

January 2021

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](#)
8. [2019 November](#)
9. [2020 August](#)

***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 th 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)	5 th progress report, February 2020	6 th progress report, February 2021
3	Democratic Republic of Congo – Second Additional Financing for the High-Priority Roads Reopening and Maintenance Project (ProRoutes) (IPN Case #120)	2 nd progress report, March 2020	3 rd progress report, April 2021
4	Uganda – Water Management and Development Project & Private Power Generation (Bujagali) Project	1 st progress report, July 2020	2 nd progress report, July 2021
5	Brazil – Teresina Enhancing Municipal Governance and Quality of Life Project Additional Financing	N/A	1 st progress report December 2021

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

Fifth 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), February 7, 2020.

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 being 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 <i>Hatsari</i> (where seventeen families were affected), the Panel found that the Project RAP did not adequately assess the <i>Hatsari</i> reality, in non-compliance with Bank Policy OP/BP 4.12 on Involuntary Resettlement. The Panel recognized, however, Management’s concern for the <i>Hatsari</i> issue to date and</p>	<p>Ongoing. Of the 17 families in <i>Hatsari</i> hamlet, 11 had reached agreement on compensation packages identical to those of the broader <i>Haat</i> village, while the six remaining families (of which two are resident in <i>Hatsari</i>) continued to negotiate compensation packages with THDC; Informal agreement on compensation terms was reached in early 2018, facilitated by a Community Engagement Specialist that had been engaged by the World Bank. Under the proposed agreement, the families would be provided with alternate accommodation for the duration of Project construction, and their land would be returned to the families in restored and developed condition, with new irrigation facilities, after the Project construction is complete. Other support, including construction of houses and rental allowance, is also included in the proposed agreement. Based on the consensus reached with the families of <i>Hatsari</i> an initial Draft Agreement was documented by THDC, and presented to the families of <i>Hatsari</i> in April 2018. The families suggested</p>

PANEL FINDING	STATUS OF MANAGEMENT ACTION
<p>the fact that negotiations were still continuing with a wide range of options on offer to <i>Hatsari</i> residents.</p>	<p>some changes to the Draft Agreement, which were progressively addressed by THDC, and a Final Agreement was subsequently approved by the THDC Board in February 2019.</p> <p>Despite continued efforts by THDC and the Bank appointed Community Engagement Specialist, the families of <i>Hatsari</i> have refused to sign the Final Agreement.</p> <p>The Bank continues to engage the Community Engagement Specialist to facilitate communications between both the families and THDC. The Bank team also continues to hold discussions with the families of <i>Hatsari</i> to seek a final resolution of this issue; the team again met with the families of <i>Hatsari</i> in a mission to <i>Pipalkoti</i> on November 4–6, 2019, and encouraged these families to finalize the agreement with THDC so that they could then be provided with appropriate compensation.</p> <p>In addition to its corporate social responsibility programs, THDC began a community outreach program (COP) in January of 2017, which continues to routinely reach out to each of the project affected villages. Under this COP, THDC continues to visit individual villages (including <i>Hatsari</i>) to keep current with issues and concerns within the villages, and develop village-specific programmatic action plans to support village development. Under the COP, THDC established Village Development Advisory Committees (VDACs) in each of the affected villages. VDACs have been trained by THDC in development plan preparation. Sixteen VDACs have been formed and are now implementing village development plans with THDC’s assistance.</p> <p>In addition, with the Bank’s support, THDC has now hired a specialized Local Economic Development Consultant to help put in place an eco-system approach for development of additional livelihood opportunities in the Project-affected villages, including <i>Hatsari</i>. Procurement of this agency was substantially delayed after initial bids were well in excess of THDC’s budget estimate. THDC sought and received Board approval to increase the budgetary allocation for appointment of this agency, and in October 2019 completed a second procurement round. The selected agency is now mobilizing at the Project site. 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. Democratic Republic of Congo - Second Additional Financing for the High-Priority Roads Reopening and Maintenance Project (ProRoutes)

Second 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 31, 2020.

DETAILED STATUS OF ACTIVITIES IN THE MAP

Proposed Actions	Status Update as of March 15, 2020
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>Over the past 12 months, the local NGO RARIP has held the following consultations along the RN2 and around the Contractor’s temporary camps:</p> <ul style="list-style-type: none"> • On May 14-15, 2019. The consultations aimed to inform communities about the works schedule, the risk mitigation measures (e.g., signing of code of conduct by all workers), the complaint management system and to invite feedback. • Additional consultations took place on May 28-29, 2019 and June 6-10, 2019. The consultations aimed to inform communities about works’ execution progress, to remind them of risk mitigation and complaint management measures, and to invite feedback. • Additional consultations took place in August 2019. The consultations aimed to inform communities about works’ execution progress, to remind them of risk mitigation and complaint management measures, and to invite feedback. A 1st-quarter report was sent by RARIP to the Cellule Infrastructure on September 5, 2019 and was found acceptable by the Bank. • Consultations with community leaders and administrative authorities took place between November 7-9 on the Kavumu-Sake section. The consultations consisted in sensitizing communities located near present and future temporary works to inform them of the existence of the works and to remind them of the complaint management mechanisms, the appropriate behavior on sites and by all workers, and the procedures in case of GBV incidents. Consultations were held at six sites (Sake, Minova, Makelele, Nyabibwe, Kalehe Center and Kavumu) and a total of 250 community leaders participated. • The next planned consultations took place on March 9-14, 2020 as part of the road works closing process along the RN2 segment that remains to be closed. The 3-day consultations included a communications’ campaign on bridge maintenance and flooding issues. Communities were

