

Federation Road Asset Management Enhancement
Project-FRAME (P511815)

Resettlement Policy Framework-RPF



2025.

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Abbreviations

B&H / BiH	Bosnia and Herzegovina
CH	Cultural Heritage
CHS	Community Health and Safety
CGC	Central Grievance Committee
CSOP	Construction Site Organization Plan
EA	Environmental Assessment
EIA	Environmental Impact Assessment
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESSs	Environmental and Social Standards
E&S	Environmental and Social
FIS	Federal Institute of Statistics
FBiH	Federation of Bosnia and Herzegovina
GC	Grievance Committee
GIIP	Good International Industry Practice
GRM	Grievance Redress Mechanism
LMP	Labor Management Plan / Procedures
OHS	Occupational Health and Safety
PAP	Project Affected Person
PC Roads of FBiH	Public Company Roads of Federation of BiH
PIMT	Project Implementation and Management Team
PDO	Project Development Objective
PPE	Personal Protective Equipment
RAP	Resettlement Action Plan
RDDR	Resettlement Due Diligence Report
RPF	Resettlement Policy Framework
SEP	Stakeholder Engagement Plan
SE	Supervision Engineer
TCI	Total Condition Index
WB	World Bank

1. EXECUTIVE SUMMARY

This Resettlement Policy Framework (RPF) has been prepared to guide the management of potential land acquisition and resettlement impacts associated with a major road rehabilitation and construction Project in the Federation of Bosnia and Herzegovina (FBiH), financed by the World Bank. The Project aims to improve the main road network to enhance connectivity, road safety, and efficiency, thereby promoting economic growth, social cohesion, and environmental sustainability.

The Project encompasses a broad scope of interventions, including the rehabilitation of existing roads, construction of new bypasses, and targeted safety upgrades at known traffic black spots. While many components will have limited or no land acquisition needs, some sub-projects may require permanent or temporary expropriation of land to facilitate construction activities and improve road safety infrastructure.

Given that detailed designs and sub-project scopes are not fully finalized, this RPF establishes the policy and procedural framework to address land acquisition and resettlement issues consistently across all Project components. It aligns with the World Bank's Environmental and Social Standard 5 (ESS5) and national laws applicable in FBiH.

Key aspects of the RPF include:

- **Screening and Categorization:** All sub-projects will undergo systematic screening to determine the need for land acquisition and the extent of any resettlement impacts. Screening results will inform whether a full Resettlement Action Plan (RAP), Resettlement Audit, or Resettlement Appraisal is required.
- **Land Acquisition Status:** Some bypasses and a black spot improvement component have completed or nearly completed land acquisition processes. These will be subject to Resettlement Audits and Appraisals to verify compliance and address any outstanding issues.
- **Future Sub-Projects:** For sub-projects yet to enter land acquisition phases, full RAPs will be prepared to ensure that affected persons receive fair compensation, livelihood restoration support, and meaningful consultation consistent with WB ESS5 principles.
- **Avoidance of Physical Displacement:** The Project anticipates minimal physical displacement of households. Expropriation will mainly affect uninhabited land or temporarily required areas, such as for construction of bypasses or temporary detours.
- **Institutional Arrangements:** The Project Implementation and Management Team (PIMT) within the Public Company Roads of FBiH will oversee the execution of resettlement activities. The team includes land acquisition and social specialists responsible for stakeholder engagement, grievance management, and coordination with relevant authorities.
- **Stakeholder Engagement and Grievance Mechanism:** Robust stakeholder consultation processes and a grievance redress mechanism are integral to the RPF, ensuring transparency and timely resolution of concerns raised by affected communities.
- **Monitoring and Compliance:** Continuous monitoring and reporting will verify adherence to the RPF and applicable national and World Bank requirements throughout the Project lifecycle.

This RPF provides a comprehensive, adaptable framework to manage resettlement risks and impacts associated with the Project, ensuring that affected persons are treated fairly and that the Project's social sustainability objectives are met.

2. INTRODUCTION

2.1. Brief Description of the Project

The **Federation Road Asset Management Enhancement (FRAME) Project** aims to enhance regional transport connectivity and improve road network management through the following key activities: upgrading priority sections of the main road network in the Federation of Bosnia and Herzegovina (FBiH), implementing interventions to enhance climate resilience by investing in slope stability, flood protection measures, and addressing road safety black spots. This includes addressing the backlog of rehabilitation work and mitigating climate and road safety vulnerabilities to achieve an overall maintainable condition while reducing network vulnerability.

The FRAME Project focuses on enhancing regional connectivity and improving the quality and sustainability of the main road network in FBiH. Its main objectives include the reconstruction, rehabilitation, and maintenance of priority main roads to improve road safety, traffic flow, and infrastructure resilience.

The FRAME Project is organized into components and subcomponents addressing infrastructure upgrades, institutional capacity building, and sustainable asset management to optimize limited public funds. It will contribute to improved access to markets, regional economic growth, tourism development, and the EU accession process of Bosnia and Herzegovina.

The Borrower for the FRAME Project is the Ministry of Finance and Treasury of Bosnia and Herzegovina, with the Public Company Roads of the Federation of Bosnia and Herzegovina (PC Roads FBiH) as the implementing agency responsible for project delivery.

2.1.1. Contingent Emergency Response Component (CERC)

The Project also includes a Contingent Emergency Response Component (CERC), a financing mechanism designed to allow rapid access to funds in the event of emergencies or crises. This mechanism enables the reallocation of uncommitted Project funds to urgent needs without requiring formal Project restructuring.

Although specific CERC activities are not yet defined, this RPF applies mandatory World Bank Environmental and Social Framework (ESF) compliance to all Project components, including CERC. The Borrower will prepare a CERC Manual outlining environmental and social assessment and management arrangements in accordance with the ESF and World Bank Environmental, Health, and Safety Guidelines (EHSF).

2.2. Purpose and Scope of the RPF

The Resettlement Policy Framework (RPF) clarifies the principles, institutional arrangements, and criteria for managing land acquisition, restrictions on land use, and involuntary resettlement under the Project in alignment with the World Bank's Environmental and Social Standard 5 (ESS5) related to resettlement. It also reflects applicable national legislation in FBiH.

