

Signed by Agriculture Officer

TULAGI INVENTORY OF LOSSES

Note: Agree crops compensation based on the ministry of Agriculture crop rating inventory of garden crops and fruits and trees – individual

Name of crop owner: Lylah Tokasi Mobile # Block:

Rating comments (example)	Garden crops/fruits tree	Quantity	Rate *	Amount in SBD	AMOUNT IN SBD
mature	Cassava	1	10	\$10	
Small	Pineapple	1	5	\$5	
Small	Coconut	1	50	\$50	
Small	Yellow cabbage	5	20	\$20	
Mature	Slippery cabbage	1	4	\$4	
Small	Pawpaw	2	20	\$20	
small	Sugar cane	1	5	\$5	
Total cost				\$114	

Notes: *source Agriculture Extension Officer

Signed by the owner of the crops

Signed by Agriculture Officer

TULAGI INVENTORY OF LOSSES

Note: Agree crops compensation based on the ministry of Agriculture crop rating inventory of garden crops and fruits and trees – individual

Name of crop owner: Regina Manetiva Mobile # Block

Rating comments (example)	Garden crops/fruits trees	Quantity	Rate *	Amount in SBD	Amount in SBD
Mature	Coconut	2	\$50	\$100	
Small	Sugar cane	6	\$5	\$30	
Total				\$130	

Notes: *source Agriculture Extension Officer

Signed by the owner of the crops



Signed by Agriculture Officer



APPENDIX 3: PROFILE OF AFFECTED PEOPLE

No.	Affected Person	Age	Status	Members of Affected Household	Educational Level	Livelihood	Access to Water Supply	Power Supply	Sanitation
1	Clare Paia	46	Widow	2	Primary	Sells crops and cooked food; baby sitting	Spring	Solar	Outside toilet
2	Regina Manetiva (Provincial Premier's wife)	49	Married	5	Graduate	Public Servant (Teacher)	SW & rain water	Solar & others	Outside toilet
3	Frank Vulebura	37	Married	4	Graduate	Public Servant (Dentist)	SW & rain water	Sol Power	Outside toilet
4	Jesterlyn Manelugu	31	Married	6	Graduate	Public servant (Police Officer)	SW & rain water	Sol Power	Inside toilet
5	Dorreen Lagi	50	Married	4	Secondary	Own business/sell food crops	Rain water tank	Sol Power	Inside toilet
6	Fred Samora	56	Married	6	Secondary	Own business (chicken farms)	Spring and rain water tank	Sol Power	Outside toilet
7	Janet Sade	50	Married	5	Primary	Market sellers (food crops)	SW	Sol Power	Inside toilet
8	Anna Malakai	50	Married	8	Primary	Short contractual work & sells food	Rain water tank	Sol Power	Inside toilet
9	Anna Lee	47	Married	2	Primary	Labourer	Use water tank from Police station	Solar	Seaside
10	Lylah Tokasi (widow) <i>Note: Away for a funeral to another province.</i>	TBC	Widow	TBC	TBC	Sells food crops and cooked food	TBC	TBC	TBC
11	Mrs Madeline Alalo	69	Married	8	Secondary	Retired (former nurse); sells food in the market	SW	Sol Power	Outside toilet
12	Ms Meldah Raka	46	Widow	3	Primary	Selling vegetables	SW	Solar	Outside toilet
TOTAL Affected Persons				53					

APPENDIX 4: MINUTES OF CONSULTATIONS DURING FEASIBILITY STUDY (MAY 2019 AND FEBRUARY 2020)

3.1 Tulagi Focus Group Discussion (Feasibility Study)

30 May 2019

Objectives:

The Tulagi Focus Group Discussions (FGDs) were designed to provide pertinent information on perceptions and practices in relation to water and sanitation to improve understanding of the current services provided by Solomon Water and the pressing issues which can be addressed during the project design stage. The FGD was primarily in the Tulagi township and targeted stakeholders including women, men, youth boys and girls for a total of 40 participants.

The key information sought from the FGDs was:

- Gauge expectations of delivery standards for public water supply and sanitation service;
- Assess the willingness to pay for various public water supply and sanitation levels of services;
- Encourage the community participation in the project design and implementation.

The Focus Groups held on Tulagi involved 40 people from a range of stakeholders including women, men and youth. The Focus Groups provided information as reported by the session coordinator and reporter. In terms of satisfaction with SW service, the level of satisfaction was high. The respondents felt that SW needed to improve the flow of water as not every HH had sufficient, depending on their location. Also, illegal connections have hampered the consistent flow along the main supply lines. The respondents felt that the quality of the water was affected by the amount of chlorine added, giving it a bad taste. There are also quality issues during the rainy season, when there is suspended particles making the water unsuitable for consumption.

The FG participants stated that water pressure is inconsistent in all areas due to a number of factors eg, the illegal connections, new house constructions taking place, old pipes leaking and the continuous earth works along the main supply lines. The suggested solution is to get rid of the old Protectorate system and replace it with modern technology adopted by SW in greater Honiara and other provincial centers. The benefits of having SW was in terms of health i.e. reduction in admission to hospital and related costs, and improved personal hygiene. This health benefit also extends to schools, communities, families, public places and HHs.

Women participants suggested that SW install cash meters to assist meter owners to better manage their water usage. Other participants agreed, as this would be more economical for low-income earners, especially for unemployed families who are also served by SW. Participants suggested that the water source be fenced to further prevent pollution, that ideal sites for reservoir tanks should be identified to provide sufficient water pressure for all.

The following sections detail the findings of the FGDs.

