

November 2019

World Bank management has released its latest report on the implementation of its action plans. The action plans were developed in response to findings in Inspection Panel investigations, and have been approved by the Bank's Board of Executive Directors. Management, as requested by the Committee on Development Effectiveness of the Board, began submitting these biannual implementation reports to the Board in April 2016. In line with its Updated Operating Procedures and to promote transparency, the Panel publishes the management reports on its website. Management's latest report, issued in November 2019, is below.

Previous reports can be found at the following links:

1. [2016 April](#)
2. [2016 December](#)
3. [2017 April](#)
4. [2017 December](#)
5. [2018 May](#)
6. [2018 October](#)
7. [2019 May](#)

***Overview of Status of Implementation of Ongoing Management Action Plans
Prepared in Response to Inspection Panel Investigation Reports***

#	PROJECT	LATEST PROGRESS REPORT ¹	NEXT PROGRESS REPORT DUE
1	Albania – Integrated Coastal Zone Management and Clean-Up Project (IPN Case #47)	4 rd progress report, January 2012	Final Note upon <i>completion of all</i> court proceedings in Albania (no predictable timeline)
2	India – Vishnugad Pipalkoti Hydro Electric Project (IPN Case #81)	4 th progress report, November 2018	5 th progress report, November 2019
3	Kenya – Electricity Expansion Project (IPN Case #97)	2 nd progress report, April 2019	3 rd progress report, April 2020
4	Uganda – Transport Sector Development Project (IPN Case #98)	3 rd progress report, April 2019	4 th progress report April 2020
5	Democratic Republic of Congo – Second Additional Financing for the High-Priority Roads Reopening and Maintenance Project (ProRoutes) (IPN Case #120)	1 st progress report, March 2019	2 nd progress report, March 2020

¹ Reporting intervals may vary according to the Board’s specific request at the time of Action Plan approval.

1. Albania – Integrated Coastal Zone Management and Clean-Up Project

Fourth Progress Report on the implementation of Management's Action Plan in response to the Inspection Panel Investigation Report (#46596-AL) on the Albania Integrated Coastal Zone Management and Clean-up Project (IDA Credit No. 4083-ALB), January 13, 2012.

All actions of the Management Action Plan are completed with the exception of the continuing implementation of the independently monitored judicial review. The fourth progress report provided details on actions related to the review. It also recorded the completion of the Social Vulnerability Assessment and actions related to communication with civil society and the business community, and the implementation progress of the restructured Project to date.

This was the last Progress Report that Management submitted concerning implementation of the actions of the Management Action Plan. However, along with its monitoring of the progress on Project activities, the Bank will continue to monitor the progress of the case-by-case judicial review by utilizing a team of independent observers. Upon completion of the District Court and Court of Appeals processes, Management will issue a final report to the Board of Executive Directors concerning the outcomes of the cases.

2. India - Vishnugad Pipalkoti Hydro Electric Project

Fourth Progress Report on the implementation of Management's Action Plan in response to the Inspection Panel Investigation Report (#89109-IN) on the India Vishnugad Pipalkoti Hydro Electric Project (Loan No. 8078-IN), November 25, 2018.

DETAILED STATUS OF ACTIVITIES IN THE MAP

PANEL FINDING	STATUS OF MANAGEMENT ACTION
<p>1. Water loss and alternative water sources: The Panel found that Management complied with OP/BP 4.01 by undertaking the baseline studies to document village water sources along the tunnel alignment routes and ensuring that THDC committed to provide alternative water sources in the event that an existing source was lost. However, the Panel found that the Bank did not identify detailed and adequate mitigation measures that could be operationalized if a water source were lost, in non-compliance with OP/BP 4.01.</p>	<p>Completed. Mitigation measures have been operationalized, with baseline studies to document water sources of all villages along the tunnel alignment routes, and a detailed report documenting alternative or additional water sources completed in September 2014. THDC continues videography and flow measurement, to monitor water sources on a six-monthly basis, and maintains a state of readiness to develop alternative water supply schemes should water loss be reported by any village.</p>
<p>2. Resettlement and Livelihood Restoration: The Panel understood that resettlement and rehabilitation efforts were underway and almost half of the eligible families had already received their R&R assistance. However, with respect to Hatsari (where seventeen families were affected), the Panel found that the Project RAP did not adequately assess the Hatsari reality, in non-compliance with Bank Policy OP/BP 4.12 on Involuntary Resettlement. The Panel recognized, however, Management's concern for the Hatsari issue to date and</p>	<p>Ongoing. Of the 17 families in Hatsari hamlet, 11 had reached agreement on compensation packages identical to those of the broader Haat village.</p> <p>Since the last Progress Report, the Bank engaged a community relations specialist to support communications between THDC and the remaining six families of Hatsari in their ongoing negotiations. As a result, the remaining families have informally agreed to lease their land to THDCIL for the duration of Project construction. The terms of this informal agreement include: (i) the land would be returned to the families in restored and developed condition, with new irrigation facilities, after the Project construction is complete; (ii) new houses would be constructed; (iii) THDC would provide a rental allowance for these families for the construction period; and (iv) the lease amount would include compensation for crops, trees and water facilities.</p> <p>THDCIL has formally approved this proposed agreement with the remaining families of Hatsari, and is now taking steps to sign the</p>

PANEL FINDING	STATUS OF MANAGEMENT ACTION
<p>the fact that negotiations were still continuing with a wide range of options on offer to Hatsari residents.</p>	<p>agreement with affected families. The Bank team and the community relations specialist are supporting this process.</p> <p>In addition to its corporate social responsibility programs, THDC began a community outreach program (COP) in January 2017, which is gradually reaching each of the project affected villages. Under this COP, THDC continues to visit individual villages (including Hatsari) to hear issues and concerns within the villages and develop village-specific programmatic action plans to support village development. Under the COP, THDC has established Village Development Advisory Committees (VDACs) in each of the affected villages. VDACs have been trained by THDC in development plan preparation. 16 VDACs have been formed and are in the process of developing village development plans with THDC's assistance.</p> <p>In addition, with the Bank's support, THDC is hiring a specialized agency to help develop an eco-system approach for development of additional livelihood opportunities in the Project-affected villages, including Hatsari. The process should have been concluded at the time of the last IP report, but has been substantially delayed. Bids are now closed and the selected agency is expected to commence work in February 2019. This agency will use a participatory approach to the identification of livelihood generation activities in various villages, impart the required skills to the villagers, as well as set up forward market linkages in areas of economic activity where livelihoods could be generated.</p>

3. Kenya - Electricity Expansion Project

Second Progress Report on the implementation of Management’s Action Plan in response to the Inspection Panel Investigation Report (#97705-KE) on the Kenya Electricity Expansion Project ((IDA Credit No. 4743-KE), April 30, 2019.

DETAILED STATUS OF ACTIVITIES IN THE MAP

Issue/ Action Category	Action	Action implemented/timeline
A) Identification of Project Affected Persons		
<p>1) Ensure that Project Affected Persons who believe that they have been left out or wrongly categorized understand that they can bring forward such claims</p>	<ul style="list-style-type: none"> - KenGen will convene a post-RAP clinic where the cases of the 200 individuals whose names were submitted by the complainants will be re-examined and a decision on their entitlements made on a case by case basis. This will be witnessed by representatives of: the Council of Elders (CAC), RAP Implementation Committee (RAPIC), KenGen, GIBB Consultants, EIB-CM, World Bank, and Ministry of Energy and Petroleum. The Deputy County Commissioner for Naivasha Sub-county or his representative, will preside over the clinic. - KenGen will publicly announce the dates and venue of the clinic in Kiswahili and Maa languages at least 2 weeks in advance to the community through complainants’ representatives, RAPIC, Mediators, World Bank, and EIB-CM. 	<p>Completed (in previous reporting period)</p>
<p>2) Review claims and confirm or revise the entitlements where justified</p>	<ul style="list-style-type: none"> - KenGen commits to provide additional houses at RAPland for those Project affected people who were found eligible and who were wrongly 	<p>Completed Five (5) eligible PAPs wrongly omitted from housing entitlements were identified in 2017. The contract to build the additional houses was awarded on January 5, 2018. The houses, each complete with</p>

Issue/ Action Category	Action	Action implemented/timeline
	omitted, based on the outcome of the verification (under A.1).	electricity supply and 200-litre water tank, were handed over to the PAPs on September 24, 2018.
	- KenGen commits to provide any cash compensation for those Project affected people who were found eligible and who were wrongly omitted, based on the outcome of the verification (under A.1).	Completed (in previous reporting period)
B) Consultation, Participation and Grievance Redress		
1) Review the Grievance and Complaints Handling Mechanism (GCHM) and discuss with Project affected people possible adjustments to improve its functionality.	<ul style="list-style-type: none"> - KenGen will update and improve the current grievance redress structure to ensure that it is independent and effective. - KenGen will also consider community proposals for the design of the grievance redress structure to ensure that traditional community structures are reflected in such a mechanism. KenGen will reach out to community representatives to obtain such proposals. 	Completed (in previous reporting period)
2) Facilitate participation of Project affected people, including women and youth, in community committees and facilitate access to livelihood restoration opportunities	- KenGen will promote enhanced representation of youth in future Stakeholder Coordination Committees (SCC) to facilitate communication on job opportunities as they arise. RAPland youth will be mobilized to nominate their representative and forward the name to KenGen for inclusion into the SCC membership. This will enhance youth	Completed (in previous reporting period)

Issue/ Action Category	Action	Action implemented/timeline
	participation in Project implementation.	
	- KenGen will engage with the National Youth Service (NYS) ² to seek to create a partnership for RAPland youths; the National Youth Service, a government department, will ensure the youth have access to technical skills training and apprenticeships in different fields, leading to job placement opportunities.	Completed (in previous reporting period)
	- KenGen will promote enhanced representation of women in future SCC to enhance their participation and to facilitate communication on job opportunities as they arise. KenGen will reach out to RAPland women to nominate their representative and provide the names for inclusion into the SCC.	Completed (in previous reporting period)
	- KenGen will consider additional Project affected people from existing community sub-project committees for inclusion in RAPIC; these will be drawn from among youth and women to enhance their representation in RAPIC.	Completed (in previous reporting period)
	- KenGen will ensure that every PAP has access to the measures proposed above and specifically that the most vulnerable are given priority access	Completed (in previous reporting period)

² The National Youth Service is a government department. The purpose is to alleviate youth unemployment by providing necessary skills.

