

Resettlement Plan

Resettlement Plan for:

Solomon Islands: Auki Water Supply Improvement Project

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Prepared by Solomon Water to comply with the safeguard policy requirement of Asian Development Bank (ADB)

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Abbreviations

ADB	Asian Development Bank
AP	Affected Person
CoL	Commissioner of Lands
DP	Displaced Person
EA	Executing Agency
ECD	Environmental Conservation Division
EM	Entitlement Matrix
EU	European Union
FTE	Fixed Term Estate
GRM	Grievance Redress Mechanism
IA	Implementing Agency
ML	Mega Litres (1,000,000 litres)
MMERE	Ministry Of Mines, Energy and Rural Electrification
MoA&L	Ministry of Agriculture and Livestock
MoFT	Ministry of Finance and Treasury
MOLHS	Ministry of Lands, Housing and Survey
MOU	Memorandum of Understanding
NRW	Non-Revenue Water
OIC	Officer in Charge
PE	Perpetual Estate
PE	Polyethylene
PG	Provincial Government
PM	Project Manager
PMU	Project Management Unit
PS	Permanent Secretary
ROW	Right Of Way
RP	Resettlement Plan
SBD	Solomon 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
TOL	Temporary Occupational License
UWSSSP	Urban Water Supply and Sanitation Sector Program
WB	World Bank

EXECUTIVE SUMMARY

The Government of Solomon Islands (SIG) and Solomon Water (SW) have requested financing from donor partners towards the cost of the Urban Water Supply and Sanitation Sector Project (UWSSSP). The UWSSSP project will be jointly financed by European Union (EU), the World Bank (WB) and the Asian Development Bank (ADB). One of the projects key output is to support the rehabilitation and expansion of urban water infrastructure. SW intends to apply a portion of the proceeds to retroactively finance a subproject under the program, the SW 0042019 - Auki Water Supply Improvement Project. Under the UWSSSP, Ministry of Finance and Treasury (MoFT) is the Executing Agency (EA) and Solomon Water (SW) is the Implementing Agency (IA).

The project is aimed at improving the water supply infrastructure and storage capacity to meet 45% of Auki's demand and ensure reliability of service into the future. The project scope covers the design, procurement, construction, and installation, testing and commissioning of a 1ML liner tank, a pump station with chlorination facility and associated 400m of various sizes of rising and gravity mains. Water will be extracted from existing boreholes and pumped to the new tank with an increased head and resupplied to the existing network.

This Resettlement Plan (RP) describes the scope of the Auki Water Supply Improvement project, its impacts and entitlements and implementation responsibilities for any land acquisition or compensations required. It has been developed to comply with relevant laws of Solomon Islands on lands and compensation, the ADB Safeguard Policy Statement specifically on Involuntary Resettlement and the World Bank (WB) safeguards policies.

Under the project, a new 1ML liner tank and pump station will be constructed along with new rising and gravity mains of approximately 320m. The new piping will follow the existing pipe route, which is generally an easement and Right Of Way (ROW) for SW. It starts from the gallery site (SIEA power station) up to Borehole 3 site where the tank and pump station will be located. Additional piping of approximately 80m will be a new alignment from the new pump station to the existing ADB tank.

The impacts on affected persons (APs) are deemed not significant as there is no involuntary acquisition of land but the project is classified as category B under the ADB safeguard policy statement as a makeshift greenhouse located at the existing High Level tank will be relocated prior to fencing works on the ground. Fruit trees and crop owners cultivating the land will be compensated and access rights for trenching through the Lot 841 and SIEA land (Lot 77) will be pursued as a negotiated agreement between the affected parties and SW.

There however is no major relocation, economic displacement and loss of income expected from the implementation of the project. The project land is designated as water catchment area under the Auki Land Planning Scheme so there is no land acquisition anticipated as it is perpetually owned by the Commissioner of Lands and designated as a water catchment area. The Lands Board has approved the said land is transferred to SW as part of the process to legally register the land with SW and to control unwanted development. This is an internal government process which will be managed outside of the scope of this project. Some parcels of land within the catchment area were titled in the past (approximately 2.5hectares out of a total of 8.6 hectares) these areas are not impacted by the Auki Water Supply Project. Future potential catchment management actions including stakeholder awareness of the need for catchment protection; implementation of effective sanitary management measures in dwellings already constructed within the catchment area; are discussed in Section 2.

SW has a procedure for addressing Grievances. The SW Grievance Redress Mechanism (GRM) is a three stage process. First stage is grievance resolution at the SW Project Management Unit (PMU) level. A response must be made within 5 days of receiving a

complaint. If the case cannot be resolved at this stage, stage 2 allows for the complaint to be forwarded to SW executive management for resolution and a formal response within 10 days. If the appellant is not satisfied, stage 3 is where a 3 member grievance tribunal will be nominated to deliberate on the case. A response must be made within 5 days of the tribunal meeting. The tribunal's decision is final. The appellant however has the right to take the case to the public court.

The Entitlement Matrix (EM) provides for relocation cost, compensation for loss of crops and fruit trees with AP's and a negotiated MOU for access and trenching through Lot 841 and the SIEA land. Design considerations and realignment of piping route will be carried out to minimise impact on any registered land next to the Gallery site and piping route. The EM is detailed in the following sections and in Annex 1.

The compensation cost for the project is estimated at SBD29,765.00 to be financed from SW funds.

Construction on site started in the 3rd quarter of 2019. The construction period from contract signing is expected to take up to 8 months. All compensation as per the EM was paid out prior to the start of works.

The PMU is responsible for the monitoring, assessing and reporting of the resettlement progress and issues. Reports will be disclosed on SW and ADB websites.

1. PROJECT DESCRIPTION

Auki is the provincial administrative headquarters for Malaita Province. It has been growing rapidly over the recent decades to become the third largest town after Honiara and Gizo. With a population of 5,105 from the 2009 census with an average annual growth rate of 11.6%, the current population is estimated to be doubled.

Current water production in Auki is approximately 1,100KI/day and this provides water for approximately 64 percent of the households/customers in Auki. The ongoing population growth and increasing water demand in Auki places continual demands on the existing water supply system. This is evident because of the aging piping network and reservoirs which contributes to an average of around 65% - 70% in Non-Revenue Water (NRW) per month. Recent replacements of all existing water mains in Auki will support NRW reduction and ensure that the projects benefits are realized.

Key objectives for the project is to (i) ensure water security by protecting undesirable development on the water catchment area, (ii) increase in the water production and storage capacity, (iii) increase the supply duration and (iv) improved water treatment to comply with acceptable service standards to meet future demand with efficiency. It is anticipated that the improved infrastructure will also help:

- Additional water production from current bores
- Increased storage capacity at an elevated position thereby providing increased pressure in the system.

Feasibility study reports, hydrological, topographic and geotechnical surveys and environmental studies were carried out locally to collect data and information for the viability of the project and to inform the design. This PR is prepared based on the detailed project design prepared by NRW Specialists of Australia. SW will review and update the RP during project implementation to reconfirm its validity.

The project site is within the vicinity of Auki Township. The land is held as Perpetual Estate (PE) by the Commissioner of Lands and is designated as a water catchment area. The location of the proposed Auki water supply upgrade site is shown below in Figure 1.1.

