SAINT LUCIA
DISASTER VULNERABILITY REDUCTION PROJECT (DVRP)
REMEDIAL ABBREVIATED RESETTLEMENT ACTION PLAN
Works: Construction of Dennery Infant School
Project Affected Persons: ****** ****** & ****** ******

October 2016
1. INTRODUCTION

Hurricane Tomas impacted Saint Lucia on the night between October 30 and 31, 2010, with maximum sustained wind speeds of 90-95 mph with higher gusts. The Hurricane caused torrential rain for 24 hours, resulting in total rainfall of 533 mm. Saint Lucia also experienced an unseasonal tropical trough system resulting in heavy rains and high winds between 9 p.m. and 12 a.m. on December 24 and 25, 2013. The system produced extreme rainfall of 224 mm over 3 hours, which represents a 1 in 100 year event in the Saint Lucia context. As a result, many of the nations’ schools were damaged, among which is the Dennery Infant School.

As a result, the Government of Saint Lucia secured financing through the World Bank, from the International Development Association and the Climate Investment Fund, towards the implementation of the Disaster Vulnerability Reduction Project (DVRP), which became effective in December 2014. Funding for the Construction of Dennery Infant School forms part of Sub Component 1.6 - Reconstruction or Rehabilitation of Schools and Health Centres under the DVRP.

2. RATIONALE

The Disaster Vulnerability Reduction Project (DVRP) was assessed and approved by the World Bank as a Category B project. This indicates that works proposed under the project primarily involve rehabilitation works and any anticipated potential impacts are considered short term, not significant and readily preventable with standard measures. Although the Project was classified as a Category B Project, it was assessed as having triggered social safeguards, specifically Bank’s Operational Policy 4.12, Involuntary Resettlement, as planned works could lead to public acquisition of private property and subsequently impact beneficiary assets or access to assets.

In light of this, a Resettlement Policy Framework (RPF) was developed and published to serve as a guide for the project. The purpose of an RPF is to clarify resettlement principles, organizational arrangements, and design criteria to be applied to subprojects to be prepared during project implementation. The RPF was developed in light of the fact that the zone of impact of sub-projects could not be determined at appraisal.

The Contract for the proposed works commenced on March 17, 2016. The proposed design, as per Contract #125, includes the construction of a four Block Infant School, together with associated road works. However, one mobile canteen own by squatters on part of the space identified for the construction. The concerned property do not qualify as households. The canteen is being utilized for commercial purposes (small shop).

Preliminary assessments of the asset led to the conclusion that the existing canteen that the squatting occupy do not meet the minimum construction requirements of the Development Control and Public Health Legislations of Saint Lucia. This is an unplanned development and do not have basic amenities such as a toilet and is in unacceptable conditions.

3. OBJECTIVE

This Remedial Abbreviated Resettlement Action (ARAP) Plan provides details on the likely impacts resulting from the relocation for the construction of the proposed works and the mitigatory measures that will be implemented to address any potential adverse impacts.

Specifically the objective of this Remedial Abbreviated RAP is to provide:
o Details of events leading to activation of OP 4.12 and results of census survey of project affected people (PAP);

o Inventory of adverse impacts on PAP’s assets;

o Description of compensation packages offered to PAP and option selected by PAP;

o Consultations with PAP about acceptable compensation alternatives;

o Institutional responsibilities for implementation of ARAP and timetable for implementing ARAP;

o Arrangements and timetable for monitoring and implementation of ARAP;

o Procedures for grievance redress;

o Source of funding and estimated cost for implementation of ARAP.