Issue/ Action Category	Action	Action implemented/timeline
	to unskilled and semi-skilled employment and training programs conducted by KenGen.	
C) Adequacy of Resettlement Site and Infrastructures and Amenities		
<p>1) Ensure finalization of the land titling process for the 1,700 acres³ at RAPland and for 14 acres for the Cultural Center</p>	<p>Land Titles:</p> <ul style="list-style-type: none"> - KenGen will transfer titles for 1,500 acres at RAPland and 14 acres at the Cultural Center to the Project affected people. KenGen will complete the process of title transfer once the community has nominated and registered the trustees holding the land on behalf of the community. 	<p>Completed</p> <p>1,500 acres Community Land:</p> <p>The signed transfer of title for the 1,500 acres of community land was lodged with the Ministry of Lands for registration and issuance of titles on March 5, 2018. Title was issued on February 21, 2019 and formally handed over to the PAPs on March 14, 2019.</p> <p>Ongoing</p> <p>14 acres Cultural Center Land:</p> <p>The subdivision of the 50 acre title from which the 14 acres of Cultural Center land were to be taken from was approved on June 20, 2017. The process included a change of user for the Cultural Center land from agricultural to commercial. However, KenGen was subsequently advised that the change of user would automatically reduce the leasehold title from 999 years to 99 years. Thus, the earlier approval for subdivision and change of user had to be reversed and started afresh. The approval for the subdivision was obtained on February 12, 2019.</p> <p>The remaining steps are:</p> <ul style="list-style-type: none"> - Approval of the Deed Plan by the Survey of Kenya and its registration, and issuance of 14-acre title in the name of KenGen. - Application to the Land Control Board for Consent to transfer title of the 14-acre parcel to the Welfare Society. - Lodging documents required for transfer and registration of title. - Valuation for stamp duty by the Ministry of Lands and payment by KenGen. - Transfer and registration of title deed for Cultural Center land (14 acres) in the name

³³ 1,500 acres of community land and 200 acres of social amenities, e.g., roads, school, dispensary, social hall, etc.

Issue/ Action Category	Action	Action implemented/timeline
		<p>of Ewang’an Sinyati Welfare Society through the trustees.</p> <p>Due to the extra diligence being exercised at the Ministry of Lands, the process is expected to take about 6 months and to be completed in September 2019.</p>
	<ul style="list-style-type: none"> - KenGen will process and hand out subdivided titles for public facilities on RAPland, such as road network, health facility, school, and other registered social amenities (e.g., churches). 	<p>Ongoing</p> <p>Olkaria primary school, dispensary, church, social hall, dispensary, local administration, have applied to National Land Commission for allotment of land. The titles will be issued to the relevant government ministries/organs. The Baptist Church has also applied for a title which will be issued to the church.</p> <p>Olkaria secondary school, Gospel assembly and Open Gate church have not applied as they are still pursuing registration of the respective institutions.</p>
	<ul style="list-style-type: none"> - KenGen will provide RAPIC with the RAPland map sheet and accounts for the 200 acres of social amenities. 	<p>Completed (in previous reporting period)</p>
	<ul style="list-style-type: none"> - KenGen will revisit and confirm with surveyors and community members the boundaries of the 14 acres of Cultural Center land. 	<p>Completed (in previous reporting period)</p>
	<ul style="list-style-type: none"> - KenGen will fence the 14 acres of the Cultural Center and provide signs to protect against encroachment, unauthorized access and theft. 	<p>Completed</p> <p>The fence was completed on August 24, 2018.</p>
	<ul style="list-style-type: none"> - KenGen will support community efforts to ensure complete vacation of the Cultural Center, and jointly inspect the situation upon completion. 	<p>Completed (in previous reporting period)</p>
	<p>Water supply:</p>	<p>Completed</p>

Issue/ Action Category	Action	Action implemented/timeline
<p>2) Ensure finalization of RAPland infrastructure, including water supply and roads</p>	<ul style="list-style-type: none"> - KenGen will continue to ensure reliable interim water supply through KenGen water bowzers while the RAPland waterline is being restored. 	<p>The water line re-routing and rehabilitation works were completed in January and February 2018, which improved water supply significantly. However, low water pressure continued to be a challenge due to inadequate storage and illegal connections by households. To address this challenge, KenGen constructed a 200,000-liter storage tank dedicated to PAPs, which was completed on October 26, 2018, filled with water on October 27 and 28, followed by testing of the distribution pipes on October 29, 2018. KenGen has continued to undertake routine repairs of the water distribution system as needs arise. Recently, however, two cases of theft of parts of the water infrastructure have adversely affected water supply to the PAPs. These are pipes that have been stolen by some people from the PAP community and theft of cables at KenGen’s pump house used to pump water to RAPland. The PAPs took responsibility for the stolen pipes and replaced half of them while KenGen assisted them to replace the balance. The company plans to procure the stolen cables in order to resume water pumping as the pump house theft is being investigated by the police. In the meantime, water supply to the PAPs is being provided by KenGen through mobile trucks. KenGen will hand over the water infrastructure to the community once the stolen pump house cables are replaced for ownership and management and hopefully incidences of theft by some delinquent PAPs will be controlled.</p>
	<ul style="list-style-type: none"> - KenGen will repair and extend a permanent water pipeline in RAPland. 	<p>Completed (in previous reporting period)</p>
	<ul style="list-style-type: none"> - KenGen will support the establishment of a Water Resource Users Association in the community to ensure sustainability of the water lines and systems and ownership by Project 	<p>Completed (in previous reporting period)</p>

Issue/ Action Category	Action	Action implemented/timeline
	<p>affected people of water management and conservation initiatives.</p>	
	<ul style="list-style-type: none"> - KenGen will procure a consultant to train Project affected people on water harvesting (e.g., collection from roofs and storing in tanks) and conservation, and on maintenance of water line systems. 	<p>Completed (in previous reporting period)</p>
	<ul style="list-style-type: none"> - KenGen will re-route main water pipeline away from the road sides and build bridges to support the pipes over the gullies to avoid recurring damage to the line. 	<p>Completed (in previous reporting period)</p>
	<ul style="list-style-type: none"> - KenGen will repair the main water storage tank at Olkaria IV and install one additional water tank. 	<p>Completed Construction by KenGen of a 200,000-liter water storage tank for the community were completed on October 29, 2018.</p>
	<p>Roads:</p> <ul style="list-style-type: none"> - KenGen will repair the road to unreachable houses beyond the school. 	<p>Completed The unusually heavy rainfall experienced in Kenya from late April to June 2018 caused damage to the road network in RAPland and created additional gullies. A number of the roads that link the PAPs' villages with the main link road were cut off and the roads became unmotorable as culverts and gabions were swept away, severing some homes from the network. The damage to roads was not limited to RAPland but affected other parts of the country as well, however, it was worse in some parts of the rift valley due to the loose nature of the soils. As soon as the rains stopped, KenGen engaged a new contractor to repair the roads and the eroded gully passes, using new design that would ensure the pass structures can withstand flash floods while minimizing the siltation of the culverts that can lead to their failure. Overall, a total of eight major gullies and fifteen minor ones have been rehabilitated. The repair of gorges and</p>

Issue/ Action Category	Action	Action implemented/timeline
		rehabilitation of gullies were completed by October 30, 2018. Planting of grass at the sites commenced, was paused during the drought, and will continue after the next rainy season, expected in April-May 2019.
	<ul style="list-style-type: none"> - KenGen will provide short-term solutions for flood related road conditions, such as creating temporary routes while the main road is under repair. 	Completed
	<ul style="list-style-type: none"> - KenGen will upgrade RAPland roads to all-weather condition, according to the standards of Kenya Rural Roads Authority (KeRRA). 	Completed (in previous reporting period)
	<ul style="list-style-type: none"> - KenGen will register and hand over the roads to KeRRA to ensure government maintenance 1 year after receipt of the completion certificate. 	<p>Ongoing</p> <p>KenGen initiated discussions with KeRRA on the inspection, handover and maintenance program upon receipt of the completion certificate. KenGen excised the land taken up by roads from the PAPs' land and the deed plan for this land had been surrendered to the Government. KenGen has confirmed that titles are not issued for public roads. However, it is currently uncertain whether KeRRA or the county governments will own the feeder roads. KenGen is consulting with the National Lands Commission and the county government and once ownership is clarified, will write to the relevant body communicating the end of its road maintenance commitment.</p>
	<ul style="list-style-type: none"> - KenGen will review feasibility of using box culverts across gullies, as suggested by community. 	Completed (in previous reporting period)
	<ul style="list-style-type: none"> - KenGen will maintain roads for at least one year after completion of works (receipt of the completion certificate), prior to handing over to KeRRA. 	<p>Ongoing</p> <p>KenGen has an ongoing obligation to maintain the roads until they are taken over by KeRRA (or the county government). KenGen is planning to undertake minor maintenance of roads within RAPland again, including repair of</p>

Issue/ Action Category	Action	Action implemented/timeline
		a depression in a road next to the Cultural Center.
	<ul style="list-style-type: none"> - KenGen will identify the areas where additional road repairs are needed and carry out such repairs. 	Completed (in previous reporting period)
	<p>Others</p> <ul style="list-style-type: none"> - KenGen will provide bookshelves for school library. 	Completed (in previous reporting period)
	<ul style="list-style-type: none"> - KenGen will deliver remaining medical clinic equipment. 	Completed The remaining medical clinic equipment was delivered.
	<ul style="list-style-type: none"> - KenGen will provide clinic shelves, repair fence, fabricate and install Kraal gates, and discuss staffing issues with county government to achieve improved staffing of the county-run clinic. 	Completed Clinic shelves were completed. Works for fabrication of 345 Kraal gates and fence repairs at RAPland were completed on July 30, 2017. KenGen wrote to the Ministry of Health, Naivasha Sub-county to consider providing additional support staff to the clinic and a response is still awaited. An additional clinical officer had been posted to the clinic in late March 2018.
3) Ensuring rehabilitation/restoration of land at resettlement site	<ul style="list-style-type: none"> - KenGen will identify four major gullies that require stabilization and procure a contractor to undertake the required works. 	Completed Please see update on gullies above.
	<ul style="list-style-type: none"> - KenGen will undertake studies with technical experts to assess and recommend practical and sustainable interventions to improve soil stability, erosion prevention, productivity of pasture and smallholder agriculture, as well as the below actions: <ul style="list-style-type: none"> a) Procure a Consultant to undertake RAPland Improvement Studies. 	Completed (in previous reporting period)

Issue/ Action Category	Action	Action implemented/timeline
	b) Mapping of key environmental problematic areas (highly eroded areas/ unstable areas).	Completed (in previous reporting period)
	c) Soil testing for purposes of determining appropriate vegetation and fodder crop species for the area.	Completed (in previous reporting period)
	d) Raising of fodder crops and other plant species at KenGen tree nursery.	Completed (in previous reporting period)
	e) Identification of land rehabilitation and improvement measures, including soil stabilization and soil control measures, and land productivity improvement measures.	Completed (in previous reporting period)
	f) Technical assessment of soil stability and recommendations on sustainable interventions (productivity of pasture and smallholder agriculture) and supervision.	Completed (in previous reporting period)
D) Livelihood Restoration		
1) Have an independent post-relocation survey done to determine the overall post-relocation impacts on the Project affected persons, in particular, vulnerable and poor people affected by the Project	– KenGen will share with the community representatives the criteria used for assessing vulnerability with RAPIC by June 30, 2016.	Completed (in previous reporting period)
	– KenGen will reassess the status of the six individuals whose names were submitted in addition to the eight individuals already identified by KenGen and communicate the result of this re-assessment.	Completed (in previous reporting period)

