



**PUBLIC ENTERPRISE
ROADS OF SERBIA**

**REPUBLIC OF SERBIA
ROAD REHABILITATION AND SAFETY
PROJECT (RRSP)
WB, EIB, EBRD AND RS**

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**FINAL
ABBREVIATED RESETTLEMENT ACTION
PLAN**

for

part of the State Road IB 21 Ivanjica – Sjenica

(Sidewalks in Jezdimira Lovica Street in the settlement Sjenica)

Belgrade, December 2020

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Abbreviation List

ARAP	Abbreviated Resettlement Action Plan
BoE	Beneficiary of Expropriation
EIB	European Investment Bank
EBRD	European Bank for Reconstruction and Development
GC	Grievance Committee
GRP	General Regulation Plan
MAFWM	Ministry of Agriculture, Forestry and Water Management
PAP	Project Affected Person
PERS	Public Enterprise “Roads of Serbia”
PIT	Project Implementation Team
RAP	Resettlement Action Plan
RoW	Right of Way
RPF	Resettlement Policy Framework
RRSP	Road Rehabilitation and Safety Project
RSD	Serbian Dinar
WB	World Bank
WB OP/BP 4.12	World Bank’s Operational Policy 4.12 Involuntary Resettlement

List of Definitions

COMPENSATION. Payment in cash or in kind for an asset or a resource that is acquired or affected by a project. Compensation will be paid before taking possession of the land and assets in all cases, including where this is not possible due to absence or impossibility of identifying the owners. In the case of absence of owners, the money is available for an unlimited period of time within the national budget.

CUT-OFF DATE. The cut-off date will be the date when the Municipality representatives invite individual PAPs for consultations and inform them about expropriation as part of the regular legal process. PAPs will be explicitly informed about this cut-off date and its implications on this individual meeting and during the consultations on the draft ARAP. Persons who encroach on the area after the cut-off date are not entitled to compensation or any other form of resettlement assistance. Similarly, fixed assets (such as built structures, crops, fruit trees, and woodlots) established after the cut-off date will not be compensated.

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

EXPROPRIATION. Means deprivation or limitation of ownership rights of property with a compensation pursuant to market value of that property.

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

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

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

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

REPLACEMENT COST. The compensation for loss of land is paid at market value for relevant type of land (construction land), plus transaction cost, plus improvements e.g. for land in urban areas (construction), it is the pre-displacement market value of land of equal size and use, with similar or improved public infrastructure facilities and services and located in the vicinity of the affected land, plus the cost of any registration and transfer taxes. For structures, it is the market cost of the materials to build a replacement structure with an area and quality similar to or better than those of the

affected structure, or to repair a partially affected structure, plus the cost of transporting building materials to the construction site, plus the cost of any labour and contractors' fees, plus the cost of any registration and transfer taxes. In determining the replacement cost, depreciation of the asset and the value of salvage materials are not taken into account, nor is the value of benefits to be derived from the project deducted from the valuation of an affected assets.

RESETTLEMENT ACTION PLAN (RAP). The document specifying the procedures to be followed and the actions to be taken to mitigate adverse effects, compensate losses, and provide development benefits to persons and communities affected by an investment project. The RAP should be consistent with the principles and objectives of the WB OP/BP 4.12 and the project-specific RPF.

MINOR RESETTLEMENT IMPACTS. Impacts are considered "minor" if the affected people are not physically displaced and less than 10 percent of their productive assets are lost.

RESETTLEMENT POLICY FRAMEWORK (RPF). RPF is a Project level document meant to clarify resettlement and land acquisition principles, organizational arrangements, and design criteria to be applied to subprojects to be prepared during project implementation. It contains clear definitions of conditions under which the resettlement (for a specific project, a sector program or within a political entity like a state or a province) will be planned and implemented. It defines issues like entitlement, principles of compensation, grievance processes and other legal procedures. An RPF is required for projects with subprojects or multiple components that cannot be identified before project approval. The RPF should be consistent with the principles and objectives of the WB OP/BP 4.12.

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

Executive Summary

Road Rehabilitation and Safety Project (in later text referred to as “RRSP” or “the Project”) is a project supported by International Financing Institutions (World Bank (WB), European Investment Bank (EIB) and European Bank for Reconstruction and Development (EBRD)) to the Government of the Republic of Serbia in implementation of the National State Road Network Rehabilitation Program. The institution in charge for the Project implementation is the Public Enterprise “Roads of Serbia” (PERS). Within the PERS, the Project Implementation Team (PIT) is responsible for implementation of all necessary activities and actions for successful management and completion of the Project.

This Abbreviated Resettlement Action Plan (ARAP) has been prepared for the approximately 2 km long part of the 23.036 km long subsection of the State Road IB 21 Ivanjica – Sjenica section that passes through the settlement Sjenica. This section, foreseen for rehabilitation under RRSP, is financed from the WB and EIB loan and anticipates the construction of sidewalks in the Jedzimira Lovica Street, a part of the state road in Sjenica. For the purpose of preparing the said road rehabilitation site, it is necessary to clear small area of occupied land (274.21 m²) within the existing Right of Way (RoW) of fences erected by private owners. Affected fences will be relocated right next to the edge of the sidewalks. Moreover, the project has minor impacts on privately-owned land (total of 11 affected parcels and only 37.48 m² of expropriation) and assets, which will be expropriated to enable the construction of the mentioned sidewalks.

This ARAP is prepared to specify the procedures to be followed and the actions to be taken to properly exercise sovereignty of right on occupied land and acquire new land and compensate affected people by allowing and providing for adequate participation, consultation and full functioning of the grievance mechanism. Furthermore, the plan sets out actions on how to avoid and mitigate future impacts and provide prompt and effective compensation for residual impacts if any to those eligible. The objectives set shall be adhered to regardless of the scope and scale of impact. This ARAP with its detailed provisions, is prepared according to the Laws and Regulations of the Republic of Serbia and the Resettlement Policy Framework (RPF)¹ prepared for this Project, which is consistent with the World Bank Policies and Procedures on Involuntary Resettlement OP/BP 4.12 (in later text referred to as “WB OP/BP 4.12”).

¹ https://www.putevi-srbije.rs/images/pdf/investigicije/rrsp_final_cleared_rpf_clean.pdf

1 Introduction

1.1 Project Background

Road Rehabilitation and Safety Project is a project of support of International Financing Institutions (World Bank, European Investment Bank and European Bank for Reconstruction and Development) to the Government of the Republic of Serbia in implementation of the National State Road Network Rehabilitation Program. This Project represents the implementation of the first phase of the Government's Program for the period 2014-2019 and covers the following:

- improvement of conditions on the state road network by means of rehabilitation of approximately 1,100 km of the existing roads,
- increase of road safety conditions through appliance of measures for improvement of road safety in all phases of the Project implementation, and
- strengthening capacity and development of institutional coordination in the field of road and traffic safety through implementation of a number of various services.

The institution in charge for the Project implementation is the Public Enterprise "Roads of Serbia" (PERS). Within the PERS there is a Project Implementation Team (PIT) responsible for implementation of all necessary activities and actions for successful management and completion of the Project. During the performance of this assignment, the PIT is assisted by relevant departments of the enterprise and works in alliance with other stakeholder institutions of the Government of the Republic of Serbia.

In addition to implementation of works on heavy maintenance of roads, the Project includes activities, procedures and processes that advance contracting the works. Detailed Designs for Heavy Maintenance prepared within the Project are expected to ensure, after completion of the works, an increment of usability value and durability of road, improvement of traffic safety including road safety education/training for teachers and pupils at local primary schools, incorporation of requirements of local community (social aspect) and compliance of requirements for environmental protection to the greatest possible extent under conditions of spatial limitations (context of the section) and limitations that result from the type of allowed construction and traffic interventions (legal grounds).

1.2 Sub-Project Area Subject of ARAP

The subject of this ARAP is part of the section Ivanjica – Sjenica 1 (Sjenicko Lake) in length of 61.336 km (according to the State Road Classification from 2015) which belongs to the State Road category IB no. 21 (old road mark R-117) („Official Gazette of RS“, No. 93/2015), and represents a part of the cross-traffic link passing through the western part of the Republic of Serbia. The section belongs to the Moravicki and Zlatiborski administrative districts, municipality of Ivanjica and municipality of Sjenica. The subject section is a part of the RRSP program planned for heavy maintenance during the third year of the Project implementation.

The Preliminary Design has been prepared for the subsection of a length of 23.036 km which is foreseen for rehabilitation. The beginning of this subsection is defined on the border between Ivanjica and Sjenica municipalities (at app. chainage km 288+251),

while the end is defined in the node 2134 Sjenica. An excerpt from the Reference System for this section is presented in the following table.

Table 1. Traffic sections and nodes according the referent system

No.	Old section mark*	Section mark	Beginning node mark	Marking of the ending node	Name of the beginning node	Name of the ending node	Length of the section (km)
1	1047	02135	2133	2134	Ivanjica	Sjenica	61.336 (**23.036)
Total:							23.036

* Mark of the section according to the old referent system 2008/2009 (JV CPL-Nievelt)

** Length of the subsection foreseen for designing

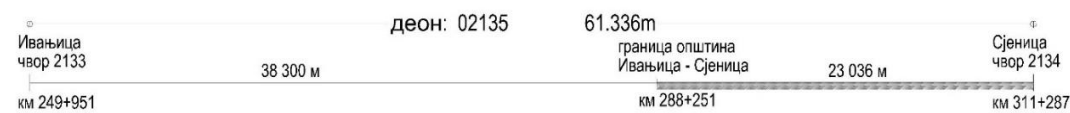


Figure 1. Scheme of the section foreseen for rehabilitation

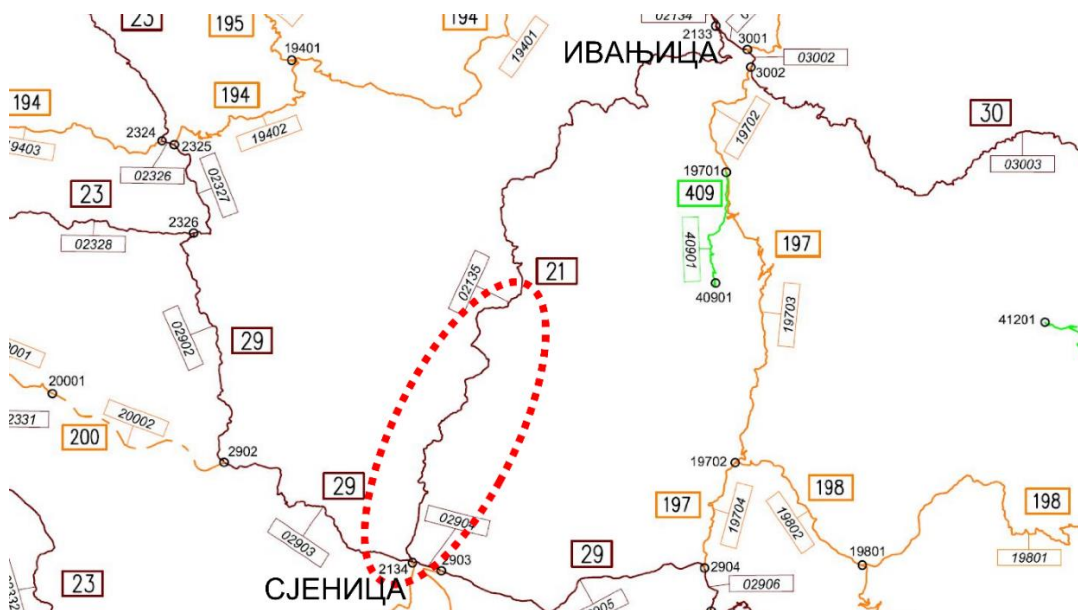


Figure 2. Extract from the state roads reference system map, December 2015

The Preliminary Design that had been prepared for the 23.036 km long subsection of the Ivanjica – Sjenica road section anticipates the construction of the sidewalks on the part of the state road, more specifically, in approximately 2 km long Jezdimira Lovica Street that passes through the settlement Sjenica. The population of the town, according to 2011 census, is 14,060 inhabitants, while the municipality has 26,392 inhabitants. The width of the RoW for this part of the section is generally sufficient to allow construction of a traffic profile defined by the General Regulation Plan (GRP) of the settlement Sjenica. The Local government strongly supports the construction of the sidewalks and consider them to be an absolute priority for the local community as they present an important step towards increasing the safety of the traffic participants on this part of the road especially when considering the daily migrations of pupils from the

place of residence to school and back. However, in order for this solution to be implemented, it is necessary for land acquisition of 37.48 m² privately-owned land and assets to be undertaken without relocation of households and businesses and taking into consideration limitations in access to the property. Moreover, due to occupation of the RoW by private owners who erected their fences on the state-owned land, relocation of 46 fences and clearance of 274.21 m² public land within the sub-project affected area will be necessary. In addition, the public utility installations, primarily the inadequately positioned electricity poles, will need to be relocated to enable the construction of the sidewalks. At this stage of the Project, it is still unknown whether these poles will be relocated on the public or private land. If the relocation take place on private land, it is necessary to seek the consent of the land user to place the pillar on his land, and if consent is not obtained, that part of the land must be expropriated, or the land leased. Nonetheless, the principles listed in this ARAP will be respected when the time for their relocation comes.

1.3 Objectives and Principles of ARAP

This ARAP, and its detailed provisions, is prepared according to the Laws and regulations of Republic of Serbia and the Resettlement Policy Framework² prepared for this Project, which is consistent with the WB OP/BP 4.12. This ARAP is prepared to specify the procedures to be followed and the actions to be taken to properly exercise sovereignty of right on occupied land and acquire new land and compensate affected people by allowing and providing for adequate participation, consultation and full functioning of the grievance mechanism. Furthermore, the plan sets out actions on how to avoid and mitigate future impacts and provide prompt and effective compensation for residual impacts, if any, to those eligible. The objectives set shall be adhered to regardless of the scope and scale of impact.