Proposed Actions	Status Update as of March 15, 2020
	<p>sensitized on flooding risks and on the necessity to protect and maintain bridges, particularly during the rainy season. The sensitization activities have been identified as a capacity building activity that would be helpful to communities based on recent heavy rains in the Project areas and the consequently greater risk of flooding.</p> <p>Consultation materials and summary reports of the consultations were received for each consultation 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 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>This action is on track and will be monitored until Project closing.</p> <p>There are 152 GRM committees with 602 committee members in place along the Pro-Routes roads.</p> <p>Consolidated lists of GRM-registered complaints have continued to be sent to the Bank on a monthly basis.</p> <p>The latest list, received on February 13, 2020, includes 2,863 complaints received on all ProRoutes roads (1,560 in the last reporting period and 1,303 in the last year), out of which: 1,317 complaints have been found eligible and paid (1120 in the last reporting period and 197 in the last year), 90 have been found eligible and are being processed for payment (45 in the last reporting period and 45 in the last year), 1,453 have been rejected (395 in the last reporting period and 1,058 in the last year), and 3 are still being assessed.</p> <p>These complaints do not include GBV allegations, which are processed separately by the dedicated GBV GRMs. Complaints 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 been completed, as reported in the first progress report.</p>
<p>GBV GRM. The Project will also continue to ensure effective operation of dedicated GRMs for GBV issues as</p>	<p>This action is on track and will be monitored until Project closing.</p>

Proposed Actions	Status Update as of March 15, 2020
<p>described below. Timeline: August 30, 2018 for the review.</p>	<p>GBV GRM committees have been set up and trained and are now reviewing all GBV allegations (with the survivor’s consent).</p> <p>Conclusions on 97 percent of alleged GBV cases (65 alleged incidents of rape or sexual assault, including 34 in the last reporting period and 31 in the last year) have been forwarded to the Bank and have helped bring these cases to closure.</p> <p>The functioning of the GBV GRMs was reassessed by the Bank’s GBV experts during the May and November 2019 missions and was found satisfactory.</p> <p>The Bank will continue to assess the capacity, methodology and added-value of GBV GRMs until closing and will propose adjustments as needed.</p>
<p>3. GBV</p>	
<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>Contractors have been notified by the PIU that any newly-hired workers must be trained and need to sign the code of conduct.</p> <p>In total, 2,252 ProRoutes workers have been trained in GBV prevention and 529 of them have taken a refresher course. The status of GBV trainings conducted over the past 12 months is the following:</p> <ul style="list-style-type: none"> • 171 workers were trained by ACTED on February 1-4 and March 23-27, 2019 for the road RN6/RN23 Akula-Gemena-Zongo. • 105 workers were trained for the road Beni-Kasindi by Heal Africa on April 13-15, 2019. • 218 workers were trained for the road RN4 Dulia-Bondo by ACTED in February and May 2019. • 143 workers were trained for the road RN4 Dulia-Bondo by ACTED on September and October 2019. • 44 workers were trained by PPSSP on March 25-26, 2019 for the road RN27 Komanda-Goli. • 184 workers were trained in March and April 2019 for the RN2 Bukavu-Goma with the help of the specialized NGO Heal Africa. • 29 workers were trained in May and June 2019 for the RN2 Goma-Bukavu with the help of the specialized NGO Heal Africa.

Proposed Actions	Status Update as of March 15, 2020
	<ul style="list-style-type: none"> • 9 new workers were trained and 84 old workers followed a refresher course for the RN2 Bukavu-Goma with the help of the specialized NGO Heal Africa. • 34 workers were trained and 10 previous workers followed a refresher course in January 2020 for the RN2 Bukavu Goma with the help of the specialized NGO Heal Africa. • 344 workers were trained by CDJP on June 17-20, 2019 and on July 8-12, 2019 for the road maintenance works and for the bridge works. <p>The Bank has continued to receive a detailed report from the PIU compiling the information provided by supervision engineers in their monthly reports for all contracts, with the number of workers trained in GBV and the number of workers who have signed a contract and the code of conduct.</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 until June 30, 2020. This provides an additional three months’ period after the completion of road works as a precautionary buffer period to ensure that any new safeguard issues are properly addressed, including ensuring that all complaints, including any GBV complaints received during the period after the works have closed, have been addressed.</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 two 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.</p>	<p>This action is on-track and will be monitored until Project closing.</p> <p>Following review of an allegation by the GBV GRM, the PIU follows 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 enough 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, 2020, none of the alleged perpetrators involved in either the 18 alleged incidents of rape or sexual assault or the other 23 alleged incidents found by the</p>

Proposed Actions	Status Update as of March 15, 2020
<p>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>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 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>This action is ongoing and will be monitored until Project closing or completion of retrofitting.</p> <p>Since the previous update, of the 22 operations in the portfolio/ pipeline that were prioritized for risk 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. Of these, 15 have received support to integrate mitigation measures (with the others being dropped because of the short time remaining before Project closure, which would prevent mitigation measures from being implemented within the Project life-span).</p> <p>It is noteworthy that of the high- and substantial-risk projects, only Pro-Routes involves civil works posing risks through labor influx, and retrofitting is now complete in that case. The other high- and substantial-risk projects include projects in the extractives and education sectors, and a regional ICT backbone project, with significantly different drivers of GBV risk from labor influx, although in all cases involving gendered power differentials among project stakeholders.</p> <p>To date, the GBV specialists and relevant task teams supported PIUs to develop GBV action plans for these 15 projects; trained relevant PIUs on GBV prevention, mitigation and response; and supported PIUs with the implementation of mitigation measures, which in many cases will continue until project closing. In addition to the work to “retrofit” ongoing operations, GBV support is being provided to task teams to assess GBV risks and identify appropriate and ethical GBV mitigation measures from the concept note stage and throughout preparation for all new projects being prepared under the Bank’s Environmental and Social Framework (ESF).</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</p>	<p>This action has been completed, as reported in the first progress report.</p>