The RPF is prepared because the exact Project locations, potential land impacts, and resettlement requirements are not yet fully defined. As Project subcomponents and activities are detailed, the RPF will guide the preparation of site-specific Resettlement Action Plans (RAPs) for subprojects

where land acquisition, use restrictions, or resettlement impacts are identified through a screening process.

Project activities that involve physical or economic displacement will only commence after the corresponding RAPs have been prepared, disclosed, and found to be in compliance with WB.

3. KEY RESETTLEMENT PRINCIPLES AND APPLICATION

Screening Process and Potential Impacts

In accordance with the World Bank's Environmental and Social Standard 5 (ESS5) on Land Acquisition, Restrictions on Land Use and Involuntary Resettlement, the FRAME Project will ensure that any land acquisition and resettlement activities are conducted in a manner that avoids, minimizes, or mitigates adverse impacts on affected persons. The following principles will guide all resettlement planning and implementation under this project:

- a)** All project-affected persons (PAPs), regardless of legal status, will be entitled to compensation for land and attached assets, or assistance in lieu of compensation. A lack of legal ownership will not disqualify PAPs from receiving support.
- b)** Compensation rates will be at full replacement cost, without deductions for depreciation, taxes, fees, or any other purpose, and will be paid directly to eligible owners or users.
- c)** Compensation for land, structures, crops, and other fixed assets will be provided prior to any impacts or displacement.
- d)** Where agricultural land is acquired, the PC Roads FBiH, as the implementing agency, will make efforts to provide replacement land of equal or higher productive value if this is the preferred option of the affected persons.
- e)** Public services and community infrastructure affected by the project will be restored to equal or improved standards.
- f)** Affected persons will be consulted meaningfully during the preparation of site-specific Resettlement Action Plans (RAPs), and their preferences and concerns will be incorporated.
- g)** Draft and final RAPs will be publicly disclosed in local languages and in accessible formats, especially for vulnerable groups.
- h)** A project-specific Grievance Redress Mechanism (GRM) will be established to allow affected persons to raise concerns and complaints regarding land acquisition and resettlement.
- i)** Negotiated settlements are acceptable if the process is voluntary, transparent, and well documented, and if outcomes meet the principles of WB ESS5.
- j)** Voluntary land donations will only be considered if genuinely voluntary, with no coercion or pressure, and if donors are fully informed of their rights and the implications. The process must be properly documented and verified.
- k)** PC Roads FBiH will be responsible for all costs related to land acquisition, compensation, and resettlement, including contingencies. The RAP will include a budget with cost estimates and implementation arrangements.

I) RAP implementation will include monitoring arrangements to assess progress, compliance, and impacts, with particular attention to vulnerable groups.

Potential for Land Acquisition and Screening Process

The FRAME Project is expected to include a range of civil works, including reconstruction and upgrading of road sections, construction of roundabouts, slope stabilization, drainage improvements, and possibly new bypasses or realignments. These activities may lead to both temporary and permanent land acquisition, restricted access, and economic displacement.

While physical displacement is not anticipated for most sub-projects under FRAME, it cannot be entirely excluded. Given the dispersed nature of works and the potential impacts on roadside businesses, agriculture plots, informal access routes, and tourism-related activities (especially in rural and peri-urban areas), the PIMT at PC Roads FBH will conduct thorough Environmental and Social (E&S) screening for each sub-project.

Screening will identify the likelihood and scale of land acquisition or access restrictions. This will include a review of the design documents, field visits, and consultations with local authorities and communities. Where land acquisition or displacement is likely, a baseline socio-economic survey and census will be carried out.

Sub-projects that trigger WB ESS5 requirements will require the preparation of site-specific RAPs in accordance with this RPF and subject to World Bank review and clearance. Screening results and RAPs will be documented and disclosed as part of the project's overall E&S documentation.

Screening Process Overview for FRAME:

Step 1 - The PIMT Social Specialist will screen each sub-project to determine whether land acquisition or resettlement impacts are likely.

Step 2 - A pre-assessment will be conducted based on available data and preliminary designs to evaluate the need for a RAP.

Step 3 - The PIMT team will undertake site visits, engage stakeholders, review technical documentation (including expropriation studies if available), and assess potential risks and impacts.

Step 4 - If land acquisition or economic/physical displacement is confirmed, the PIMT will prepare a RAP in accordance with this RPF, and submit it to the World Bank for review.

All preparatory works-including temporary occupation of land, construction of access roads, or slope stabilization-must also comply with the principles of this RPF, even if they fall outside the permanent road footprint.

Annex D of this RPF contains the standardized **Land Acquisition and Resettlement Screening Template** to be used during sub-project preparation.

4. WORLD BANK REQUIREMENTS (ESS5)

The World Bank's Environmental and Social Standard 5 (ESS5) on *Land Acquisition, Restrictions on Land Use and Involuntary Resettlement* recognizes that project-related land acquisition and restrictions on land use can cause adverse impacts on people and communities. Such impacts may include:

- **Physical displacement:** Relocation or loss of shelter and residential land;
- **Economic displacement:** Loss of land, assets or access to assets, leading to loss of income or livelihood;
- **Restrictions on access:** Temporary or permanent inability to access productive resources or services.

These adverse impacts may arise even in cases where the loss is **not permanent**, and as such, still fall within the scope of ESS5.

In line with ESS5, the **FRAME Project** is committed to addressing such risks through the following objectives:

- To **avoid or minimize** involuntary resettlement and restrictions on land use;
- Where avoidance is not possible, to ensure that **affected persons are compensated at replacement cost** for lost assets and supported in restoring, and where possible improving, their livelihood and living standards;
- To prevent **forced evictions**;
- To improve the living conditions of **poor or vulnerable** persons who are physically displaced, including the provision of adequate housing, services, and tenure security;
- To design and implement resettlement as **sustainable development programs**, enabling affected persons to benefit directly from the Project;
- To ensure **transparent information disclosure, meaningful consultations**, and the **informed participation** of affected communities throughout all resettlement-related activities.