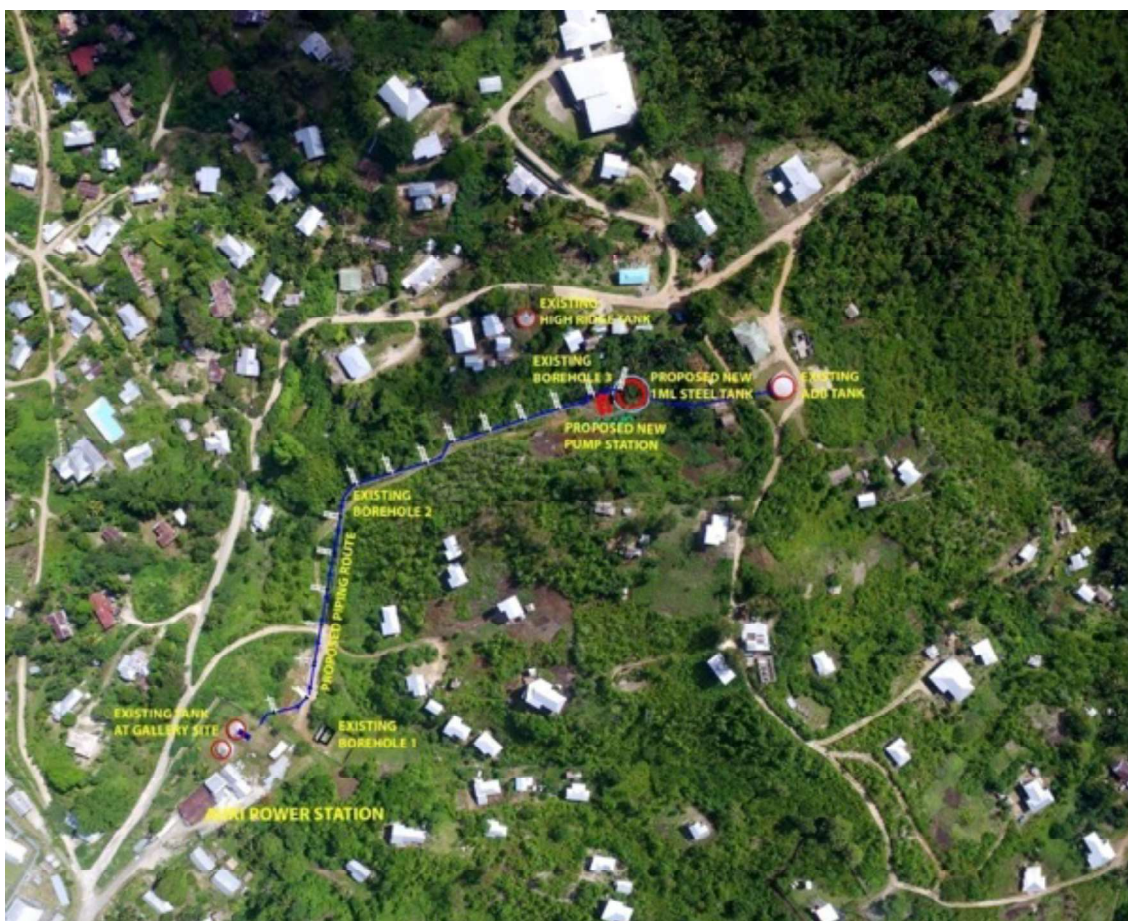


Figure 1-1 Location of proposed Auki water supply upgrade

The project covers the following main components, namely

- Construction of a new 1ML Steel liner tank at an elevated position above the existing Gallery Site at Borehole 3 site;
- Construction of a new 3.35 x 8.5m Pump station fitted with pumps, backup generator and switchboard next to the new steel liner tank at Borehole 3 site;
- The Installation of DN200mm, DN150mm and DN 100mm PE pipelines (rising main and gravity main) and appropriate valves from existing boreholes to new pump station, new tank, the ADB tank and existing valves at the Gallery site;
- Installation of chlorination system at key locations in the system;
- Repair and minor liner works to existing Gallery and ADB tanks; and
- Security fencing works at the new tank, boreholes and the ADB and High Ridge tank sites.

There will be compensation for local gardens, fruit trees and crops in the vicinity of the pump station and tank site and a negotiated easement and access MOU with Lot 841 and SIEA. Compensation and easement rights will be pursued as a negotiated agreement between SW and the affected party. Any land and easement agreement process to be followed by the project will be guided by the related process as described under the Land and Titles Act and

ADB Safeguard Policy Statement: *Safeguard Requirements 2 - Involuntary Resettlement* for negotiated agreements. Attached as Annex 1 is the Entitlement Matrix.

SW has and will finalize and finance a detailed budget incorporating all costs related to: i) consultations and negotiations, ii) cash compensations, iii) any related costs of land easement, access and ROW requirements. An initial estimate for all items related to RP implementation is included in the RP.

SW will endorse and publicly disclose the RP and disseminate relevant information to APs and stakeholders in local languages. An Information Brochure providing details on the project and its impacts as well as the various mitigating measures particularly RP will be developed and disseminated during the public consultation meetings. APs have been consulted on several occasions in the past and MOU's have been drawn up and compensation costs agreed to. Further consultations are planned prior to construction and during project implementation. A Grievance Redress Mechanism (GRM) and process has been established to address grievances at all levels. The GRM process is detailed in section 5.

SW will finalize and implement the RP prior to tender award to ensure that APs receive compensation before the start of civil works affecting livelihood. SW had appointed a focal person for land issues within the PMU, and will recruit a social/resettlement specialist and coordinate with the Ministry of Lands, Housing and Survey (MOLHS), Ministry of Agriculture and Livestock (MoA&L), local provincial government and other relevant agencies to support the safeguard work. Implementation and impact of the RP will be monitored by SW and monitoring reports will be submitted on an agreed timeframe to the EA and the ADB.

2. SCOPE OF LAND ACQUISITION AND RESETTLEMENT

The project is to upgrade the existing infrastructure with added capacity for pumping and storage. The project will not affect any social and economic use of the land except for a greenhouse and a patch of garden planted by a local living nearby, and access through Lot 841 and SIEA land. The project area, as per the Auki Local Planning Scheme is water catchment area and therefore should be prohibited for any other development except for SW whenever there is a need for maintenance on its existing boreholes and tanks or for any development to preserve water quality and production. The environmental application report to the local Environmental Conservation Division (ECD) addresses the project's potential environmental impacts and mitigation measures.

Since the project site is situated within the Auki water catchment area, there will be no requirement for any new land, ROW and access except through SIEA land on which SW has ongoing operational access and Lot 841. Solomon Water is working with the Malaita PG and the MoLHS through the Lands Board to formally register the land with SW.

The project site is vacant and is predominantly covered with small to medium vegetation bordering the gravelled road connecting the 3 boreholes.

Note that land plots adjacent to the proposed piping corridor and proposed tank site have been allocated to certain individuals but are outside of the project scope and land requirements. Although these land have been offered to these individuals, there is still no titles issued and the Lands Board will carry out resumption to protect the area for water catchment. See attached as Annex 2 Letter from the Lands Board and Commissioner of Lands approval from Auki Water Catchment.

The Malaita Town and Country Planning board and the Lands Board under MOLHS have given approval in principle to SW, exclusive rights over the land to:

- Protect the water catchment of the boreholes, water well and aquifer

- Prohibit any development except for SW whenever there is a need for maintenance or any development to preserve water quality.