Proposed Actions	Status Update as of March 15, 2020
information, lessons or best practices are known. Timeline: October 1, 2018.	
4. Quarry exploitation	
<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 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>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. As of March 15, 2020, Contractors have started the restoration process of 20 quarries and borrow pits that are no longer utilized.</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. The execution of the plan was suspended until an agreement could be reached with the community. In November 2019, a Bank mission confirmed that the quarry remains unexploited and that the community understands the need for the restoration plan to proceed given the current safety risk caused by the power tower located just above the quarry.</p> <p>In February 2020, following a mediation process facilitated by RARIP, and including the South Kivu provincial authorities, an agreement was reached with the community on the restoration plan. A Bank consultant attended the facilitation as an observer.</p> <p>Restoration works started on February 17, 2020 and are expected to be completed by end-March 2020. They are being performed by nine workers from the Tongo-Butale community and consist of building a retaining wall, executing some earth works and replanting. Management continues to closely monitor the social situation in the community so that restoration works can proceed without creating or escalating tensions in the community.</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 ongoing will be monitored until Project closing.</p> <p>No quarry compliance issues have been reported to the PIU and the Bank through the monthly reports prepared by the supervision engineers.</p>

Proposed Actions	Status Update as of March 15, 2020
<p>The Bank will continue to closely monitor the risk of retaliation and will 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 ongoing 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 Requester and other stakeholders. Management has responded in writing to all allegations and has liaised with the PIU, provincial authorities, UN organizations, civil society partners and other stakeholders to verify the authenticity and confirm information on any alleged threats.</p> <p>On August 26, 2019, the Requester who had previously informed the Bank of his temporarily relocation to Rwanda for security reasons, informed the Bank that he would be returning to Goma on August 31, 2019. He has since confirmed his actual return and has been in communication with the Bank office to request additional compensation.</p> <p>Management has continued to insist with both national and provincial Congolese officials that all complainants, victims, and witnesses should be protected against any forms of threat or retaliation.</p> <p>Management is also in periodic communication with several civil society representatives in the Project area to help ensure that key stakeholders linked to the Panel investigation are safe.</p> <p>On April 16, 2019, Management met with the Irish NGO, FrontLine Defenders to discuss threat levels in the Project area and explain the various actions taken by the Bank to manage the risk of retaliation against Project stakeholders.</p> <p>On April 12, 2019, the acting WBG President received a letter from four senior UN officials (Special Rapporteurs) requesting clarifications from the Bank on several allegations of retaliation involving the Requester. Management briefed one of the UN Special Rapporteurs on May 28, 2019, and a response was sent by the Bank on June 7, 2019. This response has been received positively by the UN Special Rapporteurs.</p> <p>In January 2020, Management informally briefed the Panel about follow up actions taken in response to multiple allegations raised by the Requester, including retaliation.</p> <p>The Bank continues to closely monitor the level of tensions in the main Requester’s community and has continued to be in periodic communication by email with the Requester regarding the risk of retaliation against him and his family.</p>
<p>The Bank will require the PIU to ensure that identified quarry workers—or communities if workers cannot be identified—who have incurred revenue</p>	<p>This action has been completed.</p> <p>The agreed compensation plan for the Tongo-Butale quarry included a commitment by the Contractor to create employment</p>

Proposed Actions	Status Update as of March 15, 2020
<p>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>opportunities for at least 20 daily workers for about 8 months (equivalent to 160 man-months) to address the losses generated by the illegal exploitation of the quarry, estimated at 120 man-months.</p> <p>Twenty workers from the quarry community were hired by the Contractor upon resumption of the works on April 5, 2019. As of March 15, 2020, the volume of employment created for the community living next to the Tongo-Butale quarry amounted to 193 man-months, exceeding the MAP target.</p> <p>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.</p> <p>These additional measures include:</p> <ul style="list-style-type: none"> • Authorization to exploit an alternative quarry site, to create additional employment opportunities for the community; the authorization was issued on January 21, 2020. • Payment of monetary compensation to community women who may have been indirectly associated with the exploitation of the quarry was added to the compensation plan although it went beyond the MAP; 54 women who were working as stone pickers in the Tongo-Butale quarry were compensated on July 30 and 31, 2019. • Additional compensation for losses of agricultural assets because of the closing of the quarry was offered by the PIU to the family of the Requesters; an agreement on the amount was reached on January 25, 2020 and the compensation has since been paid.
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 been completed, as reported in the first progress report.</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</p>	<p>This action is on track and will be monitored until Project closing.</p> <p>Following the initial training sessions, additional training activities were organized by the PIU to train newly-assigned military personnel. Over the past 12 months, these included the following sessions:</p>

Proposed Actions	Status Update as of March 15, 2020
<p>rotations of military units. Timeline: by September 1, 2018 and as needed until Project closing.</p>	<ul style="list-style-type: none"> • 7 soldiers on RN6-RN23 Akula-Gemena-Zongo were trained in April 2019 in Gemena. • 24 soldiers were trained by MONUSCO in May 2019 in Bunia for the RN27 Komanda-Goli and RN4 Beni-Kasindi. • 3 soldiers were trained in June 2019 in Kisangani for the RN4 Dulia-Bondo. • 2 soldiers were trained in November 2019 in Kisangani for the RN4 Dulia-Bondo. • 3 soldiers were trained in November 2019 in Sake for the RN2 Kavumu-Sake. • 4 soldiers and 2 police officers were trained in November 2019 in Buta for the RN4 Buta-Dulia-Bunduki. <p>In total, 130 military personal (73 in the last reporting period and 57 in the last year) have been trained in humanitarian law as part of this ProRoutes risk mitigation activity.</p> <p>In May 2019, the RN2 Contractor requested the removal and replacement of a soldier involved in the theft of gasoline, which may also have caused the accidental death of a community member also involved in the theft. The soldier had been trained and had signed the code of conduct. He was found guilty after completion of an investigation conducted by the military justice (“<i>auditorat militaire</i>”) and was sentenced to six months in prison.</p> <p>The Bank had previously formalized a partnership with MONUSCO to assign some of its human rights trainers to the Project’s training activities, with training costs being financed by the Project. The Country Management Unit has worked on a broader agreement including all Bank projects in DRC involving military personnel for security protection. This broader agreement was finalized and signed on September 4, 2019 between the Bank and the United Nations Joint Office for Human Rights in DRC (UNJHRO). Within the limits of the signatories’ respective mandates, the agreement calls for them to: (a) fulfill their separate but complementary roles and cooperate in a coherent manner to support the Congolese authorities’ implementation of Bank-financed projects involving the intervention of the security and armed forces of the DRC; (b) to work together to mitigate the risk of beneficiary communities being subjected to violence or abuse; and (c) to support the Government of the DRC in its commitment to having security forces trained on human rights.</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</p>	<p>This action has been completed, as reported in the first progress report.</p>