The RPF adopted for the entire RRSP in 2013 has outlined the key land acquisition and resettlement principles and objectives to be followed, the organizational arrangements and design criteria applicable to all subprojects to be prepared during Project implementation to ensure adequate management of land acquisition and exercise sovereignty over occupied land required for the Project. The RPF and subsequently this ARAP is in line with the local legislation and WB OP/BP 4.12. In case of discrepancy, the more stringent requirements will prevail.

This ARAP:

- Details procedures to be followed in respect to consultation and disclosure;
- Provides baseline census of affected persons and asset information;
- Describes specific compensation rates, standards, eligibility and entitlements;
- Describes consultations with affected people about acceptable alternatives and mitigation measures;
- Describes institutional responsibility for implementation and procedures for grievance redress;
- Provides a timetable and budget;

² http://www.putevi-srbije.rs/images/pdf/investicije/rrsp_final_cleared_rpf_clean.pdf

- Provides implementation and monitoring arrangements.

The preparation of this document has been guided by the World Bank, good practice cases and the results of consultations with stakeholders regarding their in-situ needs.

1.3.1 Scope of ARAP

The scope of work undertaken during the ARAP preparation includes:

- Screening of project area;
- Survey of projected affected area, land and property thereon;
- Walk through the project area as field verification of location of land required, use of land required, presence of public or community infrastructure, number of affected persons;
- Identification of land, assets and properties likely to be affected;
- Initial consultation to assess local community's attitude towards the Project and consult them on most acceptable compensations (in-kind or cash) for affected assets;
- Revision of the Preliminary Design solution (in agreement with the Designer) to reflect the findings of the Initial consultation and avoid impacts on critical locations;
- Census of the PAPs including persons and their land, assets and property thereon;
- Socio-economic assessment of PAPs and their households;
- Analysis of valuation of the land and assets and property thereon to be expropriated;
- Engagement with Project Affected Persons (PAPs);
- Analysis of the relevant legal framework;
- Analysis of institutional framework covering the identification of agencies responsible for establishment of adequate Grievance mechanism;
- Overview of design options considered.

1.4 Methodology

The preparation of this ARAP was through a combination of desk review and field study. The desk study involved review of project documentation including maps for the project site received from the Designer with marked social impacts, cadastral records, and Preliminary Design for this subsection. The desk study was supplemented with surveying of the 2 km long subsection of the Ivanjica – Sjenica road section to establish the exact impact of the proposed construction of the sidewalks in terms of required land and affected property to create an inventory of PAPs, land and assets.

The site visits consisted of conducting Initial consultation and Socio-Economic Survey among the identified PAPs. The former was initiated as an early stage consultation with potential PAPs to assess local community's attitude towards the Project and consult them on most acceptable compensation solutions for their affected property. The findings of this field visit were used to revise the Preliminary Design solution so that the impacts on critical locations identified during the Initial consultation could be

avoided. The latter survey was undertaken to identify socioeconomic status of the PAPs as well as the census and measurement of their land. The census was prepared on the basis of data available through the cadastral register, information on anticipated impacts received from the Designer (cross-checked with field observations) and social surveys based on individual interviews. The data generated also serves as baseline conditions against which the living standards of the PAPs is compared to during the follow up survey in the Completion Report. Follow-up survey is only needed for impacts of more than 10% on the private land (currently none).

1.5 Status of Expropriation Process at Time of Preparation of ARAP

According to the new Law on Roads (“Official Gazette of RS”, Nos. 41/2018 and 95/2018), the public interest for purposes of commencement of land acquisition is automatically established for all projects which anticipate construction, rehabilitation and maintenance of state roads, thereby accelerating the expropriation process.

At the time of preparation of this ARAP the project documentation was still at the design stage. The formal process of expropriation under Serbian legislation is preconditioned by the approved Main Design which is the requirement that representatives of the Municipality invite individual PAPs to inform them of the expropriation process, which will be a de facto cut-off date for land acquisition. Main Design serves as a basis for the development of Land plan schedule. The Land plan schedule serves to register the delineation of area of land subject to future expropriation from the land not required for the purposes of Project development. Upon delineation the land owners are notified in writing of the intent to acquire their land (or part of their land), the legal standards and remedies at their disposal. This kicks off the formal expropriation process which is explained in detail in chapter 2.1.2 below.

2 Legal Framework

2.1 The National Land Policy - Law on Expropriation

The Republic of Serbia's Law on Expropriation ("Official Gazette of RS", No. 53/95, amended in March 2001, and "Official Gazette of the RS", No. 20/2009, amended in June 2013 and December 2016 by the Constitutional Court rulings) guides expropriation and serves as a general framework for expropriation in the Republic of Serbia. The law preserves the principle of compensation at market value.

The most important features of the Law on Expropriation are:

- It is intended to ensure simple, efficient process, reducing as far as possible the need for a lengthy judicial process to facilitate necessary expropriation. Under normal circumstances, the entire process of acquisition can be completed within six months;
- The fair value of the land affected by a particular scheme, or project, is determined by the Tax Administration, on behalf of the "Beneficiary of Expropriation". The value is assessed on the basis of current market price;
- In the case of privately-owned agricultural land, if comparable land of the same type and quality, or the appropriate value, in the same area or vicinity (Article 15 of the Law on Expropriation) can be identified, it is offered to the Project Affected Person with formal title;
- The comparability of land is determined on the basis of an assessment of the available public land, by an accredited expert hired by or at the proposal of the Beneficiary of Expropriation;
- In case of disagreement on the comparability of the land offered, a different accredited expert would be hired by the local municipality to determine the comparability of the land offered;
- Further disagreement would result in the Project Affected Person resorting to the judicial process, where a decision would be made on the comparability of the land, or the payment of the assessed fair value in monetary terms;
- If the Project Affected Person does not opt for land-for-land compensation s/he is offered cash;
- Where comparable land cannot be identified (or the person opts out of this option), the Project Affected Person with legal title is offered the assessed fair value as determined by the Tax Administration. If the Project Affected Person wishes to challenge the assessment of "fair value" they can resort to the judicial process;
- For the Project Affected Person, without formal title, there is currently no provision to pay compensation under the Law on Expropriation;
- In the case of a Project Affected Person, with or without formal title, who has constructed a permanent structure, without a formal building permit, compensation can be paid, if decided by a Court, under the Law on Fundamentals of Property Relations ("Official Gazette of SFRJ", Nos. 6/80 and 36/90, "Official Gazette of SRJ", No. 29/96 and "Official Gazette of RS", No. 115/2005) in terms of the investment made. By established practice, investment made is determined by an

accredited expert who estimates assets i.e. assess the value of the structures, materials used and everything else that is affected and needs to be estimated.

- A condition to start expropriation is the existence of an evidence that the required funds have been secured and made available. Also, it is necessary for the Beneficiary of Expropriation to arrange a Bank Guarantee with a Commercial Bank for the assessed fair value or, in case that Local Government is the BoE, adequate appropriations within the Budget(s) have been made.

2.1.1 Public Interest and Purpose of Expropriation

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

Property can only be expropriated upon declaration of public interest (Law on Expropriation, Art. 1). However, according to the new Law on Roads public interest for the purposes of commencement of land acquisition is automatically established for all projects which anticipate construction of new state roads, or rehabilitation and maintenance of the existing state roads.

In all other instances, the Law on Expropriation requires the Beneficiary of Expropriation (BoE) to justify the need for expropriation and to demonstrate that the scheme cannot occur without the proposed expropriation. The declaration of public interest/use is a special procedure, which precedes and enables any property acquisition and expropriation.

2.1.2 Expropriation Process

A condition to start expropriation is the existence of evidence that the required funds have been secured and made available. It is necessary for the Beneficiary of Expropriation arranging a Bank Guarantee with a Commercial Bank for the assessed fair value or in case of Local Government is the BoE adequate appropriations within the Budget(s) are made (Art. 28).

The procedure for expropriation starts with a proposal for expropriation, submitted by the Beneficiary of Expropriation to the relevant Municipality ("the expropriation authority"). Individual expropriation proposals are prepared for each Project Affected Person i.e. land parcel affected, specifying the area of land impacted, the specific justification for expropriation, together with the confirmation that the scheme is included in the relevant regional and/or spatial plan.

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

During the meeting, the Municipality informs the Project Affected Persons about the level of impact of the Project on their property, the steps which will be taken afterward, provides them with legal advice and informs them about their rights, including the role of the independent Grievance Commission. In this meeting, there is no discussion of the land fair value. It is only a consultative meeting, informing the project affected persons and providing them with their entitlements and rights.

After the hearings with the individual PAPs have been finalized, comments by the PAPs received, and recorded in the form of minutes, the Municipality and the Project Affected

Persons come to a decision on expropriation i.e. an Expropriation decision will be issued. In case of a positive decision, the valuation process starts.

2.1.3 Valuation

At the valuation stage, the Beneficiary of Expropriation requests the Tax Administration to assess the market price for land. In case of agricultural land (currently none, will be confirmed at the Main Design finalization), the BoE aims to provide replacement land by requesting the Ministry of Agriculture, Forestry and Water Management (MAFWM), to provide information on available comparable agricultural land. The relevant Municipality from the administrative and other bodies and organizations obtains notifications on the facts that may be relevant for the amicable determination of compensation (Art. 56 of the Law on Expropriation). Such valuation can be conducted in the presence of the Project Affected Persons.

In the event that the PAPs disagree with the offered either cash or replacement compensation, they can resort to the judicial process, and the Beneficiary of Expropriation can request the Ministry of Finance, on an exceptional basis, to allow access to the site with assistance (Art. 35 of the Law on Expropriation) prior to payment of compensation. Such permission is granted on a case to case basis assessing all relevant facts of the individual case. Based on the objectives of the Project, works to be executed are considered as urgent and access to site could be allowed. However, the compensation remains secured within the Budget.

According to the Law on Expropriation, the BoE is not required to prepare a socio-economic study or a baseline census with regard to the Project Affected Persons.

Once the decision cannot be disputed by legal remedies it becomes legally binding and the negotiations on the compensation are ready to commence. The agreement has to include the timing and rate at which cash compensation will be paid or in-kind compensation provided (Art. 57). If no agreement on compensation is reached within 2 months of the validity of the Decision on Expropriation, the municipal administration submits the valid decision together with other relevant documents to the competent court, at the territory of which the expropriated real property is located, for the purpose of determining the compensation (Art. 61). The competent court *ex officio* decides in non-contentious proceedings on the amount of compensation for the expropriated property.

2.1.4 Information and Consultation Requirements

The Law on Expropriation does not require *per se* public dissemination of information on the area delineated, nor systematic and continuous engagement. Nevertheless, it requires public disclosure of the decision of declaration of public interest. The municipal authority invites affected persons with formal title individually to a meeting to present any facts which may be relevant for expropriation.

2.1.5 Information of Public Importance

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

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

2.1.6 Other Applicable Laws and Provisions

In addition to the laws already mentioned, the following comprises the list of legal documents, policies and regulatory acts and frameworks dealing with expropriation and resettlement and other social impacts associated with planning and construction of infrastructure facilities representing basis of this ARAP:

1. Law on Fundamentals of Property Relations ("Official Gazette of SFRJ", Nos. 6/80 and 36/90, "Official Gazette of SRJ", No. 29/96 and "Official Gazette of RS", No. 115/2005)
2. Law on Roads ("Official Gazette of RS", Nos. 41/2018 and 95/2018)
3. Law of Planning and Construction ("Official Gazette of RS", Nos. 72/2009 and 81/2009, amended in 2010, 2011, 2012, 2013, 2014, 2018 and 2019)
4. Law on State Cadastre ("Official Gazette of RS", No. 72/2009, amended in 2010, 2013, 2015, 2017 and 2018).

2.2 The World Bank Policy on Involuntary Resettlement

All WB financed projects involving involuntary resettlement are subject to WB OP/BP 4.12. The policy describes the procedures and instruments for eliminating negative economic, social and environmental issues that may arise. WB OP/BP 4.12 is triggered not only in cases of physical relocation, but any loss of land resulting in relocation or loss of shelter, loss of assets or access to assets and loss of income sources and means of livelihood.

The overall objectives of WB OP/BP 4.12 are the following:

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

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

- Persons with formal rights to land (including customary and traditional rights recognized under the laws of the country).

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

2.2.1 Gap Analysis Between Relevant National Legislation and World Bank OP 4.12

The objectives of WB OP/BP 4.12 are clear in their aim to avoid involuntary resettlement caused by land acquisition measures wherever feasible and if not possible to apply such compensation principles for impacts on all PAPs and to restore their livelihoods at least to pre-project level. In general, the institutional framework for expropriation in Serbia is strong and broadly compatible with the WB OP/BP 4.12, but there are some exceptions, especially related to the requirements to compensate at replacement cost for land vis-à-vis the national requirement of compensating land at market value. Additionally, the national law does not recognize informal users, occupiers and settlements. It does not require a project specific grievance redress mechanism, a social impact assessment, payment of taxes and fees as part of compensation package, gender disaggregated data and assistance to vulnerable persons. The Table 2. below provides an overview of specific gaps between the national expropriation law and WB OP/BP 4.12 and the recommendations for bridging them. Only gaps relevant for impacts identified under this ARAP are presented.