Issue/ Action Category	Action	Action implemented/timeline
<p>2) Formulate tailor-made programs to ensure livelihood activities for the vulnerable and the very poor among the Project affected persons (as identified through the survey) are enhanced.</p>	<ul style="list-style-type: none"> - KenGen will continue support of RAPland Olkaria Primary Pupils through scholarships. 	<p>Ongoing</p> <p>Since 2015 KenGen had granted a total of nine secondary school scholarships that cover school fees, uniforms and other expenses to the RAP community for students who met the criteria agreed in the MoU. In 2018, only one student met the requirements for the scholarship and he was supported.</p>
<p>3) Continue to work with disabled Project affected persons to ensure accessibility of houses and facilities provided at RAPland</p>	<ul style="list-style-type: none"> - KenGen will support the vulnerable Project affected people by linking the elderly and orphans to the national government social safety nets as well as linking the Naivasha Sub-county Medical Officer Health with the Kenya Palliative Care Society to train and build capacity of the local health unit and community to administer palliative care. 	<p>Completed (in previous reporting period)</p>
	<ul style="list-style-type: none"> - KenGen will consult with every vulnerable household head and identify sustainable actions for the identified vulnerable Project affected people and agree to implement them. - KenGen will review the access issues raised by handicapped community members at RAPland with a view to either relocate them inside RAPland or make needed adjustments to their housing, for better access. 	<p>Completed (in previous reporting period)</p> <p>Completed (in previous reporting period)</p>
	<ul style="list-style-type: none"> - KenGen will procure a consultant to undertake a feasibility study to assess potential business and employment opportunities. Based on the study's findings the 	<p>Completed (in previous reporting period)</p>
<p>4) Formulate training and other programs and advise Project affected people on income restoration options,</p>	<ul style="list-style-type: none"> - KenGen will procure a consultant to undertake a feasibility study to assess potential business and employment opportunities. Based on the study's findings the 	<p>Completed (in previous reporting period)</p>

Issue/ Action Category	Action	Action implemented/timeline
including for youth and women	consultant will carry out training needs assessments, develop and deliver the required training for:	
	<ul style="list-style-type: none"> - Women. Train, advise and support women traders and Project affected people on sustainable production of wares, advertising and marketing of wares, and alternative incomes beyond livestock and tourism, e.g., agricultural production, entrepreneurships, craftworks, etc. 	Completed (in previous reporting period)
	<ul style="list-style-type: none"> - Cooperatives. KenGen will deliver the training for forming trading groups and cooperatives. 	Completed (in previous reporting period)
	<ul style="list-style-type: none"> - Marketing. KenGen will advise and support Project affected people to advertise and effectively market their wares. 	Ongoing Once the PAPs reestablish the Cultural Center, KenGen will advise and assist in marketing.
	<ul style="list-style-type: none"> - Micro-finance facility. KenGen will explore possibilities of starting a micro finance facility to ensure access to small business finance at RAPland 	Completed (in previous reporting period)
5) Support provided to the Cultural Center	<ul style="list-style-type: none"> - KenGen will fence the Cultural Center land and provide signage to protect from encroachment. 	Completed Completed on June 28, 2018.
	<ul style="list-style-type: none"> - KenGen will support community efforts to ensure Cultural Center is vacated and facilitate a joint inspection of the situation at the Cultural Center. 	Completed (in previous reporting period)

Issue/ Action Category	Action	Action implemented/timeline
	<ul style="list-style-type: none"> - KenGen will support preparation of a feasibility study on potential business development plan for the Cultural Center (i.e., identify existing businesses, their performance, challenges, and ways of improving, and identify feasible ecotourism business options). 	<p>Completed (in previous reporting period)</p>
<p>6) Offer support to manage the funds generated from leasing out the bus to ensure cost effective and affordable transportation for those Project affected persons whose income depends on commuting</p>	<ul style="list-style-type: none"> - KenGen will provide awareness raising among Project affected people about the Welfare Society to promote ownership and participation among the community. 	<p>Completed (in previous reporting period)</p>
	<ul style="list-style-type: none"> - KenGen will provide training in corporate governance and accountability to the Project affected people's Welfare Society to enhance its capacity to manage their assets (including bookkeeping, accounting, annual reporting trusteeship, society elections). 	<p>Completed (in previous reporting period)</p>
	<ul style="list-style-type: none"> - KenGen will convene a meeting with the participants of the mediation process to consider community proposals to resolve the transport issue. Submit proposals to the mediators to resolve the transport issue at the June 3, 2016 meeting. 	<p>Completed (in previous reporting period)</p>
	<ul style="list-style-type: none"> - KenGen will participate in all further discussions and meetings as may be convened and required to resolve the issue of 	<p>Ongoing KenGen has continued to participate in discussions initiated by the community or Welfare Society on bus utilization.</p>

Issue/ Action Category	Action	Action implemented/timeline
	<p>maximizing the availability of transport facilities for the community.</p>	<p>KenGen, through the SCC for the power plant projects, has supported the PAPs in having the bus hired by the contractor constructing the new Olkaria I Unit 6 project at commercial rates.</p>
E) Bank Safeguards Capacity and Supervision		
<p>1) Ensure strengthened safeguards coverage of the entire portfolio</p>	<ul style="list-style-type: none"> - Management will retain Lead Safeguards Specialist based in Nairobi to advise on complex social safeguards issues, support quality control, and advise on the country program. The specialist will also support coordination and monitoring of the safeguard performance of the country portfolio; - Management will hire additional specialist consultants to ensure effective supervision of safeguards; - Management will intensify training of safeguards specialists, specifically to strengthen skills in managing complex social issues; 	<p>Completed (in previous reporting period)</p>

4. Uganda – Transport Sector Development Project

Third Progress Report on the implementation of Management’s Action Plan in response to the Inspection Panel Investigation Report (#106710-UG) on the Uganda Transport Sector Development Project – Additional Financing (IDA Credit No. 4949-UG), April 30, 2019.

DETAILED STATUS OF ACTIVITIES IN THE MAP

Actions	Status Update as of April 2019
1. Remediation for child survivors of abuse	
<p>The Bank-funded Emergency Child Protection Response (ECPR) has made progress in meeting immediate material needs and addressing the psychosocial needs of the survivors of sexual abuse, without discriminating between cases associated with road workers and those associated with other perpetrators.</p> <p>This assistance, which has been implemented by reputable NGOs (BRAC and TPO), will be continued at least for the next twenty-four months through the following modalities:</p> <ul style="list-style-type: none"> • BRAC’s contract was extended through April 2017. BRAC continued supporting: (i) life skills training, school reintegration for girls who have dropped out of school, financial literacy and apprenticeships; (ii) psychosocial support and counseling for survivors of sexual violence and their families; (iii) health care support, including adolescent sexual and reproductive health services, which includes screening and, as necessary, treatment of sexually transmitted infections, hygiene education, etc.; (iv) in-kind support to survivors of abuse to meet basic needs; and (v) support in seeking legal 	<p>Completed in this reporting period.</p> <p>ECPR activities concluded in July 2017, with the introduction of a more sustainable and more comprehensive program. The MGLSD in coordination with District Governments provided prevention and response services related to sexual violence against children in the Kamwenge and Kabarole Districts through the RSR Grant funded program, SCOPE (see Action 2 below) until January 2019.</p> <p>The UNRA social team continues to collaborate with the MGLSD to consolidate the ECPR achievements including lesson learning and possible replication of good practices in other road projects, including the implementation of the enhanced social components under the ARSDP and NERAMP projects.</p>

Actions	Status Update as of April 2019
<p>redress.</p> <ul style="list-style-type: none"> Following the completion of the BRAC contract, key elements of the above support will continue under the RSR Trust Fund Grant (described in Action 10, below). <p>Management notes the recent improvements in Government efforts to identify and hold perpetrators legally accountable and notes that the GoU has committed to provide the Bank with regular updates on steps that it has taken to ensure that cases of GBV are vigorously investigated and addressed by the appropriate law enforcement authorities. The importance of this issue was stressed in September 2016 in an exchange of letters between the President of the Bank and the President of Uganda.</p>	
2. Strengthening community response to GBV within Project communities	
<p>In parallel with Action 1, Bank support was provided to local governments and affected communities in the Project area to strengthen their capacity to prevent and respond to GBV.</p> <p>The Project area was the main targeted area of support under the RSR Trust Fund, which became effective in January 2017 and closed in January 2019 (see Action 10, below). Within the Project area, the RSR supported: (i) efforts to reduce social acceptance of GBV through community-based behavioral change interventions; (ii) strengthening referral systems for youth at risk; and (iii) enhancing the capacity of community-based facilitators such as village health teams, local council leaders, crime preventers,</p>	<p>Completed in this reporting period.</p> <p>To build on and sustain the achievements of the ECPR, the Bank secured, on behalf of the GoU, a US\$673,000 grant financed by the multi-donor RSR program. The SCOPE project, which was implemented by the MGLSD using grant proceeds from the RSR, was implemented over two years, from January 25, 2017 to January 11, 2019.</p> <p>The SCOPE project included two components aimed at: (i) enhancing response and prevention services for child survivors and those at risk of sexual violence; and (ii) strengthening national and sub-national capacity to coordinate, monitor and ensure the quality of services for child survivors of sexual violence. Four implementing NGOs were hired through a competitive process and included World Vision, BRAC, International Justice Mission and Joy for Children.</p> <p>Under component 1, the project achieved the following outcomes: over 120 front-line response actors (health workers, police officers and probation officers) were trained in case management, and trauma-informed care for survivors of sexual violence. Mobile courts piloted in Kamwenge</p>

Actions	Status Update as of April 2019
<p>and religious and cultural leaders to respond to GBV.</p>	<p>expedited aggravated defilement cases resulting in 12 convictions in a single week. While these cases were not related to the TSDP – rather, they illustrate the systemic nature of violence against women and girls in the area – these convictions demonstrate what can be achieved when authorities have adequate resources to enforce the legislation aimed at deterring violence against women and girls. The project established child-friendly safe spaces in Bigodi and Ruteete III Health Centers, which have enabled over 325 child survivors to access safe and non-stigmatizing services.</p> <p>Project activities to address adolescent girls’ vulnerability to sexual violence were underpinned by BRAC’s ELA model. The core interventions included setting up girls’ clubs, life skills training to build knowledge and reduce risky health behavior, and livelihood and vocational training to help girls establish small enterprises. Through the project, 45 girls’ clubs were supported in reaching 278 girl survivors of sexual violence or at risk, to provide life skills and apprenticeships including tailoring, knitting, crafting and agricultural activities. In addition, 213 adolescents were seconded to benefit from the MGLSD’s Development Youth Livelihood Program (YLP) in Kamwenge and Kabarole Districts.</p> <p>Under component 2, the project supported the establishment of the DACs in Fort Portal and Kamwenge. Through the DACs, cases were handled in a multi-disciplinary manner (Community Development Officers, Probation Officers, police, health and education officers). Case reporting through the National Child Helpline has increased and over 80 child sexual violence cases were managed at the DACs between September 2017 and December 2018. DACs have created opportunities for stronger partnerships, multi-sectorial coordination and collaboration in efforts to address violence against children.</p>
<p>3. Resettlement compensation</p>	
<p>The GoU has committed to complete land acquisition and compensation payments to Project-affected people, in line with national laws and Bank policy requirements, by no later than March 2017. The satisfactory completion of this process is one of the conditions for the reappraisal of the suitability of UNRA to implement Bank-</p>	<p>Substantially completed in this reporting period.</p> <p>Kamwenge-Fort Portal road: There are 59 cases remaining, involving absentee and deceased claimants and ownership disputes, for which funds have been deposited in an escrow account, so that the resources will be readily and securely available once these cases are resolved.</p> <p>Gulu–Atiak road section: All PAPs have been compensated (2,033), except for 100 complex cases (PAPs with disputes/court cases, those without ownership documents,</p>