Table 16: FGD Questions and Responses

No.	Questions	Answers
1.a	Is the current water supply provided by SW available (24 hours) all year round?	<i>All four groups have stated SW service provided excellent water service delivery 24 hours all year round despite minor breakdowns experienced at times.</i>
b.	What is the flow of current SW like?	<i>SW needs to improve the flow of water as not everywhere it serves has a sufficient flow of water. Residents living up hills are suffering continuously because the water pressure is low and does not provide for every need of the users. Adding to that, illegal connections have hampered the consistent flow along the main supply lines.</i>
c.	Does the water taste good?	<i>Not always as SW at times pours a lot of chlorine into the water source which makes it taste bad.</i>
d.	Is the color of water clear during all types of weather (dry season and rainy season)? If yes or no please state your reasons or answers.	<i>All groups have expressed the same experience: during the rainy season the water color turns yellow and contains mud, making it unsafe for human consumption.</i>
2. a	Is the piped water available to all areas of Tulagi township eg. The hospital, the school, the houses or buildings up on the ridge, the old Residency Commissioner house, etc.?	<i>Each group shared different views about the availability of piped water to all areas in Tulagi as those living outside of the SW services do not receive SW services regularly. Others residing on low lying areas receive good pressure of water all the year round except when there were shortages caused to the pump.</i> <i>Those living on the old Residency Commissioner's areas experienced similar water shortages and low pressure problems</i>
b.	Is the pressure consistent or same in all areas?	<i>All 4 groups expressed that the water pressure is inconsistent in all areas due to a number of factors e.g. the illegal connections, new house constructions taking place, old pipes leaking and the continuous earth works along the main supply lines.</i>
3.a	Suggest some ways the water quality and delivery can be improved?	<i>Men and women groups shared their experiences from many years living in Tulagi. They thought the solution to have quality water delivery is to get rid of the old Protectorate system and replace with modern technology adopted by SW in greater Honiara and other provincial centers.</i>
b.	What are the benefits of having treated piped water?	<i>All 4 groups agreed that benefits of having treated piped water reduced admission to hospital and related costs on SIG in terms of medicine and staff engagement.</i> <i>The men's group stated the benefit of having treated water results in healthy community</i>

3.2 COMMUNITY CONSULTATIONS (FOCUS GROUP DISCUSSIONS) ON TULAGI 25 FEBRUARY 2020

1. INTRODUCTION

This report has been prepared under the ADB Technical Assistance for Project Preparation of an Urban Water Supply and Sanitation Development Sector Project (UWSSDSP) in the Solomon Islands.

The team that went to Tulagi on the 25th Feb 2020 consisted of SUEZ (2) and Solomon Water (2) staff to provide feedback on the FGD conducted May last year 2019 and also to give project updates.

2. PURPOSE OF THE FOCUS GROUP DISCUSSION:

- to provide feedback to the community on the consultations or Focus Group Discussions that was conducted in the month of May 2019.
- update project status
- information sharing on what is involved in the process
- To continue to build and strengthen stakeholders and project partner relationships
- to get update information through the Focus Group Discussion on stakeholder needs
 - 1) affordability
 - 2) willingness to pay

3.0 Background

In May 2019, Thomas Ifuimae was hired to conduct a Focus Group Discussion with 40 participants from Tulagi (20 men & 20 women). A lot of recommendations for Solomon Water was done during the FGD and this was taken up in the Tulagi Feasibility Studies Report (FSR).

The Focus Group Discussion now undertaken is to give feedback to the stakeholders as a follow up from May 2019 FGD and also to provide project updates, awareness on Land, Customer service as well as the design of the proposed infrastructure on Tulagi.

4.0 Purpose of the Focus Group Discussion

The Focus group Discussion (FGD) was designed to find out Customers willingness to pay for Solomon Water Services and how they perceive the services after 9 months from the last FGD.

The key information sought from the FGD was to:

- Gauge expectations on the cost of water supply provided by Solomon Water.
- Find out if they understand the value and cost of bringing clean, safe water supply services
- To encourage and hear some recommendations on what they think could be done to improve services to the customers.

5.0 APPROACH AND METHODOLOGY

5.1 Focus Group Discussion Process

The FGD was held at the Women's Resource Centre. There was an invitation for 40 people, 20 men and 20 women consisting of youths, women's, special needs elders from both the formal and informal sector. However, on the day 53 people showed up, 33 men (1 special needs man) and 20 women. The participants represented the Provincial Government, the Landowners, Business houses, Womens Group, Youth Groups, the Provincial health Sector, Teachers, local women and mens group such as the Mothers Union and other Church representatives.

After consulting with team members we decided to accept all 53 participants on the grounds that the bigger the audience that wider the information shared. This resulted in 2 men's group and 1 women's group during the focus group discussion

The introductory session was done by Hilda Tango who thanked and welcomed all participants to the meeting. A word of prayer was offered by a Church Elder and the program for the day kicked off.

In his opening address the speaker welcomed all participants and congratulated Solomon Water and Suez for the consultations at Tulagi. He also encouraged all participants and stakeholder to continue to dialogue and consult each other to move the project forward.

- Hilda did a presentation on the overview of the project and the project status.
- Mr Kenneth Bulehite followed with the presentation on the design and location of the proposed tank.
- Agnes Atkin on Land.
- Relinta did a presentation on relevant information as part of awareness and information sharing regarding water charges etc.

Women's Focus Group



One of the Men's Focus Group discussing in the Women's Resource centre Leaf House



2nd Men's Focus Group- discussing under the WRC at Tulagi



After the presentations the following were some of the questions and recommendations put forward by the participants:

Questions:

- Why is SW so expensive compared to Fiji?

In Fiji the water is looked after by government so it subsidises the cost and therefore it's cheap. Solomon Water operates on its own thus the difference in costs.

Why SW only provide water only to Urban areas compared to RWASH who is doing water distribution in the communities? The two are separate entities with different mandates,

It would be good if SW work with RWASH so that rural population can have access to clean quality water.

DESIGN – Questions

- How soon will the cash water come to Tulagi? Currently Cash water is being rolled out in Honiara however, the decision to move to Provincial Centres will be made later on by Solomon Water.