Proposed Actions	Status Update as of March 15, 2020
<p>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>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 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>This action has been completed, as reported in the first progress report.</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 Bank is closely monitoring the resolution/closure of all GRM complaints, including water-related incidents.</p> <p>Several inhabitants of the village of Buganga filed a complaint requesting compensation following damages allegedly caused during and after the construction by the Contractor of the bridge crossing the river Mubimbi, in Buganga. One of these complaints has been found partially eligible by the GRM committee and has been transmitted to the PIU for final validation before payment processing. The two remaining ones are still being investigated by the GRM to assess the Project's eventual responsibility. Flooding events which are frequent in the area but not related to the Project will not be considered for compensation. However, some activities are under preparation to inform communities about how to protect themselves from future flooding.</p> <p>An alleged incident involving the destruction by one of the Contractor's vehicles of a community fountain was received on February 6, 2020, through the social media monitoring pilot. This incident was found to be not Project-related.</p> <p>The task teams is closely monitoring the situation of road safety. Since RN2 works have resumed, one road accident occurred on May 5, 2019, causing a fatality. This accident was caused by the rupture of a mechanical element, which led to the truck's</p>

Proposed Actions	Status Update as of March 15, 2020
	<p>dropside falling. The dropside hit a pedestrian on the head, causing his death. The deceased’s family has been compensated and a reinforced risk mitigation plan was agreed with the Contractor. The Contractor was in compliance with its contractual obligations in terms of training/signing of code of conduct, as well as periodic inspection protocols for its equipment.</p> <p>Two other fatalities were reported on roads RN23 and RN6 but they do not involve the responsibility of the Contractor.</p> <p>In response to these accidents, safety measures were strengthened to mandate that each worker, contractor or subcontractor undergo training in applicable occupational health and safety standards – including road safety, and renew commitment to respect the applicable occupational health and safety standards, and adherence to the code of conduct.</p> <p>Management will continue to closely monitor implementation of the relevant prevention measures as per the ESIA and contractual clauses to ensure they are effectively 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>All Contractors have been instructed by the PIU 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 its field visits, the Bank was able to verify in the field that the agreed provisions had been put in place by Contractors, including for RN2.</p> <p>One incident of water interruption occurred on June 19, 2019 but the agreed protocol was adequately followed, and water tanks were immediately made available to communities while the water pipe was being repaired.</p> <p>Any complaint related to a water incident is channeled through the GRM.</p>
<p>8. Working conditions and occupational health and safety</p>	
<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>A report from the two labor inspection authorities of North and South Kivu was received by the Bank on May 22, 2019. The report confirmed that the RN2 Contractor was compliant with applicable labor regulations, including verification that all workers have work contracts; that compensation is paid in case of injury and full payment of workers’ wages is made; that workers have and are wearing protective equipment – boots,</p>

Proposed Actions	Status Update as of March 15, 2020
<p>the conclusions of such assessments to the Bank. Timeline: every six months until Project closing.</p>	<p>reflective vests, and helmets; and that measures to prevent sexual harassment and other forms of GBV are in place.</p> <p>Letters from the respective labor authorities were received by the PIU on January 31, 2020, confirming that, based on their normal supervision, the Contractor has been compliant with applicable national labor regulations during the period May-December 2019. Another letter was received from the two labor authorities, dated February 25, 2020 confirming that the Contractor was compliant with applicable national labor regulations, following a field-based inspection of the RN2 Contractor's facilities held on February 18-22, 2020. Compliance with the ESMP and contractual clauses also continued to be closely monitored by the PIU in coordination with the Contractor and the supervision engineers.</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 been completed, as reported in the first progress report.</p> <p>Institutional capacity needs at all levels will continue to be closely monitored by the task team until Project closing.</p> <p>Over the past 12 months, the task team has continued to closely monitor the capacity of all Project stakeholders in order to identify potential capacity gaps and needs for additional institutional strengthening support.</p> <p>During this period, management of the risk of Ebola for Project workers was identified as an area where such capacity building was needed.</p> <p>Following the surge of the Ebola epidemic in North Kivu where three major road works are located (RN27 Komanda-Goli, RN4 Beni-Kasindi; and RN2 Goma-Bukavu), a specific Ebola prevention plan was prepared and the PIU hired a medical doctor. The plan was communicated to the Bank and found acceptable. Supervision engineers and Contractors were notified of the plan on March 14, 2019 and requested to comply and report. The plan aimed at preventing any Ebola cases among ProRoutes workers. This objective has been achieved as no Ebola cases have been reported as of March 15, 2020).</p> <p>Activities under the plan included:</p> <ul style="list-style-type: none"> • Operational hygiene measures (hand washing, temperature sampling and chlorine disinfection of rooms) reinforced in the basecamp and work sites; • Training of RN2 staff by the Ebola virus response team and MONUSCO on September 16, 2019 to convey good hygiene practices to workers to adopt on site to avoid infection.