Actions	Status Update as of April 2019
<p>financed projects, and any future Management decision to lift the suspensions of the civil works components of the ARSDP and NERAMP.</p> <p>To address continuing delays in completing this process, as well as other resettlement issues noted in the Panel’s Report, the Bank will:</p> <ul style="list-style-type: none"> (i) Recruit qualified experts to work directly with UNRA to assist it to (1) determine the reasons for the continued delays in payment of compensation and put in place an effective strategy for addressing them as necessary; (2) ensure that all outstanding and new claims are appropriately addressed; (3) determine whether there were impacts that have not previously been taken into account (livelihoods/loss of business income, vulnerable groups) for which compensation or assistance may be required; (4) ensure continuing consultation with Project-affected people and a well-functioning grievance mechanism; and (5) monitor implementation and provide fortnightly progress reports. (ii) Recruit a separate expert to conduct an audit to confirm satisfactory implementation of the process under (i) at its completion. (iii) Assign one or more Kampala-based Bank specialists to monitor and support the above process, with oversight from a Bank Lead Social Development Specialist. 	<p>and absentee owners) for which funds have been deposited in escrow accounts.</p> <p>Vurra–Oraba road section: 862 PAPs remain to be compensated out of a total of 3,919 PAPs. The RAP report has been approved by Chief Government Valuer but UNRA is awaiting funds to complete payments. Estimated payment date is now June 2019.</p> <p>All support committed from the Bank’s side was provided as described here.</p>
<p>4. Construction defects that have livelihood and safety impacts</p>	

Actions	Status Update as of April 2019
<p>The Bank will continue to support UNRA and the Supervising Engineer, to ensure that the Contractor fulfills its contractual obligations, and takes the necessary corrective measures to address ongoing problems, including those related to: (i) road access, (ii) drainage, (iii) damaged community water sources, (iv) incomplete installation of road safety devices, (v) damage to structures from blasting, and (vi) unsafe location of transmission lines.</p> <p>Such measures continue to be obligations of the Contractor and are covered by the Notice to Correct but remain incomplete. Effective management of the Contractor and satisfactory completion of these corrective measures are key indicators in the reappraisal of the suitability of UNRA to implement Bank-financed projects, and a key input into any future Management decision to lift the suspension of civil works components of the ARSDP and NERAMP. Therefore, the Bank will:</p> <p>Require that UNRA obtain Contractor remediation, no later than November 30, 2016.</p> <p>If Contractor remediation is not completed satisfactorily by the above date, require UNRA itself to undertake the necessary corrective actions by no later than March 1, 2017 (if needed through a third-party contractor), deducting the cost from the amount due under the contract.</p> <p>Provide the services of an independent technical advisor to evaluate the quality and completeness of the corrective</p>	<p>Works defects and snag list – Completed in this reporting period. The Contractor has completed all defective works including those in the snag list for the Fort Portal-Kamwenge road contract and the Engineer recommended release of the performance certificate and retention money on November 27, 2018. The performance certificate and retention money were subsequently released by UNRA on January 21, 2019.</p> <p>Grievance resolution – Ongoing. At the time of the Second Progress Report, 116 out of the total of 259 grievances that had been received and recorded by the end of road construction activities had been addressed. Over the past year, 86 more of these grievances have been addressed. As of April 30, 2019, 57 cases remain pending. They include 38 requests for drainage improvements, and 19 for compensation for injurious affection. The improved drainage works are currently being implemented by UNRA’s Fort Portal maintenance station. According to UNRA, the remaining drainage works and compensation for cases of injurious affection are expected to be completed by the end of June 2019.</p> <p>An independent technical advisor was engaged by the Bank to evaluate the quality and completeness of the corrective measures, and to seek feedback from the community that the problems have been rectified.</p>

Actions	Status Update as of April 2019
measures, and to seek feedback from the community that the problems have been rectified.	
5. Workplace and traffic accidents	
<p>The Bank will work with UNRA to ensure that outstanding payments are made and that compensation amounts are appropriate and in line with national laws and regulations. The Bank will procure an independent technical advisor (Action 4) to assist UNRA in reviewing compensation amounts and calculating any additional compensation that may be required, by January 1, 2017. If it is determined that additional compensation needs to be paid by the Contractor, UNRA will insist on Contractor compliance with this obligation. If any required payment is not made, the GoU has committed to pay the required amount from its own resources, deducting the payment from the amount due under the contract.</p>	<p>Completed in this reporting period.</p> <p>Fifty-three (53) workplace accidents were logged in the Fort Portal-Kamwenge road Accident Log from the commencement of the contract (August 1, 2013) to the date of substantial completion of the works (July 11, 2017). The compensation payments made for accident victims were reviewed by an independent insurance expert. At the time of the Second Progress Report on the MAP, all victims except one had been compensated in accordance with the recommendations of the insurance expert. The family of the remaining victim (a fatal accident) had engaged a private lawyer and was claiming additional compensation. UNRA has since reported that the dispute has been resolved and the final payment was made to the victim's family on October 5, 2018.</p>
6. Wages and working conditions	
<p>The Bank will continue to support UNRA and the Supervising Engineer, to ensure that the Contractor fulfils its contractual obligations and takes the necessary corrective measures to address contract deficiencies and working condition problems. Improvement</p>	<p>Completed at the time of the Second Progress Report.</p>

Actions	Status Update as of April 2019
<p>in the management of the Contractor is a key indicator in the reappraisal of the suitability of UNRA to implement Bank-financed projects, and a key input into any future Management decision to lift the suspension of civil works in the ARSDP and NERAMP.</p> <p>The Bank will fund an independent technical advisor (see Action 4) to assess Contractor compliance with pertinent labor regulations. UNRA has committed to require the Contractor to undertake any corrective measures identified as a result of the advisor’s assessment.</p>	
<p>7. Grievance Redress Mechanisms and Consultation</p>	
<p>The Bank will support UNRA to develop an accessible and effective, UNRA-wide GRM. This will include the development of a grievance redress process manual that will document the hierarchy of reporting levels and define the roles and responsibilities for each level. This work will benefit from the diagnostic of UNRA’s existing grievance redress mechanisms, which the Bank undertook in April 2016. For the roll-out of this GRM, the Bank will (1) provide training and orientation for UNRA field-based staff; (2) conduct workshops for relevant local officials and communities to establish/re-activate local grievance redress committees; (3) distribute standardized tools to record, report and manage grievances; and (4) provide technical support to UNRA in establishing contact centers with full-time community liaison</p>	<p>Completed in this reporting period.</p> <p>Under the Bank-executed activities supported by the RSR, the Bank has supported UNRA by providing technical assistance to improve its grievance redress mechanism (GRM). RSR activities completed this year include: finalization of a GMC facilitators manual, training and information, education and communication materials, which were validated in coordination with UNRA. The work has also included a technical mission to work with UNRA in monitoring activation of GMCs, including field visits and workshops with UNRA’s team and partners, and support to establish a GRM system in the MGLSD.</p>

Actions	Status Update as of April 2019
<p>officers in communities along Project roads.</p> <p>For the Project area, UNRA has already (1) activated a call center and set up a hot line; (2) distributed and displayed posters with hotline numbers at prominent places in road communities; and (3) recruited three community liaison officers (and is in the process of recruiting more), who are sensitizing grievance redress committees and conducting house visits in affected communities along the Kamwenge-Fort Portal Road. For the remainder of the construction of the Kamwenge-Fort Portal Road, Bank social specialists will continue to work with UNRA to ensure that a functional complaints mechanism, including hotline, is available and accessible for the affected communities. This will not depend on the completion of the longer-term measures set out under (i).</p>	
8. Anti-retaliation	
<p>The Bank has obtained commitments from UNRA and the GoU to sustain their efforts in preventing retaliation. This will include periodic publication of high-level Government statements on the importance of anti-retaliation; radio talk shows providing strong messages on anti-retaliation and broadcasting public service messages about the child helpline number 116 and an UNRA hotline; re-publication by UNRA of its own anti-retaliation statement, which was published in the Daily Monitor on June 2, 2016; and engagement by UNRA with civil society partners, to disseminate anti-retaliation messages and to collaborate in</p>	<p>Completed as of the Second Progress Report.</p> <p>Management has remained vigilant and continued working with the Borrower to ensure that complainants suffer no retaliation.</p>

Actions	Status Update as of April 2019
<p>monitoring and reporting any instances of threatened retaliation, should they occur. The Bank will monitor the GoU's actions in this regard and communicate the need for correction if required.</p>	
<p>9. Suspension of UNRA's civil works portfolio, while working with UNRA to build its environmental and social capacity and meet other reappraisal conditions</p>	
<p>The Bank has cancelled the Credits for TSDP and suspended the financing of the civil works components of two other projects (ARSDP and NERAMP) implemented by UNRA. The suspensions will remain in place until the Bank receives evidence that the GoU and UNRA have adequate capacity to adhere to required standards and practices. Measures have been agreed as conditions for reappraisal of UNRA's capacity and for consideration of any future lifting of suspension. The fulfillment of all agreed actions is required prior to the reappraisal of the suitability of UNRA to implement Bank-financed projects, and any future Management decision to lift the project suspensions.</p> <p>The Bank, together with other development partners, will continue to provide advice to UNRA as it undertakes to fulfill the agreed measures and, in this connection, to build capacity in the following areas:</p> <ul style="list-style-type: none"> (i) Reform of UNRA's institutional structure; (ii) Contract administration and management; (iii) Procurement; (iv) Financial management; (v) Environmental and social management – including a 	<p>Completed in this reporting period.</p> <p>Most of the actions included in the reappraisal matrix had been completed by the time of the Second Progress Report.</p> <p>With regard to capacity building, UNRA continued to strengthen its Environmental and Social Management Unit over the past year. As of April 30, 2019, this Unit has a total of 43 staff (up from just three staff in February 2016), including six international technical assistance consultants. The Land Acquisition Unit had only two staff as of January 2016; it currently includes 67 personnel of which 39 are permanent and 28 short-term and project staff. All staff are financed from the GoU budget except for the six TA consultants.</p> <p>On workplace accidents, see Action 5 above.</p> <p>Other efforts have also been undertaken aimed at enhancing Borrower capacity in Uganda. For example, a delegation from Uganda (UNRA, the MEMD and the MGLSD) attended a workshop on GBV risk mitigation in Zambia to share their experiences.</p>