Table 1: FGD Questions and Answers

No.	Questions	ANSWERS
1	Where do you get water from?	All 3 groups reported that they use Solomon Water piped water however, also they use rain water tanks, wells for those further out.
2	Where do you pay for your water?	Solomon Water and shops
3	Do you have any other source of water?	Yes, rainwater tank and well

4	If yes how much do you pay for your water bill at the end of the month?	The men's and women's group reported that they pay around \$200 to \$300 upwards every month
5	How many buckets do you use in a day?	The women and men mentioned that the number of buckets depends on the number of people at the house at any particular time, the size of the bucket and usage. On average all groups estimated around 15- 24 buckets in a day for average household
6	Do you think our water charges are affordable?	The two men's groups reported that the charges are expensive whilst the women's group said its reasonable so there was not agreement between the men and the women's groups
7	Will you be able to pay for a new water connection?	The men groups said it's expensive and the women's said it's reasonable because water is life.
8	Do you know how to apply for a new water connection?	The women's group said yes and the men's said no.
10	What other suggestions do you want to share to improve your ability to pay your bill?	-Both men and women's groups wanted Cash meter to be introduced to Tulagi if its going to be rolled out to Provincial Centres. - Solwater to do more awareness

Recommendations

- Possibility of doing instalment payment for New Connections
- Review of payment options
- SIWA has been requesting to install meters for domestic thus they should be the ones paying for connection fees
- There should be a more collaborative approach between Solomon Power and Solomon Water (for Electricity costs)
- Wide range of awareness from Solomon water to communities – bills, sanitation, procedures, cash water, meters etc.
- Strengthening partnerships between all stakeholders is the only way forward to progress.
- Construction of infrastructure takes into account Disaster Risk Reduction factors.
- Solomon Water to organise a meeting with Landowners next time.
- Currently there is a delay in receiving bills from time the meter readings were undertaken to the time actual bills were received by customers.
- The issue of previous tenants water bills passed on to new tenants- can this be looked into?
- Churches depend on membership offerings and are a Charitable Trust. Can they be charged a different rate instead of being charged at Commercial rates?
- Landowners are confused because the Forestry Act says 50metres from the catchment is (buffer zone), however Solomon Water Act says restrictions from the catchment is the (buffer zone). The two separate ACTS need to be aligned.

Both Acts can only be amended by Parliament and Solomon Water have taken note of the recommendations and is in the process of dealing with that.

- Some recommendations and feedback from last year require immediate actions on the part of Solomon Water. As a result of the feasibility studies a location has been identified for the storage tank and negotiations/ consultations will be carried out soon with relevant stakeholders about the land.
- Can agreements be reviewed especially with water source and land owners.
- People are demanding they want Cash Meter

The misconception of customers thinking that work on the water storage tanks etc is a simple easy task without realising that it is a complex network of factors and the system

Conclusion:

It is clear from the recommendations that even though the men's group think that the water connection fees are expensive, the people are ready to move to accepting Cash meters. People are ready to pay for quality consistent water. They understand the challenges faced by Solomon Water due to the old piping system but also appreciate Solomon Water seeing the importance of making improvements to the quality of water and supply of water as well as investing in a waste treatment plan for Tulagi residents and business houses.

The FGD as well as the feedback and updates to the participants (53- 33 male of whom 1 is a special needs person and 20 women) was completed successfully. However, due to the Lenten season observed by the Anglican Church and the Roman Catholics of whom the majority of the population belong too- the 2 days was done in 1 day since Wednesday was Ash Wednesday.

The collaboration between Solomon Water Honiara and Tulagi officers and Suez to go out as a team was indeed useful and worthwhile. The assistance rendered by Naomi from the Women's Resource Centre , Provincial Government representatives, the women's, the men's group, the youth representatives, community representatives as well as representative of a person with special needs ,the land owning groups has clearly demonstrated that wider consultation is critical for the success of the project.

APPENDIX 5: MINUTES OF MEETING AND ATTENDANCE RECORD (COMMUNITY AND PROVINCIAL ASSEMBLY)

Minutes of Meeting with Tulagi Women and Other Community Representatives

Meeting with stakeholders and affected persons on the 4th of November at the Tulagi Women's Resource Center.

GROUP PHOTO OF AFFECTED PERSONS AND STAKEHOLDERS



Hilda welcomed and thanked all stakeholders representing the various groups for their attendance at the meeting. The participants included some of the affected persons who were available and able to attend that afternoon.

The following information was given out to the participants by Hilda and Agnes Atkin of SW:

1. Updated information about the project,
2. Information about the cut off dates
3. GRM process should there be any and how to go about it.
4. Socio Economic survey.

Joshua from SW was also able to give out information on the importance of environment in relation to the project.

Jessie Kuali- it is important that people understand the process so that they will know what happens next.

SW: that's why the team will continue to share information and continue consultations where needed to ensure everyone involved is clear of the project progress.



Mrs Alalo: If my water bill is high yet I don't receive water full time, will that be considered a Grievance to be addressed through the GRM?

Hilda: That's a normal daily customer service issue and its separate from a grievance. A grievance must be directly related to the current project and not the daily operations of Solomon Water.

Dental Dr: commented that he is happy that work is underway for the improvement of water at Tulagi. He stressed that water is important for health and fully supports the project .

Samora: Will the project compensate us for our gardens?

Hilda: Yes the project will compensate food gardens that are in the area where the pipeline and tanks will be constructed. Therefore co-operate with the agricultural officer when she comes around later for verification. However, people must take note of cut off dates because no new crops will be included.

Police officer Tuhenua: What's your advise on Landowner and illegal settler planting crops on the Landowners land and arguing about who should be paid?

Agnes responded: the project will pay the person doing the gardening on the land for his or her root crops and not the landowner.

Hilda invited the participants to remain afterwards so that interviews can be conducted with them.

There was no other matters raised and Agnes and Hilda thanked all participants for their time.