Proposed Actions	Status Update as of March 15, 2020
	<ul style="list-style-type: none"> Potential access by workers of the Contractor and supervision engineer to vaccination against Ebola, to be facilitated by the PIU. However, the Goma Ebola Response Manager’s team considered that vaccination was no longer necessary given the low risk of contamination following the end of the epidemic in the Goma area, and given the Project location, which was far from the epicenters of the epidemic.
<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"> March 2019 reports received on April 23, 2019 April 2019 reports received on July 9, 2019 May 2019 reports received on July 9, 2019 June 2019 reports received on July 26, 2019 July 2019 reports received on September 12, 2019 August 2019 reports received on October 2, 2019 September 2019 reports received on November 13, 2019 October 2019 reports received on November 29, 2019 November 2019 reports received on December 23, 2019 December 2019 reports received on January 27, 2020 January 2020 reports received on February 26, 2020 February 2020 reports received on March 10, 2020 March 2020 reports are expected to be received by April 10, 2020.
<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 been completed, as reported in the first progress report.</p>
<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 ongoing and will be monitored until Project closing.</p> <p>The Bank team visited the RN2 ten times since March 2019 (March, April, May and twice in June, July-August, September and November 2019, as well as in January and February 2020).</p> <p>To support its supervision activities, the task team has also been relying on an experienced international Bank consultant posted in Goma, who has frequently visited Beni during the period January to June 2019, and on the new subnational Bank office in Goma that has been operational since May 2019 but formally opened in November 2019.</p> <p>The international consultant helped in monitoring the situation on the ground, particularly on the Beni-Kasindi road, for which</p>

Proposed Actions	Status Update as of March 15, 2020
	<p>security conditions remain highly constrained. This senior consultant also helped investigate in the field any allegations of retaliation communicated to the Bank by the Requester.</p> <p>The next field visit of the RN2 by the Bank supervision team is scheduled as soon as Bank's 2020 missions ban in response to the Covid-19 pandemic was lifted.</p>
<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 2019:</p> <ul style="list-style-type: none"> • The RN6/RN23 was visited in May 2019. These works were completed on July 17, 2019. • The RN4 Dulia-Bondo was visited in October 2019. The works were completed on January 31, 2020. • The RN27 Komanda-Bunia-Goli was visited in April 2019. These works were completed on August 5, 2019. • The RN4 Beni-Kasindi was visited in February 2019. Security and safety (Ebola) constraints have been particularly difficult on this road. From January to June 2019, the task team relied on the Goma-based international consultant to help monitor the situation on the ground. These works were completed on August 6, 2019.
<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 been completed, as reported in the first progress report.</p> <p>This pilot has been positively evaluated and extended until the Project's new closing date (June 30, 2020).</p> <p>The social monitoring pilot has sent monthly reports to the task team, as well as immediate alerts, about potential issues related to ProRoutes in the Project's areas. Issues are flagged using a color code (green, yellow, red) according to their potential seriousness. All issues have been looked at by the task team, in close communication with the PIU and RARIP. Sources have been anonymized and issues have been handled with due attention paid to confidentiality principles and in order not to expose the sources to risks of retaliation.</p>
<p>Management will closely monitor the implementing agency's progress in fulfilling conditions that would allow the</p>	<p>This action has been completed, as reported in the first progress report.</p>

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Proposed Actions	Status Update as of March 15, 2020
<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>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 been completed, as reported in the first progress report.</p> <p>The Project’s closing date was extended a first time by 12 months until February 28, 2020. The closing date has since been extended by an additional 4 months, until June 30, 2020, in order to keep the Project’s GBV complaint management in place after works’ completion.</p>

4. Uganda - Water Management and Development Project & Private Power Generation (Bujagali) Project

First Progress Report on the implementation of Management's Action Plan in response to the Inspection Panel Investigation Report (#136219-UG) on the Uganda Water Management and Development Project (P123204) and the Energy for Rural Transformation Phase III Project (P133312), July 16, 2020.

DETAILED STATUS OF ACTIVITIES IN THE MAP

Action	Status (as of June 1, 2020)
<p>The GoU to prepare a public consultation and communication plan for the Livelihood Restoration Plan (LRP) and EKFS MP, in coordination with local community-based organizations.</p> <p>The Bank will review and advise through knowledge and good practice sharing.</p> <p><i>Timeline: by November 30, 2019</i></p>	<p>Ongoing. The GoU prepared a Stakeholders Engagement and Communication Plan (SECP) in November 2019. The GoU strengthened engagement with stakeholders, including meetings in early 2020 with the Nile Riverbank Investors and Conservation Association (NRICA), an association representing a large number of stakeholders in the EKFS (such as tourism operators, real estate developers, business owners, landowners, and individuals with land interests in the EKFS). The onset of the COVID-19 pandemic in March 2020 and the ensuing prohibition of meetings and public gatherings have, however, disrupted the consultation process.</p> <p>The Bank reviewed the SECP and provided comments and suggested improvements in early December 2019. The Bank has also engaged with NRICA in discussing the impacts of establishing the EKFS as a Special Conservation Area (SCA). These meetings were hosted by the Bank and included the Country Manager, Practice Managers from Water and Energy practices, the Regional Safeguards Advisor, task team members, and other selected staff.</p> <p>The GoU is expected to update the SECP by end of July 2020 to reflect the Bank's inputs and adapt the plan to the COVID-19 situation. The Bank will continue to provide advice and good practice lessons on stakeholders' consultations under the pandemic conditions, as they evolve.</p>
<p>The GoU to declare EKFS a Special Conservation Area under the National Environment Act. The Bank will review the draft Statutory Order for consistency with the 2018 BIA.</p> <p><i>Timeline: by December 31, 2019</i></p>	<p>Completed. The GoU declared EKFS as a Special Conservation Area under the National Environment Act through a Statutory Instrument which was gazetted on December 27, 2019.²</p> <p>The Bank reviewed the Statutory Instrument for consistency with the 2018 BIA and was satisfied.</p>
<p>The GoU to prepare and adopt the EKFS MP.</p> <p>The Bank will review and clear the plan and monitor the implementation for consistency with the 2018 BIA and relevant Bank Policy.</p>	<p>Ongoing. The GoU prepared a draft EKFS MP and shared it with the Bank in late December 2019. A revised draft, reflecting the Bank's input, was received in March 2020.</p> <p>The draft MP, which is a living document (reflecting an adaptive management approach to maintaining and managing the EKFS), is under active discussion between the Bank and the GoU for further improvements and will require additional</p>

² Available at: <https://ulii.org/ug/legislation/statutory-instrument/2020/110>.