Table 2. Specific gaps between the national expropriation law and WB OP/BP 4.12

Action	RS legal requirements	WB OP/BP 4.12 requirements	Gaps and measures for bridging the gaps to meet WB standards
Resettlement instruments, census and social impact assessment	No explicit requirement related with socioeconomic studies or development of any kind of resettlement instrument regardless of the extent of impact. Nevertheless, the Law requires an inventory of affected persons and assets without socioeconomic baseline and indicators.	Census and Socio-Economic Survey to be made for ARAP. The study should include information on (i) current occupants in the affected area, (ii) characteristics of displaced households and their standards of living and livelihoods, (iii) magnitude of expected losses and extent of displacement, and (iv) information on vulnerable groups or persons.	Census and Socio-Economic Survey were conducted from May 6 th till May 10 th 2019 according to WB requirement in addition to requirements under National Legislation.
Public consultations	The public in general is notified about the project through the process of general spatial or specific urban detailed plan approvals and/or Environmental impact assessment. However, there is no requirement to consult the potential PAPs directly prior to the start of expropriation. There are no provisions on public discussions, census, socio-economic baseline assessment or any sort of involvement of stakeholders and communities potentially affected by the Project.	Meaningful consultations with affected persons and communities, local authorities, and, as appropriate, nongovernmental organizations need to be carried out. All resettlement activities are implemented with appropriate disclosure of information, consultation and the informed participation of those affected. From the earliest stages and through all resettlement activities the client will involve affected citizens (men and women), including host communities. This will facilitate their early and informed participation in the decision-making processes related to resettlement.	Initial consultation was held from January 8 th till January 11 th 2019. The PIT shall disclose and consult publicly on draft ARAP and every other individual resettlement instrument. PAP's and stakeholders will be informed and consulted during the planning phase and during all the implementation phases of the Project to bridge the gaps, insuring that WB OP/BP 4.12 requirements are fully met. Public consultations with PAP's and ARAP disclosure were held from November 17 th 2020 until November 30 th 2020.
Cut-off Date for Eligibility	The Law stipulates that the cut-off date for eligibility is the date of submission of the proposal for expropriation by the Beneficiary of	Normally, the cut-off date is the date the census begins. The cut-off date could also be the date the project area was delineated, prior to the census, provided	The cut-off date will be the date when the Municipality representatives invite individual PAPs for consultations and inform

Action	RS legal requirements	WB OP/BP 4.12 requirements	Gaps and measures for bridging the gaps to meet WB standards
	Expropriation to the relevant Municipality.	that there has been an effective public dissemination of information on the area delineated, and systematic and continuous dissemination subsequent to the delineation to prevent further population influx. Persons who encroach on the area after the cut-off date are not entitled to compensation or any other form of resettlement assistance.	them about expropriation as part of the regular legal process. PAPs will be explicitly informed about this cut-off date and its implications on this individual meeting and during the consultations on the draft ARAP. In addition, the cut-off date will be clearly disclosed on the notice board within Municipality premises.
Compensation at replacement value	The valuation for auxiliary structures is the replacement cost considering the depreciation cost.	With regard to structures, "replacement cost" is defined as follows: For houses and other structures, it is the market cost of the materials to build a replacement structure with an area and quality similar to or better than those of the affected structure, or to repair a partially affected structure + the cost of transporting building materials + the cost of any labour and contractors' fees.	In determining the replacement cost of the affected asset, the cost of market value + taxes and fees, if any, will be considered. In case of valuing the cost of affected structures, the depreciation cost of structures will not be considered, and the estimation of costs will be assessed on how much is the cost for building a new one of the same qualities. The valuation will also consider value of time invested in construction and applicable taxes, if any.
Grievance Redress (to serve for impacts incurred by exercising sovereignty and any other issues arising	Besides officially recognized institutions and legal remedies for appeals no other procedure for settlement of Grievances is required.	Appropriate, affordable and accessible procedures for third-party settlement of disputes arising from resettlement must be established; such grievance mechanisms should consider the availability of judicial recourse and community and traditional dispute mechanisms.	The Beneficiary of Expropriation, together with the Municipality of Sjenica, will establish (before commencement of expropriation) an independent grievance committee comprising of: PERS representatives, municipality representative (not directly involved

Action	RS legal requirements	WB OP/BP 4.12 requirements	Gaps and measures for bridging the gaps to meet WB standards
during construction)			with the expropriation process) and project affected persons' representative delegated by PAPs. Grievance committee was established on July 22 nd 2020.
Monitoring	No specific monitoring procedures are required	The Borrower is responsible for adequate monitoring and evaluation of the activities set forth in the resettlement instruments.	PERS will be responsible for monitoring of requirements set out in the RPF and this ARAP. External independent Supervision Consultant will also be hired by PERS, with the assignment to supervise the Contractor in performance of his obligations and ARAP implementation.

3 Minimization of Impacts

To ensure the minimization of Project impacts, an Initial consultation was conducted from January 8th till January 11th 2019 by the independent Consultant hired by PIT focussing on PAPs who were identified as potentially impacted by the construction of anticipated sidewalks in Jezdimira Lovica Street on Project road section Ivanjica - Sjenica. The survey took place based on the Preliminary Design Solution.

The purpose of the Initial consultation was to:

- Introduce the potential PAPs with the Project;
- Gather the first-hand information from representatives of the Municipality of Sjenica and PAPs on which compensation option for fences relocation would they opt to;
- Review the situation on site and through consultations with the local citizens identify location/parcels where the construction of the sidewalks would result in adverse impacts on the owners.

After the key findings from the Initial consultation were summarized, the Designer was asked to revise the Preliminary Design Solution so that the identified critical locations could be avoided. The Designer managed to avoid all locations on which, according to the Initial consultation, the impact of the Project would have adverse effects or where owners expressed their disapproval towards relocation of their fences for the purposes of construction of the sidewalks.

4 Affected People and Project Impacts

4.1 Overview of Social Impacts

For development of this Project the following impacts have been identified:

- A total of 78 affected owners were identified;
- Permanent acquisition of private land through expropriation by 10 private owners in the total area of 37.48 m²;
- Relocation of fences and clearance of 274.21 m² of public land by exercising the right of sovereignty on RoW;
- Administrative transfer of public land in the area of 0.93 m² and relocation of fence in the total area of 0.21 m²;
- During the survey, various types of fences (46 fences in total), plot uses, 36 plants (30 firs, 1 birch, 2 quicksets and 3 willows), 2 gravel access roads, 1 raised concrete plateau (10.17 m²) and 3 concrete entrances were identified in the area of influence for all 53 land plots in total.

Also, during construction works, the Contractor may need to temporary occupy privately owned land. All temporary land lease contracts will be signed before placement of machinery, temporary possessions etc.

All land affected by this Project is construction land by type.

The total number of land parcels is 53 with a total area of 115,626.00 m², the total area needed for expropriation is 37.48 m², and the clearance of public land is 274.21 m².

Table 3. Overview of land plots by type of ownership and area

	No. of owners/co-owners	No. of parcels	Area (m ²)	Relocation of fences with expropriation		Parcels under both impacts ³	
				Yes	No	Yes	No
Private	77	52+1/2	311.48	8+1/2	2	6+1/2	45+1/2
Public	1	1/2*	1.14	1/2*	0	1/2*	1/2*
Total	78	53	312.62	11		53	

*50% of one parcel is public land

Table 4. Data on PAPs affected by expropriation and by clearance of public land

PAPs	Expropriation	Clearance of public land
Total number of private owners	10	73
Total number of land parcels	11	49
Total area impacted [m²]	37.48	274.21

³ Parcels under the both impacts – expropriation of private land and relocation of the fences built on the state-owned land

Average area taken from a single owner [m²]	3.75	3.76
(min-max)% of land expropriated of total land owned by the same owner	0.07-5.10	N/A

Table 5. Overview of Project Affected Persons disaggregated by gender

Ownership	Number of private owners (including co-owners)	Percentage (%)
Women	21	27.3
Men	56	72.7
Total	77	100.0

4.2 Census/Inventory

The Census/Inventory of all PAPs and asset during Socio-Economic Survey was developed from May 6th till May 10th 2019 in order to gather and analyse data and information required to identify all categories of impacts, the Project Affected People (PAPs) directly affected by land acquisition (owners of affected land plots) and loss of assets.

The Census contains data on the following:

- (i) Location and cadastral municipality,
- (ii) Land plot number,
- (iii) Type of impact,
- (iv) Name of PAP (cadastral owner (as registered) current de facto owner, successor or user),
- (v) Total area of land owned by owner household (m²),
- (vi) Total area of land to be affected (m²),
- (vii) Type of asset on land affected,
- (viii) Other information relevant for individual cases.

The detailed excel file with information on census will not be publicly disclosed due to privacy of data and information and is accompanying this document as a separate file to be kept as record in the PERS database. The summarized version of the census database is provided in Appendix A5 – Summary of Census Database.

4.3 Socio-Economic Survey

The Socio-Economic Survey was conducted by the independent Consultant with support from the Municipality of Sjenica and Public Company for Urban Land Management, from May 6th till May 10th 2019.

The field visit was conducted in the form of a door-to-door activity, facilitating the full inventory of persons and assets to be captured as well as the baseline conditions to the most reasonable expected extent. The aim was to solicit the opinions of the PAPs about the Project itself and obtain specific data on current livelihoods and living conditions of PAPs. The survey served as additional way to inform PAPs on relevant information regarding the Project.

The dataset gathered during the Socio-Economic Survey provides a baseline of detailed socio-economic data, household demographic, livelihood sources and other relevant data for the Project Affected Population. The questionnaire template used in the survey is presented in the Appendix A1 - Questionnaire for the Socio-Economic Survey.



Figure 3. Consultant interviewing PAPs during Socio-Economic Survey

4.3.1 Socio-Economic Baseline of PAPs

Basic demographic data (age, sex, family size) and social and economic information (health, occupation, income sources, vulnerability) were gathered from the persons directly affected by expropriation and clearance of public land. This information provides the implementation authorities with a general understanding of the communities affected by the Project.

The Socio-Economic Survey gathered detailed information at a household and individual level with regards to current living standards, incomes and livelihoods. The objectives of the Socio-Economic Survey were to identify any potential adverse impacts on PAPs and potentially vulnerable people and households throughout the land acquisition process.

These are the following main topics covered providing benchmarks for future monitoring and evaluation of ARAP implementation:

- Demographic information
- Household composition
- Economic activities & livelihood
- Agricultural activities, income from agricultural production and agricultural machines and tools
- Household incomes
- Vulnerability.

4.3.2 Owners

Out of the total 78 PAPs, 24 owners were interviewed during the survey, which represents 30.8 % of all PAPs. The rest of the owners either live abroad (majority), were unavailable during the visit, or refused the conversation. The majority of owners have the full legal right of own parcels (7 owners - 70%) and the rest are waiting for the transfer of ownership. Unless completed earlier, transfer of ownership will be resolved as part of the expropriation process.

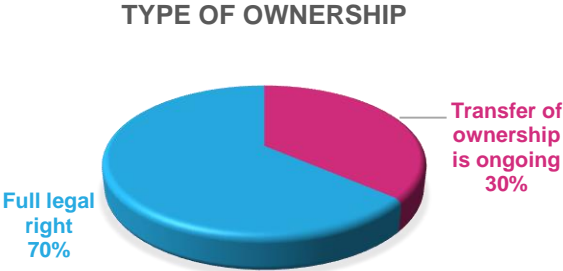


Figure 4. Type of ownership

4.3.3 Demographic Features of Households

All respondents reported their place of residence to be Sjenica. Regarding gender distribution among the total number of owners affected, women are represented with 27.3% (21/77) and male 72.7% (56/77). Among those interviewed men were predominant with 66.7% (16/24), while women were represented with 33.3% (8/24).

Table 6. Overview of Affected owners and by gender

Percentage	All owners ⁴	Interviewed PAPs
Women [%]	27.3	33.3
Men [%]	72.7	66.7

Majority of interviewees identify themselves as Bosniaks with 75% (18/24), while minority is Serbian with 25% (6/24).

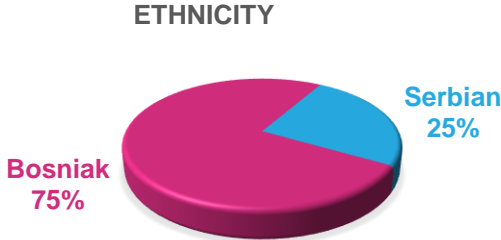


Figure 5. Ethnicity

Regarding members of the household who participated in the survey, percentage of younger than 30 years is high i.e. 34.1%, 29,5% belong to group between 31 and 50

⁴ There are 77 private owners and 1 public

years, 18.3% are in the group between 51 and 65 years and the same number of persons is older than 65 years.

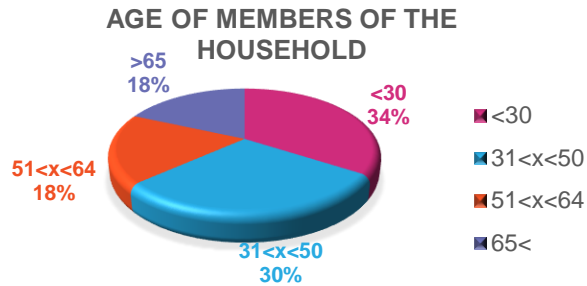


Figure 6. Age of members of the household

The types relation of the collocutors to the owners: owner – 54.2%; wife – 16.6%; son – 8.6%; grandson, daughter, daughter in law, father of the owner and mother in law 4.2% each.