Under ESS5, the term “*displaced persons*” includes anyone adversely affected by land acquisition or related restrictions, whether or not physical relocation is required. The categories of displaced persons and their respective rights are summarized below:

Category	Definition	Entitlement
a) Persons with formal legal rights to land/assets	Those with legal documentation or recognized under national law	Full compensation for loss + resettlement and livelihood assistance
b) Persons with recognized claims to land/assets	Those without legal title but whose claims are recognized under national law or customary use	Compensation for affected assets + resettlement and livelihood assistance
c) Persons with no recognizable legal rights	Including informal users, seasonal resource users, or those occupying land illegally	Not eligible for land compensation, but eligible for assistance and compensation for other assets

Table 1: Categories of Affected Persons and Corresponding Entitlements

Key ESS5 Implementation Requirements under the FRAME Project:

- **Avoid involuntary resettlement** wherever feasible. If unavoidable, minimize impacts and implement well-planned mitigation measures.
- Analyze **alternative project designs** to reduce the need for land acquisition or restriction of land use, taking into account environmental, financial, and social trade-offs.
- Promote **negotiated settlements** over formal expropriation, where feasible, to avoid unnecessary legal and procedural delays.

- When acquisition cannot be avoided, provide **compensation at replacement cost**, and other assistance necessary to improve or restore pre-project living standards or livelihoods.
- **Forced eviction** is prohibited. The use of legal powers such as eminent domain will only be permitted if consistent with national law and conducted with due process, transparency, and compliance with ESS5.
- Ensure **early and continuous disclosure** of project information and ensure meaningful consultation and participation of all affected persons.
- A **Grievance Redress Mechanism (GRM)** will be operational as early as possible, to address concerns related to compensation, resettlement, or livelihood restoration in a timely and accessible manner.

In cases where land acquisition or restrictions on land use are unavoidable, the **PC Road of FBiH**, as the implementing entity, will conduct a **census and socio-economic survey** of all affected persons, as well as a detailed inventory of assets. This will allow proper eligibility screening and prevent ineligible persons (e.g. opportunistic settlers) from benefiting from project entitlements.

The FRAME Project will not support any activity that leads to the **restriction of access to legally designated parks or protected areas**. If such impacts become evident during implementation, the Project will undergo **restructuring** or design modifications to remain in full compliance with ESS5, including preparation of specific mitigation plans and appropriate monitoring.

5. NATIONAL LEGAL FRAMEWORK

5.1. Overview of Relevant Laws

Land acquisition and property rights in FBiH are governed by a robust legal framework that establishes procedures for expropriation, ownership, land registration, and administrative processes. The following laws are of particular relevance to the implementation of the FRAME Project where land acquisition or restrictions on land use may occur:

1. **Law on Expropriation of FBiH** ("Official Gazette of FBiH", No. 70/2007, 36/2010, 25/2012, 8/2015 - Constitutional Court Decision, 34/2016):
Defines procedures for the expropriation of real property for public interest, including the conditions, compensation principles, rights of affected persons, and legal remedies.
2. **Law on Roads of FBiH** ("Official Gazette of FBiH", No. 12/2010, 16/2010 - correction, and 66/2013):
Establishes the legal basis for the construction, reconstruction, maintenance, and protection of public roads and rights-of-way, including procedures related to land needed for road infrastructure.
3. **Law on Real Rights** ("Official Gazette of FBiH", No. 66/2013, 100/2013, and 32/2019 - Constitutional Court Decision):
Regulates property rights, including ownership, servitudes, construction rights, and possession, which are critical for determining legal entitlements to compensation.
4. **Law on Agricultural Land** ("Official Gazette of FBiH", No. 52/09):
Sets out provisions for the use, protection, and conversion of agricultural land, including conditions under which it may be expropriated for non-agricultural purposes.
5. **Law on Construction Land** ("Official Gazette of FBiH", No. 32/2003, 52/2003 - correction, 33/2006, 39/2006 - correction, 39/2009, 35/2012, 46/2016; and "Official Gazette of BiH", No. 15/2012 and 42/2018 - Constitutional Court Decisions):
Addresses issues relating to the management and use of urban construction land, including acquisition and allocation.

6. **Law on Non-Contentious Procedure** ("Official Gazette of FBiH", No. 2/1998, 39/2004, 73/2005, 80/2014 - other law, and 11/2021):
Regulates court procedures in matters such as determining ownership or resolving disputes where formal litigation is not applicable.
7. **Law on Administrative Procedure** ("Official Gazette of FBiH", No. 2/1998, 48/1999, 61/2022):
Sets the procedures for decision-making by public authorities and ensures due process and the right to appeal administrative decisions, including those related to land acquisition.
8. **Law on Land Registers** ("Official Gazette of FBiH", No. 58/2002, 19/2003, 54/2004, 32/2019 - Constitutional Court Decision, and 61/2022):
Governs the registration of real property rights and provides legal certainty of ownership, a critical element for compensation under both national and ESS5 standards.
9. **Law on Survey and Cadaster of Real Estate** ("Official Gazette of SRBiH", No. 22/1984, 12/1987, 26/1990, 36/1990; "Official Gazette of RBiH", No. 4/1993 - decree; and "Official Gazette of FBiH", No. 58/2002 - other law):
Supports accurate identification and mapping of land and property for legal and compensation purposes.
10. **Law on Gender Equality in BiH** ("Official Gazette of BiH", No. 32/10):
Ensures equal treatment of women and men, including in cases of land ownership, compensation, and participation in consultation and resettlement processes.
11. **Law on Administrative Disputes** ("Official Gazette of FBiH", No. 09/05):
Provides a mechanism for judicial review of administrative acts, including decisions related to expropriation or compensation.

Law	Brief Description
Law on Expropriation	Regulates the process and conditions for expropriation of private property for public interest, including compensation procedures.
Law on Roads	Provides the legal framework for road development and management, including access to land and rights-of-way.
Law on Real Rights	Defines legal ownership, use rights, and other real property rights necessary for determining entitlements.
Law on Agricultural Land	Governs the use, conversion, and protection of agricultural land, including conditions for land acquisition.
Law on Construction Land	Regulates the legal regime and transfer of urban construction land, including compensation rights.
Law on Non-Contentious Procedure	Defines court procedures in cases involving property rights when no dispute exists between parties.
Law on Administrative Procedure	Establishes the general principles and process for administrative decision-making, including appeal rights.
Law on Land Registers	Provides procedures for land registration, essential for verifying ownership and legal entitlements.
Law on Survey and Cadaster of Real Estate	Regulates property identification and cadastral mapping, necessary for accurate expropriation and compensation.