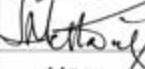
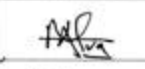


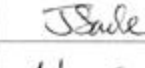
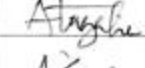
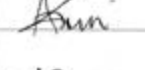
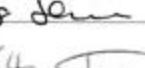

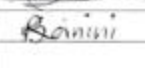


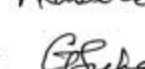
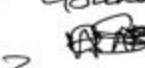


21, Michael Kuali 7378877

TULAGI CONSULTATIVE MEETING ATTENDANCE SHEET- SUEZ

DATE: 04/11/20

VENUE: TULAGI RESOURCE CENTRE

SIGNED: 

	NAME	ORGANISATION/NGO	MOBILE	SIGNATURE
1	FRED Samora		7592271	
2	JOASH J. HOTO		7800373	
3	LONDALE M. KUI	FPL	7481219	
4	KEE KUI		7735044	KEE
5	MARION TUTENUA	Rsipf	7605699	
6	Ladson Seni		7530224	
7	Joseph Manele	MTHMS Tulagi Nursing	7795554	
8	Janet Sade	Womens		
9	Anna ^{Makakai} Tasehe	Womens		
10	Anna Kui (Lee)	MTHMS Tulagi Domestic	7735244	
11	Jessie Kuali	Combine Mothers	7619448	
12	DR. LESLIE Bundu	Healthy Direct	7699964	
13	FRANK VUREBANG	MTHMS (DENTAL)	7938090	
14	Bridget Koinini		7241918	
15	Irene Kalera	Literature Secretary (ML)		
16	LIZZIE SERO	Youth	7440806	
18	Mary Kabalo	Womens	7260146	
19	Grace Suhara	Womens	7322014	
20	AGNES. SALINI			
	HUGO. MAELASI		7456223	

Madalene Alalo 7324272. 

Minutes of Meeting with Provincial Assembly, Central Province (2:00pm, 5 November 2020)

Ms Jessie Kuali confirmed the meeting with the Premier has been rescheduled due to the Full Provincial Assembly meeting currently in session since Monday of the week. Due to heavy schedule the Premier summoned the team to go and make a presentation before the full Provincial assembly inside the provincial Chambers.

Hilda Rade Tango, Agnes Atkin accompanied by Jessie Kuali and another assistant were invited into the chamber by the Premier and Speaker to make a short brief presentation.



Agnes Atkin thanked the Hon. Speaker, Hon Premier and the full assembly for the opportunity to brief them on the project status. The full assembly was informed that the current visit consisted of the following action items:

1. Inventory of Losses of gardens/structures on the land that the pipes for Water treatment and storage plant.
2. Information on the cut off date for no more constructions or gardening.
3. Grievance process in place
4. Acknowledge the support of the province towards the project.

The Premier Stanley Manetiva responded and said that the Province is fully supportive of the project.

Hilda then asked what is the view of the province of how they can support the project?

- The Provincial Secretary responded and said that it would be good if SW can give a white paper to the Province through his office so that its officially on record.

- The province is very happy and would like to engage with Solomon Water and the traditional Landowners on the issue of water source/ownership. The way forward is for the three parties to have a formal understanding (MOU) to clearly outline the obligations of each party.

Hilda thanked the Premier , Speaker and his executive for allowing the team to present before the whole Central Islands Provincial Assembly in the Provincial chambers .

APPENDIX 6: MEETING WITH CHIEFS OF KAKAU AND GHAUBATA SUB-TRIBES OF GELLA CATCHMENT AREA

Meeting with the Chiefs of Kakau and Ghaubata Sub-Tribes of Gella Catchment Area

Date: Thursday 5th November 2020

Location: TULAGI (Jessi Kauli Resident)

Chairperson: Hilda Rade/Agnes

In Attendance: (see attendance list signed) Silas Mali, David Taraia, Mathew Kuri, Ethel Tabe

Michael Meke, Fox Meke, John Vuvugho, Catherine, Jessie Kuali

Jessie Kuali who is both a member of the Ghaubata and Kakau Tribe initially addressed the tribal representatives in their local language.



Hilda Rade: Introduction to the project and welcoming of the chiefs in the two different tribes in Tulagi Island.

Matthew Kuri: offered a word of prayer before discussions commenced.

Agnes Atkin and Hilda : A brief Introduction and further explanation on the project in Solomon island as well as updates were given to the participants from the tribal groups who attended.



The participants were given time to make their comments or views on what they have heard from the presentations.

Silas Mali comment: Concern on the registered pipeline and recommend the province to consider the issue of the water source.

Catherine comment: Water quality and development to our community and surrounding is a particularly good thing.



David Taraia comment: Issue of the water source important, the tribal groups support the project, but Solomon water and government consider the issue of the landowners and not to ignore them.

Mathew Kuri comment: The issue of the water source is a long-time issue that becomes an issue, fairness equitable benefit between the two parties, tribal landowner- But they support the project

Michael Meke: I support the project and development of water, but we need to solve the issue

Question by Fox Meke: Water source registered, I concern because of how and why this issue no solved (Financial pipeline were the benefit)

Answer by Agnes: Water source is registered, either outright or lease from the owner, but now the water source is already registered.

Mathew kuri comment: consultation was made during the past, but then fail, so tribal group are not happy, support the project but need to solve the issue, I fear that, but most of (we) support the project.



Silas Mali: Address these issues to the province or SIWA to solve the issue

Agnes: Maybe SIWA will help to push this idea to the province to settle this issue

Agnes: what court ruled about the water source register

Agnes: High court decide already

Hilda Rade: Help and support each other for good vision rather that have issue or conflict between each other.

John Vuvugho: if the project continues or succussed, let us community do the job in our own area or site/land owned

Mathew kuri: we will form a committee for consultation for the project to represent the community

Ethel Tabe: Any work or job in the project involve the women consider that we are willing to help out

Silas Mali: Rotate for cleaning the pipeline not the same person every month

Agnes: We will help you, to address this comment

Mathew Kuri: Resources owners wanted if SW can support them with logistics etc. We will make agreement between us tribes, we really like the project.

Agnes: We all support the project, landowner help, and work together let support the project.

Hilda Rade: Both parties support the project or agree, and parties sign the agreement.

Question Mathew kuri: it is an issue, what is the possibility to SIWA support us so we can get tribal representatives for meetings especially logistics support .