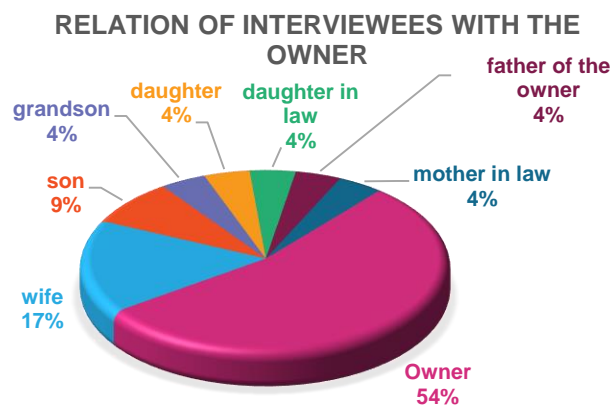


Figure 7. The relation of the collocutors with the owners

4.3.4 Employment Status

The surveyed collocutors confirmed that a majority are employed persons i.e. 30.5%, pupils 22%, then retired 18.3%, housewives 8.5%, unemployed 7.3%, workers abroad 6.1%, students 4.9% and farmer 2.4%.

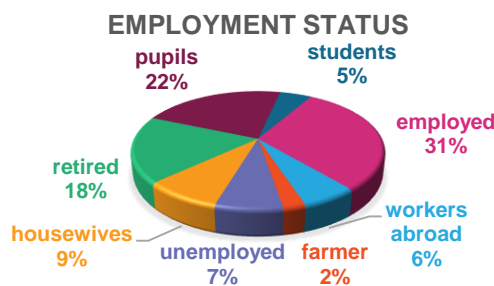


Figure 8. Employment status

4.3.5 Household Size

The average household size is 3.4 members. Total number of interviewed household members is 82.

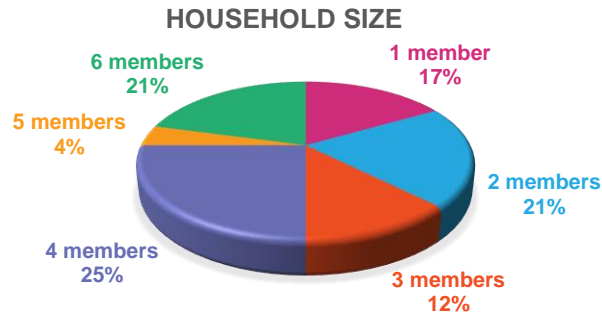


Figure 9. Household size

4.3.6 Private Property Impact

As described below, different types of impact on private property are determined during the study.

4.3.7 Impact on Land

In order for the land to be secured for construction of sidewalks, two types of impacts were noted: relocation of fences due to restoring sovereignty over the public land and expropriation of private land.

TYPE OF IMPACT (EXPROPRIATION AND RESTORING SOVEREIGNTY OVER THE PUBLIC LAND)

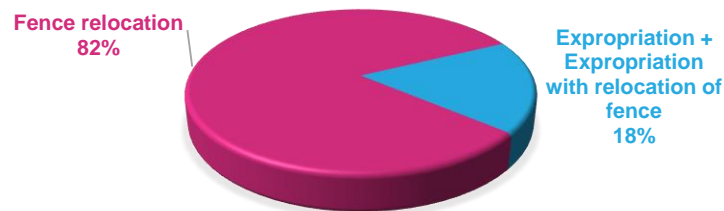


Figure 10. Type of impact

4.3.8 Inventory of Impacted Assets

During the survey, various types of fences (46 fences in total), plot uses, and 36 plants (30 firs, 1 birch, 2 quicksets and 3 willows), 2 gravel access roads, 1 raised concrete plateau (10.17 m²) and 3 concrete entrances were identified in the area of influence for all 53 land plots in total.

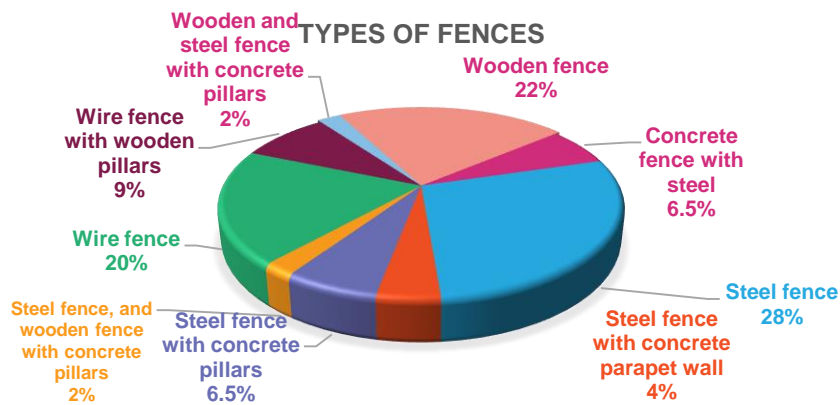


Figure 11. Types of fences

Regarding plot uses, the vast majority i.e. 89% are used as courtyards (47/53), 9% are used as a pasture (5/53) and 1 plot is one step elevated concrete plateau in front of the shop. Total number of parcels considered to be a courtyard also includes 2 parcels with gravel access road, 3 parcels with concrete entrance and 2 parcels used for agricultural activity but not the part of land which is needed for sidewalks' construction (parts of land needed for sidewalks' construction are used as courtyards). In the moment of survey, there were no plant crops on pastures and agricultural land.

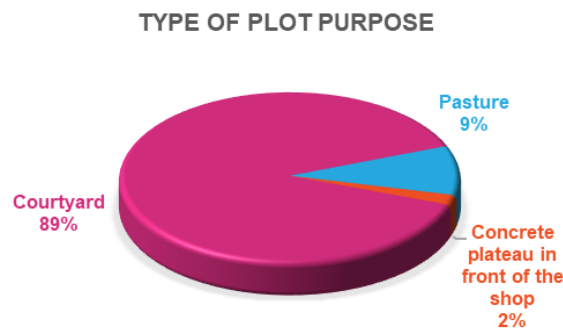


Figure 12. Type of plot purpose⁵

During the survey, 36 plants (30 firs, 1 birch, 2 quicksets and 3 willows) were identified in the area of influence for all 53 affected plots in total. None of these plants is a fruit bearing tree.

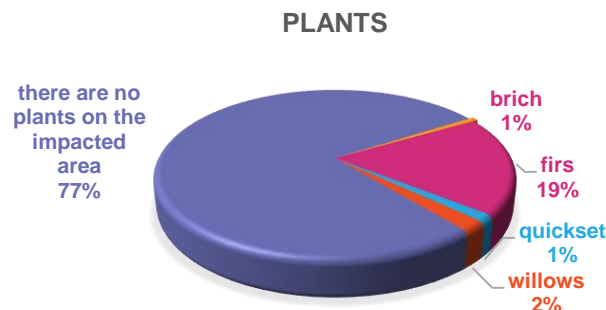


Figure 13. Plants

⁵ Total number of parcels considered to be a courtyard also includes 2 parcels with gravel access road, 3 parcels with concrete entrance and 2 parcels used for agricultural activity but not the part of land which is needed for sidewalks' construction.

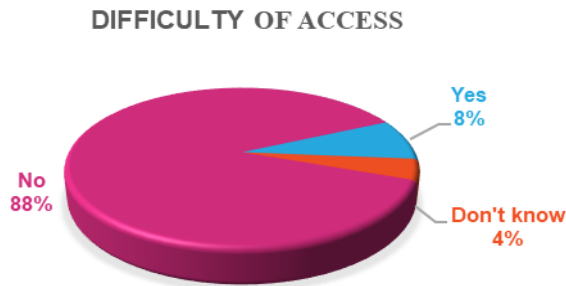


Figure 14. Difficulty of access

4.3.9 Socio-Economic Assessment of Affected Households

Regarding monthly income⁶ of the household, only one surveyed citizen (4.2%) from 24 households said that their total monthly household income is less than 10,000 RSD (85 EUR⁷), more than one-third of the surveyed citizens (37.5%) said that their total monthly household income is between 10,000 and 40,000 RSD (85 – 340 EUR), and less than one-quarter of respondents (20.8%) have between 40,000 and 70,000 RSD (340 – 595 EUR), while 25% said that their monthly household income is over 70,000 RSD (595 EUR) and 12.5% respondents were not declared.

To the questions exploring the economic aspect of the households, only two collocutors (8.3%) responded that the economic situation of their household is above-average, while 29.2% responded average and 45.8% see it as modest, 12.5% poor and 4.2% didn't want to declare.

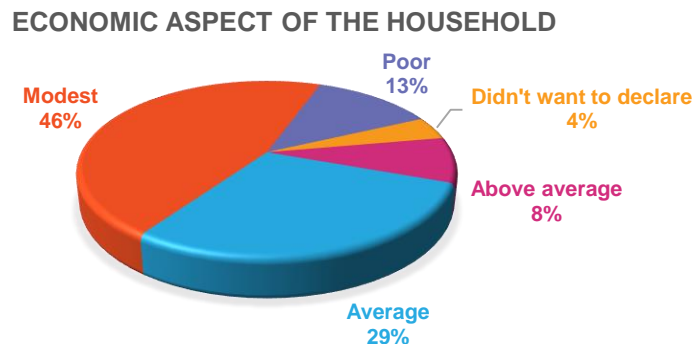


Figure 15. Economic aspect of the household

⁶ The absolute poverty line in 2018 is RSD 12,286 per month per consumer unit in the Republic of Serbia according statistics of group of agencies - Republican Bureau of Statistics, Government of Republic of Serbia, The social inclusion team poverty reduction.

⁷ 1 EUR=117.9097 RSD (middle exchange rate of National bank of Serbia on the day June 4, 2019)

5 Resettlement Compensation Strategies

5.1 Key Principles

Key principles as designed by the RPF are incorporated into this ARAP. The principles for the impacts identified could be briefly summarized as follows:

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

5.2 Cut-off Date

The cut-off date will be the date when the Municipality representatives invite individual PAPs for consultations and inform them about expropriation as part of the regular legal process. During the discussions, PAPs will be notified of the cut-off date as well. Persons who encroach on the area after the cut-off date are not entitled to compensation or any other form of resettlement assistance. Similarly, fixed assets (such as built structures, crops, fruit trees, and woodlots) developed after the cut-off date will not be compensated.

The announcement on the determined cut-off date will be clearly posted on the notice board within the Municipality of Sjenica and it will be published in a local newspaper informing all owners and users of the initiation of the expropriation process, the cut-off date and with the contact details of the persons who may be contacted for more information.

5.3 Eligibility

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

This sub-section affects following categories of PAPs:

- Project affected persons, with formal title, who lose part of their land including any asset attached to the land;
- Project affected persons without formal title but with title recognizable under the national law;

- Project affected persons without formal title of ownership or use but who have established usage of public land by investing in immovable property such as objects, crops, trees fruit bearing trees and vineyards.

The entitlements for each recognized category shall be defined per the Entitlement Matrix⁸ as adopted in the RPF for the Road Rehabilitation and Safety Project. The matrix below shows extracts for impact categories relevant for the identified impacts only. Also, certain impact categories previously undefined by the RPF, yet relevant to this sub-section, were added within this matrix.

Table 7. Entitlement matrix relevant to this ARAP

Impact categories	Person with rights	Compensation policy
Partial loss of land (only construction land in this case)	Owner with formal title (including those that have a claim to land that is recognized or recognizable under national laws)	Monetary compensation based on the assessed market value of the land of equal size and use including taxes and fees to the compensation
		Compensation for the replacement cost of investments made for improvements on the land (market price + labour and transport costs and time to install improvements at market price)
Structures and installations in the private land (fences, concrete entrances etc.) with or without building permits	Owners of structures (it is not important if the owner is an owner of land, or lessee, or informal owner/user of land providing that they have constructed structures and installations, but it is important, if structures erected on own land or structures erected on public land)	(i) Offer for the Contractor to relocate existing fences right next to the edge of the sidewalks or rebuild the new fences of same or better quality than current on Contractor's expenses; (ii) Offer the replacement cost of the structure (where depreciation will not
Structures and installations in the public land (fences, concrete entrances etc.)		

⁸ Only part of the Entitlement Matrix relevant for specific impacts identified under this subsection has been presented. For access to full Entitlement Matrix within RPF please visit http://www.putevi-srbije.rs/images/pdf/investicije/rrsp_final_cleared_rpf_clean.pdf

		be taken into account) assessed for construction of similar quality of structures and the value of time and labour invested in the construction and applicable taxes, if any (e.g. in case any of the fence built on privately owned land has a building permit).
Loss of perennial plants and trees (decorative plants and non-bearing trees)	Owners of plants (it is not important if the owner of plants is owner of land, or lessee, or informal owner/user of land providing that they bore costs of planting or acquired ownership in some other, recognizable way)	Cash compensation at replacement cost: market price of seedlings on the basis of type, sort and productive value + the net loss for the time needed to grow such plants according to annual production market value + costs of investment (labour force, soil preparation etc.) to plant a new plant.
Impacts caused by temporary occupancy of land and any damages to the property	Owners of land	All temporary land lease contracts must be signed before placement of machinery, temporary possessions etc. Market price of lease for duration of the lease. The land must be returned to original condition. Improved quality of the land due to top soiling work should not be removed, except if agreed upon differently with PAP. + Replacement cost in accordance with this matrix for affected plans,

		orchards, nurseries etc. + Compensation for any damages to the property.
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Owners will be given the opportunity to be present during the evaluation and work closely to find the most suitable mitigation measure or compensation.