4. BACKGROUND: EVENTS LEADING TO ACTIVATION OF OP 4.12

The Contract for the proposed works for the construction of Dennery Infant School was signed by the Employer, Ministry of Infrastructure Port Services and Transport (MIPST), with the Contractor, O.B. Sadoo Engineering, on March 17, 2016 for a contract duration of fourteen months. The construction commence March 23, 2016 (seven (7) days after contract signing). At a site meeting of April 14, 2016 the contractor indicated that the construction is delayed by one week due to him being hampered by not having full access to the site. He indicated that there was a mobile canteen within the perimeters required for hoarding (Boarding of the construction site) and if the canteen were removed, this would permit for acceleration in construction. The structure in question referred to as a canteen is owned by ******** who had operated it for commercial purposes from 2010. Ms. ******** also leased the canteen to Mr. * from January to November 2015 at a rate of XCD300.00 per month. Following the end of this lease in November 2015, the canteen (see Appendix 1 for photos of the canteen) has been unutilized.

The Department of Physical Planning through the commissioner of Crown Lands on April 14, 2016 issued a letter to Ms. ******** which required her to remove the structure and to vacate the property on or before April 25, 2016. Ms. ******** subsequently arranged to have the canteen towed off the site by Sean Towing Services on April 25, 2016. Given that Ms. ******** was unable to afford the cost of removing the canteen, the Towing Services Company has kept the canteen as a form of payment, and the structure is currently in Bexon at the garage belonging to the towing company.

From the documentation sent to the PCU in reference to the removal of the structure, the PCU confirmed that there was a breach as the GOSL had not undertaken the following as stipulated by the World Bank policy on Involuntary Resettlement (OP 4.12):

- Resettlement Action Plan (RAP) had not been prepared;
- Compensation to the affected person had not been done prior to the commencement of works or removal of the structure.
Given the circumstances, the World Bank Task Team emphasized the need for the GOSL to urgently prepare and submit a Remedial Abbreviated Resettlement Action Plan (ARAP), satisfactory to the World Bank, in order to meet the requirements of OP4.12 and to bring the project back into compliance. This would require reaching an agreement with the project affected person (PAP) on measures for compensation to be paid expeditiously and prior to the completion of the works (May, 2017).

To address this situation such that the Project is in compliance with the OP4.12, the PCU has developed this Remedial Abbreviated Resettlement Action Plan (ARAP) that will be used to monitor and inform persons of the process to be followed. Among others, the Remedial ARAP will detail the value of the canteen and revenue loss (if any) and the steps to be taken to compensate the affected person consistent with the Resettlement Policy Framework for the Project. Once finalized and agreed upon with the PAP, this document will be publicly disclosed on the GOSL and World Bank Websites.

5. CENSUS OF AFFECTED PEOPLE AND INVENTORY OF AFFECTED ASSETS

Table 1 Census survey of affected household small shops as described below.

<table>
<thead>
<tr>
<th>Name of Affected Person</th>
<th>Sex</th>
<th>Age</th>
<th>Relation to HH head</th>
<th>Primary Occupation</th>
<th>Notes/Secondary Occupation</th>
<th>Highest level of education</th>
<th>HH Income/Remittances</th>
<th>Illness/symptoms in past two weeks</th>
</tr>
</thead>
<tbody>
<tr>
<td>****** ******</td>
<td>F</td>
<td>55</td>
<td>Common Law Wife to HH head</td>
<td>Self Employed - Vendor</td>
<td>None</td>
<td>Primary</td>
<td>XCD3,600.00</td>
<td>Fibroids</td>
</tr>
<tr>
<td>****** ******</td>
<td>M</td>
<td>37</td>
<td>HH head</td>
<td>Self Employed - Vendor</td>
<td>None</td>
<td>Secondary</td>
<td>None</td>
<td></td>
</tr>
</tbody>
</table>