Actions	Status Update as of April 2019
<p>strengthened land acquisition system and processes;</p> <p>(vi) Communications and citizen engagement.</p>	
<p>10. Working with UNRA and the GoU on addressing endemic social issues more systematically</p>	
<p>Funding has been approved from the RSR Trust Fund for a grant to enhance social protection systems in reaching child survivors of sexual and gender-based violence. The grant is expected to be operational by January 2017 and will be implemented in several districts, including along the Kamwenge-Fort Portal Road. It will follow a three-pronged approach, which involves: (i) providing technical assistance for the national social protection system to reach child survivors of abuse and those at risk of GBV; (ii) developing grievance redress mechanisms to improve outreach to child survivors of abuse and populations at risk of GBV; and (iii) enhancing the capacity and coordination of a national social protection system to protect child survivors of abuse of GBV.</p> <p>On a broader scale, the GoU has expressed interest in working with the Bank and other partners to address the problem of GBV countrywide. After discussions with the Bank, the President of Uganda has announced that he will launch a Presidential campaign to combat violence against women and girls. This coincides with the approval of the “National Policy on Elimination of Gender Based Violence for Uganda” in September 2016 by the Cabinet.</p> <p>In support of such a national GBV response and implementation of</p>	<p>Substantially completed in this reporting period.</p> <p>The RSR-supported SCOPE project was implemented in the TSDP area in Kamwenge and Kabarole districts between January 2017 and January 2019 (refer to project achievements as described under Action 2 above).</p> <p>The Bank team is currently in discussion with the GoU regarding potential alternative approaches to support the government on implementation of the National Policy on the Elimination of Gender-based Violence. They include a combination of policy and institutional actions on social risk management, to be supported by the Bank; and support for GBV prevention and response through components of other IPF operations in the portfolio. For example, the Additional Financing for the Development Response to Displacement Impacts Project (P164101), approved by the Board on April 17, 2019, includes measures to assess GBV prevention and response services in 11 refugee-hosting districts, strengthen the capacity of project and local government personnel in GBV/VAC risk mitigation, and mitigate GBV risk through project interventions including livelihoods support and investments in basic infrastructure.</p> <p>Following the Request for Inspection, four IDA-supported operations in Uganda were ‘retrofitted’ to include integrated social risk management components with a focus on GBV/VAC. The first two projects listed below were also suspended at the time the TSDP was cancelled, as they were also implemented by UNRA, and demonstrable progress in addressing GBV/SEA risks under these projects were among the conditions for lifting these suspensions. Additional progress made over the past year is noted here:</p> <ul style="list-style-type: none"> • The ASRDP (P145101, US\$154 million under implementation). (Completed as of 2nd progress report) • The NERAMP (P125590, US\$235 million under implementation) includes a comprehensive set of activities to address GBV, child protection, and occupational health and safety. UNRA hired an NGO (AIDS Information Center) on June 8, 2018 that is currently carrying out GBV-related activities in two of

Actions	Status Update as of April 2019
<p>the new national policy, the Bank will provide technical assistance to the GoU in developing the following key inputs, building on the Bank-supported GBV diagnostic that is expected to be finalized by the end of October 2016:</p> <p>(i) “Service-gap analysis,” (i.e., assessing gaps between existing standards for service provision to GBV survivors of abuse and actual service availability and quality at district level);</p> <p>(ii) Costing of a scalable approach to the provision of GBV response and prevention services; and</p> <p>(iii) Identifying optimal institutional modalities for the delivery of such services.</p> <p>Finally, to strengthen the anti-GBV agenda within the Bank’s portfolio in Uganda, one or more key projects in the portfolio will be restructured to include measures for addressing social risks, including GBV and child protection efforts. The first such project will be an ongoing energy sector operation, the Uganda Electricity Sector Development Project that will be restructured to include a component on social engagement to ensure meaningful communication with communities before contractors initiate work.</p>	<p>the three clusters into which the project road has been subdivided. Recruitment for the second NGO that will cover the third cluster is still ongoing and is expected to be completed by mid-May 2019.</p> <ul style="list-style-type: none"> • The Electricity Sector Development Project (P119737, US\$120 million) now closed but GBV prevention activities continue to be implemented under other energy-sector (e.g., the Grid Expansion and Reinforcement Project (P133305) and Energy for Rural Transformation III Project (P133312)). A Memorandum of Understanding between the MGLSD and the MEMD was signed on November 16, 2018 that describes how the two ministries will collaborate in managing the risks to local communities associated with labor influx under energy and mineral infrastructure development projects. • The Uganda Teacher and School Effectiveness Project (P133780, US\$100 million under implementation) includes enhanced mechanisms to mitigate risks of VAC associated with the project and prevent violence in schools through child participation and empowerment. The MES has hired three NGOs to carry out related activities (Plan International and World Vision on June 18, 2018 and RTI International on November 19, 2019). <p>At the request of the GoU, the Bank has been providing technical assistance since 2016 to the MFPED, the MGLSD, the MLHUD, NEMA and the MLG to help strengthen systemic capacity for social risk management on development projects in Uganda. The GoU has embarked on a review of the legislative and regulatory arrangements governing social risk management in Uganda. The reforms include the revision of the National Environment Act (March 7, 2019) and the Land Acquisition Act (including enabling regulations) and a new Social Impact Assessment and Accountability Bill that is currently being drafted. These reforms are under discussion in the context of a proposed Bank-supported project that is currently under preparation.</p>
<p>11. Safeguard portfolio reviews of Ugandan projects, with specific focus on child labor/abuse.</p>	
<p>The Bank is conducting a general review of environmental and social safeguards performance in all relevant projects in Uganda, as well as a complementary review with a specific focus on the risks of sexual abuse involving minors,</p>	<p>Completed as of the Second Progress Report.</p>

Actions	Status Update as of April 2019
<p>and child labor. Recommendations from both reviews will be made public.</p>	
<p>12. Procurement and contract management</p>	
<p>Management recognizes that environmental and social provisions in contracts for contractors as well as supervising engineers need to be strengthened when civil works are carried out in, or near, vulnerable communities and in other high-risk situations. A series of measures to be piloted include the following:</p> <p>As part of the bidding process for civil works:</p> <ul style="list-style-type: none"> • Applicants/Bidders would be required to declare any civil works contracts that have been suspended or terminated by the Employer for reasons related to environmental or social safeguards (including health and safety issues) compliance in the past five years. This information would be used to inform additional due diligence that may be required prior to contract signing. • Specifications in the bidding documents will be strengthened to set out clear expectations with respect to environmental or social safeguards. • Bidders would be required to submit a plan for addressing environmental and social risks as part of the bidding process as well as a code of conduct for their workers based on a template to be provided by the World Bank. 	<p>Completed as of the First Progress Report.</p>

Actions	Status Update as of April 2019
<p>As part of contracts for civil works:</p> <ul style="list-style-type: none"> • Contractors would be required to post an environmental and social performance bond that the contracting entity could cash should a contractor fail to remedy cases of environmental and social non-compliance. The bond should be for a reasonable amount which, in combination with the current performance bond, would normally not exceed 10 percent of the contract amount. The bond would be cashable based on failure to comply with the Engineer’s Notice to Correct the said defects. • A provisional sum may be included in civil works contracts to be used as agreed between the contracting entity and the contractor in cases where contractors have fully met all environmental and social obligations under the contract and propose to further enhance environmental and social outcomes. The parties’ agreement on the use of the provisional sum would be subject to the Bank’s No Objection. • Civil works contractors and supervising engineers would be required to include dedicated staff with appropriate qualifications and experience to manage specific social and environmental impacts. <p>As part of contracts for supervising engineers:</p> <ul style="list-style-type: none"> • Clients would be required to share all progress and other 	

Actions	Status Update as of April 2019
<p>technical reports received by the supervising engineers with the World Bank.</p>	
<p>13. Global review and staff guidance on labor influx issues</p>	
<p>A draft guidance note for staff has been prepared by a working group and internal review was completed on October 4, 2016. Consultation with external public and private sector stakeholders will be completed by November 15, 2016. The guidance note will be issued, and staff training will be initiated by December 1, 2016.</p> <p>Based on the above guidance, a portfolio-wide review of projects across the Bank will be conducted to ensure that pertinent issues are being appropriately addressed where they arise. All Task Team leaders will be required to review civil works contracts that they manage with a view to (i) the size and characteristics of any labor influx; (ii) the existence and implementation of any mitigation measures in the environmental and social management plan; and (iii) whether problems identified in the environmental and social management plan or similar to those arising under the TSDP have arisen, or are likely to do so. Where needed, project-specific action plans responding to the findings of this review will be prepared and implemented.</p>	<p>Completed as of the Second Progress Report.</p>
<p>14. Global Gender-Based Violence Task Force</p>	
<p>The World Bank Group President has formed a Global Gender-Based Violence Task Force to strengthen the institution's response to instances of gender-based violence encountered as part of its operations. The Task Force will</p>	<p>Completed as of the Second Progress Report.</p> <p>The Task Force delivered its report in July 2017 and the Bank is following up on its recommendations. Notable among these was the development of a GBV risk-assessment tool for projects involving large-scale civil works, along with guidance on its application, which is now being rolled out Bank-wide through a Good Practice Note on GBV/SEA.</p>

Actions	Status Update as of April 2019
<p>include a range of members from academia, NGOs, foundations, UNICEF, and government. The Task Force is expected to deliver its report within nine months, and the Bank will follow up on its recommendations.</p>	<p>While actions had already been taken to implement GBV risk mitigation measures in several active operations in the Uganda portfolio, as described in the main text, a further review guided by the more recent Good Practice Note is currently ongoing of the entire portfolio in Uganda, due to be completed by June 30, 2019.</p>
<p>15. Internal review of lessons learned</p>	
<p>Management has commissioned an internal report on the lessons that can be learned from the Uganda Transport Sector Development Additional Financing and their implications for future Bank-supported projects in similar situations. The report will be made public by the end of October 2016.</p>	<p>Completed as of the First Progress Report.</p> <p>The report on “Lessons Learned and Agenda for Action” noted above, was prepared and discussed with the Board, disseminated to all staff, and made publicly available.</p>

5. Democratic Republic of Congo - Second Additional Financing for the High-Priority Roads Reopening and Maintenance Project (ProRoutes)

The First Progress Report on the implementation of Management's Action Plan in response to the Inspection Panel Investigation Report (#124033-ZR) on the Second Additional Financing for the High-Priority Roads Reopening and Maintenance Project (ProRoutes) (P153836), March 25, 2019.