5.4 Valuation procedures

All immovable and movable property related to land of valuation such as auxiliary structures, crops, trees etc. shall be done by accredited experts. The experts shall submit their findings and assessments to both the BoE and the PAPs who then have a right to object to the finding or require remedies of any defaults identified or ask for amendments, whatever is appropriate, within 15 days upon receipt. If necessary, the experts shall visit the subject location again, to verify the claims. It is obligatory to inform the Beneficiary of Expropriation and the PAPs on exact date, time and location of valuation, but the actual attendance is their discretionary right i.e. they are not obliged to attend but for the purposes of transparency they almost always are. Once agreed, the findings serves as basis for the compensation and relocation agreements between the BoE and the owners of the valuated assets.

6 Grievance Management

As anticipated in the RPF, an independent Grievance Commission (GC) for this subsection was established by the Beneficiary of Expropriation (PERS), together with the Municipality of Sjenica at the time of the ARAP finalization i.e. on July 22nd 2020. The objective of the independent Grievance Commission is to deal with any complaint/grievance related with expropriation or resettlement carried out on this subsection and any other related matter. The scope of responsibility of the GC will include everything from mediation in disputes on assessed value for immovable property or land, lack of compensation and assistance, eligibility for benefits defined by this ARAP and RPF, to the responsibility to accept grievances of people who believe they are being severely impacted even if they do not fall within the criteria that have been set, and any other related matters. In other words, people will be able to turn to GC whenever they believe their rights have been harmed as consequence of the Project activities: in case they believe their daily activities have been disrupted by construction works, or damages inflicted, or they believe harm has been done in any other way, or they are concerned about health and safety or have complaints regarding land acquisition.

The committee is comprised of: PERS representatives (1 Legal Department representative and 1 PIT representative responsible for social impacts on the Project), 1 Municipality of Sjenica' representative who is not directly associated with the expropriation and compensation processes and 1 Project Affected Persons' representative.

The information about the GC will be publicly disclosed on the Municipality's notice boards and distributed to the public through the pamphlets (developed by PERS) available at the Municipality's counters. The pamphlets will also be distributed during delivery of expropriation proposal and consultation with every individual PAP. The pamphlets will contain information on the purpose of the Grievance Commission, procedures for submitting a complaint and contact details (for draft pamphlet see Appendix A4 - Draft Grievance Mechanism Pamphlet).

6.1 Grievance Procedure

The grievance procedure will be designed to be easily accessible, efficient, understandable and free of charge. Several different lines of communication will always be available to the complaints. The grievances could be either raised verbally in person (contact is provided below), by telephone or in writing by filling the grievance form and by submitting it by post, e-mail, fax or in person to the provided addresses. For easier access, the grievance registration form will be available on the Municipality's counters and ready for download on the official websites of the Municipality of Sjenica and PERS. The template of this form is presented in the Appendix A3 - Grievance Registration Form of this ARAP.

Contacts information for grievances:

Public Enterprise "Roads of Serbia"
Sector for Legal, Staff and Common Affairs
282 Kralja Aleksandra Blvd., 11000 Belgrade

Tel: +381-(0)-11-3040-628

Fax: +381-(0)-11-3040-628

Sector for Investments

19a Vlajkoviće St., 11000 Belgrade

Tel: +381-(0)-11-3398-430

Fax: +381-(0)-11-3398-443

E-mail: rrspjsjenica@gmail.com

Once received, all grievances will be recorded in the Grievance Log Register, enumerated, and acknowledged within 3 days. Complainants will have the option to submit grievances anonymously. Grievances will be systematically collected to allow disaggregation by type of complaint and gender of persons submitting them. Each complaint will be logged in a way to contain the date when complainant received the acknowledgement confirmation, description of a grievance, actions taken and date of resolution and closure or provision of a feedback to the complainant.

The response to each complainant will be provided within a period of two weeks after acknowledgment of the grievance. In case of unclear grievances, the GC will make efforts to assist the complainant to reformulate it into an understandable form so that the grievance can be addressed. Resolution of a grievance should contain evaluation of the issue, clear decision on effective solution, fair compensation in cases where mitigation measures cannot remedy the inflicted harm and recommendations on how the cause of similar grievances could be avoided in the future activities. The decision shall be in writing and shall be delivered to the person who filed the grievance as well as to any other person or entity to which the recommendation and measures shall apply or is under obligation by the Law. The person who filed the grievance can express his/her personal (dis)satisfaction to the outcome of the grievance resolution procedure.

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

As defined in the RPF, the GC has the possibility to hire, at the expense of Beneficiary of Expropriation, an accredited expert to review and evaluate the compensation offered for land or the assessed fair value for immovable property. If the independent Grievance Commission determines that the offered agricultural land is not of comparable value, they can request the Beneficiary of Expropriation to pay the assessed fair value, as determined by the Taxation Administration or expert witness. If after mediation, the Project Affected Person is still unsatisfied with the offer, he/she is free to seek a legal remedy in a manner consistent with the current Law on Expropriation.

7 Consultations and Stakeholder Engagement

Public Enterprise “Roads of Serbia” together with the representatives of the Municipality’s department in charge of the expropriation process, are responsible for distribution of relevant Project information in line with RPF and this ARAP, to Project Affected Persons and affected communities. PERS is also tightly cooperating with representatives of Municipality of Sjenica and providing guidance for fulfilling requirements listed in adopted resettlement instruments when necessary.

So far, consultations with various stakeholders were held in several occasions during the course of preparation of the Preliminary Design Solution for the sub-section which is the subject of this ARAP:

1. Consultations between representatives of the Investor, Designer, local PUC for Construction Land Management and local Municipality representatives held in Municipality of Sjenica on September 29th 2018. The Designer and Investor presented proposed design solution (operating drawings and tables) with anticipated sidewalks in Jezdimira Lovica Street. At this time, the Chairman of the Municipality expressed the attitude of the Municipality that the construction of the sidewalks is an absolute priority for the local community and that it presents an important step towards increasing the safety of the traffic participants. This was considered during further development of the Project documentation.
2. The independent Consultant visited the City of Sjenica from January 8th till January 11th 2019 to conduct an Initial consultation with the potential Project Affected Persons (PAPs). The purpose of the Initial consultation was to introduce the potential Project Affected Persons (PAPs) with the Project and consult with Municipality representatives and PAPs on which potential compensation option for expropriation and fences relocation would be the most acceptable.
3. On May 8th 2019, the Designer held public presentation of the Preliminary Design Solution to all interested parties in the premises of Municipality of Sjenica. The invitation for the public presentation was disclosed on the Municipality’s notice boards and front entrance door. On the presentation, the Designer presented two different design solutions, with and without anticipated sidewalks in Jezdimira Lovica Street. The Chairman of the Municipality expressed his opinion that solution without sidewalks is not an option and should not be considered. In the same week, from May 6th till May 10th 2019, the independent Consultant conducted Socio-Economic Survey among identified PAPs. On both occasions, the affected persons were informed on the potential social impacts of the Project and anticipated mitigation measures.

PAPs will be also made aware on the available grievance mechanism and the disclosure of the publicly available Project documents through:

- Direct invitation sent to PAPs to their home address to join public consultations related to ARAP,
- Leaflets prepared by PIT on Project’s scope and contact details for further information inquiries distributed by Contractor,

- Announcement in the local daily media,
- The official website of Municipality of Sjenica: www.sjenica.com, and
- Noticeboards of Municipality of Sjenica and prepared pamphlets on grievance mechanism.

In addition to above-mentioned stakeholder engagement activities, immediately before the commencement of civil works, all stakeholders will be informed about the Project's scope and contacts for further information inquiries through the custom-made leaflets. The leaflets will be designed by PIT, and the Contractor will be obliged to distribute them to the mail boxes of the people living in Jezdimira Lovica Street before the commencement of works. Supervision Engineer will be obliged to ensure that these leaflets are delivered to the PAPs.

7.1 Disclosure and Consultations' Requirements During Preparation of Draft and Final ARAP

Public consultations with PAP's and ARAP disclosure were held from November 17th 2020 until November 30th 2020. The draft ARAP in Serbian and English, as well as call for public consultations, were disclosed on the websites of PERS and the Municipality of Sjenica. Also, the Public invitation to the consultations in Serbian and English was announced and disclosed at the Municipality's notice boards and entrance doors, in newspapers "Politika", and individual invitations (letters with return receipts) were sent to all Project affected families on their home addresses, so they could participate in public consultations regarding ARAP. The public invitation is presented in Appendix A2 - Draft Invitation to Public Consultations on Draft ARAP. The invitation included information how public consultations will be held, and where and how the full version of draft ARAP can be accessed or how to raise a question. Together with invitation, 3 pages long extract of ARAP was also sent, and this ARAP's summary contained all relevant data regarding Project and its impacts, expropriation process, valuation, cut-off date, eligibility and compensation principles, grievance mechanism and grievance committee, monitoring and implementation schedule.

During the 14 days aimed for insight into the draft ARAP document, all stakeholders were able to rise questions and comments either in writing (e-mail or letter) or by phone during the public consultations. Throughout consultations, PIT and Municipality were informing PAPs on the relevant aspects of the Project and social impacts anticipated during implementation, envisaged mitigation measures, PAPs entitlement based on ARAP and their rights, the compensation procedure and provided detail description of the grievance mechanism. Since, due to the Covid-19 pandemic, consultations were held remotely, i.e. by e-mail, telephone, regular mail, etc., interested citizens were also able to contact PERS via Facebook, Zoom, Viber and Skype applications.

A total of 50 calls for public consultations were sent to Project affected families (letters with return receipts) to their home addresses. Out of 50 letters, 31 letters were received, which coincides with the findings obtained during the Initial consultations and Socio-Economic Survey that a lot of residents in Jezdimira Lovica Street actually live abroad.

During the public consultation period, five interested citizens responded: four persons contacted representatives of the Municipality of Sjenica in person (three persons came

to check does and how the Project affects their plots and assets and do they need to move or demolish anything by themselves, fully supporting the Project and expressing support, and the fourth person was a Municipal lawyer who came to get acquainted with the document). The fifth person contacted PE "Roads of Serbia" also in person - the owner of the plot number 1237 CM Sjenica in Jezdimira Lovica Street came to the premises of the Sector for Investments on November 27th 2020, and requested information on the impacts on his cadastral parcel. Plot owner was explained that his plot land is not affected but his property is – relocation of his metal gate in front of the house and wire and wooden fences that accompany the plot 1237 and which are located in the road parcel (i.e. within the Right of the Way) is necessary (metal gate for 0.2 m and wire and wooden fences up to 0.5 m) in order to provide 13.84 m² necessary for the construction of sidewalks in the full width of 1.5 m. The owner of the cadastral plot 1237 said that he has nothing against relocation of wooden and wire fences, but he made a justified claim that in case of moving the metal gate, he would not be able to park his car in front of the garage in his yard because it is already tight (it would remain about 5 m). After detailed check, it was determined that claim of the plot owner was justified, and based on that, PERS made a decision not to move the metal gate for planned 0.2 m, but to narrow the sidewalk at that place, and that on the rest of the Right of the Way along the plot 1237, the wooden and wire fences are moved so that the sidewalk in that part remains 1.5 m wide. Accordingly, PERS gave an order to the Designer to make this change in the Main Design, which the Designer did, of which the owner of the cadastral parcel 1237 was notified by e-mail on December 1st 2020.

During public consultations and ARAP disclosure, no telephone call, regular letter nor e-mail from interested citizens was sent to either the PERS nor the Municipality of Sjenica. Also, no one tried to communicate via Zoom, Viber and Skype applications, while the announcement of the public consultations on the PERS' official Facebook page had 5 likes and no comments. This indicates that citizens still prefer communication in person. Also, the small number of interested citizens who responded during public consultations primarily indicates that PAPs were well informed regarding Project and its objectives during Initial consultations and SE survey, but also indicates that 3 pages long excerpt from ARAP, which was sent together with individual invitations to all families affected by the Project to their home addresses so they could participate in public consultations regarding ARAP, was clear and understandable so it can be concluded that citizens have no objections nor questions and that they generally support the Project and the construction of the planned sidewalks.

After the consultations, draft ARAP was updated to address the findings, comments and concerns raised and final ARAP was disclosed in Serbian and English on the PERS' website.

Review of draft ARAP disclosure and calls for public consultations in Serbian and English on PERS' and Sjenica Municipality's websites, on the Municipality's entrance and bulletin boards, in the newspapers "Politika" and on PERS' Facebook official page is presented within Appendix A6 – Draft ARAP Disclosure and Calls for Public Consultations.

8 Institutional Arrangements and Implementation Team

8.1 Responsibility for Implementation

In cooperation with the Municipality of Sjenica, the implementation of the Abbreviated Resettlement Action Plan will be responsibility of the Public Enterprise “Roads of Serbia” (PERS), i.e. legal experts from the Sector for Legal, Staff and Common Affairs and Project Implementation Team (PIT) constituted from the members of the Sector for Investments.

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

Table 8. Roles and responsibilities for implementation of the ARAP requirements

Task	Responsible Entity
Disclosure of information and documents to all Project Affected Persons and communities, and organization of public consultations	PERS, Municipality of Sjenica
Keeping records of consultation activities	PERS
Direct communication with and, if needed, visits to owners and occupants	PERS, Municipality of Sjenica
Valuation of property to be acquired	Municipality Tax administration office and accredited Court evaluators
Expropriation of property	PERS, Municipality of Sjenica
Payment of compensation	PERS
Monitoring and reporting with respect to land acquisition	PERS, Municipality of Sjenica
Monitoring and reporting with respect to temporary land occupation carried out during construction	Contractor, Supervision, Grievance Commission, PERS
Grievance management	Grievance Commission, PERS
Completion Report	External Consultant, PERS
Operation	PERS, Municipality of Sjenica

8.2 Institutional Capacities

Public Enterprise “Roads of Serbia” (PERS) is responsible for implementing the Project on behalf of the Republic of Serbia who is the Borrower to the Loan Agreements signed with IFIs. PERS is ultimately responsible for implementation of the World Bank Policy on Involuntary Resettlement (OP/BP 4.12) during the pre-construction and construction phase.