Table 2: Inventory of Affected Assets

<table>
<thead>
<tr>
<th>Item/type of property affected (e.g. residence, commercial structure, fence, shed, etc.)</th>
<th>Quantity (i.e. size of item)</th>
<th>Descripti on of materials/Construction type</th>
<th>Replacement cost</th>
<th>Total Cost (materials + labor)</th>
<th>Use of the property (commercial, residential, etc.)</th>
<th>Type of acquisition / nature of impact (temporary or permanent)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Semi-Mobile Canteen</td>
<td>7.25’ * 16.6’</td>
<td>Truck Chassis at Base, T1-11 Exterior Plywood for frame and galvanized sheeting for roof</td>
<td>$18,900.00</td>
<td>Commercial – used to prepare and sell food</td>
<td>Permanent</td>
<td></td>
</tr>
</tbody>
</table>
6. DESCRIPTION OF COMPENSATION PACKAGES OFFERED AND OPTION SELECTED BY PAP

The two options for compensation offered to the PAPs are as follows:

1. **Replacement cost of semi mobile canteen**
The GoSL will pay the market cost of the materials and labor to build a replacement structure with quality similar to or better than those of the affected structure. Compensation to include any improvements the PAPs made to the structure, for example, extensions or installing utilities – the value of those improvements is included in the valuation. In determining the replacement cost, depreciation of the asset and the value of salvage materials were not taken into account nor were the value of benefits derived from the project deducted from the valuation of the affected asset.

2. **Recovery and relocation of the canteen.**
The GoSL will pay the cost of recovering the truck, restoring it to the condition it was in when it was moved (i.e. repairing any damages it may have sustained during removal and restoring access to any utilities the truck had when it was moved, like water/electricity etc.), and pay to have the truck moved to a new site and set up there. For this option the GoSL will find a site that is suitable for relocation of the canteen. The new site would be easily reachable for and acceptable to the PAPs, and would have equal or superior commercial/income generating potential (i.e. same or better access to customers as previous site). It will also be a site where the PAPs would legally be able to pursue a lease from Crown Lands and/or obtain legal permission to operate a business (the PAPs would obtain the lease/permission on their own, however, the GoSL would need to make sure the piece of land to which they are relocated is eligible for legal commercial use, and is not, for example, land from which the PAPs would need to be subsequently relocated due to another project, etc.)

<table>
<thead>
<tr>
<th>PAP</th>
<th>Resettlement Solution</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Household</td>
<td>Replacement cost of semi-mobile canteen</td>
<td>Ms. ******* indicated her willingness to accept this option as it would place her in a better position than she was prior to displacement. Mr. ******* was in concurrence with Ms. ******* decision. (see Appendix 3 for acceptance letter)</td>
</tr>
<tr>
<td>Household</td>
<td>Recovery and relocation of canteen</td>
<td></td>
</tr>
</tbody>
</table>
7. CONSULTATIONS WITH PAP ABOUT ACCEPTABLE ALTERNATIVES

The Table below provides an overview of the meetings that have occurred with the PAPs (see Appendix 2 for minutes of meetings).

Schedule of Meetings

<table>
<thead>
<tr>
<th>Meeting Venue</th>
<th>Date</th>
<th>Participants</th>
<th>Outcomes, Agreements, Next Steps</th>
</tr>
</thead>
</table>
| Home of PAPs, Dennery | July 21, 2016   | Affected persons - Ms. ****** ****** and Common Law Husband ****** ****** Social Safeguards Officer - Calus Monchery | • Safeguards Officer did fact finding and briefly discussed the World Bank’s policy on resettlement.  
• Ms. ****** to provide invoices and receipts for cost incurred as a result of the resettlement to prepare a preliminary estimate for compensation.  
• MOPD to verify Valuation of Canteen to be negotiated and paid for by the Department of Economic Development. |
| Project Coordination Unit (PCU) | August 23, 2016 | Cheryl Mathurin – Project Coordinator  
Nadine Isidore – Economist  
Kerry Joseph - Deputy Chief Economist  
Kenson Casimir - Social Transformation Officer  
Calus Monchery – Social Safeguards Officer  
****** ****** and ****** ****** - PAPs. | • Project Coordinator discussed the process of Land Acquisition and Resettlement  
• PAPs indicated estimated cost of Canteen as $20,000.00 and estimated cost of towing as $1,000.00.  
• Safeguards Officer explained the need to ensure that affected persons are restored to their pre displacement level. |
| Home of PAPs Dennery | August 29, 2016 | Cristina Coirolo – Social Specialist, World Bank  
Sarah Calixte – Economist  
Calus Monchery – Social Safeguards Officer  
****** ****** and ****** ****** - PAPs. | • Receipt Book to evidence lease of canteen between January and November 2015 was returned to PAPs  
• PAPs gave information on their operations of the structure prior to removal. |
| Teleconference | September 1, 2016 | Calus Monchery – Social Safeguards Officer  
****** ****** and ****** ****** - PAPs. | • PAPs gave information for census survey  
• Safeguards Officer informed PAPs of the process outlined in the OP4.12 as it relates to their rights, and also of the process for handling grievances |