Proposed Actions	Status Update as of March 15, 2019
1. Consultations and disclosure of information	
<p>The Bank will require the PIU to hold and document periodic consultations with communities in the RN2 area to report on works progress and to invite feedback on potential negative impacts. Such consultations will be held with due attention to local languages and to information being provided to participants. Management will require the PIU to provide the Bank with the materials being presented and the list of participants, in order to make sure that such consultations are comprehensive and inclusive enough. Timeline: every 3 months until Project closing.</p>	<p>This action is on-track and will be monitored until Project closing.</p> <p>The first consultations on RN2 took place August 4-9, 2018. Consultations focused primarily on the GRM and complaint management. Twenty-two meetings were organized in the communities of Kavumu/Bughire, Irambi/Katana, Kasheka/Mbinga Sud, Luzira/Tchofi, Rambira, Kalehe Centre, Lushebere, Nyamukubi, Bushushu, Kabushungu, Nyamasasa/Mbinga Nord, Kabulo 1, Bubale 2, Bubale 1, Buganga, Mubimbi, Kalungu, Mvinga Shanga, Bweremana, Kashenda, Kituva/Kirotshe and Lutobogo. The Bank received a summary of the consultations on August 27, 2018. During these consultations, 5 Project-affected Persons contested the amount of the compensation they received. These complaints have been registered and have been handled by the GRM.</p> <p>A second round of consultations took place on September 25, 2018 to discuss the specific situation of the Tongo-Butale quarry and agree on a compensation scheme.</p> <p>A third round of consultation took place on December 7, 2018 as part of the process to update the RN2 RAP.</p> <p>Additional consultations have been scheduled to be held before the actual resumption of works so that communities are aware that works are restarting and of the various safeguard instruments and complaint management mechanisms. These consultations are being undertaken by RARIP, a local NGO with both a network of local focal points in the communities and a good knowledge of the ProRoutes Project. Consultations started on January 23, 2019 and are progressing well. They should be concluded by end March 2019.</p> <p>Consultation materials and a summary of consultations have been received and reviewed by the Bank.</p> <p>Regular consultations will continue until closing.</p>
2. Project-level GRM	
<p>Project-level GRM. The Bank will continue to monitor the processing of all complaints received by the Project-level GRM with a view to monitoring that the</p>	<p>This action is on-track and will be monitored until Project closing.</p>

Proposed Actions	Status Update as of March 15, 2019
<p>complaints are adequately and fairly brought to closure. In this context Management will pay particular attention to the closing of GRM cases, the documentation of complaints, the methodology applied to calculate compensation, and any complaints that have been appealed (i.e., elevated to the supervision committees). Timeline: until Project closing.</p>	<p>Consolidated lists of GRM-registered complaints are sent to the Bank on a monthly basis.</p> <p>The latest list, received on March 14, 2019, includes 1,560 complaints received on all ProRoutes roads, of which: 1,113 have been found eligible and paid, 52 have been found eligible and are being processed for payment, and 395 have been rejected. These complaints do not include GBV allegations, which are processed separately by the dedicated GBV GRMs. They mostly relate to minor losses of agricultural assets.</p> <p>The Bank and the PIU have set up a geo-referenced GIS database of all the GRM committees with, for each of them, statistics on complaints, and various additional information.</p>
<p>Management will initiate a review of all project-level GRMs in DRC, with a view to ensuring their strengthening, where needed, based on findings and recommendations of the review. The objective is to ensure that such GRMs have been properly designed to handle not only resettlement-related issues but also any other issues associated with broader social risks.</p>	<p>This action has now been completed.</p> <p>As part of a portfolio-wide assessment of environmental and social performance in DRC, project-level GRMs were assessed in all active projects by July 31, 2018 with a particular focus on 11 higher-risk projects. Key findings were that while most projects have a Bank-approved GRM, not all GRMs are fully operational.</p> <p>Key recommendations were to ensure that: (i) all GRMs are fully operational; (ii) focal points (committees) responsible for implementing the GRM are properly trained; (iii) there is public awareness of the GRM; and (iv) task teams review GRM logbooks during supervision missions, and results are reflected in Aide Memoires and Implementation Status Reports. This strengthening of project-level GRMs has been taking place on all projects as supervision missions occur.</p> <p>Going forward, task teams will ensure that GRMs are fully costed at the project level and that Borrowers include budgetary provisions to cover such costs. Consideration will also be given to using common GRM platforms across several projects (e.g., in the same province or sector). GBV complaints will be handled either by a separate GRM process, or with a special protocol in the project GRM to ensure confidentiality.</p>
<p>GBV GRM. The Project will also continue to ensure effective operation of dedicated GRMs for GBV issues as described below. Timeline: August 30, 2018 for the review.</p>	<p>This action is on-track and will be monitored until Project closing.</p> <p>GBV GRM committees have been set up and trained and are now reviewing all GBV allegations (with the survivor’s consent). Conclusions on 62 percent of cases (53 alleged incidents) have been forwarded to the Bank and have helped bring these cases to closure. The last two Bank missions in September 2018 and February 2019 reviewed the GBV GRM committees and concluded that they were still in a learning phase but had reached sufficient capacity to review GBV cases as intended. The Bank’s recommendations included: ensuring</p>

Proposed Actions	Status Update as of March 15, 2019
	<p>that confidentiality and ethical principles are respected and that cases are brought to closure in a maximum of 8 weeks as per international best practices.</p> <p>The Bank will continue to assess the capacity, methodology and added-value of GBV GRMs and will propose adjustments as needed.</p>
3. GBV	
<p>The Bank will require the PIU to continue to implement (and ensure the Contractor's compliance with) all the agreed GBV training protocol so that all ProRoutes workers are kept aware of the behaviors that will not be tolerated and of the disciplinary consequences of abuses and improper behaviors. Another broader objective is to promote changes in behavior and attitudes towards women and girls, as well as highlighting risks associated with prostitution and early marriage. Refresher courses will be envisaged as appropriate as well as additional sessions for new hires. Timeline: until Project closing.</p>	<p>This action is on-track and will be monitored until Project closing.</p> <p>Between February 27 and March 2, 2018, Heal Africa conducted a 1-day GBV training of all workers on RN2 focusing on the prevention of sexual exploitation, abuse and harassment. 120 workers were trained.</p> <p>A Training of Trainers of 4 NGOs (ACTED, Heal Africa, PPSSP and CDJP/Kalemie) contracted for the other roads was performed by UNFPA in Goma on July 3-5, 2018, ensuring a coherent and technically sound approach across different NGOs.</p> <p>Following the training of trainers, all workers of all road contracts have now been trained in GBV prevention:</p> <ul style="list-style-type: none"> • Workers on RN6/RN23 were trained on July 11-13, 2018 by ACTED • Workers on RN27 were trained on July 9-12, 2018 by UNFPA • Workers on RN4 Beni-Kasindi were trained on July 10-12, 2018 by Heal Africa • Workers on RN4 Dulia-Bondo were trained on July 12-14, 2018 by UNFPA • Workers on maintenance contracts were trained on July 9-14, 2018 by Heal Africa and on July 10-14, 2018 by CDJP <p>With the lifting of suspension notified on December 10, 2018, additional training sessions are being scheduled by Contractors, either as a refresher course for formally trained workers or a regular course for new hires.</p> <p>The PIU wrote on August 8, 2018 to all Contractors to alert them that all new hires must be trained prior to the restarting of works and will have to sign the code of conduct.</p> <p>The Contractors' management personnel as well as supervision engineers and ACE staff were trained in December 2018 in Kinshasa (totaling 65 participants). The training included a GBV module to remind participants of the GBV risk prevention</p>

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	<p>measures and the necessity to plan for additional GBV training for their entire staff prior to the restarting of works.</p> <p>In total, 1,531 workers have been trained in GBV awareness and prevention, as recorded by UNFPA as of March 15, 2019.</p> <p>Supervision engineers will report on the hiring and training of workers in their monthly reports.</p> <p>To help implement the GBV prevention and risk management measures, the RN2 Contractor also has decided under its own initiative to hire a GBV specialist.</p>
<p>Management will require the Borrower to ensure that any GBV survivors who have not received the agreed support from GBV service providers by the closing date of ProRoutes, continue to be able to receive the needed support under other Bank operations in the area—such as the two stand-alone GBV projects. This may require adjusting the areas of intervention of these two operations. Timeline: arrangements in place by Project closing.</p>	<p>Action not applicable at this point.</p> <p>The ProRoutes Project is still active and all identified survivors have received the agreed support based on their needs and preference. The Project’s closing date has been extended to February 29, 2020.</p> <p>Close coordination and consistency in the GBV approach is being ensured between the ProRoutes Project and the newly approved DRC GBV prevention and response project on the RN2 segment where both projects’ activities overlap. Continued GBV support to eventual GBV survivors identified after the Project’s closing date could be provided under the newly approved GBV project up to 2 years after the closing of ProRoutes.</p>
<p>The Bank will require the Borrower to ensure that the Code of Conduct is enforced and that Contractors take the necessary disciplinary action in accordance with the Code of Conduct. This will require due attention to avoid exposing survivors to retaliation. In accordance with the survivor-centric approach, as recommended by the GBV Task Force, Management will require the Borrower to ensure that the choice of survivors is respected on whether or not to file a complaint in the judicial system. Any retaliation identified by the Bank or brought to its attention will be immediately raised by Bank Management with the DRC authorities. Timeline: until Project closing.</p>	<p>This action is on-track and will be monitored until Project closing.</p> <p>Following the review of allegations by the GBV GRM, the PIU has followed up with the supervision engineers who, contractually, can request the Contractor to remove the worker from the Project with due consideration to the survivor’s security, if there is sufficient evidence of misconduct.</p> <p>Management has been monitoring accountability measures requested by the supervision engineer and/or taken by the Contractor. As of March 15, 2019, none of the alleged perpetrators in the 21 incidents that have been found by the GBV GRM to be linked to the Project, is working any longer on the Project.</p>
<p>Management will screen the Bank portfolio in DRC to identify high-risk operations for GBV and retrofit risk mitigation measures for such operations as appropriate and as guided by the GBV Task Force’s recommendations. Further</p>	<p>This action is on-track and will be monitored until Project closing or completion of retrofitting.</p> <p>The DRC GBV portfolio risk review was completed by August 30, 2018, applying the GBV risk assessment tool that was developed in response to the recommendations of the Global</p>