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Action	Status (as of June 1, 2020)
<p><i>Timeline: preparation and adoption by December 31, 2019; implementation throughout the duration of the IDA Partial Risk Guarantee (November 2023)</i></p>	<p>consultations with stakeholders, which are currently on hold due to the ongoing COVID-19 pandemic.</p> <p>The MP is expected to be finalized by end of September 2020 and subsequently adopted, assuming that restrictions related to the COVID-19 pandemic are lifted in time to allow completion of stakeholder consultations.</p> <p>The GoU is also exploring alternative means to undertake the consultations.</p>
<p>The GoU to prepare and adopt a LRP (including, if applicable, a Resettlement Action Plan - RAP) for the EKFS.</p> <p>The Bank will review and clear the plans and monitor implementation for consistency with the 2018 BIA and Operational Policy (OP) 4.12.</p> <p><i>Timeline: preparation and adoption of the LRP (and RAP, if applicable) prior to impacts, as defined by the EKFS MP.</i></p>	<p>Ongoing. Preparation of the LRP and the RAP is in progress.</p> <p>The GoU has prepared interim drafts of the LRP and RAP, which the Bank is currently reviewing. Further discussions with stakeholders and project affected persons will be held on the documents. The LRP and RAP will be completed subsequent to the finalization of the MP. The COVID-19 pandemic and the constraints on meetings imposed by the GoU will add to the time required to complete the documents.</p>

5. Brazil – Teresina Enhancing Municipal Governance and Quality of Life Additional Financing

The Board met on December 1, 2020, to consider the Panel's Investigation Report and approved the MAP. The First Progress Report on the implementation of Management's Action Plan in response to the Inspection Panel Investigation Report (#148927-BR) on the Brazil – Teresina Enhancing Municipal Governance and Quality of Life Additional Financing (P146870) will be due in December 2021.

MAP Table 1 – Borrower Actions

No.	Finding	Action
1.	<p>Lagoas do Norte: Inner Urban Area Flood Mitigation</p> <p><i>Analysis of alternatives for establishing the permanent water level is inadequate and in non-compliance with Bank Policy on Environmental Assessment, OP 4.01, paragraphs 2 and 8 (a), and Bank Policy on Involuntary Resettlement, OP 4.12, paragraph 2 (a).</i></p>	<p>(i) The Borrower agreed to implement an information campaign in a language understandable to the residents around the Oleiros Lagoon to inform and increase awareness about: (i) the importance of the Lagoas do Norte's Drainage System to reduce flooding in the entire region;</p> <p>(ii) (ii) the need for the Oleiros Lagoon's water level to maintain the 55-m ASL level as per the results of the Hydraulic Modeling Study of the Drainage System to avoid flooding in the riparian areas; and</p> <p>(iii) the operational pumping regime operated by the <i>Superintendencia de Desenvolvimento Urbano Centro Norte</i>.</p> <p><i>Timeline: Processing of the Communication firm's contract amendment by December 15, 2020.</i></p> <p>(iv) The Borrower will start the informational campaign.</p> <p><i>Timeline: By January 2021 and continuing until the end of the Project with bi-annual frequency.</i></p>
2.	<p>Adequacy of Compensation</p> <p><i>Due to recent housing price inflation, the R\$77,000 cap established for the monitored resettlement, while it may have been adequate initially, has not reflected full replacement cost since 2018.</i></p> <p><i>This is in non-compliance with Bank Policy on Involuntary Resettlement, OP 4.12, paragraph 6 (a) (iii).</i></p>	<p>See Table 2, Item 2, for Bank action.</p>
3.	<p><i>The Project was in non-compliance with Bank Policy on Involuntary Resettlement, OP 4.12, for displacing people and dismantling houses prior to payment of compensation or readiness of the resettlement site. However, with Management's assurances in its Response that displacement will</i></p>	<p>The Borrower has agreed to provide evidence to the Bank of payment of compensation to the eligible identified owners of the dismantled structures, in line with Bank policy.</p> <p><i>Timeline: By June 30, 2021</i></p>