8. INSTITUTIONAL RESPONSIBILITIES FOR IMPLEMENTING THE ARAP AND TIMETABLE FOR IMPLEMENTATION
The PCU is responsible for implementation of the ARAP and the Social Safeguards Officer coordinated with relevant institutions to oversee the implementation of this ARAP.

The PCU ensured that implementation of the ARAP was done in accordance with the requirements of the RPF, with guidance from the World Bank Social Development Specialist. The RPF indicates that the cost of land acquisition and associated administrative and logistical costs will be provided for by the Ministry of Physical Development in its Budget. However, the payment of compensation to the PAPs in this case will be paid by Department of Economic Development, Transport and Civil Aviation. The Project Coordination Unit, Social Safeguards Officer worked with the MOPD and MoF to ensure the ARAP was efficiently implemented and acted as liaison for all relevant institutions and agencies responsible for the execution of the ARAP. The PCU informed the World Bank on implementation progress of the ARAP, and upon completion of implementation of the ARAP and payment of compensation to the ******s.

The agencies involved with implementation of this ARAP include the following:

<table>
<thead>
<tr>
<th>Table 2. Relevant Institutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ministry/Agency</td>
</tr>
<tr>
<td>Ministry of Physical Development</td>
</tr>
<tr>
<td>Ministry of Physical Development</td>
</tr>
<tr>
<td>The Institute of Surveyors St Lucia Inc.</td>
</tr>
<tr>
<td>Department of Economic Development, transport and Civil Aviation</td>
</tr>
<tr>
<td>Project Coordination Unit (PCU)</td>
</tr>
<tr>
<td>Ministry of Infrastructure</td>
</tr>
</tbody>
</table>

The agencies and departments of Government responsible for the various aspects of executing these activities are as follows:

- The MOPD is responsible for the resettlement of the affected person. Within the MOPD, the following departments will be in charge of the various aspects of executing these activities as follows:
  - The Architectural Section, MOPD - for the cost of relocation.
  - The Crown Lands Section, MOPD – to inform squatters of GoSL intentions to acquire.
  - Land Registrar, MOPD - Verification of Title (ownership) and the quantum of property
  - The Dennery Village Council – for coordination at the local level and information dissemination.

- Department of Economic Development, transport and Civil Aviation is responsible for payment of relocation allowance.
The Project Coordination Unit works with the MOPD to ensure the ARAP is adequately implemented and acts as liaison for all relevant institutions and agencies responsible for the execution of the ARAP. The PCU is also responsible for informing the World Bank on implementation progress of the Plan.