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<p>DRC portfolio screenings will be periodically conducted, using the new GBV risk assessment tool currently being developed, as recommended by the GBV Task Force. Timeline: review completed by August 30, 2018.</p>	<p>GBV Task Force. Of all the active operations in the portfolio/ pipeline that were prioritized for assessment, based on desk review of likely GBV risks, 4 were assessed as high risk (including ProRoutes), 1 as substantial, 13 as moderate and 4 as low risk. It is noteworthy that of the high and substantial risk projects, only ProRoutes involves civil works posing risks through labor influx, and retrofitting is now complete in that case. The other high- and substantial-risk projects are in the extractives sector, a regional information and communication technology backbone project, in education, and in social development (demobilization and reintegration of ex-combatants), with significantly different drivers of GBV risk from labor influx, although in all cases involving gender power differentials among project stakeholders. A meeting of the Country Team was held on October 10, 2018 to review the completed GBV portfolio risk assessment for DRC, and a work plan has been agreed for retrofitting projects. High-, substantial- and some moderate-risk projects are prioritized for the first phase, followed by the other moderate- and low-risk projects. A team has been identified to carry out this work jointly with the relevant task teams. Detailed action plans to integrate additional GBV risk mitigation measures were developed for 10 of the 16 projects prioritized based on the risk review and GBV experts identified to work with PIUs on their implementation. The additional six projects will start detailed work on integrating additional GBV risk mitigation measures in March 2019.</p>
<p>Management will finalize the GBV Good Practice Note which is being developed in response to the GBV Task Force recommendations and which will be included in the roll-out of ESF guidance material later in 2018. Acknowledging that GBV is still an area of intense learning for the Bank, Management will make sure that the GBV Good Practice Note is periodically updated as new information, lessons or best practices are known. Timeline: October 1, 2018.</p>	<p>This action has now been completed.</p> <p>The GBV Good Practice Note was finalized and disseminated on October 1, 2018 to the Bank’s operational teams as part of the ESF roll-out.</p> <p>The GPN provides guidance on appropriate GBV risk mitigation measures based on the level of risk posed by individual operations as well as contextual risk. The GPN has been used in the preparation of all new Bank-financed projects in the transport sector in Africa and other regions. Currently, all active Bank operations in the DRC are introducing additional GBV risk mitigation measures following the guidance provided in the GPN. Management has also issued another Good Practice Note relevant for use in the project on how to handle the involvement of security personnel in Bank operations.</p>
<p>4. Quarry exploitation</p>	
<p>The Bank will require the PIU to ensure that all quarries and borrow pits are restored by the end of civil works on the roads, as per the applicable contractual clauses and restoration plans. Particular attention will be paid to the safety of</p>	<p>This action is on-track and will be monitored until Project closing.</p> <p>Restoration plans have been prepared and cleared by the supervision engineers for all quarries and borrow pits. They will</p>

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<p>quarries and borrow pits, especially for the “Tongo-Butale” quarry. Whenever possible, restoration plans will try to improve the existing situation for quarry and borrow pit owners and operators. Management will continue to pay attention to any complaint that may be raised by communities as the restoration process progresses. Timeline: until Project closing.</p>	<p>be implemented once quarries and borrow pits stop being exploited.</p> <p>Regarding the specific case of the Tongo-Butale quarry, the restoration plan was prepared by the Contractor and cleared by the supervision engineer in November 2017.</p> <p>In September 2018, a Bank mission traveled to the quarry site and confirmed that the exploitation of the Tongo-Butale quarry had ended and that the community understands the need for the restoration plan to proceed given the current safety risk. The Contractor has committed to perform the works when authorized to restart the works.</p>
<p>The Bank will require the Borrower to closely monitor the exploitation of all ProRoutes quarries and borrow pits to make sure that it is undertaken in full compliance with contractual clauses and applicable safeguard instruments. Management will require the Borrower to ensure that supervision engineers periodically report on the situation of all quarries and borrow pits being exploited under the ProRoutes’ works, so that any non-compliance can be detected early on. Timeline: until Project closing.</p>	<p>This action is on-track and will be monitored until Project closing.</p> <p>The PIU wrote to all supervision engineers on September 6, 2018 to request that they include a specific paragraph in their monthly reports on compliance of quarry and borrow pits exploitation.</p> <p>No quarry issues have been reported to the PIU and the Bank through the monthly reports prepared by the supervision engineers.</p> <p>Particular attention is being paid to this issue by the PIU and the Bank since the resumption of some of the ProRoutes’ road works in January 2019.</p>
<p>The Bank will continue to closely monitor the risk of retaliation and will immediately alert the Congolese authorities if it identifies or receives any information relating to any sign that victims, complainants or witnesses might be intimidated or retaliated against. In this context, particular and close attention will be paid to any concerns relating to the safety of the Requesters and of GBV survivors. Management will continue to stress and document the importance of a no-retaliation policy during all its coming missions and engagements with the national and provincial authorities on ProRoutes. Timeline: until Project closing and through continuous engagements with the Government more broadly and in the context of two GBV projects in the area.</p>	<p>This action is on-track and will be monitored until Project closing.</p> <p>Since the Panel’s investigation visit, Management has received from the Panel as well as a few other sources, several claims of threats or intimidation against the complainants.</p> <p>Management sent an official letter to the Government on December 11, 2017 reiterating the absolute necessity to protect complainants, victims, and witnesses against any forms of threat or retaliation.</p> <p>Another letter on the same matter was sent by the Country Director on April 25, 2018.</p> <p>Following new allegations forwarded by the Panel on June 19, 2018, a new letter was sent to the DRC Minister of Finance (and Bank Governor) on June 21, 2018 and the Country Director talked to the North Kivu Governor.</p> <p>The task team met with the Requester on several occasions, including in Kigali in September 2018 to discuss the Requester’s security situation.</p>

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	Management is in periodic contact with several civil society representatives in the Project area to help ensure that key stakeholders linked to the Panel investigation are safe.
<p>The Bank will require the PIU to ensure that identified quarry workers—or communities if workers cannot be identified—who have incurred revenue losses as a result of quarry occupation are compensated proportionately, in particular through the creation of employment-generation opportunities. Management notes that the identification of workers may be complicated by the informality of the labor involved. When workers cannot be identified individually, remedial actions will be implemented at the community level. Timeline: until Project closing.</p>	<p>This action is pending the resumption of the RN2 works.</p> <p>Consultations have taken place with quarry workers and community members to agree on a compensation scheme for workers that have been affected by the closing of the Tongo-Butale quarry. The agreed compensation measures have been compiled in a specific compensation plan which has itself been included in the RN2 RAP. The updated RAP was cleared by the Bank on February 18, 2019 and disclosed on March 5, 2019. The Contractor has confirmed its agreement to execute the agreed compensation measures falling under its responsibility, including the hiring of some members from the affected community to create a volume of works that is equivalent or superior to the volume of works lost as a result of the closing. Additional compensation measures, which go beyond the requirements of the MAP, have been agreed between the community, the provincial authorities and the PIU, and are described in the updated RAP. Management will supervise the implementation of the agreed measures until full completion.</p>
5. Impacts on agriculture and livelihoods	
<p>The Bank will require the PIU to update the RN2 RAP once more to reflect all Project-affected people and compensation agreements, including those related to quarry and borrow pit exploitation. Timeline: by September 30, 2018.</p>	<p>This action has now been completed.</p> <p>The RN2 RAP has already been updated once, including the associated consultation process with communities.</p> <p>The process to update the RAP a second time is complete: consultations with affected communities took place on December 7, 8 and 10, 2018. The updated RAP was cleared by the Bank on February 18, 2019 and disclosed on March 5, 2019 both in country (on the ACE website) and in the Bank's Infoshop.</p>
6. Community Health and Safety and Security Arrangements	
<p>The Bank will require the PIU to ensure that the agreed Humanitarian Law Training by MONUSCO is completed for all military personnel involved in the protection of the ProRoutes worksites. Additional training activities will be held if new military personnel are assigned to ProRoutes as a result of the normal rotations of military units. Timeline: by September 1, 2018 and as needed until Project closing.</p>	<p>This action is on-track and will be monitored until Project closing.</p> <p>A first training session was completed by a MONUSCO human rights trainer on November 7, 2017 for 14 military personnel (7 assigned to site protection and 7 scheduled to replace them after their 2-month rotation). The completion report was received by the Bank on December 6, 2017.</p> <p>Training of other military personnel involved in the protection of other ProRoutes' roads was finalized as follows:</p> <ul style="list-style-type: none"> • 37 soldiers from Bunia, Beni and Komanda were trained on May 24-25, 2018

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	<ul style="list-style-type: none"> • 6 soldiers from Gemena were trained on June 10-11, 2018 • 8 soldiers from Kalemie, Baraka and Fizi were trained on June 18-19, 2018 • 6 soldiers from Kisangani were trained on June 20-21, 2018 <p>Additional training sessions were organized by the PIU to train newly-assigned military personnel:</p> <ul style="list-style-type: none"> • On August 22-25, 2018, 11 soldiers newly assigned to the protection of the RN2's seven worksites were trained by the MONUSCO in Bunia • On July 17, 2018, five soldiers newly assigned to the protection of the RN4 were trained in Bafwasende. <p>On September 5, 2018, the PIU sent a letter to all Contractors to remind them that all newly recruited security personnel need to be trained. So far, Contractors have been able to assign security personnel from among the pool of personnel who had already been trained and no additional military personal have been deployed to protect the ProRoutes worksites. The Bank and the PIU are closely monitoring the situation of RN2 following some concerns expressed by the Contractor that security conditions have recently deteriorated.</p> <p>The Bank has formalized a partnership with MONUSCO to assign some of its human rights trainers to the training of ProRoutes' military personnel, with training costs being financed by the Project. The Bank is working on a broader agreement with MONUSCO including all Bank projects in DRC involving military personnel for security protection.</p>
<p>Management is currently working on a Good Practice Note for staff on the use of security forces that provides guidance on assessment and management of risks associated with the use of security staff/military to protect project sites. This note includes in particular specific guidance regarding the selection and training of military personnel assigned to the protection of Bank-financed activities, as well as the enforcement of codes of conduct. This note will be disseminated October 1, 2018.</p>	<p>This action has now been completed.</p> <p>The Good Practice Note was finalized and issued on October 1, 2018. It has been disseminated to Bank operational teams as part of the ESF roll-out.</p>
<p>7. Water pipe rupture, storm water management and road safety</p>	
<p>The Bank has requested the PIU to perform a compliance audit to confirm</p>	<p>This action has now been completed.</p>

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<p>that all 15 water incidents on RN2 have been fully resolved. Whenever feasible, remedial actions should lead to a situation at least equivalent to that which existed for the affected communities before the start of the works and, whenever possible, an improved situation (as was the case for the Mubimbi IDP camp). Timeline: by October 31, 2018.</p>	<p>The compliance audit was performed in the field October 8-23, 2018; it confirmed that all water incidents had been resolved satisfactorily. The Contractor also has made a number of additional improvements to the water systems (unrelated to water interruptions caused by the Project).</p>
<p>The Bank will continue to closely monitor as part of its supervision water pipe rupture, storm water management and road safety, and require the PIU and Contractor to implement the relevant prevention measures, as per the ESIA and contractual clauses. Management will require the PIU to report, and require the supervision engineers to periodically report, on such compliance. Management will also closely monitor any complaints filed with the GRM relating to these specific areas. Timeline: until Project closing.</p>	<p>This action is on-track and will be monitored until Project closing.</p> <p>The PIU wrote to all supervision engineers on September 6, 2018 to request that they include a specific paragraph in their monthly reports on water and road safety incidents.</p> <p>The Bank is monitoring the resolution/closure of all GRM complaints. Nine complaints related to water interruptions were registered by the Project-level GRM. All of them were resolved.</p> <p>The task teams is closely monitoring the situation of road safety. No traffic-related fatality has occurred on RN2 since the start of the RN2 works. As works resume, Management will closely monitor that the relevant prevention measures as per the ESIA and contractual clauses are effectively implemented, enforced and monitored by the supervision engineers.</p>
<p>The Bank will require the PIU to ensure that the Contractor has in place: (i) clear communication to communities about upcoming construction works and how to communicate utility interruption incidents; and (ii) arrangements to provide water supply through water tanks and/or similar temporary provisions to affected communities within 48 hours of any confirmed water interruption. Timeline: by August 31, 2018, monitored through Project closing.</p>	<p>This action is on-track and will be monitored until Project closing.</p> <p>The PIU sent a letter on September 6, 2018 to all Contractors instructing them to communicate their workplan to communities, explain how to report water incidents, and put provisions in place in case of any water interruption.</p> <p>During the September 2018 mission, the Bank was able to verify in the field that the agreed provisions had been put in place by the RN2 Contractor. This was again confirmed during the February 2019 Bank's field visits for both RN2 and RN4.</p> <p>As works resume, any complaint related to water incidents will be channeled and processed through the GRM.</p>
8. Working conditions and occupational health and safety	
<p>The Bank will require the PIU to request the Congolese authorities to perform periodic assessments of the RN2 Contractor's facilities to evaluate compliance with applicable labor regulations, including compliance with occupational health and safety requirements and actions to help prevent sexual harassment, and to communicate</p>	<p>This action is on-track and will be monitored until Project closing.</p> <p>Letters have been sent by the PIU to the relevant labor inspection authorities:</p> <ul style="list-style-type: none"> • On September 6, 2018 to the labor inspection authorities of North and South Kivu