Law on Gender Equality in BiH	Prohibits discrimination based on gender and promotes equal rights, including in access to property and compensation.
Law on Administrative Disputes	Provides mechanisms for judicial review of administrative decisions, including appeals related to expropriation.

Table 2: Legal and Regulatory Framework Summary

5.2. Gaps and Mitigating Measures

While the national legal framework in FBiH provides a generally sound basis for addressing land acquisition and property rights, several gaps exist when compared to the World Bank's ESS5. The FRAME Project will follow the **stricter requirements of WB ESS5**, depending on which is more protective of affected persons.

Area	National Legal Framework	ESS5 Requirement	Mitigating Measures for FRAME
Compensation eligibility	Only formal legal owners or those with legal claims are eligible.	Includes formal owners, informal users, and those with no legal rights.	FRAME RPF ensures that all categories of displaced persons per ESS5 are identified and compensated or assisted.
Livelihood restoration	Focus is on compensation for land/assets; livelihood support not explicitly required.	Requires support to restore or improve livelihoods of affected persons.	FRAME sub-projects will include livelihood restoration measures as needed.
Vulnerable groups	No specific provisions.	Requires identification and additional support for poor or vulnerable persons.	FRAME RPF includes provisions to identify and assist vulnerable people.
Public participation	Limited requirements for consultation.	Requires meaningful consultation, disclosure, and participation.	Public engagement and disclosure will be integrated into sub-project planning and implementation.
Grievance mechanism	No formal requirement for a project-level GM.	Requires accessible and transparent GM for displaced persons.	FRAME will ensure an operational GM is in place throughout the project cycle.
Monitoring and evaluation	No requirement for monitoring of outcomes.	Requires monitoring of resettlement outcomes and impacts.	FRAME will include M&E mechanisms in site-specific RAPs if needed.

Table 3: Comparison of National Framework and IFI Requirements with Gap-Filling Measures

6. RESETTLEMENT PRINCIPLES AND COMMITMENTS

The following principles will guide all resettlement and land acquisition activities associated with the implementation of the FRAME Project:

1. Compliance with FBiH Legislation and World Bank ESS5

All involuntary land acquisition, restrictions on land use, and resettlement will be conducted

in accordance with the applicable laws of the Federation of Bosnia and Herzegovina (FBiH), the World Bank Environmental and Social Standard 5 (ESS5), this Resettlement Policy Framework (RPF), and good international practice. Where discrepancies exist between FBiH legislation and WB ESS5, the provisions offering the higher standard of protection to Project Affected Persons (PAPs) will prevail.

2. Avoidance and Minimization of Involuntary Resettlement

Every effort will be made to avoid involuntary resettlement. Where avoidance is not feasible, resettlement will be minimized through careful sub-project design and implementation planning. Amicable agreements and negotiated settlements will be sought wherever possible to reduce the need for formal expropriation.

3. Preparation of Resettlement Action Plans (RAPs)

For all sub-projects where resettlement is unavoidable, site-specific RAPs will be prepared and implemented in accordance with this RPF. The RAP will include detailed socio-economic surveys and censuses to identify eligible persons, determine the nature and extent of impact, and establish appropriate compensation and livelihood restoration measures.

4. Cut-Off Date

The cut-off date for eligibility will be:

- For formal owners: the date of submission of the proposal for expropriation to the relevant municipal authority (as per the FBiH Law on Expropriation).
- For informal users: the date of commencement of the socio-economic baseline survey. This date will be publicly disclosed and communicated in a clear and culturally appropriate manner, including through local consultations and announcements in relevant languages.

5. Livelihood Restoration and Standard of Living

All efforts will be made to restore or improve the livelihoods and living standards of affected persons to pre-displacement levels, or to levels prior to the start of project implementation, whichever is higher.

6. Compensation Principles

All affected persons (including owners, legal occupants, informal users, and tenants) identified as of the cut-off date will be entitled to compensation¹ and/or assistance as detailed in the Entitlement Matrix (Table 3).

Compensation will be:

- Provided in full before displacement or the start of civil works.
- Based on the *replacement cost* of lost assets, including transaction costs.
- Provided in cash or, where feasible and appropriate, as replacement land or structures of equivalent value.

For absentee owners or cases with unresolved legal disputes, compensation funds will be placed in escrow accounts until rightful claimants are determined.

¹ In cases where expropriation occurred prior to World Bank involvement, affected persons who may not have been identified initially could be recognized retroactively through a resettlement due diligence audit. Such persons will be eligible for compensation or assistance in line with ESS5 and this RPF.

7. Land-Based Resettlement and Compensation

Where affected livelihoods are land-based, preference will be given to land-for-land compensation. If not feasible, cash compensation at full replacement cost will be provided. Depreciation of assets will not be deducted in determining compensation value.

8. Temporary Land Occupation

Temporary impacts during construction (e.g., use of land for storage or access) will be compensated in accordance with the F BiH Law on Expropriation and WB ESS5. Informal users affected by temporary occupation will also be entitled to compensation and/or assistance.

9. Support for Vulnerable Groups

Particular attention will be paid to the needs of vulnerable individuals or groups (e.g., elderly, persons with disabilities, women-headed households, the poor, Roma communities). Support measures may include assistance in understanding entitlements, help during relocation, and prioritization in accessing livelihood restoration programs.

10. Access Restrictions and Communal Impacts

Compensation will also apply to individuals or communities who suffer temporary or permanent loss of access to communal resources (e.g., pastures, forests, water sources), whether or not they have formal legal rights. The rights and customary uses of local and indigenous communities will be respected and restored.

11. Relocation Assistance

In cases of physical displacement, PAPs will receive assistance to relocate, including transportation of belongings, support in securing alternative housing or business premises, and the costs of transferring utilities or reinstallation of business infrastructure.

12. Information Disclosure and Public Consultation

PAPs will be informed and consulted throughout the entire land acquisition and resettlement process. They will be given clear, timely, and culturally appropriate information regarding entitlements, alternatives, and grievance mechanisms. This includes translation into minority languages where needed.