Table 3. Timetable for implementation of mitigation measures

<table>
<thead>
<tr>
<th>Activity</th>
<th>Dates</th>
<th>Budget</th>
<th>Responsible Institution/Human Resources Assigned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outlined Process in the OP4.12 to PAPs</td>
<td>September 1, 2016</td>
<td>0</td>
<td>Social Safeguards Officer</td>
</tr>
<tr>
<td>Valuation of assets</td>
<td>September 2, 2016</td>
<td>XCD1000.00</td>
<td>Andy Alfred - Saint Lucia Institute of Surveyors</td>
</tr>
<tr>
<td>Present Compensation Options to PAPs</td>
<td>September 19, 2016</td>
<td>0</td>
<td>Department of Economic Development</td>
</tr>
<tr>
<td>Negotiations with PAPs</td>
<td>September 21, 2016</td>
<td>0</td>
<td>Department of Economic Development</td>
</tr>
<tr>
<td>Payment of compensation</td>
<td>October 21, 2016</td>
<td>XCD18,900.00</td>
<td>Department of Economic Development</td>
</tr>
</tbody>
</table>

9. ARRANGEMENTS AND TIMETABLE FOR MONITORING IMPLEMENTATION OF ARAP

The PCU, Social Safeguards Officer, is responsible for following up and ensuring that all activities are completed as outlined above and according to agreed upon timelines. The PCU has ensured that the affected persons are compensated satisfactorily, and in accordance with this ARAP. Minutes of all meetings and consultations will be maintained by the PCU, shared with all parties and added as an appendix to this ARAP. The Bank and all other agencies are informed by email immediately following each meeting.

The following table shows the plan for monitoring the implementation of the ARAP - in particular the necessary activities to be undertaken and dates by which they should be accomplished - the allotted budget and entity responsible for implementation.

<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 2, 2016</td>
<td>Valuation of assets</td>
</tr>
<tr>
<td>September 19, 2016</td>
<td>Present Compensation Options to PAPs</td>
</tr>
<tr>
<td>September 22, 2016</td>
<td>Negotiations with PAPs</td>
</tr>
<tr>
<td>October 21, 2016</td>
<td>Payment of compensation</td>
</tr>
</tbody>
</table>
10. PROCEDURES FOR GRIEVANCE REDRESS

A grievance redress mechanism is necessary for addressing eligible concerns of affected individuals and groups who may consider themselves deprived of appropriate treatment under the project. The mechanism includes: (i) a recording and reporting system, including grievances filed both verbally and in writing, (ii) designated staff with responsibility for addressing grievances at various levels of Government, and (iii) a time frame to address the filed grievances. The functioning of the grievance redress mechanism for the Remedial Abbreviated Resettlement Action Plan for Dennery Infant School will be monitored and evaluated by the Social Safeguards Officer of the PCU during its implementation.

The steps undertaken should a grievance arise are as follows:

Table 5: Grievance Redress Procedures

| Grievances from affected parties | • Grievances made verbally to the Social Safeguards Officer |
| Access Point | • The PCU serves as the access point for grievances |
| Grievance Log | • Grievances received verbally are documented, verified and signed by both parties. |
| | • Grievances will be copied to the relevant authority as defined in the Land Acquisition Act. |
| Assessment | • Grievances categorized by type. Determination of eligibility of grievance. |
| | • The first assessment of the grievance conducted by a Grievance Committee comprising persons drawn from the PCU and technical officers from the MOPD, MIPST, and MOE. |
| | • Letters acknowledging grievance relating to resettlement issued by the PCU to the aggrieved persons. |
| | • The Community Development Officer (CDO) (Social Transformation Officer) for Dennery to provide assistance with dealing with conflict resolution and grievance. The CDO will communicate all disputes and grievances to the PCU immediately when received. Should a dispute arise, the applicable Laws of Saint Lucia will prevail. |
| Resolution and Follow-up | • Development of Implementation Plan for resolution of grievances. |

11. SOURCES OF FUNDING AND ESTIMATED COST

- The cost of acquisition and associated administrative and logistical costs was provided for by the Department of Economic Development, Transport and Civil Aviation in its Budget submissions, as Land Acquisitions and Resettlement cost under the DVRP forms part of the Budget for the Ministry.
Given that the Project is already in breach of the World Bank’s policy on Involuntary Resettlement (OP4.12), determination of the value of compensation to be paid was expedited to ensure that affected persons were compensated expeditiously so that the Project is brought back into compliance with the World Bank Safeguards Policies, in particular the Operational Policy OP/BP 4.12.