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<p>the conclusions of such assessments to the Bank. Timeline: every six months until Project closing.</p>	<ul style="list-style-type: none"> • On September 10, 2018 to the labor inspection authorities of the other provinces with active ProRoutes road works. <p>In September 2018, the task team met with the labor authorities of North and South Kivu in Goma to clarify the objectives of such labor assessments and agree on methodology and frequency.</p> <p>The first joint report of the two labor inspection authorities was received by the Bank on October 23, 2018 and was found acceptable. The report confirms that the Contractor is compliant with applicable national labor regulations.</p> <p>The next report from the labor authorities is expected in April 2019.</p>
<p>9. Supervision and reporting</p>	
<p>Management will monitor implementation of all planned institutional strengthening activities for the PIU, the safeguards supervisor, the relevant national and provincial institutions, the supervision engineers and the Contractors. These activities include in particular the hiring of additional safeguards specialists by the PIU, training activities to all relevant institutions, and revisions to the safeguards supervisor’s contract. Timeline: until Project closing.</p>	<p>This action has now been completed. Institutional capacity needs at all levels will continue to be closely monitored by the task team until Project closing.</p> <p>Planned training activities of all key stakeholders have progressed as expected:</p> <ul style="list-style-type: none"> • Institutional strengthening activities benefiting relevant departments in the MPW, as well as ACE, have taken place. A first training for MPW staff was completed in Goma during the week of November 23, 2018. Another training for ACE staff was held on December 10-15, 2018. Another training for MPW staff took place in Kisangani on January 30-31, 2019. • Technical assistance and training have been provided to relevant departments of all the provincial authorities in Bank safeguards, with a particular focus on quarry and borrow pit management and complaint management. A first training was completed in Goma during the week of November 23, 2018. One additional training sessions took place in Kisangani on January 30-31, 2019 and another session was held in Lubumbashi on February 26-27, 2019 attended by about 20 participants from the provinces of Haut Katanga and Sud Oubangui. • Specific training sessions were organized for ProRoutes’ supervision engineers as well as management teams and safeguards specialists of ProRoutes’ Contractors, with a particular focus on GBV, environmental and social safeguards, quarries and borrow pits, working conditions, water-related issues, road safety and contract management. A first training attended by 65 participants was completed in Kinshasa on December 10-15, 2018.

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	<ul style="list-style-type: none"> • UNFPA and the Social Fund have been contracted by the PIU to provide training and technical support to GBV service providers. • The safeguards supervisor has been replaced by a different supervision arrangement relying on the field presence of supervision engineers with an enhanced safeguards-monitoring capacity. • The PIU has hired a GBV specialist. An additional social specialist had also been hired but was terminated because of poor fit. A replacement has now been recruited. The PIU also hired a physician to prepare an Ebola prevention plan for road works being implemented in the areas affected by Ebola such as the RN4 from Beni to Kasindi. • The RN2 Contractor has hired a GBV specialist in addition to the safeguards specialist required contractually. • The task team is closely monitoring the capacity of the above Project stakeholders so that additional training sessions can be scheduled during the remainder of Project implementation if there still is a need for capacity building and/or institutional strengthening activities.
<p>Management will continue to ensure that the enhanced monitoring and reporting requirements to the Bank are in place and performing effectively, including communication to the Bank of monthly reports by the various key supervision entities. Timeline: until Project closing.</p>	<p>This action is on-track and will be monitored until Project closing.</p> <p>All required monthly reports following the agreed reporting format have been received by the Bank:</p> <ul style="list-style-type: none"> • August and September 2017 monthly reports were sent to the Bank in November 2017. • October and November 2017 monthly reports were sent to the Bank in December 2017. • December 2017 reports were received early February 2018. • January 2018 reports were received on February 21, 2018. • February 2018 reports were received on March 22 and 26, 2018. • March 2018 reports were received on May 2, 2018. • April 2018 reports were received on June 6, 2018. • May 2018 reports were received on July 5, 2018. • June 2018 reports were received on July 30, 2018.

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	<ul style="list-style-type: none"> • July 2018 reports were received on September 10, 2018. • August 2018 reports were received on October 6, 2018. • September 2018 reports were received on October 23, 2018. • October 2018 reports were received on November 21, 2018. • November 2018 reports were received on December 21, 2018. • December 2018 reports were received on January 21, 2019. • January 2019 reports were received on February 28, 2019. • February 2019 reports are expected to be received by March 29, 2019.
<p>Management will continue to work with the PIU on the geo-mapping of Project activities so that information on works progress can be made accessible to the general public. Timeline: by October 30, 2018.</p>	<p>This action has now been completed.</p> <p>A GIS unit has been set up in the PIU and is being trained and advised by Bank experts. The PIU has already disclosed a significant amount of geo-referenced information on its website and is working towards adding more information on complaint management.</p> <ul style="list-style-type: none"> • Road conditions for RN2, RN6 and part of RN4 have been recorded and posted. Updated recordings are posted as they become available. • GIS road mapping through Mapillary has been completed for all the ProRoutes roads. • All 152 GRM committees have been mapped, including the updated database of complaints as of December 31, 2018. A confidentiality protocol is in place to make sure that sensitive information is not disclosed that could expose the safety of complainants.
<p>Management will continue to implement enhanced Bank supervision protocols on RN2, including field visits (subject to security conditions). Timeline: at least twice a year until Project closing.</p>	<p>This action is on-track and will be monitored until Project closing.</p> <p>The RN2 road was visited five times in 2018 and once in February 2019.</p> <p>As RN2 works are about to resume, the frequency of Bank visits to worksites in the field has been increased to monthly visits for at least the first three months after works' resumption. The task team is also relying on an experienced Bank consultant posted in Goma and Beni to help monitor the situation on the ground.</p>

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<p>Management will continue to implement strengthened Bank supervision protocols on other ProRoutes roads, including field visits (subject to security conditions). Timeline: at least once a year until Project closing.</p>	<p>This action is on-track and will be monitored until Project closing.</p> <p>Other ProRoutes roads have all been visited at least once since February 2018:</p> <ul style="list-style-type: none"> • The RN6/RN23 was visited once in February 2018. Another mission is scheduled for May 2019, subject to security conditions. • The RN4 Dulia-Bondo was visited once in March 2018 • The RN4/RN27 Kisangani-Luna-Komanda-Goli was visited once in April 2018. Another mission is being explored for April 2019, subject to security conditions. • The RN4 Beni-Kasindi was visited once in February 2019. Security and safety (Ebola) constraints are particularly difficult on this road (the planned visit in September 2018 had to be cancelled because of security incidents in Beni). However, the task team is relying on an experienced Bank consultant posted in Goma and Beni to help monitor the situation on the ground. <p>Bank's supervision activities in the field were suspended in December 2018-January 2019 due to the post-elections uncertainties and closing of the Bank's Kinshasa office. However, they resumed on January 23, 2019.</p>
<p>The Bank will launch a social media monitoring pilot to monitor the Bank's transport portfolio in DRC and identify possible negative reports of Bank-financed activities in social media. Considering the highly innovative nature of this instrument and in accordance with the contract and terms of reference, the Bank will evaluate the results of this pilot after an initial phase of maximum six months to determine if such a monitoring tool brings added value to the Bank in terms of early detection of issues such as negative impacts of Bank-financed activities on communities and livelihoods. The result of the evaluation will also determine whether the pilot can be extended to monitor a broader portfolio of Bank-financed activities and projects. Timeline: by September 1, 2018.</p>	<p>This action has now been completed.</p> <p>The first phase of this pilot has now been completed by the consulting firm <i>Courage Services</i> hired by the Bank.</p> <p>The first progress report was received by the Bank and was discussed with <i>Courage Services</i> on September 12, 2018. Looking at the history of the ProRoutes Project, the progress report highlighted the strong potential of the tool to detect early red flags linked to potential implementation issues, including quarry and water problems. The decision to move to a second phase (scaling up to a portfolio of Bank activities in DRC) has now been taken and Phase 2 is being rolled out to additional projects (four projects added in January 2019 and six more in February 2019).</p>
<p>Management will closely monitor the implementing agency's progress in fulfilling conditions that would allow the</p>	<p>This action has now been completed.</p> <p>The September 2018 Bank mission concluded that all conditions needed to lift suspension had been met for the ProRoutes roads.</p>

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<p>disbursement suspension to be lifted, so that works can quickly resume on at least selected roads where such conditions have been met. Timeline: as soon as conditions are met.</p>	<p>For RN2, a 5-point plan was agreed with the Congolese authorities (labor inspection report, compensation plan for the Tongo-Butale quarry, compliance certificates from the supervision engineers, communication plan, updating of C-ESMP). Documentation sent by the PIU confirmed that these five points have been completed.</p> <p>On the basis of the documentation communicated by the PIU, the Bank decided to lift the suspension. This decision was notified to the Board on December 7, 2018 and to the Congolese authorities on December 10, 2018.</p> <p>Several ProRoutes' works contracts resumed between January 11 and January 15, 2019. Two major road contracts (RN2 and RN4 Beni Kasindi) have however not yet restarted as of March 15, 2019. RN4 could restart as early as March 21, 2019 following the finalization of an Ebola prevention plan and the visit of the task team in February. RN2 could start late March 2019 once the communication activities being implemented by RARIP have been completed. Three other maintenance contracts are also pending.</p>
<p>Management will extend the Project's closing date by six months so that remedial actions can continue to be financed and implemented, especially support to GBV survivors. Timeline: October 31, 2018.</p>	<p>This action has now been completed.</p> <p>An extension request was sent by the Congolese authorities to the Bank on October 26, 2018. The closing date has been extended by 12 months by the Bank in order to complete road works and address any pending safeguards or GBV-related issues.</p>