Agnes: yes, I will bring this up with SW Management to make decision on this

Mathew Kuri: the two tribal groups will sit down to form their committee so that there is more co-ordination between them to ensure information is given correctly and efficiently to the people. He also appealed to his people to work together instead of against each other . He recommended that the tribal groups will write a formal letter of agreement and to give this to Solomon Water

Hilda : we have contact numbers for participants so we will make contact to get updates on your progress. There was no other matters for discussion so Hilda and Agnes thanked all the representatives from the two tribes for attending .

A word of prayer was offered by the Anglican priest to close the meeting.

TULAGI CONSULTATIVE MEETING ATTENDANCE SHEET- SUEZ







DATE: 05/11/20VENUE: JESSIE KNAU'S PLACESIGNED: [Signature]

NAME	ORGANISATION/NGO	MOBILE	SIGNATURE
Silas Krali	Lahi/Volea	—	[Signature]
John Liva	Kakao Volea	7242519	[Signature]
NICKSON TIKKA	Lahi Volea	7324315	[Signature]
NICHEAL MEKE	GAUBATA/MABONI	7127821	[Signature]
JIMMY KAMEDA	HOBOKAM/HALETA	7241659	[Signature]
FOX MEKE (JR)	LAHI/MABONI	7722931	[Signature]
Thomas Gue	Kakau Bala	—	[Signature]
JOHN LOKU	Kakau Bala	—	[Signature]
KOBA BURA	Kakau Bala	—	[Signature]
WARR MOPE	Kakau Bala	—	[Signature]
Charles Luluni	Kakau Bala	7980384	[Signature]
David Tarai	Kakau Bala	7418667	[Signature]
Hukent Bula	Kakau Bala	7900683	[Signature]
Thomas DIONG	Kakau Bala	7896292	[Signature]
John Vuvugo	Kakau Bala	7271519	[Signature]
John Gela	Kakau Bala	7795112	[Signature]

Men - Water Source

TULAGI CONSULTATIVE MEETING ATTENDANCE SHEET- SUEZ

DATE: 5 /11/20VENUE: Jessie Kuali's ResidenceSIGNED:  _____

NAME	ORGANISATION/NGO	MOBILE	SIGNATURE
Michael Dao	Gaubata	7521132	
Longshile M. Kuri	Kakau	7481219	
John Lenor	Hoaokama	7260117	
Ethel Tabu	Kakau	—	
Catherine Karoni	Gaubata	720069	
2: John Loke	Craubata	7613482	

Women - ~~East~~ Water Source

TULAGI CONSULTATIVE MEETING ATTENDANCE SHEET- SUEZ

DATE: 5 /11/20VENUE: Jessie Kuali's ResidenceSIGNED:  _____

NAME	ORGANISATION/NGO	MOBILE	SIGNATURE
Murial Tarsi	Voloq ⁿⁱ - Kakau	7418667	MT
Mary Lungu	Haleta Vge - Lahi		ML

APPENDIX 7: MINUTES OF ENVIRONMENT HEARING & RP PUBLIC DISCLOSURE AND ATTENDANCE RECORD

Minutes of Environment Public Hearing and RP Public Disclosure at Tulagi on the 11th February 10:00am at the Tulagi Market.

Opening Prayer:

Bishop of Central Melanesia offering word of prayer.

Emcee: Joshua, Solomon Water (SW)



Welcome: Provincial Secretary of the Central Islands Province welcomed the team to Tulagi for the Public Hearing. He reiterated the Province's support towards the project and also reminded all tribal groups to work together to support the project and leave legacy issues separate.



What is a Public Hearing? Edward Danitofea Chief Environment Officer Ministry of Environment, Climate Change, Disaster Management and Metereology (MECCDMM)

Edward did a short presentation to explain what a Public Hearing is and its purpose.

Key points: Public Hearing is a requirement under the law and it has to be conducted so that the Ministry can hear from the public their views prior to the development of the project can happen.



Mr Phillip: Senior Environment Officer, MECDCM explained what is an EIA

He explained the purpose of the Environmental Impact Assessment

“Everything that surrounds us is our environment “- we have to comply by the law’s requirements and it is important to understand this.

Philip outlined the legislations that govern the environment impact assessment and the processes involved.

Why is EIA and Public Environment report it important? It determines baseline environment of the site, or the Original status of the development site before further development is done on the area

- identify the potential impacts and the risk to the environment and the development
- to develop control measures and mitigations identified in the baseline studies
- To develop the Environmental Development Management Plan for the proposed site.

Even if the development Consent has been given and the complainant is not satisfied, there is a process that they can raise their dissatisfaction to address this so its important to understand the processes involved.

It is important the everyone understand the process and how to go about it.

Question and Answer

Lonsdale Meta: Explain the term “mitigation “ in simple terms.

Edward Danitofea: Mitigation is simply how you try to reduce the impact or how to avoid/reduce to address the impacts from causing damage.

Jessie Kuali then translated the meaning in the local language of Gela so that the villagers can understand.



Deputy Team Leader: Mr Kenneth Bulehite doing the Presentation on the Project

Kenneth gave a presentation on the project background, the impacts, mitigations and management plans.

Questions are based on the presentation and person asking question must introduce themselves.

Questions1:

Madeleine Alalo: I saw my name in the water upgrading system. My fear is in the future, the storage tank overflows.

Kenneth: For your information these areas are considered and factored into the design of the water system.

Question 2:

Peter from Tulagi: I am concerned about environmental impacts. I heard the project is well prepared in terms of mitigation for this. Should a business operate beside the water source (logging), we all know that water will be contaminated. Who will be responsible for the problem of contamination?

KB: logging should also follow process outline by MECDM staff. The catchment is small so if we destroy it , we will also be affected. The catchment must be protected and people must be responsible to report to the responsible authorities.

Logging company must also do EIA; however we still have a say in that matter as per the Ministry's statement.