12. APPENDIX
APPENDIX 1 – PHOTOS OF SEMI MOBILE CANTEEN

EXTERNAL VIEW OF STRUCTURE:
INTERNAL VIEW OF STRUCTURE:
APPENDIX 2 –MINUTES OF MEETINGS

DISASTER VULNERABILITY REDUCTION PROJECT (DVRP)
PAPs for Construction of Dennery Infant School
Minutes of Meeting held on Thursday, July 21, 2016 at 2:30 pm
at the Home of the PAPs, Dennery.

Acronyms

PCU – Project Coordination Unit
DVRP - Disaster Vulnerability Reduction Project
MOPD - Department of Physical Planning
PAPs - Project Affected Persons
HH - Household Head

The meeting commenced at 2:30 p.m.

Present were:

Representing the PCU Calus Monchery Safeguards Officer
Representing the PAPs ***** ***** PAPs
****** **** HH PAPs

Introduction
Mr. Calus Monchery greeted the PAPs and introduce himself as the Safeguards Officer and the role and responsibility associated therein in relation to the Construction of Dennery Infant School. He advised of the purpose for his visit which was to determine the following:

- Confirm ownership of the canteen
- Outline why and how they are affected by the project
- If any and what communication was received from the Government
- Brief PAPs on World Bank Policy for Safeguards
- Any other business

To confirm ownership of the canteen
Ms. ***** **** indicated that the canteen belonged to her. She stated that she bought the canteen in 2010 for Eastern Caribbean twenty five thousand dollars (XCD 25,000.00)

To outline why and how they are affected by the project
Ms. ***** **** indicated that she received a letter dated April 14, 2016 from the Commissioner of Crown Lands requesting that she remove her structure within ten (10) days. She stated that whilst the canteen was not utilized from December 2015, it used to be a source of income from 2010 up to November 2015.
If any and what communication was received from the Government
Ms. ******** indicated that she received verbal communication on April 13, 2016 which was followed by written correspondence on April 14, 2016. Both forms of communication requested the removal of the mobile canteen by April 25, 2016.

Brief PAPs on World Bank Policy for Safeguards
Mr. Monchery informed the PAPs that the Construction of Dennery Infant School is financed by the World Bank and therefore the World Bank’s policy on Resettlement takes precedence in the event of a grievance.

Other business
The parties exchanged numbers and the Safeguards Officer indicated that he will investigate the matter and follow up with the PAPs.

The meeting concluded at 3:10 pm.
DISASTER VULNERABILITY REDUCTION PROJECT (DVRP)
Project Affected Persons for Construction of Dennery Infant School
Minutes of Negotiations Meeting held on Thursday, September 22, 2016 at 3:00 pm
at the School Construction Site Office, Dennery.

Acronyms

PCU – Project Coordination Unit
DVRP - Disaster Vulnerability Reduction Project
GOSL - Government of Saint Lucia
MOED - Department of Economic Development, Transport and Civil Aviation
MOSD- Department of Equity, Social Justice, Empowerment and Human Services
MOPD- Department of Physical Planning
ISS - Institute of Surveyors St. Lucia Inc.
RAP - Resettlement Action Plan
RPF - Resettlement Policy Framework
PAPs - Project Affected Persons
HH - Household Head

The meeting commenced at 3:00 p.m.