13. Grievance Redress Mechanism (GRM)

A functional, accessible, and responsive GRM will be established and maintained throughout the lifecycle of the Project. All grievances related to resettlement and compensation will be addressed promptly and effectively, in accordance with Chapter 9 of this RPF.

14. Monitoring and Evaluation

PC Roads F BiH will be responsible for the monitoring and evaluation of RAP implementation. This will include both internal monitoring and, where required, the engagement of an independent third-party to evaluate outcomes and ensure compliance with this RPF and WB ESS5. Details are provided in Chapter 10 of this RPF.

7. RESETTLEMENT ACTION PLAN (RAP) PREPARATION

7.1. Required RAP Contents

All sub-projects under the FRAME Project that involve physical or economic displacement—whether due to land acquisition, temporary occupation, or project-related restrictions on access to resources—

will require the preparation of a site-specific **Resettlement Action Plan (RAP)** for **World Bank review and approval**.

The overall responsibility for the preparation and implementation of RAPs lies with **PC Roads FBiH** as the implementing agency. PC Roads FBiH will coordinate with relevant municipal authorities, cadastral offices, utility providers, and any other involved institutions or contractors to ensure timely and effective RAP planning and execution.

Initiation of RAP Development

RAP preparation will begin once the **physical footprint** of a sub-project is defined and it is determined-through **environmental and social screening** (as per the form in **Annex D**)-that involuntary land acquisition or resettlement is unavoidable.

PC Roads FBiH will:

- Conduct preliminary screening of proposed sites to understand land tenure and use arrangements.
- Select alternatives that minimize displacement and impact on assets and livelihoods.
- Undertake a **census survey** and **asset inventory** of all persons affected by the proposed activities, including informal users and vulnerable groups.

Minimum Contents of the RAP

Each RAP will be developed in accordance with the principles and procedures defined in this **Resettlement Policy Framework (RPF)** and will include at minimum the following elements:

- a) **Project Description** - Including maps and justification for land acquisition, and efforts made to avoid or reduce displacement.
- b) **Census Survey and Inventory of Affected Assets** - Detailing the number, categories, and socio-economic profile of affected persons and an inventory of affected assets.
- c) **Description of Project-Related Restrictions** - Any limitations on access to natural resources or services caused by the project.
- d) **Review of Land Tenure Arrangements** - Including formal and informal ownership, communal or customary uses, and legal documentation status.
- e) **Legal and Institutional Framework** - Applicable FBiH laws and World Bank ESS5, and identification of any measures required to bridge gaps between the two.
- f) **Valuation Methodology** - Procedures and standards for asset valuation, including replacement cost principles, and approach to valuation of informal structures.
- g) **table and Cut-Off Date** - Criteria for entitlement to compensation and assistance. The cut-off date will be clearly communicated to affected persons.
- h) **Institutional Roles and Responsibilities** - Entities responsible for RAP implementation, including PC Roads FBiH and supporting agencies.
- i) **Implementation Schedule** - Timelines for each step of the RAP process (e.g., consultations, compensation, resettlement, and grievance resolution).
- j) **Cost and Budget** - Detailed cost estimates including compensation, livelihood restoration, relocation assistance, and contingencies.
- k) **Consultation and Disclosure Plan** - Strategy for engaging stakeholders and ensuring transparency.
- l) **Grievance Redress Mechanism** - Description of the project-level GRM tailored for land-related issues, including timelines and responsible entities.

- m) **Monitoring and Evaluation Framework** - Indicators, roles, and frequency of internal and external monitoring of RAP implementation.

A detailed list of RAP content requirements is provided in **Annex A** of this RPF.

Individual Compensation Files

Each RAP must be supported by a **set of individual compensation files** for every affected household or individual. These files-containing socio-economic data, asset inventory, entitlements, and compensation agreements-will be kept **confidential** and securely stored by PC Roads FBiH to protect the privacy and rights of affected persons.

Entitlement Summary

The RAP must include an **Entitlement Matrix** (as outlined in Table 4 of this RPF) to summarize compensation and assistance for different categories of affected persons. This matrix will also serve as a key consultation tool.

Additional Requirements for RAPs Based on the Type of Displacement

a) Physical Displacement

Where physical relocation is unavoidable, RAPs must include planning measures covering:

- **Relocation Options and Support** - Including financial assistance for moving, transitional housing support, and transport of goods.
- **Resettlement Site Selection** - If applicable, including site preparation, infrastructure standards, and social integration strategies.
- **Support for Vulnerable Groups** - Targeted assistance to ensure poor and at-risk groups are not left worse off.
- **Community Infrastructure and Services** - Ensuring access to water, sanitation, education, and healthcare is maintained or improved.
- **Host Community Impacts** - Measures to mitigate strain on receiving communities and ensure mutual benefits.

b) Significant Economic Displacement

For sub-projects causing substantial impact on livelihoods (e.g., loss of farmland, business, or resource access), the RAP must also include:

- **Livelihood Impact Assessment** - Detailing types of income sources affected, such as farming, trade, or natural resource use.
- **Livelihood Restoration Measures** - Including support for employment, retraining, agricultural inputs, or business re-establishment.
- **Support for Businesses and Workers** - Compensation for loss of income, business downtime, and employee wages during disruption.
- **Income Enhancement Measures** - Exploring opportunities to improve productivity or introduce alternative livelihoods.

7.2. Audit of Completed Activities

For road sections or sub-projects under the FRAME Project where expropriation was conducted prior to World Bank involvement, and where no further land acquisition is expected, **a site-specific Resettlement Action Plan (RAP) will not be prepared.**

Instead, a **resettlement due diligence review (audit)** will be carried out to:

- Assess whether expropriation was conducted in line with national legislation;
- Identify any gaps in relation to the requirements of the World Bank's ESS5;
- Determine whether any additional corrective actions (e.g., supplemental compensation, livelihood support, or grievance redress measures) are necessary to achieve compliance with WB ESS5.

The audit will review relevant documentation (e.g., expropriation decisions, compensation records, grievances filed and resolved), and include interviews with a sample of affected persons, particularly vulnerable groups.

The findings and any required remedial measures will be documented in a **Resettlement Due Diligence Report (RDDR)** for each audited section. These will be submitted to the World Bank for review and clearance prior to initiation of civil works on audited sections.