All issues of expropriation will be managed by the PERS Legal Department which possesses the required capacity on practical implementation of expropriation, while social specialist within the PIT will be the person responsible for coordination of realization of all activities related to social safeguard issues.

8.3 Implementation Schedule

The implementation schedule is designed to be conducted in parallel with preparation of the technical documentation and permits allowing timely access and possession to the site necessary for the construction activities. Yellow indicates past action and blue indicates future action.

Table 9. Tentative Implementation Schedule

Task	Responsibility	2019 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2023 Q3
Initial consultation, Census and Socio-Economic Survey	PIT, External Consultant	Yellow									
Constitution of Grievance Commission	PERS, Municipality of Sjenica		Yellow								
Disclosure of draft ARAP	PIT, Municipality of Sjenica			Yellow							
Public consultations on draft ARAP	PIT, Municipality of Sjenica			Yellow							
Disclosure of final ARAP	PIT, Municipality of Sjenica				Yellow						
Finalization of Main Design	Designer Consultant				Blue						
Preparation of Subdivision Design	Designer Consultant					Blue	Blue				
Valuation of property to be acquired	Municipality Tax administration office and accredited Court evaluators							Blue	Blue		
Expropriation of property	PERS, Municipality of Sjenica							Blue	Blue		
Payment of compensation	PERS							Blue	Blue		
First ARAP monitoring report	PERS, External Consultant									Blue	
Completion Report	PERS, External Consultant										Blue

Legend:

Passed activities	Yellow
Future activities	Blue

9 Monitoring, Evaluation and Reporting

As noted in the RPF, PERS as a Beneficiary of Expropriation (BoE) will monitor the implementation of the resettlement processes, both through internal, official institutional arrangements, as well as by an independent, external monitoring Consultant, which will be appointed by the implementing entity.

PERS will conduct internal periodical monitoring to ensure efficiency of the expropriation process, grievance management effectiveness, recognise potential issues and identify measures to mitigate these issues, and to assess the level of satisfaction of PAPs.

The process shall be monitored through tracking of the below output indicators to be collected through the monitoring process:

- Overall expenditures related to expropriation process and compensation;
- Number of public discussions and consultations scheduled and held with affected people;
- Number of PAPs and project affected households sorted by type of impacts;
- Number of PAPs and area of land affected by exercising sovereignty over the public land;
- Area of land expropriated;
- Number of fences, concrete entrances, plants and all other assets affected;
- Number and percentage of individual compensation agreements signed;
- Number of completed compensation payments;
- Number and type of grievances, including legal actions arising from expropriation (number of submitted cases and resolved cases, time needed for their resolution, percentage of people satisfied with the outcome);
- Number of temporary land lease contracts concluded.

PERS will produce periodical monitoring reports and send updates to the Creditors.

9.1 Monitoring of Temporary Land Access for Construction Works

During construction works, the Contractor may need to temporarily occupy privately owned land. The Supervision Consultant engaged to supervise the civil works will be obliged to monitor and promptly report if the need for temporary occupation of land has arisen. The Contractor will be obliged to address the PIT through the Supervision Consultant informing them that temporary occupancy of land is needed and to present the negotiated agreement with the PAP affected by such impact. Negotiated agreement will be reviewed by PIT representatives to ensure that the provisions of the contract are in compliance with the principles of this ARAP. PIT will include such provisions in the Tender Documents which will subsequently be transferred into the Contract for Construction Works setting the basis for mandatory compliance with the provisions of this ARAP to the extent applicable. Such arrangements are included in the Contract for Supervision Consultancy services as well. PIT shall keep a database

on signed agreements in the form of excel spreadsheets and send periodical updates to the Creditors.

9.2 Completion Report

Beside the regular monitoring and reporting on implementation of the land clearance and acquisition processes provided by the Beneficiary of Expropriation, an external monitoring Consultant will be appointed and will have obligation to monitor the process on regular basis.

Based on monitoring findings, PERS with the support of the external Consultant shall prepare a completion report within two months of land acquisition completion to summarize the implementation. The report should verify that all physical inputs committed in this ARAP have been delivered and all services provided. In addition, the report should evaluate whether the mitigation actions prescribed have had the desired effect. The socio-economic position of the affected population should be measured against the baseline conditions of the population before expropriation and fence relocation took place, as established through the census and socio-economic baseline studies, to evaluate their post project socio-economic position to ensure that the Project did not have negative consequences on their overall socio-economic status.

10 Costs and Budget

As per national legislation requirements, the costs of the land acquisition are financed by the Beneficiary of Expropriation, in this case Public Enterprise "Roads of Serbia".

The resources required for land acquisition were calculated by the informed assumption of the value of land in this area including all administrative expenses (land value is subject to correction by the authorized body – Tax Administration). Since only 37.48 m² of land is expected to be expropriated, the indicative amount of 400 euros, (including 10% contingency fee) All losses of assets will also be compensated at replacement cost.

Estimated costs for all type of the impacts including total budget is presented in the table below. Estimation was based on the PERS' *Price List for Roads' Construction and Modernization Works*⁹ (issued in July 2019) and based on online research. It should be emphasized that they are just estimates and the exact and valid budget will be established based on the valuation done by accredited experts.

Table 10 Table of estimated costs for all type of the impacts

Type of impacts	Total costs
Land (37.48 m ² in total)	365 EUR
Fences ⁹ (46 fences in total)	52.500 EUR*
Plants ⁹ (36 plants in total)	250 EUR
Gravel access roads ⁹ (2 access roads in total)	550 EUR
Concrete entrances ⁹ (3 entrances in total)	460 EUR
Concrete plateau in front of the shop ⁹ (1 plateau in total)	200 EUR
Total budget	59.760 EUR**

*Price of fences is an estimate to be confirmed by the Contractors' Bill of Quantities.

**Total budget includes 10% contingency fee. Contingency fee can be used for covering taxes and fees for purchase of replacement land as per WB OP/BP 4.12 requirements.

The resources needed for exercising the sovereignty over the public land and relocation of the fences will be ensured through the Bill of Quantities included in the contract with the Contractor, as they will be responsible for relocation/reconstruction of the affected fences.

⁹ https://www.putevi-srbije.rs/images/pdf/strategija/cenovnik_modernizacija_puteva.pdf

Appendixes

A1 Questionnaire for the Socio-Economic Survey

Socio-Economic Survey for ARAP preparation needs Sidewalks in Jezdimira Lovica St., Municipality of Sjenica

Survey date and location (municipality/settlement):

Cadastral plot(s) affected:

1. General information on the respondent

1.1 Respondent's first and last name:

1.2 Contact details (permanent residence, address and phone number):

1.3 Ethnic group:

1.4 Ownership over the property impacted parcel? Yes No

1.4.1 Type of ownership (With fully registered title, legalization in progress, formal lease of public or private property, informal lease, fully informal, co-ownership)

1.5 If you are not the owner, what is your relation to the owner?

2. General information on the affected property

2.1 Affected land plots

Cadastral plot reference	Surface affected (m ² and %)	Current use	Auxiliary structure/relocation of fences	Crops / Fruit trees / Plants	Type of impact
		Arable land Pasture Garden Unused			Expropriation Fence relocation Structure demolition
		Arable land Pasture Garden Unused			Expropriation Fence relocation Structure demolition

2.2 Do you currently have any issues with the access to the household from the state road?

3. Agricultural activity

3.1 Do you practise agriculture: YES NO

3.2 If yes, do you use the affected parcel for agricultural activities, for what type, and how much yield is produced?

3.3 Please indicate what is the total area of agricultural land that your household owns and approximately, how much of it is cultivated?

3.4 Do you practise only subsistence farming, or you manage to earn from the agricultural activities? What is your monthly agriculture - related income?

4. General information on affected household members

First and last name	Relation to head of the household/ owner of the property	Age	Gender	Occupation	Education

5. Socio-economic characteristics of the affected household

5.1 Vulnerability assessment

Particular issue	Number of household members	Social welfare (what kind, if any)
Mental or physical handicap		
Chronic disease requiring regular medical attention		
Elderly persons living in one-person households (above 65)		
Unemployed or without regular income		
Ethnic minority (e.g. Roma)		
Other issue (please specify):		

5.2 Total household income

Total monthly income of the household (include all sources of income – salaries, pensions, agriculture, private business, formal and informal employment, rental income, child aid, social welfare, help from relatives, etc.)			
Less than 10,000 RSD		Between 40,000 to 70,000 RSD	
Between 10,000 to 40,000 RSD		More than 70,000 RSD	

5.3 How do you assess the social and economic position of your household?

ABOVE AVERAGE

AVERAGE

MODEST

POOR

6. Do you have anything to add?

Thank you for your cooperation!

A2 Draft Invitation to Public Consultations on Draft ARAP



issues an invitation for

PUBLIC CONSULTATIONS ON

ABBREVIATED RESETTLEMENT ACTION PLAN (ARAP)

for the part of Subsection of the state road IB21 Ivanjica-Sjenica

(SIDEWALKS IN JEZDIMIRA LOVIĆA STREET IN SJENICA)

under the Road Rehabilitation and Safety Project (RRSP)

to be held from November 17th 2020 until November 30th 2020

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

- At the premises of the Public Enterprise "Roads of Serbia", Sector for Investments, 19a Vlajkovicева St., 11000 Belgrade, on the sixth floor, room no. 5, on working days from 11:00 AM to 01:00 PM (local time);
- At the premises of the Municipality of Sjenica, 1 Zmaja od Bosne St., 36310 Sjenica, Department of urbanism, property law affairs and environmental protection, room no. 25 on working days from 10:00 AM to 2:00 PM (local time).

The document subject to the consultations is also available in soft copies on the following web sites:

- on the web site of the Municipality of Sjenica: www.sjenica.com
- on the web site of the Public Enterprise "Roads of Serbia": www.putevi-srbije.rs

All questions and concerns in respect to this document and its provisions can be submitted in writing to the following address below, as well as by the following phone or e-mail below. Additionally, all interested citizens will be able to ask questions through the official Facebook page of the Public Enterprise "Roads of Serbia", and also through Viber, Skype or Zoom applications, if they wish so.

If you need any additional information, please contact:

Public Enterprise "Roads of Serbia"

Sector for Investments

19a Vlajkovicева St.

11000 Belgrade, Serbia

Tel: +381-(0)-11-3398-430

Mob: +381-(0)-66-866-5236

E-mail: ana.bursac@putevi-srbije.rs or

rrspsjenica@gmail.com

A3 Grievance Registration Form

Full Name	First name _____ Last name _____
Note: you can remain anonymous if you prefer or request not to disclose your identity to the third parties without your consent	<input type="checkbox"/> I wish to raise my grievance anonymously <input type="checkbox"/> I request not to disclose my identity without my consent
Contact Information Please mark how you wish to be contacted (mail, telephone, e-mail)	<input type="checkbox"/> By Post: Please provide mailing address: _____ _____ <input type="checkbox"/> By Telephone: _____ <input type="checkbox"/> By E-mail: _____
Preferred Language for communication	<input type="checkbox"/> Serbian <input type="checkbox"/> Other (please indicate) _____
Description of Incident or Grievance	What happened? Where did it happen? Who did it happen to? What is the result of the problem?
Date of Incident/ Grievance	
Frequency	<input type="checkbox"/> One-time incident/grievance (date _____) <input type="checkbox"/> Happened more than once (how many times? _____) <input type="checkbox"/> On-going (currently experiencing problem)
What would you like to see happen to resolve the problem?	
Date: _____ Signature: _____	

A4 Draft Grievance Mechanism Pamphlet

Do you believe you have a reason to file a complaint?

Expropriation of land and construction of sidewalks in Jezdimira Lovica Street will take place in 2022 and 2023. To solve the problems that may occur during the expropriation process and relocation of fences efficiently, the Grievance Commission was formed. This pamphlet is designed to introduce the basic mechanism and role of the Grievance Commission (GC).

What is the Grievance Commission?

How to contact the Grievance Commission?

What can be foundation for the grievance?

What happens when you submit a grievance?