An estimate of the type and number of tress, root crops and other economically important plants and vegetables within the project site have been undertaken on site by both SW, the garden owner and the Extension Officer from the Ministry of Agriculture. An MOU had been signed and agreed to for compensation. The inventory is provided in the table 2-1 below.

Table 2-1 Inventory of garden crops and fruit trees on site

Rating Comments	Garden Crops/Fruit Trees	Qty	Rate	Amount
Next to harvest rate	Kasava mounds	50	\$ 5.00	\$ 250.00
Harvested already rate and actually old garden ,no value	Potato mounds	7	\$ 5.00	\$ 35.00
Next to harvest rate but actually seems wild grow	Kong Kong Taro	30	\$ 5.00	\$ 150.00
Per bottom newly plant rate	Banana	65	\$ 10.00	\$ 650.00
Per bottom bearing rate	Banana	2	\$ 15.00	\$ 30.00
Newly planted rate but actually seems wild growing	Sugar Cane	10	\$ 2.00	\$ 20.00
Bearing rate but actually seems wild growing and still very small	Mango	1	\$ 50.00	\$ 50.00
Bearing rate but actually seems wild growing and still very small	Guava	1	\$ 30.00	\$ 30.00
Bearing rate but actually seems wild growing- bearing probably 2 yrs time	Inkori	1	\$ 50.00	\$ 50.00
Bearing rate but actually still small in size	Coconut	4	\$ 150.00	\$ 600.00
productive rate	Pineapple	2	\$ 10.00	\$ 20.00
Per plant rate	Cut Nut	1	\$ 50.00	\$ 50.00
Bearing rate but actually all still few more yrs before bearing	Pawpaw	11	\$ 20.00	\$ 220.00
Per plant rate but actually seems not soon will die - not looked after	Beans	12	\$ 5.00	\$ 60.00
Per plant rate but actually seems not soon will die - not looked after	Cabbage (Slippery)	40	\$ 5.00	\$ 200.00
Per plant rate	Beetle nut	5	\$ 30.00	\$ 150.00
Per plant rate	Pumpkin	1	\$ 20.00	\$ 20.00
No rates so estimate only	Motu Leave	2	\$ 5.00	\$ 10.00
No rates so estimate only	Franjipani tree	1	\$ 10.00	\$ 10.00
No rates so estimate only	Orchid	4	\$ 5.00	\$ 20.00
Total		250		\$ 2,625.00

Source: Agriculture Extension Officer (MoA&L)

The total area required for the pump station and storage tank is approximately 800 m² and no land acquisition is required nor will any person be displaced.

The existing access road where the rising main and gravity main will follow is a SW road built initially when the old water mains where installed. There is no additional ROW or access required.

Construction approaches will typically involve land clearing, leveling and compaction of the site for the tank and pump station including machine and manual trenching of approximately 1km for the new water mains. The trench width and depth is approximately 600mm x 1200mm.

As highlighted in earlier sections, during construction, access through the Solomon Water power station site will be required since access from the SW road is quite steep and dangerous for traversing. There may also be minor damages done on the existing fence and trenching into SP property to connect to existing valves located on the SP land. These damages, if any, will be reinstated by SW and its contractor. SW has consulted SP on this and an MOU has been drafted to govern the terms and conditions for access and trenching.

The following principles will guide the project in terms of minimizing impacts on people and their assets, land acquisition and ROW.

- SW will continue to carry out consultations prior to construction and during implementation and address any issues that arises as part of the GRM process for affected people (AP).
- Project design and locations will continue to be explored to minimise any impacts on people.
- Land access through the SP land will be resolved through a negotiated process and an MOU is signed by both parties. Where an agreement is not reached, the project will resort to fixing and using the old access road to the site
- Any damages to properties or infrastructure of AP's will be fully reinstated or compensated by SW.
- Compensation for loss of crops, fruit trees and other economically important plants and vegetables will be assessed and follow the current rates for compensation provided by the relevant Ministry.
- Vulnerable people and groups will be fairly treated and absence of any formal land title will not be a bar to compensation and assistance.
- Payments for compensation and on any negotiated settlements will be made in advance prior to mobilisation and start of works on site.
- The RP will be conceived as part of the overall project and related costs will be included in and financed out of the project budget.
- Relevant impacts including unforeseen losses and damages that may occur during civil works will be monitored and remedial steps taken as required.

a. Catchment Management Impacts

Solomon Water is taking steps to enforce the protection of the designated Auki catchment area within which there are three boreholes providing approximately 45% of the production volume for Auki water supply system.

The challenge for Solomon Water is how to manage the limited amount of development that has already taken place on land that is legally (even if erroneously) titled.

Solomon Water will rely on a number of measures to ensure the long term reliability of water abstracted from the Auki catchment area these are:

Effective chlorination of all water produced in Auki –this is a key component of the Auki Water Supply Upgrade project;

Stakeholder and local community awareness about the need to protect critical water supply catchments. This will include awareness on the interface between human

activity and transmission of pathogens in particular from sewage waste; it will also cover SW role and responsibility along with Provincial and National Governments to ensure catchment integrity and the powers provided to achieve this.

Implementation/enforcement of policy relating to the use of septic tanks – design, installation and ongoing maintenance – by households;

Relocation of properties to outside the catchment area could possibly happen in the future but only as a last resort to ensure groundwater quality. If this is absolutely necessary SW will follow the resettlement requirements of SI Government and development partners then.

3. SOCIOECONOMIC INFORMATION AND PROFILE

Auki is the provincial capital of Malaita province, one of the main island provinces of the country. It is situated about 100 km northeast of Honiara. It is composed of four islands, Big Malaita (where the main town Auki is located), Small Malaita, Sikaiana Island and Ontong Java Atoll. Its total land area is about 4,225 km².

Auki serves as the main administrative, educational and economic centre for the province. It has a population of just over 5,100 with an average density of 468 people per square kilometre. The province however is densely populated hosting about a third of the total population of Solomon Islands. Auki town can be reached directly by plane or ferry from Honiara. Table 3-1 below provides some selected socioeconomic indicators of Malaita Province.

Table 3-1 Selected Socioeconomic Indicators for Malaita Province

Indicators	Malaita
<i>Total Population</i>	137,596
Male	62,232
Female	68,364
Ave. Annual Population Growth Rate (%)	1.2
Population Density (pop/km ²)	33
<i>Urbanization</i>	
Urban Population	5,105
Percent Urban	3.7
Urban Growth Rate	11.6
<i>Household</i>	
Number of Households	24,421
Average Size of Households	5.6
Employment-Population Ratio	16.0
Male	22.1
Female	9.9
Unemployment Rate	0.8
Male	1.1
Female	0.6
<i>Education</i>	
School enrolment Rate, 6-12 yrs (%)	75.3
Male	74.9
Female	75.8
<i>% of pop aged 12 and older with</i>	
No school completed	26.9
Primary education	55.0

Secondary education	12.2
Tertiary Education	2.2
Vocational/professional training	0.5
Literacy rate	70.4
Male	78.8
Female	62.4

Malaita Province has various national and regional government offices, social infrastructure facilities such as Kilufi'I hospital, Atoifi hospital, clinics and area health centres, several primary and secondary school, churches, BSP bank, market, hotels, restaurants and shops.