Where gaps are identified, PC Roads FBiH will implement **Corrective Action Plans (CAPs)** consistent with this RPF and WB ESS5. CAP implementation will be monitored and verified by the PIMT and reported to the Bank.

Where the audit confirms that the acquired land was unused, and acquisition did not result in any physical or economic displacement, the review will rely solely on documentation (e.g., expropriation decisions, compensation records). In such cases, no interviews with affected persons will be undertaken, as no persons were adversely affected by the land acquisition.

8. COMPENSATION AND ENTITLEMENTS

For the FRAME Project, all Project-Affected Persons (PAP) who experience losses due to land acquisition, restriction of access, or resettlement will be entitled to fair and timely compensation in accordance with the applicable Federation of Bosnia and Herzegovina (FBiH) legislation and the World Bank Environmental and Social Standard 5 (ESS5). Eligibility is established based on the cut-off date, including formal legal owners, recognized claimants under national law, and informal occupants without recognized rights. Compensation and assistance aim to fully restore or improve livelihoods and living standards to pre-displacement conditions. Entitlements are categorized as follows:

- **Loss of land (permanent acquisition):** Formal owners and recognized claimants will receive compensation at full replacement cost, covering all related costs. Informal occupants will be provided with resettlement and livelihood restoration assistance.
- **Loss of residential or commercial structures:** Owners and occupants are entitled to compensation at replacement cost, relocation assistance, and support for business re-establishment where relevant.
- **Loss of crops, trees, and other assets:** Compensation at fair market value will be provided, based on asset type and productive value.

- **Temporary land use:** Compensation will cover loss of use during the temporary occupation period, and land will be restored post-occupation.
- **Restricted access to land or resources:** PAPs losing access to communal, customary, or other resources will be compensated or offered alternative access.
- **Livelihood impacts:** Assistance such as job training or business support will be available for persons losing income or economic opportunities.
- **Vulnerable groups:** Additional targeted support will be provided to ensure equitable treatment of vulnerable households.

A detailed Entitlement Matrix outlining eligibility and compensation measures is provided in Table 4 of this RPF. This matrix ensures transparent, consistent, and fair implementation of compensation throughout the FRAME Project.

Type of Loss / Impact	Affected Person(s)	Entitlement / Compensation	Remarks
1. Permanent Loss of Land	Formal owners and recognized claimants	Full replacement cost compensation including land value, registration fees, taxes, and transfer costs.	Compensation paid prior to land acquisition.
	Informal occupants	Livelihood restoration assistance and resettlement support; no cash compensation for land.	Support to restore livelihoods.
2. Loss of Residential Structures	Owners and occupants	Compensation at full replacement cost without depreciation; relocation assistance including moving costs.	Replacement housing to meet minimum standards.
3. Loss of Commercial Structures or Business	Owners and occupants	Compensation at full replacement cost; livelihood restoration support, including temporary income support during transition.	Assistance to re-establish business.
4. Loss of Crops, Trees, and Other Assets	Land users and owners	Compensation at current market value based on crop/tree type and productive value; replacement or cash compensation options.	Includes perennial and seasonal crops.
5. Temporary Land Occupation	Landowners and users	Compensation for loss of use during occupation period; restoration of land to	Based on duration and impact of occupation.

		original condition after use.	
6. Restricted Access to Land or Resources	Individuals or communities with access rights	Compensation or provision of alternative access or resources to mitigate loss of access.	Includes communal, customary, or traditional rights.
7. Loss of Livelihood / Economic Displacement	Persons losing income or business assets	Livelihood restoration measures including job training, employment support, or business start-up assistance.	Tailored to individual/business needs.

Table 4: Entitlement Matrix

9. COMPENSATION BY ASSET CATEGORY

For the FRAME Project in the Federation of Bosnia and Herzegovina (FBiH), compensation for expropriated assets will adhere to the FBiH Expropriation Law and relevant World Bank, incorporating best international practices.

Structures and Construction Land

The preferred compensation approach is replacement of structures and construction land with assets of similar size, standards, and utility. Replacement land and structures should be approximately equal in size, utility, and accessibility to services and livelihood opportunities (e.g., employment, agriculture). Where a smaller or less favorable replacement asset is provided, affected persons (PAPs) must be compensated for the difference in value. If PAPs opt for cash compensation or replacement assets cannot be found locally, cash payments will be made at full replacement cost. This cost includes all expenses related to materials, labor, transport, registration, and land preparation at the time of compensation, excluding depreciation or salvage values. Compensation will also cover any damages caused by construction activities.

Agricultural Land

Compensation will prioritize offering replacement land of comparable size, fertility, topography, and location acceptable to the PAPs. If suitable land cannot be found or is unacceptable, monetary compensation will be paid at full replacement cost, including land preparation, registration, and transfer fees. In situations where only smaller or lower potential land is available, PAPs may receive a combination of replacement land and cash compensation to balance differences in value.

Unviable Land

When partial land acquisition results in remaining land that is economically unviable for agriculture (due to size, shape, access, or other restrictions), PAPs may request acquisition of the entire parcel with compensation consistent with the main land acquisition entitlements.

Crops and Trees

Compensation for perennial and annual crops that cannot be harvested prior to land acquisition will be paid at full market value. For damages during project implementation, compensation for the first year will be full market value and subsequent years at gross market value. Compensation calculations consider crop yields, replanting costs, and income lost during regrowth periods. For

trees, compensation follows a formula accounting for market value, growth time to maturity, planting, and maintenance costs. Commercial timber is compensated at market value, considering timing of harvest relative to land acquisition.

Business and Restricted Access Losses

Businesses affected by land acquisition will receive compensation for structures, land, relocation, lost income, and damages related to construction. Assistance will be provided to identify replacement business premises where preferred. Compensation will also cover losses related to restricted access to land, assets, or ecosystem services, either monetarily or through other means such as alternative access.

All compensation measures are designed to restore or improve affected persons' livelihoods and living standards, with special attention to vulnerable groups to ensure equitable outcomes.