No.	Finding	Action
	<p><i>occur after compensation, and that eligible owners of dismantled structures will be compensated in line with Bank policy, the Panel finds that the Project is now in compliance with Bank Policy on Involuntary Resettlement, OP 4.12, paragraph 10.</i></p>	
4.	<p>Identification of PAPs, Census, and Socioeconomic Data</p> <p><i>The lack of comprehensive socioeconomic data regarding production systems, labor, and household organization, and data on livelihoods, is in non-compliance with Bank Policy on Involuntary Resettlement, OP 4.12, Annex A, paragraph 6 (a).</i></p>	<p>(i) The Borrower has agreed to implement any follow up measures to (1) the Post-resettlement Satisfaction Survey and (2) the RAP Completion Reports, which are recommended by the Bank, in line with the requirements of the RAPs and OP 4.12.</p> <p>(1) <i>Timeline: Completion of Survey by February 1, 2021; submission of Survey report by March 15, 2021</i></p> <p>(2) <i>Two weeks after the Bank’s advice is issued on RAP Completion Reports, the Borrower will agree with the Bank on a timeline for implementation of the Bank’s recommendations to comply with OP 4.12.</i></p>
5.	<p>Vulnerabilities and Disruption of Social Networks</p> <p><i>There is a risk of harm to some of the PAPs because the Project failed to pay particular attention to providing resettlement assistance to the vulnerable. This is in non-compliance with Bank Policy on Involuntary Resettlement, OP 4.12, paragraph 8.</i></p>	<p>(i) The Borrower has agreed, for resettlement carried out on or after October 1, 2020, to create a register with information on the assistance provided to the vulnerable Project-affected households and will start including such data in the semi-annual Project reports (Progress Reports) submitted to the Bank.</p> <p><i>Timeline: Starting with the Report submitted to the Bank covering the second semester of 2020 and due on March 1, 2021 and continuing until Project closing.</i></p> <p>(ii) The Borrower has agreed to revise the social work plan prepared for Parque Brasil to cover all vulnerable Project-affected households that opt for the Monitored Resettlement or cash compensation option after October 1, 2020. The revised social work plan will include promoting community organization, income generation activities through job requalification and vocational training, and environmental education targeting vulnerable people resettled under the Project.</p> <p><i>Timeline: By December 15, 2020</i></p> <p>(iii) Item 4 (i) above.</p>
6.	<p>Reestablishing Livelihoods to Avoid Impoverishment</p> <p><i>Management did not ensure the establishment of programs to assist PAPs in their efforts to improve – or at least restore – their livelihoods and standards of living, and</i></p>	<p>(i) The Borrower has agreed to create a register with information on all the livelihood restoration assistance provided to Project-affected households after October 1, 2020 and will start including such data in the semi-annual Project reports (Progress Reports) submitted to the Bank.</p> <p><i>Timeline: Starting with the Report submitted to the Bank covering the second semester of 2020 and due on March 1,</i></p>

No.	Finding	Action
	<i>therefore is in non-compliance with Bank Policy on Involuntary Resettlement, OP 4.12, paragraph 2 (b).</i>	2021 and continuing until Project closing (ii) Item 4 (i) above.
7.	<i>The displaced people were not offered assistance for a transition period after displacement, based on the time needed to restore their livelihoods or standards of living. This is in non-compliance with Bank Policy on Involuntary Resettlement, OP 4.12, paragraph 6 (c) (i).</i>	(i) The Borrower has agreed to create a register of all the transitional assistance that will be provided to Project-affected households after October 1, 2020 and start including such data in the semi-annual Project reports (Progress Reports) submitted to the Bank. <i>Timeline: Starting with the Report submitted to the Bank covering the second semester of 2020 and due on March 1, 2021 and continuing until Project closure.</i> (ii) Item 4 (i) above.
8.	Grievance Redress Mechanism <i>The lack of information about GRM processes and timelines, the unclear roles and responsibilities of its various actors, the inadequate training and capacity of the Mobilization Committee, and the lack of access to COLAB by a large part of the affected community is in non-compliance with Bank Policy on Involuntary Resettlement, OP 4.12, paragraph 13 (a).</i>	(i) The Borrower will adopt the recommendation of the assessment to be carried out by the Bank (see Table 2, Item 8, for Bank action). <i>Timeline: By March 31, 2021</i> (ii) The Borrower has agreed to provide additional training on complaints handling to the UPS team, the Supervising firm and the works firms. <i>Timeline: By April 30, 2021</i> (iii) The Borrower has agreed to continue disseminating information on the GRM on the Project's website, and Facebook and Instagram accounts subject to local restrictions by electoral laws. The Borrower also agreed, after pandemic restrictions are lifted, to distribute leaflets to Project-affected families after receiving the Bank's no-objection to the leaflet. <i>Timeline: Starting in January 2021 and continuing bi-annually until Project closing</i>
9.	Supervision <i>Management supervision prior to submission of the Request was insufficient to identify key issues and challenges related to the resettlement, and therefore did not provide adequate Project implementation support. The Panel finds this is in non-compliance with Bank Policy on Investment Project Financing, OP 10.00, paragraph 19.</i> <i>Management supervision after submission of the Request is in compliance with Bank Directive on Investment Project Financing,</i>	See Table 2, Item 9, for Bank action.

No.	Finding	Action
	<i>paragraph 43.</i>	
10.	Management is in non-compliance with Bank Policy on Involuntary Resettlement, OP 4.12, paragraph 24 for failing to ensure adequate monitoring and evaluation of resettlement implementation.	See Table 2, Item 10, for Bank actions.

MAP Table 2 - Bank Actions

No.	Finding	Action
1.	<p>Lagoas do Norte: Inner Urban Area Flood Mitigation</p> <p><i>Analysis of alternatives for establishing the permanent water level is inadequate and in non-compliance with Bank Policy on Environmental Assessment, OP 4.01, paragraphs 2 and 8 (a), and Bank Policy on Involuntary Resettlement, OP 4.12, paragraph 2 (a).</i></p>	<p>The Bank will review and advise on the information campaign through knowledge and good practice sharing.</p> <p><i>Timeline: By January 2021</i></p>
2.	<p>Adequacy of Compensation</p> <p><i>Due to recent housing price inflation, the R\$77,000 cap established for the monitored resettlement, while it may have been adequate initially, has not reflected full replacement cost since 2018.</i></p> <p><i>This is in non-compliance with Bank Policy on Involuntary Resettlement, OP 4.12, paragraph 6 (a) (iii).</i></p>	<p>The Bank will undertake a housing market study to establish the availability of houses in the area under the R\$77,000 cap, i.e., the average value of social housing in the region. The findings of the study will inform the Bank’s evaluation of the viability of the resettlement options offered to Project-affected people in compliance with OP 4.12, and of the need to update the Monitored Resettlement cap.</p> <p><i>Timeline: By January 31, 2021</i></p>