About 33% of the total households in Malaita rely on rivers and streams and unprotected well for their main source of drinking water while about 46% rely of communal facility tapped directly from streams and rivers. In terms of sanitation, only 10% have access to sanitary toilet; mostly in Auki and other urban centres at Malu'u. Majority use either pit latrines and/or open spaces for defecation. Likewise, on garbage and other waste, majority use their backyard the river/stream/seas or other open spaces for its disposal. In Auki the landfill/garbage disposal area has been disputed and wastes are now being dumped close to the Auki market.



Figure 3-1 New Land fill site at Auki

Only about 64 percent of households in Auki are connected to the SW reticulation system for their source of water. This is approximately 561 of 873 households, both in the commercial and domestic category. The remainder either share or purchase their water from active customers or use private rainwater tanks and wells.

Educational and medical services in and around Auki town are Auki Clinic, Kilufi'I hospital, Auki Primary and High School and Aligegeo Secondary School. These are all government services under the Ministry of Health and Medical Services and the Ministry of Education and Human Resources Development.

45% of the residential, commercial and institutional establishments of Auki are going to be the primary beneficiaries of the project. However, customers connected to the spring source at Kwaibala are also likely to benefit when the redundant ADB tank is re-commissioned under this project.

4. INFORMATION DISCLOSURE, CONSULTATION AND PARTICIPATION

Consultations with all stakeholders and potentially affected persons were undertaken by Solomon Water. These are detailed in Annex 3.

A key stakeholder consultation and meeting was held on 19th June 2019 in Auki to brief participants on the proposed project. The meeting centered on disclosing information about the project, discuss and document the stakeholder interest, roles and responsibilities including issues on land and easement, compensation and entitlement, environmental assessment and social issues and on relevant regulatory decisions on permits or licenses required with respect to the project.

A broader public awareness and consultation was held in Auki market on the 21st of June 2019 for public information disclosure and awareness which are essential for maintaining support and mitigating grievances during project period.

Several targeted consultations were held with AP's.

A major output of these consultations was the finalization and signing of MOU agreements between the affected parties and Solomon Water – see section 7 below.

Whilst preliminary discussions have been initiated in Auki with the individuals who have been offered land around the project site and users about the project, an application and agreement was reached with the Lands Board and Provincial Town and Country Planning Board to have the whole catchment land resumed for SW.

The formal process processes for resumption of land have yet to be finalized and will be an ongoing government process. Future consultations will focus on detailed notification and negotiation. The notification process will be guided by the procedures for resumption of land as outlined in the Lands and Titles Act. In advance of notification, SW and the relevant authorities including the Malaita provincial governments will formally verify the process and ownership or valid basis for claiming an interest during resumption process.

5. GRIEVANCE REDRESS MECHANISM (GRM)

The project will apply the SW GRM process designed to deal with grievances from the general public in relation to Solomon Water managed projects at all stages of the project cycle. This is to ensure greater accountability of the project authorities towards all AP's and is applicable to grievances due to resettlement issues as well. A GRM form is attached as Annex 4 to this document.

The SW GRM is a three stage process during any project stage of which the grievance may be considered, by both parties, to have been resolved and closed off. Outlined in Table 5-1 below is the procedure and stages of resolving grievances.

Table 5-1 Grievance Redress Procedure/Stages

Stage	Process
1	Any grievance should first be made known to the Solomon Water Projects Team Manager (PTM). 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. Following the discussion the grievance may either be resolved or need to be escalated to Stage 2.
2	The unresolved grievance should then be referred to the General Manager of Solomon Water. Based on the discussion the General Manager will issue a Stage 2 Grievance Outcome form confirming the grievance has been resolved and the means of resolution; or the grievance has not been resolved; and outlining Solomon Water General Manager position on the grievance. If the grievance is not resolved under Stage 2 the grievance is then referred to a three-member Grievance Tribunal under stage 3.
3	The Grievance Tribunal is to be comprised of: (i) a member of The Board of SW (ii) the PS of the MMERE (iii) an independent member jointly selected by both parties. The Tribunal's decision will be final.

In preparation for the project and during community consultations no grievances were raised from the community.

During construction the grievance redress mechanism was utilised to:

- a. Resolve a complaint related to the removal of a coconut tree by the contractor without the owner's permission. The owner was compensated for the loss to the tree and the contractor amended their operating procedures to ensure that no further incidences occurred. Details of the complaint are included in Annex 10.
- b. Record complaints about payment for gravel extracted by the contractor from the river Fiu gravel beds. Three complaints were lodged with the contractor by separate individuals all identifying themselves as the legal owner of the gravel beds. None of the complainants asked for gravel extraction to be stopped simply that they should be the ones to receive compensation for gravel extracted. The contractor negotiated a payment agreement with all three complainants.

6. LEGAL FRAMEWORK

Over 85% of land in Solomon Islands is under customary tenure, with the remainder considered “alienated” and is subjected to registration under the Lands and Titles Act, 1998. (The Act). Inheritance of customary land ownership or user rights differs with custom from island to island. The Constitution of Solomon Islands recognizes customary rights to ancestral land of the indigenous population. In Honiara and in provincial capital boundaries, land is owned by the state and held on behalf of the state by the Commissioner of Lands (COL). The Act also addresses requirements for acquisition of land for public purposes, and 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. Specific provisions of the law protect the rights and interests of concerned groups and communities.

Within Honiara City Council and provincial capital boundaries such as Auki, land is owned by the state and is held in the perpetual estate (PE) title on behalf of the government by the Commissioner of Lands (COL). The COL enters into 50 or 75 year fixed term estate (FTE) agreements or shorter term temporary occupancy licenses (TOL) with individuals. A TOL is valid for a period of one to two years, and permanent structures or improvements are not permitted on TOL land.

Land acquisition and compensation for the project will be guided by the processes described within the Land and Titles Act and ADB Safeguard Policy Statement.

c. Lands and Titles Act 1998.

The Lands and Titles Act 1998 governs the government's temporary or permanent acquisition of both alienated and customary land through compulsory acquisition or negotiated agreement. Sections 60 through to 70 of the Act deals with **Purchase or Lease of Customary Land**, sections 71 through 85 of the Act deals with **Compulsory Acquisition of Land** for public purposes. However, the project will not entail any purchase or lease of customary land or Compulsory acquisition of land.

Under section 60 through to 70, the COL or the Provincial Assembly appoints an Acquisition Officer to act as his agent for the purpose of acquisition. The officer demarcates the boundary on the ground or map and makes a written agreement with the landowners for the purchase or lease of the land required. The LO publishes a notice, holds a public hearing and records the determination of the claim. Any person who is aggrieved by the determination can lodge an appeal with the Magistrate Court within 3 months from the date of the determination. An agreement is then reached with respective landowners and it is implemented by the COL, including payment of the compensation, taking possession and vesting of the land, and registration of the land in the name of the acquiring entity.

d. ADB Safeguard Policy

The ADB *Safeguard Policy Statement* (2009) on Involuntary Resettlement 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 DPs in real terms relative to pre-project levels; and (iv) improve the standards of living of the affected poor and other vulnerable. It covers both physical displacement and economic displacement.

The policy seeks to avoid, minimize, or mitigate adverse environmental and social impacts, including protecting the rights of those likely to be affected or marginalized by the development process.