Asset Category	Affected Persons / Rights Holders	Compensation Policy
Structures	Formal owners, informal owners, tenants	<ul style="list-style-type: none"> - Replacement structure/land of similar size, standards, and utility preferred. - If smaller or less favorable replacement offered, pay difference in cash. - If cash chosen or replacement unavailable, pay full replacement cost including materials, labor, transport, registration fees. - Compensation for damages caused by construction. - Includes relocation costs and transition allowance.
Construction Land	Formal owners, tenants	<ul style="list-style-type: none"> - Replacement land of similar size, fertility, topography, and location preferred. - If replacement land smaller or less suitable, combination of replacement land + cash to balance value. - If no suitable replacement land found, pay full replacement cost including preparation and transfer costs.
Unviable Land	Formal owners, tenants	<ul style="list-style-type: none"> - If leftover land after partial acquisition is economically unviable (too small, poor shape, loss of access), owner may request full parcel expropriation. - Compensation at same terms as main affected land.

Annual Crops	Formal owners, tenants, informal users	<ul style="list-style-type: none"> - Compensation at full market value if crops cannot be harvested before land acquisition. - If harvested before acquisition, no compensation.- Compensation covers cost of replanting and lost income during regrowth.
Perennial Crops & Trees	Formal owners, tenants, informal users	<ul style="list-style-type: none"> - Compensation based on full replacement cost considering crop/tree age, market value, planting and maintenance costs, and income loss during regrowth period. - Includes right to harvest existing fruits or timber if possible.
Businesses	Formal owners, tenants	<ul style="list-style-type: none"> - Compensation for structures and land at full replacement cost. - Relocation costs including moving equipment.- Loss of net income until full restoration. - Assistance to find replacement premises.- Transition allowance equal to three average monthly salaries.
Restricted Access / Loss of Services	Affected individuals and communities	<ul style="list-style-type: none"> - Monetary or non-monetary compensation (e.g., alternative access) for loss of access to land, assets, ecosystem services, and public infrastructure. - Restoration of access or equivalent services prioritized.

Table 5: Summary of Compensation Policies by Asset Category (Entitlement Matrix)

This Compensation Entitlement Matrix defines the categories of losses and the corresponding compensation principles applicable under the FRAME Project in the Federation of Bosnia and Herzegovina. It is designed to ensure that all project-affected persons (PAPs) - including formal owners, tenants, and informal users - receive fair and timely compensation for their losses in accordance with FBiH legislation, international best practices, and World Bank. The matrix prioritizes replacement of assets with equivalent land or structures where feasible, and monetary compensation at full replacement cost when replacement is not possible or not preferred by the affected persons. It also addresses compensation for temporary impacts, business disruptions, and access restrictions, with special provisions for vulnerable groups. The objective is to restore or improve the livelihoods and living standards of affected persons with minimal disruption.

10. INFORMATION DISCLOSURE AND CONSULTATIONS

PC Roads of FBiH together with the representatives of municipal authorities in charge of expropriation, will be responsible for communication with affected communities and Project Affected Persons (PAPs).

All PAPs will be timely informed about the Project scope, available grievance mechanism, contact details for further inquiries, and the availability of publicly disclosed documents through:

the official website of PC Roads of FBiH www.jpafbih.ba and the official websites of the involved municipalities.

Affected households and businesses will be informed by the municipal departments in charge of expropriation about the Project's impacts on their property, with particular attention to precise impacts at parcel and asset level. PAPs will be consulted during the preparation of site-specific Resettlement Action Plans (RAPs), and will be informed of the results of the census and baseline survey. Their views regarding compensation and other resettlement assistance will be duly considered.

The processes and mechanisms to ensure the active involvement of PAPs and other stakeholders will be detailed in each RAP, which will also include an annex with the date, list of participants, and minutes of consultation meetings.

Special measures will be undertaken to facilitate access to information for vulnerable groups. PC Roads of FBiH, in cooperation with municipal departments for social affairs, will ensure that such households or individuals are provided with tailored support to understand Project information, the resettlement process, and their rights under the RPF and RAPs.

PC Roads of FBiH will disclose this RPF and all future RAPs in both English and the local language. The documents will be posted on the official website of PC Roads of FBiH and made available to the municipalities where land acquisition will take place. Municipalities will keep printed copies of the RPF and RAPs in their premises for public access. At the same time, PC Roads of FBiH will ensure that information on grievance procedures is clearly communicated and accessible to all PAPs throughout the Project implementation.

Public consultations on this RPF will be held (possibly in parallel with public consultations for other environmental and social instruments prepared for the Project). The RPF will be disclosed on the website of PC Roads of FBiH at least 10 days prior to public consultations, with sufficient time allowed for stakeholders to submit comments and questions. Invitations to public consultations will be sent to relevant institutional stakeholders and published in national and local newspapers of municipalities that are, or may be, affected by the Project. Announcements will also be made using other available channels (websites, social media, TV and radio stations).

A consultation report, including all received comments, questions, and suggestions, together with the list of participants, will be annexed to this RPF and submitted to the World Bank for final review and subsequent re-disclosure.

11. GRIEVANCE REDRESS MECHANISM (GRM)

The Grievance Mechanism (GM) serves as a platform for receiving, addressing, and managing complaints, comments, and suggestions related to the Project. Its primary goal is to ensure an efficient means of addressing grievances. As per World Bank outlined in ESS10, each project must establish such a mechanism early in the project preparation stage to promptly address specific issues.

The Project has developed a grievance mechanism to record and monitor all grievances systematically. This initiative aims to enhance transparency and accountability while minimizing the risk of adverse environmental and social impacts.

The Project's GM is comprised of two tiers: Grievance Committees (GCs) established and managed by the PC Roads FBiH, and a Central Grievance Committee (CGC) overseen by the Federal Ministry of Transport and Communication, commonly known as the Project's Grievance Mechanism.

To ensure access to the GM, potential beneficiaries, communities, and other stakeholders can submit grievances through specified channels. The GM will facilitate ongoing feedback on project activities and provide resolutions for individual grievances during implementation. Thus, the GM will serve as both an information center and grievance mechanism at the project level, accessible to all affected by project components and relevant to local communities impacted by project activities.

The GM will handle grievances and comments from the following groups: individuals or entities directly affected by the project, potential beneficiaries, those impacted by land acquisition and resettlement, stakeholders with an interest in the project, and residents or communities affected by project activities.