Logging operation are prescribed development, maps are important because MECDM GIS team will have to do overlay to see if the catchment areas boundary overlap. An example in Guadalcanal is where the logging concession entered the Tina Hydro catchment. Ministry communicated to the company that they have encroached the hydro area. The Ministry then stopped the logging concession.

Catchment is a customary land owned. LOs can also push for logging to enter catchment areas however there is another law- the LO submit the application to the Ministry. If you see any such activities happening around the catchment area please report that to the Ministry. The safe way to protect our water source is for the area to be declared as a Water Catchment Area under Protected Areas Act. If LO is serious, you must to work with SW and lodge your application to protect your Protected Area interest under the Act. There is a process to follow and the Minister can declare the area as a declared conserved area. Any breaches under the Act is illegal and can result in prosecution by Police.

Question: Casper Landowner Mainland

The pipeline crosses my land. I want clarification on the red markers on my land. I have crops along the pipeline on the mainland, I have seen some red markers and wondered how wide is the area for the markers?

Kenneth Bulehite: The markers are used by the team doing the topography and it is not for surveying the land for the design of the pipeline. Not connected to survey of any boundary of any sort.

Question: Timothy Seni: A long time resident of Tulagi and now retired government officer. The water pipeline on Tulagi has served us for more than 20 years. This issue is sensitive because at this stage the Landowners are still asking for their payment. SW have you settled the LO issue of payment or not yet?

Agnes Atkin: The mainland is the catchment area. Currently we are finalising the design details. In any development before any construction or tender is put out, the affected persons who owns crops or buildings along the pipeline must be resolved (agreement between SW and AP). The last inventory taken on the mainland and on Tulagi island, the data is yet to be received and verified before SW can take the next steps.

SW asked people if they have any issues or claims on the pipeline route. The land where the pipeline runs is registered land and it is a Perpetual Estate under the name of the Commissioner of Lands. Also, the pipeline to the source is on a registered land. The catchment area is the issue because it is still customary land. SW operates under the SW Act, she is not sure if the area is already declared as catchment or not. The area is earmarked as catchment. According to our records, tribal land claims have gone as far as the High Court of Solomon Islands and the decision that we have from the courts- SW cannot make any payments to any party until a decision from the High Court is final (legacy issue).

Timothy Seni: Thank you, as we speak a letter has been given to the Province that the LO will close the water source.

Hilda: In our November 2020 meeting with both tribal parties, the tribal representatives agreed that they will support the project. Solomon Islands is privileged that WB and ADB are willing to fund this important project. However, the project has timeline, so we must make use of the opportunity since donors are now refocusing their priority on COVID in their respective countries. The LOs during the meeting are happy to separate legacy issues from the current UWSSSP project. Government and SW are not ignoring the legacy issues, it is because the court process is still in progress and no decisions are made final. How long will both tribal parties continue to fight in court?

Madeline: I want to comment on the pipeline at Tulagi because I have seen our names in the affected persons list. We are happy about the project and support it. I suggest if a cover letter can be written to clarify and explain the inventory of losses that is being carried out on our plot of land. This is to clarify what is going on in the community instead of just verbally talking. I want to comment that the

value of the [roots crops] is too low, how about if Agriculture can increase the rates for the crops eg betel and coconut rates? Coconut and betel nut are crops that can be used for a longer period of time and it is our livelihood.

(Note: Impact to her assets include 2 coconut trees and 18 non-bearing betel nuts. SW still to finalize valuation of her crops and other APs based on the compensation under the Entitlement matrix of the Project's Resettlement Framework.)

Since the comments now are on social issues its best to listen to the next presentation on Social safeguards. I will take a question.

Londsdale Manasseh: 3 questions.

1. What is the buffer of SW and Forestry on the catchment area? SW is 200 mtrs and Forestry is 50 m?

2. Is the storage tank strong to withstand earthquakes? My fear is that it might burst and flood the place and is our safety considered?.

3. This project is for urban water and sanitation project. Where is the sanitation aspect of the project because the project stipulates water and sanitation?

Kenneth:

Buffer is how far from river or source, catchment is the whole area including ridges and valley so its greater area than the buffer. Catchment is what we are interested in. Anything on the ridge is catchment and should not be disturbed in anyway.

Safety: The design of the tank – we have tested the soil for strength and to find out as well as the fault line so we have selected the best site to withstand that. But however, if the earthquake is a very big earthquake then its beyond our capability.

Social Safeguards Presentation: Hilda Rade

Hilda explained that ADB and World Bank's policy that social safeguards are part of the whole process to ensure that every affected person is not excluded from the project.

It was also explained that the government through the Ministry of Agriculture determines the rates to be paid for crops grown on the land. *(Note: The Project's Resettlement Framework is also utilized and will be clearly communicated with the person responsible for doing the valuation, e.g. Agriculture Officer.)*

On the mainland, only inlet and the meters will be replaced. The pipeline will remain as it is on the mainland. However, on Tulagi island, project components will include upgrading of existing pipeline construction of new pipelines, construction of water treatment plant, and new storage tank for Tulagi.

Surveys have been undertaken in November 2020 and currently the inventory of losses on the sites on Tulagi have been signed off by the crop owners. No new inventory since cut off dates was in November 2020.

Joshua SW

SW is working on a project consultation plan. The plan is to establish a committee advisory committee comprising of people in project areas (chiefs, church leaders, community leaders, women leaders etc).

This committee must be established before construction commences and the role of the committee is to receive complaints from the community to avoid long distance travel to SW office in Honiara.

Question and Answer:

Joseph (Tulagi) resident: Thank you Hilda for the presentation. Under the current project, when are the meters and strainers going to be changed will we still enjoy clean water since using the pipes from 1942?

Kenneth: The pipes from the mainland is still ok, if the pipe is leaking then it will be replaced. The additional work is for the treatment plant and the storage tank. The treatment plant and storage tank will be on Tulagi. The pipe at the entrance is the one that needs improvement.

Joseph: Will the meters be changed to cash meter or still the same meter?

Kenneth: Actually the meters are not house meters, it's the meter that is used by SW for monitoring of the water flow.