1. 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 and participation of DPs, inform all DPs of their entitlements and resettlement options. Pay particular attention to the needs of vulnerable groups. Establish a grievance redress mechanism.
 - Improve, or at least restore, the livelihoods of all DPs 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 DPs with needed assistance, including: (i) if there is relocation, secured tenure to relocation and, better 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 DPs without titles are eligible for resettlement assistance and compensation for loss of non-land assets.
- Prepare a RP elaborating on DPs' entitlements, income and livelihood restoration strategy and so on.
- Disclose a RP in an accessible place and a form and language(s) understandable to DPs and other stakeholders.
- Conceive and execute resettlement as part of a development project or program.
- Provide compensation and other entitlements before physical or economic displacement.
- Monitor and assess resettlement outcomes, their impacts on the standards of living of DPs.

Table 6-1 below describes and compares the Solomon Islands Law provisions on land acquisition and compensation with the ADB Safeguard Policy, identifies the gaps between the two provisions and addresses measures to fill the gap.

Table 6-1 Comparison of Solomon Islands Law and ADB Safeguard Policy

Solomon Islands Law	ADB Safeguard Policy Requirements	Gap Filling Measures
Limited consultation but only requires publication of notices	Broad based and meaningful discussion with all stakeholders and AP's regardless of status. Project information has to be publically disclosed.	The RP to be disclosed on ADB's website, made available for public perusal at SW and Provincial Gov. offices; Summary of RP to be made available in English and/or Pidgin to APs; Adequate consultations to be conducted and documented.
No taxes in compensations	All transaction costs associated with compensations and acquisitions to be included in the award.	Compensation to be inclusive following the highest rates provided by relevant government ministries.
Illegal settlers and AP's are not compensated but are forced to move out	All AP's regardless of legal status over land are compensated and assisted	All APs regardless of status will be entitled to compensation for existing structures or assets, loss of crops and fruit trees within the ROW. Any assets erected in the ROW after the cut-off date identified during the consultation will be ineligible for compensation.

Solomon Islands Law	ADB Safeguard Policy Requirements	Gap Filling Measures
Compensation is based on rates from relevant SIG ministries and not market value	Compensation for land, assets and infrastructure including lost trees, crops shall be paid on market rates and replacement value.	The highest rates offered by the relevant SIG ministry will be used as the starting point for estimating the value of lost assets, properties and crops. An MOU will be signed and agreed to with the APs.
Lost income or livelihood is not compensated	Lost income and livelihood to be restored to pre-project conditions	Additional measures required to ensure that APs' livelihood is restored and any impacts from lost income are mitigated.
No differentiation on the severity of impacts	Impacts are categorized according to the level of project impacts	Impacts on AP's to follow ADB categories and appropriate measures and reports followed to adhere to ADB policy.
No reports or resettlement plans required.	Requires all plans and reports are prepared and submitted for approval and disclosure. Plans cover entitlements, livelihood restoration measures, implementation arrangements, monitoring and budget.	RP will be prepared. The assessment and planning will be based on level of significance of impacts.

7. ENTITLEMENTS, ASSISTANCE AND BENEFITS

The project involves some land requirements for access, staging/laydown area and to connect to existing tanks on Lot 841 and SIEA land. However, most of the land requirement is within land currently used for existing boreholes and piping mains and the new facilities will be located within the water catchment land itself.

Other affected persons eligible to receive compensation via this RP are individuals who, at the time of the initial survey have cultivated the areas at locations that are likely to be affected by construction or operation of the infrastructure works, regardless of whether they have legal title to the affected land or assets. Three such affected parties were identified:

One crop owner (who is not a legally titled land owner) was considered to be an affected party and individual discussions were held with her to agree compensation for loss of crops. A second affected party was compensated for a pipeline encroachment across a portion of land for which he will be claiming title; and a third affected party was identified in the vicinity of the high level old tank site. The person had constructed a greenhouse within SW titled land. Agreement was made with the owner for the removal of the greenhouse and its relocation away from SW land to enable fencing of the SW site.

Any temporary use of land or compensation will be pursued as a negotiated agreement between the affected party and SW.

Criteria considered in arriving at a fair and reasonable compensation involved:

1. Compensation for trees and crops regardless of maturity based on the highest rate as stipulated in the Ministry of Agriculture
2. Damage from severance and disturbance

The project followed eligibility and harmonized SIG and ADB policy based entitlement matrix for all types of losses resulting from land. Table 7-1 below summarises the Entitlement Matrix with the detailed EM attached as Annex 1.

Table 7-1 Summary of the Entitlement Matrix

Type of Impact/Loss	Persons Entitled	Compensation / Entitlement
Land	Owners with untitled.	Negotiated MOU and compensation
Loss of access	Residents and Solomon Power	Care taken to avoid damage Restore access
Loss of crops and trees	All AP's	Cash compensation
Temporary disruption in water supply service	Auki residents	Supply from Kwaibala spring source
Damage to water system	Auki residents	Immediate restoration
Unidentified losses and impacts	All AP's	GRM

The formal notification to the affected person served as the cut-off date for eligibility. Those not identified and whose assets are not part of the inventory of losses and did not exist before the prescribed cut off period indicated by the formal notification were not be eligible for compensation.

a. Compensation Procedure

Compensation agreements were entered into between SW and each of the affected parties individually and compensation payments made in advance of contract signing for the upgrade project. Crop owners were given advance notice of construction start in order that they could harvest crops in advance of construction. Details of individual MoU's are included in Annexes 7 to 9.

8. RELOCATION OF HOUSING AND SETTLEMENT

As highlighted in earlier sections, the project has had minimal impact on land use in the area such as the relocation of a greenhouse, encroachment of a pipeline with some impact on land being cultivated. Solomon Water has taken appropriate measures to manage the impact through consultation, negotiation and agreed compensation by all parties and has documented the process. Relocation of properties to outside the catchment area could possibly happen in the future but only as a last resort to ensure groundwater quality. If this is the case, it will be absolutely necessary that SW follows the resettlement requirements of SI Government and development partners at that time.

9. INCOME RESTORATION AND REHABILITATION

The survey identified no loss of livelihood or income and the only resettlement impact indicated in the Entitlement Matrix. This will be compensated as straight forward cash compensation to affected parties governed by the MOU and based on agreed rates negotiated or provided for by the relevant government ministry such as the Ministry of Agriculture and Livestock. Compensation and assistance to APs must be provided prior to the start of civil works on site.

APs will be provided at least 14 days advance notice, followed by a reminder, a week before construction, and again, a day before actual works on site to ensure no disruption during construction. Preferential employment is not an obligation but the contractor is encouraged to use local sub-contractors and labour to participate in project related works.

10. RESETTLEMENT BUDGET AND FINANCIAL PLAN

A detailed budget to address compensation and entitlement is being finalized and will be financed by Solomon Water. The budget doesn't cover other activities relating to surveys, consultations, travel and accommodations and cost associated with resumption of the catchment area as this are captured as operational costs and are part of ongoing costs pre and post project implementation.

A tentative budget estimate for compensations is provided in Table 10-1 below.