Public Enterprise “Roads of Serbia”
 Sector for Legal, Staff and Common Affairs
 282 Kralja Aleksandra Blvd., 11000 Belgrade
 Tel: +381-(0)-11-3040-628
 Fax: +381-(0)-11-3040-628
 Sector for Investments
 19a Vlakoviceva St., 11000 Belgrade
 Tel: +381-(0)-11-3398-430
 Fax: +381-(0)-11-3398-443
 rrspsjenica@gmail.com

Public Enterprise “Roads of Serbia”

A brief guide on how the Grievance Commission shall serve your best interest



<p>What is the Grievance Commission? The main objective of the GC is to assist Project Affected Persons in efficient and outcome effective resolution of grievances related to the Project activities. Furthermore, it will act as a mediator in disputes arising from Contractor's activities and acts of other parties involved in implementation of the Project with the aim to minimize residual impacts and avoid, whenever possible, initiation of lengthy and costly judicial processes.</p> <p>Is the Grievance Commission independent? Yes. The GC is an independent body consisting of 4 members deciding on grievances directly or indirectly raised by Project Affected Persons including impacts from land acquisition and nuisance during construction works. The commission plays an important role acting as a mediator in disputes between the local communities and individuals, and the Contractor.</p> <p>Who are the members? The GC has 4 members: 2 representatives of Public Enterprise "Roads of Serbia" (1 legal expert and 1 social safeguard specialist), 1 representative of the Municipality of Sjenica and 1 representative of Project Affected Persons.</p>	<p>How to contact the Grievance Commission?</p> <ul style="list-style-type: none"> • File your grievance in person within the Municipality of Sjenica 1 Zmaja od Bosne St., 36310 Sjenica (the grievance registration form will be available on the Municipality's counters) • Submit your grievance electronically: rrspsjenica@gmail.com • Send it to the following addresses: 282 Kralja Aleksandra Blvd., 11000 Belgrade or 19a Vlajkovicева St., 11000 Belgrade • Or call: +381113040628 +381113398430 <p>When can I address the Grievance Commission? You can address the GC at any time during expropriation and construction works.</p> <p>What can be foundation for your grievance? You can turn to GC whenever you believe your rights have been harmed as consequence of the Project activities: in case you believe your daily activities have been disrupted by construction works, or damages inflicted, or you believe harm has been done in any other way, or you are concerned about health and safety or have complaints regarding land acquisition.</p>	<p>What happens when you submit a grievance? The GC will confirm receipt of your grievance within 3 days. Within 14 days from the grievance acknowledgment, decision on your grievance will be made. If resolution requires clarification of your claims, the commission will contact you with the aim to clarify and aid in providing a more comprehensive grievance, if needed. The GC will act impartially in line with the laws of the Republic of Serbia and principals of the Resettlement Policy Framework and Abbreviated Resettlement Action Plan.</p> <p>Contact points:</p> <p>Public Enterprise "Roads of Serbia"</p> <p>Sector for Legal, Staff and Common Affairs 282 Kralja Aleksandra Blvd., 11000 Belgrade Tel: +381-(0)-11-3040-628 Fax: +381-(0)-11-3040-628</p> <p>Sector for Investments 19a Vlajkovicева St., 11000 Belgrade Tel: +381-(0)-11-3398-430 Fax: +381-(0)-11-3398-443</p> <p>E-mail: rrspsjenica@gmail.com</p> <p>Municipality of Sjenica: 1 Zmaja od Bosne St., 36310 Sjenica Tel: +381-(0)-20-741-071 Fax: +381-(0)-20-741-288 E-mail: opstina@sjenica.rs</p>
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A5 Summary of Census Database

Location	Cadastral Municipality	Land plot no.	Type of impact	Category	Use of land	Assets under impact	Interviewed (yes/no)	Total area of the plot (m ²)	Land expropriation (m ²)	Affected area by land expropriation (%)	Clearance of public land (m ²)
Jezdimira Lovica Street, Sjenica	Sjenica	4367	Part of land	Land plot	Courtyard	Gravel access road	no	22,227.00	/	/	15.79
Jezdimira Lovica Street, Sjenica	Sjenica	1577/1	Part of land	Land plot	Courtyard	Wire fence with wooden pillars	no	3,728.00	/	/	1.74
Jezdimira Lovica Street, Sjenica	Sjenica	1577/2	Part of land	Land plot	Courtyard	Wire fence with wooden pillars	no	1,003.00	/	/	4.26
Jezdimira Lovica Street, Sjenica	Sjenica	1577/9	Part of land	Land plot	Pasture	Wire fence	yes	2,378.00	/	/	1.60
Jezdimira Lovica Street, Sjenica	Sjenica	1576/1	Part of land	Land plot	Courtyard	Wooden and steel fence with concrete pillars	yes	7,807.00	/	/	23.73
Jezdimira Lovica Street, Sjenica	Sjenica	1237	Part of land	Land plot	Courtyard	Wooden fence Wire fence Metal gate (remains in place)	yes	1,457.00	/	/	12.84
Jezdimira Lovica Street, Sjenica	Sjenica	1576/4	Part of land	Land plot	Courtyard	Wire fence with wooden pillars, 4 firs and 1 birch	no	1,233.00	/	/	23.63
Jezdimira Lovica Street, Sjenica	Sjenica	1244/2	Part of land	Land plot	Pasture	Wire fence	yes	2,822.00	/	/	4.34

ARAP for the part of the State Road IB 21 Ivanjica - Sjenica

Location	Cadastral Municipality	Land plot no.	Type of impact	Category	Use of land	Assets under impact	Interviewed (yes/no)	Total area of the plot (m ²)	Land expropriation (m ²)	Affected area by land expropriation (%)	Clearance of public land (m ²)
Jezdimira Lovica Street, Sjenica	Sjenica	1445	Part of land	Land plot	Pasture	Wooden fence and 2 firs	yes	1,292.00	1.08	0.08	9.32
Jezdimira Lovica Street, Sjenica	Sjenica	1248/3	Part of land	Land plot	Courtyard	Steel fence with concrete parapet wall	no	41.00	/	/	0.63
Jezdimira Lovica Street, Sjenica	Sjenica	1249/2	Part of land	Land plot	Courtyard	Steel fence with concrete parapet wall	no	699.00	/	/	7.43
Jezdimira Lovica Street, Sjenica	Sjenica	1248/1	Part of land	Land plot	Courtyard	Steel fence	yes	314.00	/	/	5.67
Jezdimira Lovica Street, Sjenica	Sjenica	1248/2	Part of land	Land plot	Courtyard	Steel fence	yes	66.00	/	/	0.98
Jezdimira Lovica Street, Sjenica	Sjenica	1487	Part of land	Land plot	Courtyard	Steel fence and 1 quickset	yes	414.00	/	/	5.64
Jezdimira Lovica Street, Sjenica	Sjenica	1249/3	Part of land	Land plot	Courtyard	Steel fence	yes	5,772.00	/	/	3.17
Jezdimira Lovica Street, Sjenica	Sjenica	1483/2	Part of land	Land plot	Courtyard	Wooden fence	yes	416.00	/	/	6.81
Jezdimira Lovica Street, Sjenica	Sjenica	1482/2	Part of land	Land plot	Courtyard	Wooden fence and 3 firs	yes	88.00	4.49	5.10	/

ARAP for the part of the State Road IB 21 Ivanjica - Sjenica

Location	Cadastral Municipality	Land plot no.	Type of impact	Category	Use of land	Assets under impact	Interviewed (yes/no)	Total area of the plot (m ²)	Land expropriation (m ²)	Affected area by land expropriation (%)	Clearance of public land (m ²)
Jezdimira Lovica Street, Sjenica	Sjenica	1483/1	Part of land	Land plot	Courtyard	Wooden fence and 2 firs	no	3,173.00	/	/	1.89
Jezdimira Lovica Street, Sjenica	Sjenica	1482/1	Part of land	Land plot	Courtyard	Wooden fence	no	118.00	3.82	3.24	/
Jezdimira Lovica Street, Sjenica	Sjenica	1490/3	Part of land	Land plot	Pasture	Wire fence	no	4,314.00	/	/	1.06
Jezdimira Lovica Street, Sjenica	Sjenica	1490/1	Part of land	Land plot	Pasture	Wire fence	no	5,041.00	/	/	0.30
Jezdimira Lovica Street, Sjenica	Sjenica	1479	Part of land	Land plot	Courtyard	Steel fence	yes	745.00	/	/	12.57
Jezdimira Lovica Street, Sjenica	Sjenica	1477	Part of land	Land plot	Courtyard	Steel fence and 1 quickset	yes	7,027.00	/	/	8.63
Jezdimira Lovica Street, Sjenica	Sjenica	1475	Part of land	Land plot	Courtyard	Steel fence	yes	423.00	/	/	4.75
Jezdimira Lovica Street, Sjenica	Sjenica	1476	Part of land	Land plot	Courtyard	Steel fence	yes	8,224.00	/	/	6.90
Jezdimira Lovica Street, Sjenica	Sjenica	1471/1	Part of land	Land plot	Courtyard	Wire fence and 6 firs	no	545.00	1.85	0.34	0.41

ARAP for the part of the State Road IB 21 Ivanjica - Sjenica

Location	Cadastral Municipality	Land plot no.	Type of impact	Category	Use of land	Assets under impact	Interviewed (yes/no)	Total area of the plot (m ²)	Land expropriation (m ²)	Affected area by land expropriation (%)	Clearance of public land (m ²)
Jezdimira Lovica Street, Sjenica	Sjenica	1467/2	Part of land	Land plot	Courtyard	Concrete entrance	yes	500.00	/	/	3.37
Jezdimira Lovica Street, Sjenica	Sjenica	1467/1	Part of land	Land plot	Courtyard	Steel fence and 5 firs	no	4,637.00	3.22	0.07	1.76
Jezdimira Lovica Street, Sjenica	Sjenica	1466/1	Part of land	Land plot	Courtyard	Steel fence with concrete pillars	yes	511.00	1.74	0.34	3.23
Jezdimira Lovica Street, Sjenica	Sjenica	1466/2	Part of land	Land plot	Courtyard	Wooden fence	yes	152.00	3.12	2.05	4.62
Jezdimira Lovica Street, Sjenica	Sjenica	1454/2	Part of land	Land plot	Courtyard	Steel fence with concrete pillars	no	548.00	/	/	3.57
Jezdimira Lovica Street, Sjenica	Sjenica	1450	Part of land	Land plot	Courtyard	Wooden fence	no	2,261.00	/	/	1.86
Jezdimira Lovica Street, Sjenica	Sjenica	1449	Part of land	Land plot	Courtyard	Concrete fence with steel	no	704.00	/	/	9.85
Jezdimira Lovica Street, Sjenica	Sjenica	1511/4	Part of land	Land plot	Courtyard	Concrete fence with steel	yes	614.00	/	/	2.96
Jezdimira Lovica Street, Sjenica	Sjenica	1511/1	Part of land	Land plot	Courtyard	Wooden fence	yes	5,311.00	/	/	11.33

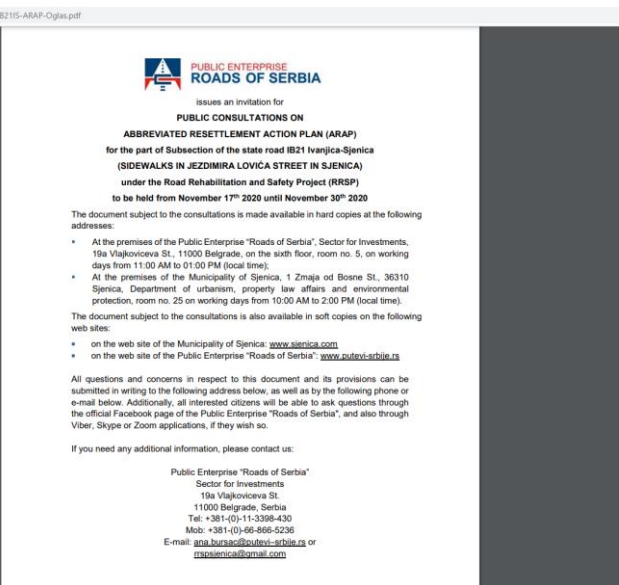
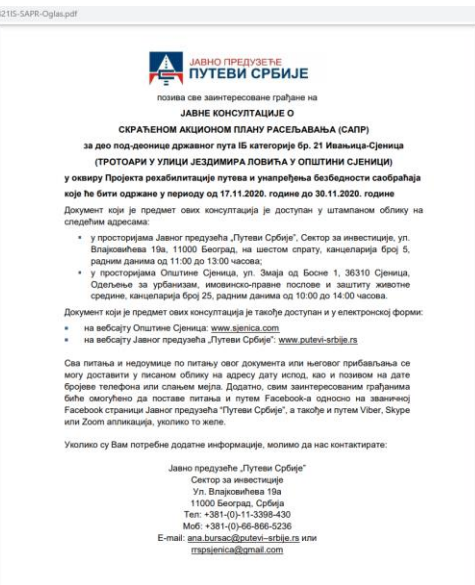
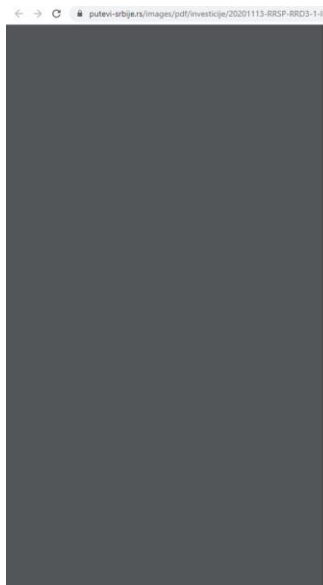
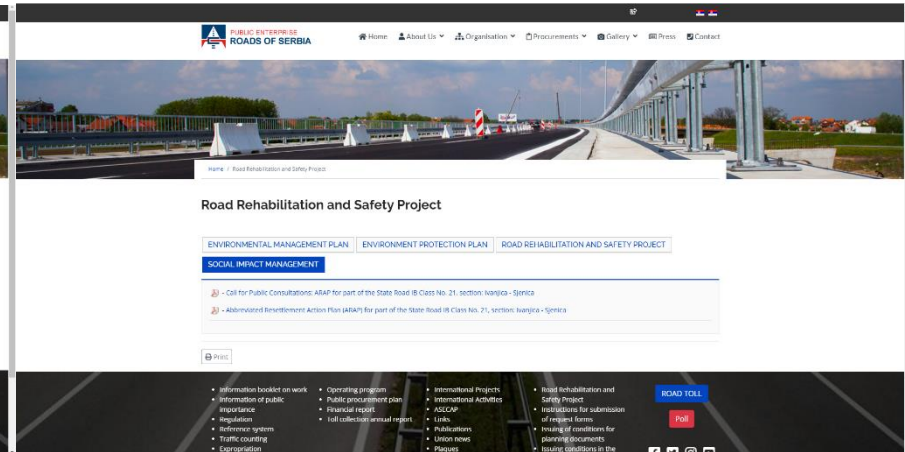
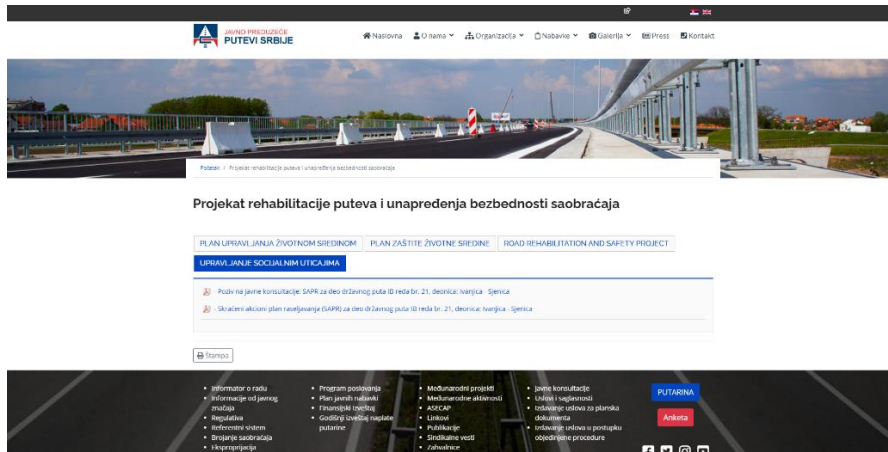
ARAP for the part of the State Road IB 21 Ivanjica - Sjenica