Joseph: Honiara uses cash water. Will Tulagi use cash water too?

Adam: SW is not rolling out cash water to the provinces until small problems with the cash meter is rectified.

Comments:

Jessie Kuali: Can all the pipes starting from the source be replaced since the current pipes are old?

Simon Geatavem: I assume that all the lands in Tulagi is under the COL . What will happen if the land is registered later (where the pipeline runs through)?

Agnes/SW: Currently we are dealing with title holders of registered land, but in the future – Commissioner of Lands should be aware of it. Any future allocation commissioner can insert provision for easement for the pipe if any.

Lonsdale Meta: comments if SW can replace pipe on the road which is pvc and keeps bursting every time the vehicle runs on the road over the pipe.

Question: Will SW use any other chemicals to clean the water besides chlorine?

KB: Chlorination of water is monitored and dosing of chlorine will be done accordingly as needed.

Lonsdale: what will happen if hard water is pumped into the tank. I understand hard water can cause TB in people.

Ligo resident of Tulagi: I want to thank SW and the team for having the heart for the people of Tulagi since the project will take water from far distance piped right into our homes. Since the project's completion period is for 18 months, does it mean that within 18 months we will enjoy water?

KB: Yes, it should be like that. 18 months is the construction timeline but rain can hamper and delay the work. These are some of the things that can cause delay to the construction work.

Agnes: Just a clarification: We have heard that there will be no work on the mainland pipeline so this means that the inventory that was taken during the survey in November 2020 will no longer be considered because only the inlet and the strainer and meters will be replaced.

KB: No work on the transmission line from the mainland. The project will only affect all the pipeline on Tulagi island and new ones to be installed.

Timothy Seni: What will happen if the landowners do not sign any agreement with SW? Both parties are claiming ownership. How do you go about that?

Hilda: Legacy issues will be treated separately and government and SW will look at that. The current project has a certain timeline so it's treated separately. It's up to the Landowners to decide whether to work together or to continue the legal battle amongst both tribal groups.

The letter of support from the tribal landowners is to say that they support the work to continue.

There was no other questions from the public so Edward Danitofea thanked everyone who attended the public hearing because it not only affects the province as access to water is a national issue. The Public Hearing is part of the legal process as required by the relevant Ministry. According to the discussions it's clear that no one objected or disagreed but the hearing is just to clarify issues. However, if you have any enquiry but do not have the confidence to present it today, you are encouraged to write a letter to the Ministry within 15 days from today's date. If no objections received by then the Director will proceed to issue a Development consent to Solomon water.

Adam/SW: Thanks for everyone for coming. I know there's lots of talk and I know everyone at Tulagi wants to see work on the ground. SW will continue to engage in consultations with everyone and encourage everyone not to be shy but to come forward for discussions.

Edward, acknowledge the PS of the Province and the Minister. The PS mentioned that that the Province will call all the LO tribal members to sign the letter of support. The province is only interested in the NFD parcel which is connected to the sea front, otherwise if the parcel for the tank is separate then SW is free to develop the parcel. I am calling on all parties LO to come forward and support the project. The payment for the water source is with a local trust account until all legal issues are sorted in the identification of the LO. LOs let us open up the water access and let us all work together for a common understanding and common good. I hope we all see that time is of essence, a national project with such magnitude and it should not be delayed. Thanks for all the villages for attendance, Tulagi residents and the visiting team from Honiara. We all look forward to the ground breaking ceremony.

Londsdale Meta: Thanked all parties for attending and he offered a word of prayer to close the Public Hearing meeting.



Mrs Madeleine Alalo, an affected person, asking a question.

PUBLIC HEARING TULAGI PARTICIPANTS LIST: COMMUNITY CONSULTATIONS :

WOMENS PARTICIPANT LIST

DATE: 11/02/21

VENUE: TULAGI MALLET

	NAME	CONTACT	COMMUNITY	SIGNATURE
①	Louisa de Mota Lusi	7481219	Tulagi	
②	DANIEL - Siba	7522914	HALETA	
③	BEN Jamin	7907048	VOLOA	
④	Oliver Hamilton	7667283	Tulagi	
⑤	Peter Hudson Lobo	7973917	Polomhu	
⑥	Madlyn Alabo	7324252 7508796	Tulagi	
⑦	Catherine Manekani	7484126	Tulagi	
⑧	MARY Bura	7260146	Tulagi	
⑨	STEPHEN LIFOIA	7603035	TULAGI	
⑩	Nael Muta	7524015	VOLOA	
⑪	JM Tade		VOLOA	
⑫	Thomas Naboa	7511660	VOLOA	
⑬	Thomas Tuvabdo		VOLOA	
⑭	Alfred Tahaj		VOLOA	
⑮	Charles Vaka	7632083	VOLOA	

**PUBLIC HEARING TULAGI PARTICIPANTS LIST: COMMUNITY CONSULTATIONS :
WOMENS PARTICIPANT LIST**

DATE: 11/2/21

VENUE: TULAGI MARKET

	NAME	CONTACT	COMMUNITY	SIGNATURE
16	FRANK BOLLEN	7529944	HALETA	[Signature]
17	MICHAEL POLE	7795601	VATUPURA	[Signature]
18	Charles Kana	7832083	Voloa	[Signature]
19	HELEN Kalo		HALETA	[Signature]
20	E. Koorse		HALETA	[Signature]
21	EMANA SANA		HALETA	[Signature]
22	MARY-VEA	7418452	Xama	[Signature]
23	MATANIKONGO	7795219	Xama	[Signature]
24	MATTHEW MUMANE	7322281	HAKALU	[Signature]
25	Stephen Kuali		HALETA	[Signature]
26	By. Ban Saka	7481883	DAS	[Signature]
27	JOHN PEVA	7484883	HALETA	[Signature]
28	MELDA RAKA		HALETA	
29	DOROTHY LAEI		TULAGI	[Signature]