Table 10-1 Tentative Resettlement Budget

Item	Comments	Amount	
		SBD	≈USD
Ongoing Consultation (3 person team)	2 more planned consultations. 1 at pre-construction, 1 mid way and the last at project end.	21,000.00	2,625
Compensation for lost trees and fruits and crops	250 of 19 varieties of crops and fruit trees	2,265	285
Compensation and relocation cost for green house		1,500	190
Compensation for access and trenching through Lot 841. The AP was offered the land but is yet to receive the legal title which will now be resumed by SIG for SW.	He has equitable rights over the lot 8541 which SW negotiated and agreed to compensate for project implementation.	5,000	625
Compensation for access and trenching through Lot 77 SIEA registered land	SIEA and SW share the land in the past when they were managed as one service utility under one SIG ministry.	Governed by an MOU	NA

11. INSTITUTIONAL ARRANGEMENTS

SW will be the executing agency, responsible for overall administration of the project. All responsibilities for compensation will be held by SW guided by relevant government Ministry such as MoA&L and will be responsible for all consultations and negotiations in determining

costs and in executing them in accordance with the guidelines and procedures set out in this RP. Whilst construction will be contracted out, and construction contractors will have greatest exposure to the general public during construction, they will be bound by the relevant conditions defined in the MOU's and this RP.

SW will implement the project through the PMU. The PMU will assign a Project Manager (PM) responsible for the overall implementation of the project. The PM will be assisted by a safeguard specialists and lands specialist to address social safeguard activities. The project manager will ensure that all relevant safeguard plans are implemented so as to meet their intended requirements. The project manager, assisted by safeguard and lands specialists will undertake the following activities to fulfil the SW's role:

- Update the RP according to the safeguard policies of ADB and the government.
- Undertake adequate consultations with and dissemination of relevant information to APs, including public disclosure of draft and final safeguard plans.
- Ensure that designers and contractors take into account safeguard issues and try to avoid or minimize social impacts through appropriate design.
- Address any project-related grievances of APs and facilitate in resolving disputes.
- Undertake ongoing public consultation to inform APs of the scope and schedule of the project activities, including access rights and compensation activities.
- Following the award of the civil works contract, the safeguard team will arrange a briefing to the contractors to raise their awareness on safeguard requirements.
- Ensure that land acquisition and compensation activities are completed prior to start of the construction activities.
- Undertake regular monitoring and reporting on implementation progress on safeguards activities.

12. IMPLEMENTATION SCHEDULE

The actual construction work on the ground will be over a period of 8 months. The detailed design and tender documentation has been completed. Tenders for the construction have gone out to market with a preferred Tenderer identified. Award of contract is likely to towards the end of June 2019 with contractor mobilisation to occur at least a month later.

Compensation for impacts on AP's will be provided after the award of contract to the preferred Tenderer. MOU's have been negotiated and finalized with three of the affected parties. An MOU with SIEA is currently being negotiated and will likely be agreed to and signed by mid June as well.

13. MONITORING AND REPORTING

Implementation and monitoring of the resettlement activities will be carried out by SW/PMU. The scope of monitoring includes: (i) compliance with the agreed policies and procedures for land acquisition; (ii) prompt approval, allocation and disbursements of funds and payment to APs; and, (iii) remedial actions, as required.

When opportunities arise, SW/PMU staff will be given training in resettlement issues and social survey methods.

SW/PMU will inform relevant partners and ADB on the project's social safeguard aspects through its progress/monitoring reports. Semi-annual safeguard monitoring reports will be submitted by to ADB. The evaluation of impact of the RP will be undertaken as part of the monitoring and evaluation process.

14. ANNEXES

Annex 1. Entitlement Matrix

Type of Impact/Loss	Persons Entitled	Compensation / Entitlement	Responsibility and Parties
Land. (Permanent and Temporary use)	Owners with title. (Solomon Power) Tenants and renters	Negotiated MOU for access rights through property and upgrading of current infrastructure on site	SW and SP
Loss of access (temporary)	Residents and Solomon Power	Care taken to avoid damage to properties and compensation for damages borne by the contractor. Access immediately restored	Contractor. Access restored immediately to allow access over any open trenches
Loss of crops and trees	All APs irrespective of legal status	APs will be given notice to harvest crops and trees before clearance or removal from required land. Cash compensation at current Ministry of Agriculture (MOA) rate if unable to harvest.	SW and AP's SW and MOA
Temporary disruption in water supply service	Auki residents/business houses	Maximise the Kwaibala spring source as primary supply during shut down.	SW
Damage to water supply connections during work	Auki residents/business houses	Immediate replacement and restoration of connection	Contractor and SW
Unidentified losses and impacts	AP's	Address through the Grievance Redress Mechanism	SW through consultation with donors and government partners.

Annex 2. Land Board Approval from Auki Water Catchment



MINISTRY OF LANDS, HOUSING & SURVEY
P O Box G 38
Honiara
SOLOMON ISLANDS

Date: 30 May 2019

Ian Gooden
General Manager
Solomon Water
PO Box 1407 Honiara
(Sent by email)

Dear Ian,

RE: Land Board approval for Auki borehole catchment area

The Land Board on 28 May 2019 approved an allocation of the total remaining area of the Auki borehole catchment that has (a) not been registered with Fixed Term Estates to other people, and (b) is not the subject of an ongoing High Court case. As such, the allocation is over that part of parcel 171-001-672 (or 171-001-666) within the catchment area as shown on the attached map, and in addition Parcel 171-001-532 on which Solomon Water has existing infrastructure.

I recommend now that you deal directly with the Surveyor General (copied here) to commence an Instruction to Survey for a subdivision to excise that part of the remainder parcel of Auki that is in the catchment area, from the rest of the remainder parcel which stretches through the streets of the town. Once this subdivision is completed and the new parcels registered, the catchment parcel can be granted to Solomon Water.

For the other parcels (171-001-532, 171-001-556, 171-001-575, 171-001-521, 171-001-532) Fixed Term Estates can be granted over these as soon as land valuations are completed, fees determined and subsequently paid.

Parcels 171-001-554, 171-001-635, 171-001-636 and 171-001-637 are all the subject of a High Court Civil Case No.455 of 2015 and therefore cannot be offered to Solomon Water unless Solomon Water offers land or compensation that is agreeable to the Claimant, and if not, until such time as that case goes to trial and if my office succeeds in its defence to not allocate those parcels to the Claimant. Please note, it may take some time before that case goes to trial.

The Surveyor General and Valuer General are copied in here to commence action to prepare the land for formal offer to Solomon Water.

Yours sincerely,

Alan McNeil
Commissioner of Lands (Acting)

cc. Surveyor General, Jimmy Ikina
Valuer General, Joyce Galo

MINUTES OF AUKI STAKEHOLDER MEETING – 19 June 2018

AUKI MINUTES – Stakeholders Meetings

Name of Stakeholders attend: (Refer to Registry Form)