Location	Cadastral Municipality	Land plot no.	Type of impact	Category	Use of land	Assets under impact	Interviewed (yes/no)	Total area of the plot (m ²)	Land expropriation (m ²)	Affected area by land expropriation (%)	Clearance of public land (m ²)
Jezdimira Lovica Street, Sjenica	Sjenica	1523/2	Part of land	Land plot	Courtyard	Steel fence, and wooden fence with concrete pillars	yes	952.00	2.71	0.28	1.72
Jezdimira Lovica Street, Sjenica	Sjenica	1526	Part of land	Land plot	Courtyard	Gravel access road	no	415.00	/	/	0.80
Jezdimira Lovica Street, Sjenica	Sjenica	51/2	Part of land	Land plot	Courtyard	Steel fence with concrete pillars	yes	496.00	/	/	1.52
Jezdimira Lovica Street, Sjenica	Sjenica	51/3	Part of land	Land plot	Courtyard	Wooden fence and 4 firs	no	430.00	/	/	2.52
Jezdimira Lovica Street, Sjenica	Sjenica	34	Part of land	Land plot	Courtyard	Wire fence and 2 willows	yes	6,128.00	/	/	3.36
Jezdimira Lovica Street, Sjenica	Sjenica	52	Part of land	Land plot	Courtyard	1 willow	yes	773.00	/	/	5.55
Jezdimira Lovica Street, Sjenica	Sjenica	54/3	Part of land	Land plot	Courtyard	Steel fence	yes	773.00	/	/	1.58
Jezdimira Lovica Street, Sjenica	Sjenica	43/1	Part of land	Land plot	Courtyard	Concrete entrance	no	1,778.00	3.29	0.19	11.42
Jezdimira Lovica Street, Sjenica	Sjenica	41	Part of land	Land plot	Courtyard	Steel fence	yes	970.00	/	/	0.47

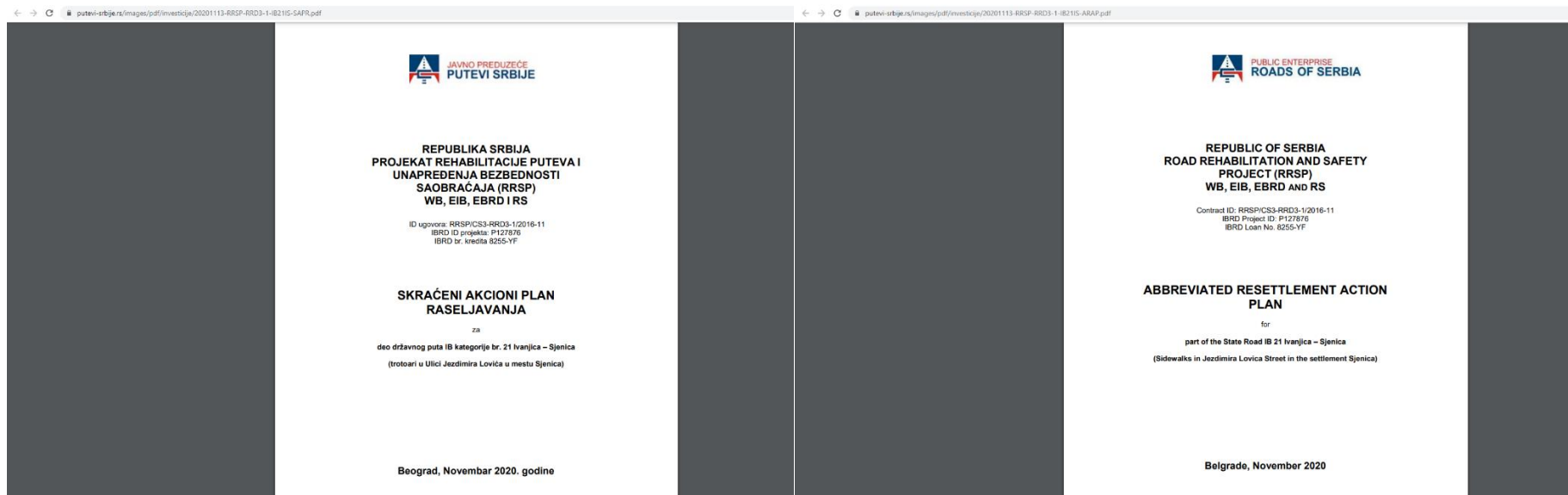
ARAP for the part of the State Road IB 21 Ivanjica - Sjenica

Location	Cadastral Municipality	Land plot no.	Type of impact	Category	Use of land	Assets under impact	Interviewed (yes/no)	Total area of the plot (m ²)	Land expropriation (m ²)	Affected area by land expropriation (%)	Clearance of public land (m ²)
Jezdimira Lovica Street, Sjenica	Sjenica	43/6	Part of land	Land plot	Courtyard	Steel fence	yes	99.00	/	/	0.22
Jezdimira Lovica Street, Sjenica	Sjenica	86	Part of land	Land plot	Courtyard	Wire fence	no	235.00	/	/	0.90
Jezdimira Lovica Street, Sjenica	Sjenica	84	Part of land	Land plot	Courtyard	Wire fence	yes	358.00	/	/	4.80
Jezdimira Lovica Street, Sjenica	Sjenica	83	Part of land	Land plot	Courtyard	Wire fence	no	223.00	/	/	9.83
Jezdimira Lovica Street, Sjenica	Sjenica	322/1	Part of land	Land plot	Courtyard	Wooden fence	yes	1,788.00	/	/	14.74
Jezdimira Lovica Street, Sjenica	Sjenica	518	Part of land	Land plot	Courtyard	Concrete entrance	yes	423.00	/	/	1.11
Jezdimira Lovica Street, Sjenica	Sjenica	325	Part of land	Land plot	Courtyard	Concrete fence with steel	yes	403.00	/	/	6.03
Jezdimira Lovica Street, Sjenica	Sjenica	1495	Part of land and object	Land plot and concrete plateau	Space in front of the shop	One step elevated concrete plateau in front of the shop	yes	413.00	10.17	2.46	/
Jezdimira Lovica Street, Sjenica	Sjenica	1472	Part of land	Land plot	Courtyard	Wire fence with wooden pillars and 4 firs	no	2,364.00	2.92	0.12	/

A6 Draft ARAP Disclosure and Calls for Public Consultations




ARAP for the part of the State Road IB 21 Ivanjica - Sjenica



ARAP for the part of the State Road IB 21 Ivanjica - Sjenica

sjenica.rs/dokumenti/oglas/Posiv%20za%20javne%20konsultacije%20-%20verzija%20na%20srpskom%20jeziku.pdf

**JAVNO PREDUZEĆE
PUTEVI SRBIJE**

poziva sve zainteresovane građane na
**JAVNE KONSULTACIJE O
SKRAĆENOM AKCIONOM PLANU RASELJAVANJA (SAPR)
za deo pod-deonice državnog puta IB kategorije br. 21 Ivanjica-Sjenica
(TROTOARI U ULICI JEZDIMIRA LOVIĆA U OPŠTINI SJENICI)**
u okviru Projekta rehabilitacije puteva i unapređenja bezbednosti saobraćaja
koje će biti održane u periodu od 17.11.2020. godine do 30.11.2020. godine

Dokument koji je predmet ovih konsultacija je dostupan u štampanom obliku na sledećim adresama:

- u prostorijama Javnog preduzeća „Putevi Srbije“, Sektor za investicije, ul. Vrljkovića 19a, 11000 Beograd, na šestom spratu, kancelarija broj 5, radnim danima od 11:00 do 13:00 časova;
- u prostorijama Opštine Sjenica, ul. Zrnaja od Bosne 1, 36310 Sjenica, Odeljenje za urbanizam, imovinsko-pravne poslove i zaštitu životne sredine, kancelarija broj 25, radnim danima od 10:00 do 14:00 časova.


Dokument koji je predmet ovih konsultacija je takođe dostupan i u elektronskoj formi na:

- veb-sajtu Opštine Sjenica: www.sjenica.com
- veb-sajtu Javnog preduzeća „Putevi Srbije“: www.putevi-srbije.rs

Sva pitanja i nedoumice po pitanju ovog dokumenta ili njegovog pribavljanja se mogu dostaviti u pisanom obliku na adresu datu ispod, kao i pozivom na date brojeve telefona ili slanjem mejla. Dodatno, svim zainteresovanim građanima biće omogućeno da postavljaju pitanja i putem Facebook-a odnosno na zvaničnoj Facebook stranici Javnog preduzeća „Putevi Srbije“, a takođe i putem Viber, Skype ili Zoom aplikacija, ukoliko to žele.

Ukoliko su vam potrebne dodatne informacije, molimo da nas kontaktirate:

Javno preduzeće „Putevi Srbije“
Sektor za investicije
Ul. Vrljkovića 19a
11000 Beograd, Srbija
Tel: +381-(0)-11-3398-430
Mob: +381-(0)-66-866-5236
E-mail: ana.bursac@putevi-srbije.rs ili mscsjenica@gmail.com

**JAVNO PREDUZEĆE
PUTEVI SRBIJE**

**REPUBLIKA SRBIJA
PROJEKAT REHABILITACIJE PUTEVA I
UNAPREĐENJA BEZBEDNOSTI
SAOBRAĆAJA (RRSP)
WB, EIB, EBRD I RS**


ID ugovora: RRSP/CS3-RRD3-1/2016-11
IBRD ID projekta: P127876
IBRD br. kredita 8255-YF

**SKRAĆENI AKCIONI PLAN
RASELJAVANJA**

za
deo državnog puta IB kategorije br. 21 Ivanjica – Sjenica
(trotoari u Ulici Jezdimira Lovića u mestu Sjenica)

Beograd, Novembar 2020. godine

sjenica.rs/dokumenti/oglas/Posiv%20za%20javne%20konsultacije%20-%20verzija%20na%20engleskom%20jeziku.pdf

**PUBLIC ENTERPRISE
ROADS OF SERBIA**

issues an invitation for
**PUBLIC CONSULTATIONS ON
ABBREVIATED RESETTLEMENT ACTION PLAN (ARAP)
for the part of Subsection of the state road IB21 Ivanjica-Sjenica
(SIDEWALKS IN JEZDIMIRA LOVIĆA STREET IN SJENICA)
under the Road Rehabilitation and Safety Project (RRSP)
to be held from November 17th 2020 until November 30th 2020**

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

- At the premises of the Public Enterprise "Roads of Serbia", Sector for Investments, 19a Vrljkovića St., 11000 Belgrade, on the sixth floor, room no. 5, on working days from 11:00 AM to 01:00 PM (local time);
- At the premises of the Municipality of Sjenica, 1 Zrnaja od Bosne St., 36310 Sjenica, Department of urbanism, property law affairs and environmental protection, room no. 25 on working days from 10:00 AM to 2:00 PM (local time).


The document subject to the consultations is also available in soft copies on the following web sites:

- on the web site of the Municipality of Sjenica: www.sjenica.com
- on the web site of the Public Enterprise "Roads of Serbia": www.putevi-srbije.rs

All questions and concerns in respect to this document and its provisions can be submitted in writing to the following address below, as well as by the following phone or e-mail below. Additionally, all interested citizens will be able to ask questions through the official Facebook page of the Public Enterprise "Roads of Serbia", and also through Viber, Skype or Zoom applications, if they wish so.

If you need any additional information, please contact us:

Public Enterprise "Roads of Serbia"
Sector for Investments
19a Vrljkovića St.
11000 Belgrade, Serbia
Tel: +381-(0)-11-3398-430
Mob: +381-(0)-66-866-5236
E-mail: ana.bursac@putevi-srbije.rs or mscsjenica@gmail.com

**PUBLIC ENTERPRISE
ROADS OF SERBIA**

**REPUBLIC OF SERBIA
ROAD REHABILITATION AND SAFETY
PROJECT (RRSP)
WB, EIB, EBRD AND RS**

Contract ID: RRSP/CS3-RRD3-1/2016-11
IBRD Project ID: P127876
IBRD Loan No. 8255-YF

**ABBREVIATED RESETTLEMENT ACTION
PLAN**

for
part of the State Road IB 21 Ivanjica – Sjenica
(Sidewalks in Jezdimira Lovića Street in the settlement Sjenica)

Belgrade, November 2020

