

TABLE OF CONTENTS

15	MONITORING EVALUATION AND REPORTING	332
15.1	Introduction	332
15.2	Objectives and Approach.....	333
15.2.1	Objectives of Monitoring and Evaluation.....	333
15.2.2	Overall Approach to Monitoring and Evaluation.....	333
15.3	Internal Monitoring, Evaluation & Reporting of RAP implementation	334
15.3.1	Process Monitoring and Evaluation.....	334
15.3.2	Performance and Compliance Monitoring and Evaluation.....	335
15.3.3	Construction Monitoring and Evaluation.....	335
15.3.4	Performance Indicators	335
15.4	Periodic External Monitoring and Evaluation of RAP Implementation.....	340
15.5	RAP Implementation Completion Audit	340
15.6	Final Post RAP Implementation Evaluation.....	341
15.7	Reporting.....	342
15.8	Responsibility for Monitoring and Evaluation.....	343

LIST OF TABLES

Table 15-1	IFC Requirements for Resettlement & Livelihood Restoration Monitoring & Evaluation.	332
Table 15-2	Stakeholder Engagement as Part of Monitoring and Evaluation during Resettlement Implementation.....	337
Table 15-3	Key Performance Indicators for RAP Monitoring and Evaluation.....	338

LIST OF FIGURES

No figures included in Chapter.

LIST OF PHOTOS

No photos included in Chapter.

15 MONITORING EVALUATION AND REPORTING

15.1 INTRODUCTION

This chapter presents the plan for monitoring and evaluation of RAP implementation for the EACOP project. It does not replace GoU’s wider oversight role of the EACOP Project as mandated by law, which will continue as normal. RAP implementation monitoring will feed into the Project progress updates provided by EACOP to GoU. The chapter covers:

- Objectives and overall approach for monitoring and evaluation;
- Monitoring of the RAP implementation process – internal and periodic external compliance monitoring;
- Completion Audit;
- Post RAP Implementation evaluation;
- Reporting; and
- Responsibilities for monitoring and evaluation.

The monitoring and evaluation plan has been designed to meet international standards for RAP implementation monitoring, notably IFC PS5 requirements, as shown in Table 15-1 below. There are no specific national requirements to monitor and evaluate implementation of resettlement processes.

Table 15-1 IFC Requirements for Resettlement & Livelihood Restoration Monitoring & Evaluation

<p>IFC PS5 paragraphs 14 and 15:</p> <p>Monitoring & Evaluation:</p> <ul style="list-style-type: none"> • The client will establish procedures to monitor and evaluate the implementation of a Resettlement Action Plan or Livelihood Restoration Plan and take corrective action as necessary. <p>External Verification:</p> <ul style="list-style-type: none"> • For projects with significant involuntary resettlement risks, the client will retain competent resettlement professionals to provide advice on compliance with this Performance Standard and to verify the client’s monitoring information. <p>Consultation of Affected Persons:</p> <ul style="list-style-type: none"> • Affected persons will be consulted during the monitoring process. <p>Completion Audit:</p> <ul style="list-style-type: none"> • Implementation of a Resettlement Action Plan or Livelihood Restoration Plan will be considered complete when the adverse impacts of resettlement have been addressed in a manner that is consistent with the relevant plan as well as the objectives of PS5. • The completion audit should be undertaken once all mitigation measures have been substantially completed and once displaced persons are deemed to have been provided with adequate opportunity and assistance to sustainably restore their livelihoods. • The completion audit will involve an in-depth assessment including a review of all mitigation measures with respect to physical and/or economic displacement, a comparison of implementation outcomes against agreed objectives, a conclusion as to whether the monitoring process can be ended and, where necessary, a Corrective Action Plan listing outstanding actions necessary to meet the objectives.

Reporting:

- In addition, IFC PS1 states that the Project should provide periodic reports to Affected Communities that describe progress with implementation of project Action Plans, such as the RAP.

15.2 OBJECTIVES AND APPROACH

15.2.1 Objectives of Monitoring and Evaluation

The objectives of the RAP monitoring and evaluation plan are to:

- Confirm compliance with national legislation regarding aspects of RAP implementation such as payment of statutory compensation.
- Confirm compliance with international requirements for RAP implementation.
- Assess whether RAP objectives and commitments are being delivered.
- Monitor delivery of entitlements to PAPs and PAHs, including payment of compensation, replacement housing, transitional support, livelihood restoration and vulnerable persons assistance.
- Closely follow construction activities and identify and address any additional land acquisition, crop compensation and construction damage issues that may arise during construction.
- Assess how PAH livelihoods are restored or improved relative to pre-project levels and verify that livelihood restoration programs are effective.
- Monitor and evaluate the Vulnerable Persons Plan (VPP) as described in Chapter 10.
- Ensure the ongoing management and redress of resettlement related grievances.
- Feed into ongoing management of RAP (including LRP) implementation and identify any corrective actions where necessary to build into the programme.
- Gather information on RAP implementation progress to communicate to affected communities, project staff, investors and other stakeholders.

15.2.2 Overall Approach to Monitoring and Evaluation

The overall approach to EACOP’s RAP implementation monitoring, evaluation and reporting involves:

- **Internal Monitoring and Evaluation** of ongoing RAP implementation to track progress in delivering planned actions and against key performance indicators (KPIs) and to identify corrective actions where necessary to incorporate into delivery. This monitoring will involve process monitoring, performance and compliance monitoring and construction monitoring:
 - **Process Monitoring and Evaluation** tracks progress in implementing the planned activities contained in the RAP, such as: PAP entitlement briefings, payment of compensation, delivery of livelihood restoration activities and delivery of transitional assistance.
 - **Performance and Compliance Monitoring and Evaluation** aims to establish whether resettlement implementation and the outcomes being generated are meeting

the key objectives defined in the RAP, and in compliance with national and international requirements and restoration of PAH livelihoods and assistance to vulnerable persons.

- **Construction Monitoring** covers construction activities and identifies and addresses any additional land acquisition, crop compensation and construction damage issues that may arise during construction.
- **Periodic External Monitoring and Evaluation** of RAP implementation will aim to verify the project’s monitoring information, assess compliance with RAP commitments and provide any advice on how improvements can be made to ensure future compliance. This will be provided by external independent experts and take place bi-annually for up to two (2) years following resettlement.
- **Completion Audit.** Upon completion of the resettlement activities (defined for this purpose as when compensation has been paid, physically displaced households have been relocated and livelihood restoration activities have been ongoing for a period to be agreed – approximately three years after relocation of PAPs), a completion audit will be conducted to verify that EACOP has complied with commitments and addressed impacts in a manner consistent with the RAP. This will involve an in-depth assessment of all mitigation measures with respect to physical and economic displacement, a comparison of implementation outcomes against agreed objectives, a conclusion as to whether the monitoring process can be ended and, where necessary, a Corrective Action Plan listing outstanding actions necessary to meet the objectives. As livelihood restoration activities will still be ongoing at the time of the completion audit, the audit will aim to provide an interim assessment of livelihood restoration activities.
- **Post RAP Implementation Evaluation** to be undertaken between 3 and 5 years after the completion audit, to assess and report on the lasting effectiveness and outcomes of the resettlement and compensation programmes and the economic status of the physically and economically displaced households.

The findings from these monitoring and evaluation activities will be shared with GoU and other stakeholders.

15.3 INTERNAL MONITORING, EVALUATION & REPORTING OF RAP IMPLEMENTATION

15.3.1 Process Monitoring and Evaluation

Process monitoring and evaluation tracks the ‘process’ of implementing the RAP. It aims to ensure efficient management of implementation through:

- Identification and timely implementation of corrective actions;
- Providing an opportunity for those involved in the programs to take stock by evaluating the work honestly and to identify weaknesses and improvements; and
- Formulating improvements.

Progress will be tracked in implementing the planned activities contained in the RAP, such as: PAP entitlement briefings, payment of compensation, delivery of livelihood restoration activities and delivery of transitional assistance. Achieved progress will be measured against planned deliverables. This will continue until compensation has been paid, physically

displaced households have been relocated and livelihood restoration programmes are complete.

A quarterly report by the RAP implementation team will be distributed among the relevant teams for responsible individuals and / or groups to take appropriate actions (including corrective actions and / or improvements) where relevant. Quarterly monitoring updates will also be provided to GoU.

15.3.2 Performance and Compliance Monitoring and Evaluation

Performance and compliance monitoring and evaluation aims to establish whether resettlement implementation and the outcomes being generated are meeting the key objectives defined in the RAP, such as restoration of PAH livelihoods, and compliance with national and international requirements. It will be based on both:

- Quantitative monitoring and evaluation in the form of follow up socio-economic surveys to compare changes in household characteristics relative to baseline conditions; and
- Qualitative or participative monitoring and evaluation involving consultation with affected communities and stakeholders to elicit their views.

Compliance monitoring will be ongoing during RAP implementation and will:

- Provide the Project with an assessment of socio-economic and other outcomes arising from the resettlement process;
- Determine the effectiveness of livelihood restoration activities;
- Monitor the adaptability of households, including vulnerable households; and
- Identify adjustments for improving implementation to meet RAP objectives, and any need for corrective action plans.

15.3.3 Construction Monitoring and Evaluation

Monitoring of construction activities will be undertaken to identify and address any additional land acquisition, crop compensation and construction damage issues arising during the construction phase. If additional land is required once construction activities begin, it will be acquired and compensated for in line with the principles of the RAP. Similarly, impacts during construction on seasonal crops that were not valued during the RAP planning valuations, or any unforeseen damage caused by construction, will also be compensated for in line with the RAP principles. This will continue until the completion of the Project construction phase.

15.3.4 Performance Indicators

The activities and key performance indicators (KPIs) to be tracked during ongoing internal monitoring of RAP implementation are shown in Table 15-3 below.

EACOP will maintain a database of PAHs whose land and assets will be affected, the compensation and livelihood restoration measures they are entitled to and which have been confirmed in PAH entitlement briefings and delivery of these entitlements. This database will include Household Profiles, as described in Section 9.5.1.1 (above), which contain household information gathered during the socio-economic surveys undertaken for the pipeline and

Priority Areas (described in Section 5.1.1 above), information on the severity of impacts on the household and additional household information gathered during RAP implementation. Data in the household profiles will be used to inform the assessment of PAH vulnerability and to identify any specific issues regarding their circumstances and support requirements. The household profiles will enable evaluation of whether livelihoods have been restored, and whether corrective actions are required.

The database will be updated regularly. All information on PAHs, their affected assets and their compensation payments and assistance measures will be kept confidential.

Progress in restoring PAH livelihoods will be monitored using samples of household data from the baseline Socio-economic Surveys and data from the Household Profiles, supplemented with additional interviews of samples of PAH to gather a combination of quantitative and qualitative data on PAH livelihoods and standards of living.

Data gathering will use a range of methodologies, including: review of EACOP RAP implementation records and Household Profiles, PAH surveys, focus group discussions with affected households, key informant interviews, on the ground observation and discussions with RAP implementation personnel. Due to the scale of the pipeline project, sampling techniques will be adopted which reflect PAP groupings according to type of loss and vulnerability (as described in Section 7.4.4 and 7.4.6 above).

Tasks to be undertaken as part of the monitoring will include:

- Consultations with households who were resettled to assess whether they have been able to restore their livelihoods following the resettlement;
- Review of work done immediately after payment of compensation to confirm that PAPs received compensation in line with the entitlements framework;
- Consultations with a sample of people who have registered grievances;
- Discussions (in the form of key informant interviews or focus group discussions) with district and village leaders; and
- Discussions with any civil society groups involved in livelihood restoration activities, or who established or presented themselves during the implementation process.
- Closely following construction activities to identify any additional land acquisition, construction damage or loss of crops which would need to be addressed and compensated for where appropriate.

Specific engagement activities to be undertaken as part of ongoing monitoring are outlined in Table 15-2.

Using the monitoring framework of KPIs, EACOP will monitor progress in RAP implementation on a monthly basis and produce quarterly reports, covering both process monitoring and compliance monitoring perspectives. These reports will consolidate the information on compensation, assistance and livelihood restoration measures, consultations, disclosure, information on negotiations and results, provision of assistance to vulnerable groups, grievance management etc. EACOP will document all meetings and consultations with minutes and attendee sheets.

Where progress is not to plan, corrective actions will be identified and incorporated into the RAP implementation work programmes.

Information from the progress reports will be summarised and included in the EACOP annual Environmental & Social reports, and distributed to relevant stakeholders, including GoU.

Table 15-2 Stakeholder Engagement as Part of Monitoring and Evaluation during Resettlement Implementation

No	Tasks	Stakeholder Engagement Activities	Stakeholders	Medium
1.	Monitoring & evaluating performance of RAP implementation.	<ul style="list-style-type: none"> • Provide periodic feedback using a structured report to authorities; and • Develop monitoring database (this will form part of the social performance monitoring carried over from the construction phase). 	<ul style="list-style-type: none"> • PAPs; • PACs; • Village councils; • DRCs. • NGOs and CBOs. • District authorities. • GoU / MEMD. 	<ul style="list-style-type: none"> • Regular village-level meetings to ensure that the information provided is considered as part of the monitoring process; • Monitoring database to track progress against set criteria and objectives.
2.	Monitoring & evaluation of construction activities for any additional land impacts	<ul style="list-style-type: none"> • Engagement with affected communities, village and district authorities and GoU. 	<ul style="list-style-type: none"> • PAPs; • PACs; • Village councils; • DRCs. • District authorities. • GoU / MEMD. 	<ul style="list-style-type: none"> • PAP and village level engagements during construction phase. • Grievance recording.
3.	Monitor & evaluate vulnerable groups' ability to adapt to their new environment ¹ .	<ul style="list-style-type: none"> • Establish and manage feedback structures. 	<ul style="list-style-type: none"> • Village councils; and • Vulnerable groups. 	<ul style="list-style-type: none"> • Focus group meetings; • CLOs who will return periodically to vulnerable households to determine how well they are able to re-establish themselves; • Suggestion boxes; • Grievance records; and • Capacity building initiatives.
4.	Ongoing consultation with resettled households and host communities (monitoring period to be determined by Project).	<ul style="list-style-type: none"> • Develop a schedule for setting up regular meetings; • Determine important aspects to discuss with PACs, NGOs, etc. based on trends observed in the grievances received; Develop printed materials and reports for distribution that provide updates on post-implementation RAP activities. 	<ul style="list-style-type: none"> • PACs; • PAPs; • District authorities; and • Relevant NGOs and CBOs. 	<ul style="list-style-type: none"> • Focus group meetings; • Posters / notice boards; • Pamphlets; • CLOs; and • Grievance records.

¹ The IFC provides guidelines for monitoring vulnerable groups, which include identifying key individuals and groups within the vulnerable persons group, ensuring rightful representation and creating a safe environment for discussions to take place.

Table 15-3 Key Performance Indicators for RAP Monitoring and Evaluation

Indicators	How measured	Frequency	Key Performance Target
Compensation			
<ul style="list-style-type: none"> Number of PAPs who have attended compensation / entitlement briefings. Number of PAPs with compensation / entitlement agreements signed. Number of PAPs with bank accounts (existing or opened with project assistance). Number of PAPs paid the compensation due. Period of time between PAP signing of compensation agreements and payment of compensation. 	Resettlement database	Bi-monthly (every two months)	100% of the PAP entitlement briefings undertaken; agreements signed, bank accounts in place and compensation payments made.
Physical Resettlement			
<ul style="list-style-type: none"> Number and percentage of physically displaced households resettled including: <ul style="list-style-type: none"> Resettled to replacement house (where selected); Resettled who selected cash compensation. 	Resettlement database and PAP interviews.	Bi-monthly	100% of the physically displaced PAHs who opted for a replacement house have received their replacement house. 100% of physically displaced PAHs who opted for cash compensation have moved to another house.
Livelihood Restoration			
<ul style="list-style-type: none"> No. and percentage of PAHs entitled to livelihood restoration support who have received this support, broken down by support type: <ul style="list-style-type: none"> Agricultural Improvement Program (Options A to E) Food Security Program (FSP) Enterprise Development and vocational training No. and percentage of PAH's whose livelihoods have been improved or restored to at least pre-project levels (based on baseline socio-economic survey and sample re-surveys). 	Resettlement database / socio-economic baseline survey / PAP interviews.	Bi-monthly	100% of eligible PAHs have received the livelihood restoration support they are entitled to and agreed to. 100% of economically displaced PAHs who agreed to livelihood restoration support have had their livelihoods improved or restored to at least pre-project levels.

Indicators	How measured	Frequency	Key Performance Target
Transitional and Relocation Assistance			
<ul style="list-style-type: none"> No. of PAHs who have received relocation assistance. No. of PAHs received transitional food rations/baskets during the transitional period. No. of PAHs who have received financial management training (for PAPs receiving monetary compensation). 	Resettlement database	Bi-monthly	100% of PAHs eligible for relocation assistance and/or transitional support have received this support.
Vulnerable Persons			
<ul style="list-style-type: none"> No. and percentage of vulnerable households (as identified in the Vulnerable Household Register) who have received additional support. 	Resettlement database	Bi-monthly	100% of PAPs who are identified as vulnerable and requiring additional support (per the Vulnerable Household Register) have received this support.
Cultural Heritage			
<ul style="list-style-type: none"> No. and percentage of PAHs with affected graves who have been met to agree grave relocation. No. and percentage of affected graves relocated and compensated for. 	Resettlement database	Bi-monthly	<p>100% of PAHs with graves have been met to agree grave relocation.</p> <p>100% of the graves to be relocated have been relocated and compensated for.</p>
Grievance Management			
<ul style="list-style-type: none"> Number of grievances received relating to delivery of RAP entitlements (disaggregated by location). Number and percentage of these grievances resolved. Average time taken to resolve these grievances (from grievance registration to closure). 	Grievance management logs	Monthly	95% project registered grievances are resolved within 60 days of registration

15.4 PERIODIC EXTERNAL MONITORING AND EVALUATION OF RAP IMPLEMENTATION

As well as the internal monitoring and evaluation described above, EACOP will commission external expertise to provide periodic external compliance monitoring and evaluation of RAP implementation. This will take place bi-annually for up to two (2) years following resettlement. It will aim to verify the project's monitoring information, assess compliance with RAP commitments and provide any advice on how improvements can be made to ensure future compliance.

15.5 RAP IMPLEMENTATION COMPLETION AUDIT

A completion audit will be conducted, by an independent third party to verify that the RAP implementation has met the necessary standards and restored or improved the livelihoods of the PAPs. The completion audit will assess implementation against the criteria developed in the M&E framework, previous M&E reporting and the original socio-economic baseline. The key objectives of the completion audit are:

- Assess the effectiveness of measures to avoid and minimize displacement impacts by comparing actual project impacts on land and people versus those documented in the RAP;
- Verify that all entitlements and commitments described in the RAP have been delivered, in line with national and international requirements;
- Determine whether RAP measures have been effective in restoring or enhancing PAP's living standards and livelihood;
- Check on any systemic grievances that may have been left outstanding; and
- Identify any corrective actions necessary to achieve completion of RAP commitments.

The completion audit will take place after compensation has been paid, physically displaced households have been relocated and fully re-established and livelihood restoration activities have been ongoing for a period to be agreed (approximately three years after relocation of PAPs).

Indicators to be evaluated will include (but are not limited to):

- Changes in livelihood strategies and sources of income;
- Changes in status of vulnerable households;
- Changes in agricultural yield / produce (quantity / quality) and income from farming;
- Changes in small business activities / economic activities other than agriculture;
- Changes in household income and expenditure patterns;
- Changes in household structure (size and composition);
- Changes in health patterns / incidence of diseases;
- Community cohesion / social stability (including for resettlement host communities); and

- Management / maintenance of replacement houses and community facilities.

The completion audit will conclude whether all measures have been delivered and all RAP objectives met, and therefore whether the monitoring process can be ended. If necessary, a Corrective Action Plan identifying any outstanding actions will be prepared and implemented prior to final sign off of RAP completion.

The completion audit will also set out the terms of reference for the ex-post evaluation.

15.6 FINAL POST RAP IMPLEMENTATION EVALUATION

A final post RAP implementation evaluation is planned to be undertaken around 3 years after the RAP Completion Audit. This will assess and report on the lasting effectiveness / sustainability and outcomes of the resettlement and compensation programmes and the livelihood and economic status of the physically and economically displaced households, as well as examining any unintended consequences, success factors and lessons for other resettlement schemes.

The evaluation will be undertaken by external resettlement evaluation experts and involve consultation with PAH members, government (national and district), project personnel and other stakeholders such as NGOs, as well as review of RAP documentation records and field observations.

The terms of reference for the ex-post evaluation will be determined by the completion audit team in conjunction with the Project, and if deemed necessary, in consultation with key additional stakeholders. Issues and associated indicators to be examined will be determined by the results of the completion audit.

The evaluation framework will include:

- **Achievement of RAP Objectives** – Whether the resettlement objectives met (compensation, livelihood restoration, protection of vulnerable persons etc).
- **Efficiency** – Were RAP implementation resources (finance, human, materials, time) used in the most cost effective manner in achieving the RAP objectives, compensating PAPs, restoring livelihoods etc?
- **Effectiveness** – Did the resettlement activities achieve satisfactory results (outputs and outcome), in terms of restored and enhanced livelihoods and living standards or are the affected people worse off?
- **Impact** – What are the results of the resettlement intervention – intended and unintended, positive and negative – including the social, economic, environmental effects on individuals, hosting communities and institutions?
- **Sustainability** – Are the outcomes arising from the resettlement and livelihood restoration activities likely to continue and be sustainable over the longer term? Are there any actions required to promote sustainability of positive outcomes?
- **Lessons** – What are the lessons for EACOP and other resettlement projects?

15.7 REPORTING

Monitoring reports will be prepared and are likely to include, but not be limited to, (per monitoring type):

- **Process, Performance and Compliance Monitoring and Evaluation:** KPIs will be assessed on a monthly basis and quarterly reports will be prepared on project progress and issues. The KPIs and reports will be used by Project management and the RAP implementation team to check that RAP implementation is progressing as planned and where necessary to identify any corrective actions required. Feedback will be provided to PAPs and stakeholders on progress. Monitoring will feed into Project progress updates to GoU and quarterly RAP Implementation reports will be provided to GoU.
- **Construction Monitoring and Evaluation:** During the construction phase, any additional land acquisition, crop compensation and construction damage issues will be reported internally to the RAP Implementation team on a daily basis, with summary reports of any issues arising prepared on a quarterly basis to accompany the quarterly process and compliance monitoring reports. Monitoring will feed into wider Project progress updates to GoU and quarterly RAP Implementation reports will be provided to GoU.
- **External Monitoring and Evaluation:** An independent monitor will review the performance of the RAP implementation bi-annually for up to two (2) years following resettlement, after which it should be undertaken at least annually. As part of ongoing monitoring, relevant feedback will be provided to PAPs e.g. via the EACOP CLOs; and monitoring results required for any regulatory purposes will be provided to the relevant government authorities.
- **Completion audit:** This will be completed post-implementation (after payment of compensation, relocation of physically displaced PAHs and livelihood restoration activities have been ongoing for a period to be agreed (approximately three years after relocation of PAPs). An independent expert third party will conduct this audit. Once the completion audit has been concluded, and any corrective actions undertaken, the resettlement program shall be deemed complete. At this point, the Project will end its resettlement monitoring program, other than the post-project evaluation. The draft completion audit report will be shared with GoU for comment prior to finalisation of the report.
- **Post Project Evaluation:** A third-party audit to be completed approximately 3 years following the Completion Audit. The necessity and scope of the post-project evaluation will be determined in consultation with the relevant project team and stakeholders.

In terms of ongoing monitoring, the project team will arrange for all necessary provisions to assure stakeholder engagement during the monitoring phase. Thereby, the Project will endeavour to involve independent third parties and to facilitate the participation of affected communities in monitoring, where practical and acceptable to the communities concerned.

In terms of reporting, the Project will establish regular communication and reporting channels back to the communities and individuals impacted and concerned, and government

stakeholders, whether through non-technical summaries of progress updates, engagement activities, public meetings, or targeted issue-based hearings.

15.8 RESPONSIBILITY FOR MONITORING AND EVALUATION

A separate M&E function will be established and resourced within the EACOP RAP Implementation team. This function will be responsible for monitoring and evaluation, including coordinating the views and involvement of stakeholders, such as national and district government officials, communities, contractors, as well as linking to Project managers and members of the RAP implementation team. Whilst responsibility for RAP implementation monitoring and evaluation lies with EACOP, GoU will be involved in the process, and as noted above, GoU's wider oversight role of the EACOP Project as mandated by law, will continue.