Date Time & Venue of Meeting: 19 June | 9am – 3 pm | Auki Lodge Conference Room

- ❖ Noel Orudiana – asked a question on the process and requirements need to connect power to the proposed pump station. Update also on submission of application for development to the lands division in Honiara. Also who would like to have details on provincial process and procedures for constructing of the infrastructure in Auki
- ❖ Sol-power – for power to reach the site, SP need to assess the site, ensure it is fit for connections
 - If all requirements are met then SP will carry out connections if all requirements are met. Since it's in the government, it is even easier
 - Scravin – actions to be done by SW to connect power to the proposed pump stations – Scravin asked Adam to lock up the actions for Sophie to document and distribute for all the stakeholders at the end of the consultation.
- ❖ Deputy Permanent Secretary (Robert Wales Feratalia) raised a question on the time frame for this project. Construction and completion of the project.
 - Adam provided some heads up on the time frame for the project. Tender is 4 weeks, 4 weeks for evaluation and possible work is scheduled at the end of November, construction period will take 6 months to complete
- ❖ Deputy Permanent Secretary highlighted that the current Town and Country planning board of the province is yet to be gazzeted and approved. DPS is worried about the time frame as the Town and Country Board is still not formalized and this might slow the progress of the development.
- ❖ Deputy Permanent Secretary, asked the questions regarding why the proposed tank was proposed to be placed not on a hill but in the valley. Are their also environment impact report written for the proposed construction of the valley.
 - Adam Searancke explained that they need to optimized and have exactly the right level for supply as pressure will cause a lot of Non-Revenue Water. AS is aware of the environmental impact and is waiting for SW environmental expert to construct. The tank is 16 meters wide, 8 meters tall
 - ScravinTongi- Reason we choose the current location is to ensure the tank is situated in a safe location as well as to ensure SW has the right pressure as this is necessary to protect the water system against Non-Revenue Water
 - Noel Orudiana – briefed on the progress on the environmental impact study. Currently draw up a proposal application to be submitted to the environmental conservation division. The community consultation and public awareness that SW did in Auki will be documented and presented to the ECD by the end of this month. A report will also be

provided to the ECD regarding the consultation and awareness and will be compiled and submitted to the ECD and progress will depend on the advice from the ECD. The report will be made accessible for the public as this is crucial for the public to provide feedback and any issues regarding any environmental issues at the proposed site for construction.

- No settlement of people around. We foresee that there will be minor or no adverse environment impact. It was identified as a catchment area and it is safe for the construction
- ❖ Deputy Permanent Secretary – With the new infrastructure, will SW maintained its Kwaibala supply
 - Benjimen Billy – Yes – same feeder will provide from Kwaibala will connect to SP and then up to the proposed pump station
- ❖ Deputy Permanent Secretary- concerned about contamination. – concerned about squatter settlements or people building their houses on the proposed area. Residential area must not be close to where the tank is built as this will have adverse environmental impact on the quality of water supplied.
 - Lands Officer - Agnes – approval for the project – purposely for the project – given where the route of the pipeline and for the construction of the tank. Currently the area is restricted from the public to build and construct their houses. In terms for the catchment area, status of the catchment area is with the commissioner of lands, deliberated on but awaits further details. The details of the proposed area that the commissioner seek is the allocation status of the area within the catchment and variation of the development with the catchment area. Commissioner has given approval for the project to go ahead but there are minor details that the commissioner needs to deliberate on further for the progress of the project.
- ❖ Deputy Permanent Secretary asked questions on chlorination of the high raised tank. But Water from Kwaibala is chlorinated 100 percent and it makes up 60 percent of the total water supplied. Construction of the chlorination system was completed last year. The borehole feeds the high raised tanks and water supplied is not chlorinated
- ❖ Noel Orudiana – Along the corridor for the construction of the tank, a new pipeline will also be laid up to the proposed new tank and already work has started on its construction. The 1 Megalitre tank and Borehole Pump Station will be built close to Borehole No.3
- ❖ Scravin Tongi – In terms of the board approval, is there anything that the lands might need from Solomon Water
 - Land Officer (Wendy) – the current board is the only option for SW to work with, given the fact that the current board is the legitimate body to deal with approvals and permission that SW will need for the constructions. There was an amendment of the

current act where the PS is the new person for endorsement but it was not gazetted but the secretary is the one responsible to hand in decision for the constructions work

- Deputy Permanent Secretary – reiterate the idea for proper board set up of the board to give endorsements and caution SW to deal with the constructions according to the legal and legitimate processes and procedures. There is no short cut.
 - Lands Officer (Wendy)– Auki has been without a Building Planning Board for nearly 10 years and most of the buildings constructed are done with following the proper process and procedures and said that since water is an essential to life, the board or whoever is responsible must give permission for the building of the new infrastructure.
- ❖ Deputy Permanent Secretary – the board must be responsible to give endorsement for the construction of the tank and if it is not functioning, the SW must seek the current approval from the current town and country planning board so as to follow the right process and procedures.
- ❖ Womens Rep – advised that this is an important development and women in Auki will support all development of the project to put an end to the water issues they faced in Auki. She explained that they have to paddle to a source some kilometers away and much of their time are spent collecting water for their daily needs. Water is an essential resource and its important that due approval is given for the work to go ahead.
- ScraVinTongi – gives a reflection of the need of the people in Auki to have water. Women and children will benefit and it is only fitting that the people in Auki support the project to its completion.
- ❖ Solomon Power Rep – it is important that people pay for the water they use and the public in Auki must support the project as the immediate beneficiaries to this project are our women and children.
- ❖ DPS – States that fact that the law must be followed, the current Malaita Province town and country planning board must be the responsible authority to give approval and endorsement for the project. It is a prerequisite to follow the right process and procedures and he assured SW that Malaita Province will render all support necessary for the completion of the project.
- ❖ Women's Rep – asked on future plan of SW to carry our awareness to Auki communities. The women's groups is willing to assist and advocate for SW. The women's group will support SW communications team when carrying out their programs in Auki
- Noel Orudiana – basically the project has its community awareness plan. This is the start and we are planning to have two more, community consultation on project construction and project completion

ScraVinTongi – very impressed with the meeting and looked forward into working together with the key stakeholders and partners in this project.

Solomon Power (Joshua) – very happy with the project and effective awareness is necessary to inform and aware people in Auki of our services, operations and projects undertaken in Malaita. Sol power and Sol Water should work together in informing and educating people in Auki of the two SOE's essential services in Auki.

Police Rep – awareness is necessary and the police will support SIWA in its developments here in Auki

Noel Orudiana – Sums up with words of appreciation to the stakeholder, partners and those that are involved in the consultation

LIST OF ATTENDEES – 19 June 2018 – Stakeholders consultation – Auki Lodge

Stakeholder Consultation and Participation Meeting, Auki Lodge, 19 June 2018

NO.	NAME	ORGANISATION/COMPANY	POSITION	PHONE CONTACT	EMAIL ADDRESS	SIGNATURE
1	Wendy Sade	MALHS	Chief Lands officer	7517153	W.Sade@mlhs.gov.sb	W.Sade
2	Sidonia Reuky	Mothers Union	Co-ordinator	7363317	-	Sidonia
3	Paul Ede	STCL	Reg. RM	7496042	Paul.ede@stcl.gov.sb	Paul Ede
4	Geli Reimach	MPCW	vice President	7480533	-	Geli
5	FREDERICK PAID	MPNSICS	Operation Manager	7928031	Frederick.Paid@mpnsics.gov.sb	Frederick Paid
6	Robert Wale	MPST	DRS	8565922	rwale@mpst.gov.sb	Robert Wale
7	Solomon Lafana	Solomon Star	Reporter	7796329	Solomon255@gmail.com	Solomon Lafana
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AUKI CONSULTATIONS



NOTES OF PUBLIC CONSULTATION AUKI MARKET – 21 JUNE 18

Public consultation – 21st June 2020 – Auki Main Market

A stakeholder consultation and engagement campaign was carried out in Auki between the 18th and 21st June 2018 in Auki. The aim was to ensure widespread, ongoing, and meaningful participation of the key stakeholders and ensure stakeholder issues and concerns are taken into account.