3.	<p><i>The Project was in non-compliance with Bank Policy on Involuntary Resettlement, OP 4.12, for displacing people and dismantling houses prior to payment of compensation or readiness of the resettlement site. However, with Management’s assurances in its Response that displacement will occur after compensation, and that eligible owners of dismantled structures will be compensated in line with Bank policy, the Panel finds that the Project is now in compliance with Bank Policy on Involuntary Resettlement, OP 4.12, paragraph 10.</i></p>	<p>The Bank will review the evidence of payment of compensation to the eligible identified owners of the dismantled structures, in line with Bank policy.</p> <p><i>Timeline: By July 31, 2021</i></p>
4.	<p>Identification of PAPs, Census, and Socioeconomic Data</p> <p><i>The lack of comprehensive socioeconomic data regarding production systems, labor, and household organization, and data on livelihoods, is in non-compliance with Bank Policy on Involuntary Resettlement, OP 4.12, Annex A, paragraph 6 (a).</i></p>	<p>(i) The Bank will review the findings of the Post-resettlement Satisfaction Survey for families that were resettled prior to June 30, 2020 and recommend to the Borrower additional assistance measures that may be necessary to meet the objectives of OP 4.12 and assist Project-affected people in their efforts to improve their livelihoods and standards of living or at least to restore them to pre-displacement levels (as provided in the RAPs and in the Parque Brasil revised social work plan).</p> <p><i>Timeline: Following completion of the Post-Resettlement Survey, by no later than March 31, 2021</i></p> <p>(ii) Following completion of each RAP and its Completion Report to be carried out by the Borrower, the Bank will review the report’s findings, including data on production levels and income derived from both formal and informal economic activities, and information on the standards of living of the displaced population and advise the Borrower if additional assistance measures to meet OP 4.12 are required.</p> <p><i>Timeline: Four weeks after the report’s submission to the Bank, the Bank will provide advice to the Borrower on potential additional assistance measures before giving its no- objection to the completion of such report</i></p>

5.	<p>Vulnerabilities and Disruption of Social Networks</p> <p><i>There is a risk of harm to some of the PAPs because the Project failed to pay particular attention to providing resettlement assistance to the vulnerable. This is in non-compliance with Bank Policy on Involuntary Resettlement, OP 4.12, paragraph 8.</i></p>	<p>(i) The Bank will review the Borrower’s revised social work plan and provide comments.</p> <p><i>Timeline: By January 31, 2021</i></p> <p>(ii) See Items 4 (i) and (ii) above.</p>
6.	<p>Reestablishing Livelihoods to Avoid Impoverishment</p> <p><i>Management did not ensure the establishment of programs to assist PAPs in their efforts to improve – or at least restore – their livelihoods and standards of living, and therefore is in non-compliance with Bank Policy on Involuntary Resettlement, OP 4.12, paragraph 2 (b).</i></p>	<p>(i) See Items 4 (i) and (ii).</p>
7.	<p><i>The displaced people were not offered assistance for a transition period after displacement, based on the time needed to restore their livelihoods or standards of living. This is in non-compliance with Bank Policy on Involuntary Resettlement, OP 4.12, paragraph 6 (c) (i).</i></p>	<p>The Bank will review the register of all the transitional assistance that will be provided to Project-affected households, as reported in the Borrower’s bi-annual Project Progress Reports.</p> <p><i>Timeline: Starting with the Report submitted to the Bank covering the second semester of 2020 – comments due by March 22, 2021 – and three weeks after submission of subsequent reports until Project closure.</i></p>
8.	<p>Grievance Redress Mechanism</p> <p><i>The lack of information about GRM processes and timelines, the unclear roles and responsibilities of its various actors, the inadequate training and capacity of the Mobilization Committee, and the lack of access to COLAB by a large part of the affected community is in non-compliance with Bank Policy on Involuntary Resettlement, OP 4.12, paragraph 13 (a).</i></p>	<p>The Bank will carry out an assessment of the GRM to identify potential gaps in its application, including in-person communications on grievances, to meet the requirements of OP 4.12.</p> <p><i>Timeline: By January 31, 2021</i></p>

9.	<p>Supervision</p> <p><i>Management supervision prior to submission of the Request was insufficient to identify key issues and challenges related to the resettlement, and therefore did not provide adequate Project implementation support. The Panel finds this is in non-compliance with Bank Policy on Investment Project Financing, OP 10.00, paragraph 19.</i></p> <p><i>Management supervision after submission of the Request is in compliance with Bank Directive on Investment Project Financing, paragraph 43.</i></p>	<p>The Bank will continue to apply appropriate supervision arrangements.</p> <p><i>Timeline: until Project closing</i></p>
10.	<p><i>Management is in non-compliance with Bank Policy on Involuntary Resettlement, OP 4.12, paragraph 24 for failing to ensure adequate monitoring and evaluation of resettlement implementation.</i></p>	<p>(i) The Bank will monitor the review by the PIU of the external support firms' contracts, to strengthen their delivery of resettlement monitoring, evaluation and reporting. The Bank will discuss with the Borrower any required adjustments to the contracts to address these issues. This will include support from an anthropology consultant to provide expert advice where RAP implementation involves the relocation of Afro-Brazilian cultural services. The Bank will work with the PIU to amend the external support firms' contracts, if deemed necessary.</p> <p><i>Timeline: Amendment to contract signed by November 30, 2020</i></p> <p>(ii) The Bank will monitor the development and deployment by the PIU of a monitoring tool that produces up-to-date reports on the implementation of the RAPs and the ability of the PIU to register and incorporate beneficiary feedback on the resettlement process.</p> <p><i>Timeline: By December 15, 2020</i></p> <p>(iii) The Bank will work with the PIU so that the enhanced resettlement monitoring, evaluation and reporting system continues to work satisfactorily.</p> <p><i>Timeline: Every six months until Project closing</i></p> <p>(iv) The Bank will monitor the posting by the PIU of quarterly resettlement reports in an agreed format on the Project's website.</p> <p><i>Timeline: Quarterly until Project closing starting December 2020</i></p>