Present were:

Representing the PCU Calus Monchery Safeguards Officer
Kensley Promesse Civil Engineer

Representing the MOED Kerry Joseph Economist

Representing the MOSD Kenson Casemir Social Transformation Officer

Representing the MOPD Babra Renee Quantity Surveyor

Representing the ISS Andy Alfred Quantity Surveyor

Representing the PAPs ****** PAPs
****** HH PAPs

Introduction
Ms. Kerry Joseph greeted the PAPs and introduced the attendees by name, designation and the agency represented. She indicated that the purpose of the meeting is to negotiate with the PAPs in accordance with the Grievance Redress Mechanism established in the RPF for the DVRP. Ms. Kerry Joseph presented the resettlement packages to the PAPs.
Options Presented to PAPs

1. **Replacement cost of semi mobile canteen**
   The GOSL will pay PAPs Eastern Caribbean eighteen thousand nine hundred dollars (XCD18,900.00) which represents the market cost of the materials and labor for replacement. The value would enable the building of a structure of quality similar to or better than those of the affected.

2. **Recovery and relocation of the canteen.**
   The GOSL would recover the canteen from Sean Garage and hire an independent contractor to repair and restore the canteen to its original state/condition prior to it being moved/relocated to Sean Garage in Bexon. In that case the GOSL would repair any damage sustained/caused during removal and restoring access to any utilities (Water and Electricity) the truck had when it was moved. For this option the GOSL will need to identify a site that is suitable for relocation of the canteen. The new site for relocating the canteen should be of easy reach and also be satisfactory/acceptable to the PAPs. Further, the new site should enable equal or superior commercial/income generating potential.

**Option Selected by PAPs**
Ms. ******* ******* indicated her williness to accept Option 1 as it would place her in a better position than she was prior to displacement. Mr. ******* was in concurrence with Ms. ******* decision.

**Other business**
Ms. Kerry Joseph informed the PAPs that by virtue of selecting Option 1 the mobile canteen would become the property of the GOSL. Ms. ******* ******* indicated that she is cognizant of the fact.

The meeting concluded at 3:30pm.
APPENDIX 3 – PAPS ACCEPTANCE LETTER

Ms. Tracy Polius  
Permanent Secretary  
Department of Economic Development, Transport and Civil Aviation  
7th Level, Conway Business Center  
Waterfront, Castries

Dear Ms. Polius

This correspondence serves to inform you that we have accepted the Government of Saint Lucia’s offer of Eastern Caribbean eighteen thousand nine hundred dollars (XCD18,900.00) as compensation representing the market cost of materials and labor for replacement of a structure of similar quality or better than the affected structure. We also agree that this compensation includes all improvements made to the structure, such as extensions and installation of utilities.

We thank the Ministry for its exceptional support in addressing our grievance.

Yours sincerely,
APPENDIX 4 – REGISTRATION OF GRIEVANCE FORM

REGISTRATION OF GRIEVANCE
Please use capital:

From: Contact No: 125
Name: 
Address:

Name of Project Site: Construction of Dennery Infant School

As per the Resettlement Policy Framework of the Disaster Vulnerability Project, Grievance Redressal, I register my grievance as detailed:

“Details of Grievance”
(a) Outline reasons why and how you are affected by the project. (overleaf if necessary)

I was instructed by the Ministry of Physical Planning to remove my mobile canteen to facilitate construction of the Dennery Infant School.

(b) If land or other properties are being affected e.g. (agriculture), include copies of relevant documentations you have to support your claim.
List documents: attach copies
(a) (b)
(c) (d)

Undertaking: I hereby certify that statements made in my Grievance and documentation enclosed are true and complete to the best of my knowledge. If at any time any part of the Grievance or the documentation is found to be false, I will be liable for any legal action that the Government of St. Lucia may deem necessary.

Date: (Signature of aggrieved person)
Name of recording Officer: Calus Monchy (Signature)
(Please print) List all documentation enclosed:
APPENDIX 5 – COPY OF CHEQUE EVIDENCING COMPENSATION
Project Coordination Unit (PCU)
Department of Economic Development, Transport and Civil Aviation
5th Level, Conway Business Center, Waterfront, Castries
Tel: 1 758 468 5816 Fax: 1 758 453 0417
Email: slupcu@gosl.gov.lc