The project team met with the Deputy Premier, Honourable David Maeaba on the 18th of June. The Deputy Premier reiterated his governments backing for the project and assured the team the provincial government will do everything in its power to support the project.

A stakeholder meeting was held on 19th June in Auki Lodge to brief participants on the Solomon Water 30 years Strategic Plan (2017 – 2047) and its 5 year Action Plan (2017 – 2022). The meeting was aimed at disclosing information about the project and engage, discuss and document the stakeholder interest, roles and responsibilities including concerns on Land and easement, Environmental assessment and social issues and on relevant regulatory decisions on permits or licenses required with respect to the project.

A broader public awareness was held in Auki market on the 21st of June for public information disclosure and awareness which are essential for maintaining support and mitigating grievances during project period.



Public Awareness at Auki Market, 21st June 2018

SUMMARY OF STAKEHOLDERS & CONSULTATIONS

Listed in the table below are list of key stakeholder and identified and dates of consultation held with a couple of stakeholders.

Table 0-1 List of stakeholders identified and their roles

Name	Position	Role	Organisation	Requirements
Ian Gooden	Project Sponsor an Board	<ul style="list-style-type: none"> Overall accountability for the <i>project</i> 	Solomon Water	<ul style="list-style-type: none"> Timely approvals
Mark Waite	Project Manager and team	<ul style="list-style-type: none"> Overall responsibility for the successful initiation, planning, design, execution, monitoring, controlling and closure of the project. 	Solomon Water	<ul style="list-style-type: none"> Quality project delivered on time and within budget
Scravin Tongi/ Frank Daukalia	Operations Manager and Provincial Ops	<ul style="list-style-type: none"> Project Owners 	Solomon Water	<ul style="list-style-type: none"> Fit for purpose Addresses Operational KPI's
Unni Kesavan, Steve Blaik	Chief Financial Officer ADB	<ul style="list-style-type: none"> Funding and payments 	Solomon Water, ADB	<ul style="list-style-type: none"> Managing finance with ADB Procurement of goods and services Timely release of contract payments
Michelle Maelaua	Communications Team	<ul style="list-style-type: none"> Required to lead and manage external project communications and media 	Solomon Water	Communication on project
Internal Solomon Water Executive	Project Steering Committee	<ul style="list-style-type: none"> Provide support, guidance and oversight of project progress and deliverable 	Solomon Water	Project guidance
Joe Horokou	Director - ECD	<ul style="list-style-type: none"> Approval of Environmental Consultant Approve EIA Issue Development Consent 	ECD, Honiara	Issue of Development Consent
Nelson Naoapu	Commissioner of Lands (Land Board)	<ul style="list-style-type: none"> Land Approval Transfer of FTE Subdivision Valuation 	MoLHS, Honiara	Land approval. Approval given

Name	Position	Role	Organisation	Requirements
(Consulted April 2018)				
Hon. David Maeaba (Consulted 18 June 2018)	Deputy Premier Malaita Province	<ul style="list-style-type: none"> Local government support 	Provincial Government, Auki, Malaita	Support
Jackson Gege, Robert Wales Feratalia (Consulted 19 June 2018)	PS, DPS – Malaita Province	<ul style="list-style-type: none"> Support project at local government level Facilitates any compensation event arising from AP Work with TCPB to issue approval Work with MOLHS to acquire land as water catchment area 	Provincial Government, Auki, Malaita 7983853	Support
Malcolm Moli	Auki Ward Provincial Member	<ul style="list-style-type: none"> Support project at local government level 	Provincial Government, Auki, Malaita	Support
George Hoatamauri (Consulted 21 June 2018)	Secretary – PTCB Lands Division	<ul style="list-style-type: none"> Issuing of Planning and Building Permit 	Provincial Land Office, Auki, 7489926 40515	Building Permit
Michael Sikwae	Lands Officer, Auki	<ul style="list-style-type: none"> Land issues 	Lands Office, Auki	Land issues
Wendy Sade (Consulted 18 June 2018)	Lands Officer, Auki	<ul style="list-style-type: none"> Support Land Issues 	7489926 40515 Lands Office, Auki	Land Issues
Ledley Diudi	Director – Agriculture, Auki	<ul style="list-style-type: none"> Valuation for any Agricultural/Crop compensation event 	40241	Crop valuation

Name	Position	Role	Organisation	Requirements
			Agriculture Office, Auki	
Joshua Keniore (Consulted 18 June 2018)	OIC - SIEA	<ul style="list-style-type: none"> Access and Provision of power Location of underground and overhead power cables 	40114 Solomon Power, Auki	SW to submit formal request and application and SIEA to assess
Paul Elo (Consulted 18 June 2018)	OIC - Telekom	<ul style="list-style-type: none"> Telekom connections 	7496042 Solomon Telekom, Auki	Location of underground and overhead Telekom cables
Timothy Apaeasi, Frederick Pado (Consulted 18 June 2018)	Provincial Police Commander Operations Manager	<ul style="list-style-type: none"> Security 	MPNSCS, 40489 Auki	Support
Various (Consulted 20 June)	Community and Landowning Groups	<ul style="list-style-type: none"> Land Issues Compensation for fruit trees and crops 	Auki	Support
Marthar Rurai, Geli Relmah (Consulted 18 June 2018)	President, Vice President - Provincial Council of Women	<ul style="list-style-type: none"> Advocate project 	Auki	Support
Anthony Maelasi Catherine Lamani,	DS – Auki Diocese President, Coordinator - Mothers Union	<ul style="list-style-type: none"> Church Support 	ACOM Diocese of Malaita, Auki	Support

Name	Position	Role	Organisation	Requirements
Sidionia Reuky (Consulted 18 June 2018)				
Various	Contractors and Suppliers	<ul style="list-style-type: none"> Construction 	Honiara/ Auki/ Overseas	Quality construction as per specification
Various (Consulted 20 June 2018 through public awareness)	Customers	<ul style="list-style-type: none"> End users 	Auki	Satisfied
Various	Pedestrians and Road Users	<ul style="list-style-type: none"> Support 	Auki	Support. Minimal disturbance to traffic

Annex 4 SW Grievance Redress Form



SOLOMON WATER GRIEVANCE REDRESS REGISTERING AND MONITORING FORM

Complainant Information (Person Reporting Grievance)

Name: _____ Address: _____
 Nationality: _____ Gender: _____
 Mobile: _____ Email: _____

Type of Complaint

Affected person/s (AP) ☐ Intermediary (on behalf of the AP) ☐
 Civil organization ☐ Service organization (e.g., local government institution) ☐
 Other (specify) _____

Complaint Details

Mode of receiving the grievance

Letter ☐ Phone call ☐ Fax ☐
 Email ☐ Verbal complaint (walk-in) ☐
 Other (specify) _____

Location of the problem/issue specified in the complaint

Town: _____ Province: _____

Type of problem/grievance

Land related ☐ Compensation ☐
 Construction ☐ Resettlement site ☐
 Other (specify) _____

Short description of the problem:

Short description of the factors causing the problem:

Person/agency responsible for causing the problem:

Past action/s taken by the complainant (if any):

Details of the focal point that received the complaint:

Name of the person who received the complaint

Name of Receiving Officer: _____ Position: _____ Date: _____

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:

Summary of Final Resolution: