

CHAPTER VII

MONITORING AND EVALUATION

7.1 Introduction

Monitoring and evaluation (M&E) is a major part of the resettlement management system. Monitoring is a periodic assessment of planned activities providing midway inputs, facilitates changes and gives necessary feedback of activities and the directions in which they are going, whereas evaluation is an activity aimed at assessing whether the activities have actually achieved their intended goals and purposes. The M&E mechanism will measure project performance and fulfillment of the project objectives. RP implementation will be monitored both internally and externally.

The PIU through their SPIU / field office, PSC and NGO will be responsible for internal monitoring and will prepare monthly reports on the progress of RP implementation. The Project Supervision Consultants (PSC) will have a full-time Resettlement Specialist to provide necessary technical assistance and monitor the RP implementation and will report on a quarterly basis to DoR and ADB on the progress of resettlement activities. An external monitoring agency may be engaged by DoR who will carry out independent bi-annual review of resettlement implementation as well as post project evaluation.

Components of monitoring will include process monitoring, performance monitoring, impact monitoring. Two broad categories of indicators will be monitored during the project are: 1) input and output/result indicators and 2) outcome and impact indicators. Input and output indicators related to physical progress of the work will include items such as:

- Orientation, training, workshops of relevant staff, workers, and committee members completed
- Public meetings held
- Census, assets inventories, assessments and socio-economic studies completed
- NGO recruited and trained
- Meetings of VLCs
- Meetings of GRCs
- Grievance redress procedures in-place and issues related to number of grievances recorded by GRC every month, timeframe and number of grievances that were redressed, any recurrent grievance related to a particular problem like compensation (amount or timing of disbursement), relocation and other entitlements.
- Compensation payments disbursed
- Relocation of APs completed
- Employment provided to APs
- Community development activities completed
- Training of APs initiated
- Income restoration activities initiated
- Number of families displaced and resettled
- Monitoring and evaluation reports submitted

The PIU/PSIU with the help of the PSC and NGO will carry out internal monitoring. Impact indicators will relate to the overall project objectives as stated in the R&R Policy and in the entitlement matrix. An external agency will be engaged to monitor and proactively evaluate the RP objectives. The external agency will submit monthly and quarterly monitoring reports. Mid term and final evaluation will be done by the agency to find out if the R & R objectives have been achieved against the performance impact indicators.

7.2 Internal and External Monitoring

Internal Monitoring will be carried out by PIU through its SPIU and PSC. PIU/DoR will have overall responsibility for overseeing and monitoring all resettlement activities for the project. The PIU will also be responsible for identifying significant issues affecting successful land acquisition and resettlement, particularly those impacting various categories of AP's. In addition, the PIU, with the ADB, will be responsible for declaring successful, fully completed resettlement and land acquisition activities followed by "signing off" on allowing construction activities to commence.

The SPIU / field office will maintain a record of all transactions in the Management Information System (MIS), followed by entitlement records signed by AP and survey-based monitoring of resettlement/land acquisition progress on a monthly basis. Monitoring will be focused on the followings:

- Verifying that there are no outstanding or unresolved land acquisition issues with the project and that property valuation and economic rehabilitation has been carried out in accordance with the provisions of the plan;
- Information campaign and consultation has been carried out with APs;
- Status of land acquisition and payments on land compensation; ensuring value of entitlement received is equal to that of original structure of land acquired; and use and misuse of entitlement.
- Compensation for affected structures and other assets;
- Relocation of APs;
- Payments for loss of income;
- Overseeing that all economic rehabilitation measures are implemented, as approved;
- Ensure effective operation of both the Grievance Committees and Sub-project level Committees
- Ensure that funds for implementing land acquisition and economic rehabilitation activities are available timely, are sufficient for the purposes, and are spent in accordance with the plan.

The CRO through its resettlement team will submit reports on a monthly basis documenting the progress of resettlement implementation.

SPIU / field office will be responsible for monitoring the day-to-day resettlement activities of the project. Baseline socio-economic and census and land acquisition data will provide the necessary benchmark for field level monitoring. Field level monitoring will be carried out through:

- Review of census information for all APs;
- Consultation and informal interviews with APs;
- In-depth case studies;
- Informal sample survey of APs;
- Key informant interviews; and
- Community public meetings.

A performance data sheet will be developed to monitor the project at the field level. Quarterly reports will be received from the field offices and CRO will be responsible for overall project level monitoring. Also, the PSC Resettlement Consultant will monitor the RP implementation and will report on a quarterly basis to PIU/DoR, GEU and ADB on the progress of all aspects of resettlement activities.

7.3 External Monitoring and Evaluation

External monitoring agency having skills and capacity in monitoring resettlement and social development activities and not associated with the project execution will be assigned to carry out external monitoring and evaluation works. The external monitoring will be focused on (i) evaluating the social and economic impact of land acquisition and economic rehabilitation of the APs; (ii) verifying that the objective of enhancement or at least restoration of income levels and standard of living of the APs have been met; (iii) suggesting modifications to the land acquisition and economic rehabilitation, where necessary, to achieve the principles and objectives as set; and (iv) making final ex-post evaluation to ensure all resettlement and land acquisition activities have been complete; any problem issue identified are followed-up (including recommendation of mitigation measures and supplementary budget); and learning for future such projects are recorded. More specifically the following activities will be required to be performed by the External Monitoring Agency:

- Verification of internal monitoring – to ensure the appropriateness of activities being carried out by PIU and the field office;
- Demographic Baseline and Biannual Household Surveys – to monitor progress from a pre-Project, pre-resettlement benchmark.
- Evaluation of Delivery and Impacts of Entitlements – to determine if they are as per the approved Resettlement Plan.
- Evaluation of Consultation and Grievance Procedures - especially levels of public awareness of grievance procedures, access by AP's and households to information and rapid conflict resolution.
- Evaluation of actual operations of Grievance Committee - assisting APs as required and acting as observers.
- Declaration of successful implementation – summing up the outcome of activities on completion of all entitlements distribution and resettlement activities.
- Recommend Follow-up Actions for the EA - relating to outstanding actions required to complete achievement of objectives of the RP and resettlement policies, additional mitigation measures for APs, if required, and timing and budget of these additional measures.
- Describe Lessons Learned for future projects.
- Evaluate the performance of the NGO and the SPIU. The agency will report its findings simultaneously to the DOR and the ADB.
- Monitor reactions from APs, information from APs on entitlement policies, options, alternatives and relocation related issues, visits to sites, valuation of property, use of grievance procedure, disbursement of compensation,

Developing early warning system is essential. Sensitive indicators and regular monitoring apart from suggested will accomplish this. Examples of some of these will be law and order situation in the area, vigilance during eviction and demolition.

External monitoring will be carried out on a biannual basis throughout the project period followed by an ex-post evaluation. At the end of each year, the external monitoring agency will carry out annual monitoring based on a ten percent sample of APs. Mid term evaluation will be carried out based on a

25% sample of APs covering both titleholders and non-titleholders. At the end of the second year, the end line evaluation will be carried out. The external agency will directly report their findings both to DOR and ADB.

Criteria for selecting an external agency for M & E should be based on their experience in the field and comprehensive knowledge of R & R needs of the APs. The ToR for the external monitoring agency is appended in Appendix.

7.4 Methodology for Monitoring

- Random sample of 25 percent of APs will be interviewed;
- Participatory rapid appraisal of the resettlement implementation will be done in every village;
- Public consultations will be conducted;
- Observation checklist will be used for assessing eviction and resettlement processes;
- Grievance appeals will be reviewed and discussed with APs about the satisfaction regarding the process; and
- Standard of living of the APs before and after implementation will be reviewed using baseline information collected earlier.

7.5 Monitoring Project Input and Outputs

Internal monitoring will be the responsibility of the PSIU, which will report on the progress of the R&R activities to the Project Director on a monthly basis in prescribed monitoring formats. The Unit will report on each of the project indicators that might emerge during project implementation progresses. The reports will cover the progress of the project on the targets set at the commencement of the project.

Based on the reports, the PIU will monitor and evaluate every three (3) months the overall progress on each R&R component and determine actions to be taken by the PIU in situations where the set objectives are not being met.

Table 7.5.1: Monitoring of Activities by PIU

1	Verification exercise	No. of AP/AF
2	LA notification	Date/s
3	Consultations on entitlement	No. of consultations, no. of APs/AFs attended
4	ID cards distribution	No. of consultations, no. of APs/AFs attended
5	Training of staff, NGO & APs	No. trained
6	Establishment	Staff recruited, equipment purchased
7	Appointment of i) NGO ii) M&E Agency	Appointment of NGO done Appointment of M & E Agency

Broadly, the monitoring and evaluation system will involve:

- Administrative monitoring: daily planning, implementation, trouble shooting, feed back & trouble shooting, individual AP file maintaining, progress reports

- Socio-economic monitoring: case studies, using baseline information for comparing AP socio-economic conditions, evacuation, demolition, salvaging materials, morbidity and mortality, communal harmony, dates for consultations, number of appeals placed, etc.
- Impact evaluation monitoring: Income standards restored/improved, situation of self-relocatees, etc.

7.6 Set of key monitors to be used

A set of indicators will be used to monitor the project objectives. These indicators will form the basis of the monitoring and evaluation of the implementation of the RP. The information collected through the household survey carried out for this study will provide benchmarks for comparison on the socio-economic status of the APs in the project implementation period. The indicators to be monitored will include vulnerable groups and their progress in resetting, and income restoration of APs.

All monitoring data, both internal and external will be disaggregated by gender.

This monitoring will give information about whether the project objectives are being met. A key objective will be the estimation of the affected people's incomes and quality of lives. If the monitoring and documentation done during the first 6 months in service of the Project indicate that these objectives are not being achieved, more resources should be allocated towards it.

During implementation, benchmarks and indicators will be monitored to ensure that comparison is made against the socio-economic status including income streams, not just the fixed assets lost to the project.

7.7 Reporting Requirements

The CRO / PIU responsible for supervision and implementation of RP will prepare monthly progress reports on resettlement activities and submit to the ADB. PSC will monitor RP implementation and submit quarterly reports to PIU and ADB. The external monitoring agency will submit quarterly review directly to ADB which will contain process documentation along with quarterly progress and determine whether or not resettlement goals have been achieved, more importantly whether livelihoods and living standards have been restored / enhanced and suggest suitable recommendations for improvement. The external monitoring agency will also carry out a final ex-post evaluation to ensure all resettlement and Land acquisition activities have been complete; any problem issue identified are followed-up (including recommendation of mitigation measures and supplementary budget); and learning's for future such projects are recorded.