30 JANET SADE

31 SIMON GEAMVEN

32 BEN SAKA

HON. EDGAR TARA



MPA - HEALTH

33 Jessie Kuali - Mothers Union + JCU

**PUBLIC HEARING TULAGI PARTICIPANTS LIST: COMMUNITY CONSULTATIONS :
WOMENS PARTICIPANT LIST**

DATE: 11/02/2

VENUE: TULAGI

	NAME	CONTACT	COMMUNITY	SIGNATURE
34	Norah Kuali	7484173	MU	
35	M-Uolu	7484173	GSEC	
36	Edith Kua	7965689	Youth	
37	Joy Banett		✓	
38	SOPHIA TANGO		SW	
39	AGNES ATKIN		SW	
40	Joas L Keca		SW	
41	Huda	7509305	SUEZ	
42	Kenneth Bulent	8486405	SUEZ	
43	Adam KARAWKE		SW	

* OTHER PARTICIPANTS WHO REFUSED TO SIGN SO
WE HAVE TO RESPECT THAT



APPENDIX 8: GRIEVANCE REDRESS MECHANISM



Solomon Water Grievance Redress Mechanism

1 PURPOSE

This Grievance Redress Mechanism (GRM) is designed to deal with grievances from the general public in relation to Solomon Water managed projects at all stages of the project cycle.

The mechanism allows for affected parties to make known grievances as they arise and aims to provide a predictable, transparent, and credible process to all parties, resulting in outcomes that are seen as fair, effective, and lasting.

2 PROCESS

The Solomon Water GRM is a three stage process during any stage of which the grievance may be considered, by both parties, to have been resolved and closed off.

Stage 1

Any grievance should first be made known to Solomon Water Project Manager (PM) in charge of the project being implemented. This may initially be verbally however a monitoring form must be prepared and signed off by the party raising the grievance – support to filling in the form can be provided by Solomon Water to the aggrieved party.

On receipt of the Grievance Monitoring form the PM will hold a meeting with the aggrieved party in an attempt to resolve the grievance within 5 working days of the grievance being raised. Following the discussion the grievance may either be resolved or need to be escalated to Stage 2.

A Stage 1 Grievance Outcome form should be prepared by the PM confirming either:

The grievance has been resolved and the means of resolution

The grievance has not been resolved; and outlining Solomon Water Projects Team position on the grievance.

The Stage 1 Grievance Outcome form should be signed by both parties and a copy provided to the party raising the grievance. This form should include next steps in the process if they consider the issue not to be resolved.

Stage 2

If the grievance is not resolved under Stage 1, the grievance should then be referred to the General Manager of Solomon Water.

The General Manager will be provided with the Stage 1 Grievance Outcome form and a meeting arranged with the aggrieved party within 10 working days of issue of the form to discuss and try to resolve the grievance.

Based on the discussion the General Manager will issue a Stage 2 Grievance Outcome form confirming either:

The grievance has been resolved and the means of resolution;

The grievance has not been resolved; and outlining Solomon Water General Manager position on the grievance.

The Stage 2 Grievance Outcome form should be signed by both parties and a copy provided to the party raising the grievance. This should include next steps in the process if the issue has not been resolved.



Solomon Water Grievance Redress Mechanism

Stage 3

If the grievance is not resolved under Stage 2 the grievance should then be referred to a three-member Grievance Tribunal comprised of¹:

- A member of the Board of SW;
- The PS (or designate) of the MMERE;
- Independent member selected by GM SW and Board Chairman.

All prior Grievance Outcome reports will be made available to the Tribunal; A meeting with the aggrieved party shall be held within 10 working days of issue of the Stage 2 Grievance Outcome Form.

Within 5 working days of the Tribunal meeting a formal response will be issued to the aggrieved party outlining the Tribunal's decision on the grievance raised.

The Tribunal's decision will be final.

MISCELLANEOUS

Whenever a grievance is resolved to the satisfaction of both parties, at whichever Stage this is achieved a written record of the agreement must be made and signed by both parties.

At all stages of the process the aggrieved party has the right to be represented by a third party at their own cost.

The GRM nor its final decision does not affect the legal rights of the individual;

Solomon Water are responsible to maintain an accurate register of grievances and the manner in which they are dealt with;

Solomon Water Projects Team must hold a grievance review meeting at least once every 6 months to report on all grievances received and in process.

A Grievance Log must be maintained by the Solomon Water Projects Team and an annual report provided to the GM of Solomon Water – this should identify grievances raised (month and to date), grievances resolved (month and to date) and balance of grievances outstanding with specific actions pending. Key information to be included in the grievance log are indicated in Annex 1 below.

¹ The composition of the Grievance Tribunal must ensure appropriate gender balance



**SOLOMON WATER:
GRIEVANCE REDRESS REGISTERING AND MONITORING FORM**

ANNEX 1 – Grievance Log Information

Complainant Information (Person Reporting)

1. Name:
2. Address:
3. National ID:
4. Gender:
5. Contact Details - Telephone, Email
7. Type of complainant:
 - Affected person/s
 - Intermediary (on behalf of the AP)
 - Civil organization
 - Service organization (e.g., local government institution)
 - Other (specify)
9. Registration Number: - assigned by Projects Team

Complaint Details

10. Mode of receiving the grievance:
 - Letter
 - Phone call
 - Fax
 - Email
 - Verbal complaint (walk-in)
 - Other (specify)
11. Location of the problem/issue specified in the complaint:
Town:
Province:
12. Type of problem/grievance:
 - Land related
 - Compensation
 - Construction
 - Resettlement site
 - Other (specify)
13. Short description of the problem:
14. Short description of the factors causing the problem:
15. Person/agency responsible for causing the problem:
16. Past action/s taken by the complainant (if any):
17. Details of the focal point that received the complaint:

Name of the person who received the complaint:

Position: Name of the receiving office: Date:

18. Actions taken by the Receiving Office

Stage 1 Action taken; SW Responsible person; Outcome

Stage 2 Action taken; SW Responsible person; Outcome

Stage 3 Action taken; Tribunal Members; Outcome

19. Summary of Final Resolution