Furthermore, legal remedies available under national legislation, such as courts, inspections, and administrative authorities, will remain accessible.

However, the grievance mechanism for project workers required under ESS2 will be provided separately, with details outlined in the Labor Management Procedure.

Despite the Project's low assessed risk of Sexual Exploitation and Abuse (SEA)/Sexual Harassment (SH) the GM will be equipped to address SEA/SH grievances as a precautionary measure. These grievances will be managed separately by trained experts, following the same process value chain and timeframes detailed in Chapter 11.2.

PC Roads FBiH is responsible for establishing operational GMs and informing stakeholders about their roles, contact persons, and complaint procedures in affected areas. Information regarding the GM will be disseminated through various channels, including the websites of the PC Roads FBiH, social media campaigns, and leaflets detailing the GM process.

11.1 Raising Grievances

Efficient grievance management hinges on a set of core principles crafted to uphold the fairness of both the process and its outcomes. The grievance procedure is designed to be accessible, efficient, straightforward, comprehensible, and free of charge for the complainant. Any grievance can be brought to the attention of the GM in person, via telephone, or in writing by completing the grievance form online, or by sending it via email, post, fax, or personal delivery to the designated addresses. Anonymity is maintained for all grievances, and details regarding admission points will be

widely disseminated as part of awareness-building efforts. A sample grievance form is provided in Annex B of this RPF for reference.

11.2 Grievances Administration

Grievances will be handled and managed at the initial tier grievance level – the Grievance Committees (GCs). Each grievance must follow a set of mandatory steps: receipt, assessment and assignment, acknowledgment, investigation, response, follow-up, and closure.

Upon receipt, the GM will swiftly conduct an initial assessment to ascertain the nature and severity of the grievance. Within three days of receiving the grievance, the GM will acknowledge its registration and provide the grievant with basic next steps. Subsequently, the GM will delve into the issue from the perspective of the grievant, aiming to understand their concerns and desired actions. It will then proceed to investigate the facts and circumstances, providing a final decision to the grievant no later than 15 days after the grievance was lodged. Closure of the grievance occurs once the implementation of the resolution has been confirmed. Even in cases where no agreement is reached or the grievance is rejected, all efforts and actions taken toward resolution will be documented.

For anonymous grievances, after acknowledgment within three days of logging, the GM will investigate the grievance and issue a final decision within 15 days of logging, which will be disclosed on the PC Roads FBiH website.

The GM will maintain a grievance register log, documenting grievances received through all admission channels while protecting the personal data of each grievant under the Law on Personal Data Protection. Each grievance will be recorded in the register with essential details including a description of the grievance, date of acknowledgment returned to the grievant, actions taken (such as investigation or corrective measures), date of resolution or provision of feedback, verification of implementation, and closure.

If a grievance cannot be satisfactorily resolved, the grievant has the right to appeal. The Central Grievance Committee (CGC) will handle such appeals, serving as the second-tier grievance level. The CGC will acknowledge receipt of the appeal, including a detailed explanation of the resolution process and the final decision, along with guidance if the outcome is still unsatisfactory to the grievant.

If resolution cannot be achieved through the CGC, the grievant may resort to formal judicial procedures available under the legal framework of FBiH. Logging a grievance with the GM does not prevent seeking resolution from official authorities, judicial or otherwise, at any time as provided by the FBiH legal framework.

11.3 Grievance and Beneficiary Feedback Reporting

In addition to addressing grievances, the GM will also be responsible for retaining and organizing comments/grievances received and maintaining the Central Grievance Log, which will be administered by the E&S Specialist. To ensure a comprehensive understanding of this tool and its outcomes, updates from the GM will be accessible on the websites of the PC Roads FBiH. These updates will be regularly refreshed and will provide a breakdown by gender and type of grievances.

11.4 Grievance Log

PC Roads FBiH will maintain the Central Grievance Log to ensure that each grievance is assigned an individual reference number and is accurately tracked and recorded until actions are completed. When receiving feedback, including grievances, the following information will be defined:

- Type
- Category
- Deadline for resolving the appeal
- Agreed action plan

The log will contain the following details:

- Name of the grievant, location, and details of the grievance
- Date of submission
- Date when the Grievance Log was uploaded onto the project database
- Details of proposed corrective action
- Date when the proposed corrective action was sent to the grievant (if appropriate)
- Date when the grievance was closed out
- Date when the response was sent to the grievant

11.5 Grievance Admission Channels

Any grievance can be brought to the attention of the GM by completing the grievance form either in hard copy or online, or in any other preferred format by the grievant. A sample grievance form is provided in Annex B. Grievances of any type can be submitted by mail, fax, phone, email, or in person using the following access details:

Attention: PIMT, Workers' Grievance Mechanism

Address: Terezija br. 54, 71000 Sarajevo

Phone: +387 33 250 370; Fax: +387 33 250 400

E-mail: info@jpcfbih.ba

<https://jpcfbih.ba/bs/kontakt>

This avenue will be utilized until the aforementioned GMs are established. Details regarding each GC will be provided at later stages and disseminated accordingly. Information on these details will be incorporated into the Engagement Strategy and will be published following the information disclosure procedure outlined in this RPF.

11.6 Monitoring and Reporting on Grievances

The Grievance Committee (GC) will have the following responsibilities:

- Collecting, summarizing, and analyzing grievances, acting as local entry points for recording the quantity, substance, and status of complaints, and inputting them into the Project GM database.
- Monitoring unresolved issues and recommending actions for their resolution.
- Compiling reports on GM activities.
- Maintaining the Central Grievance Log.

The Central Grievance Committee (CGC) will be tasked with:

- Addressing grievances that were not satisfactorily resolved at the GC level.

PC Roads FBiH will be responsible for including a section related to GM in the monitoring reports submitted to the World Bank. This section will provide updated information on the following:

- Status of GM implementation, including procedures, training, public awareness campaigns, and budget allocation.
- Qualitative data on the number of received grievances (applications, suggestions, complaints, requests, positive feedback) and the number of resolved grievances.

- Quantitative data on the types of grievances received and responses provided, as well as issues addressed and grievances that remain unresolved.
- Level of satisfaction with the measures taken in response.
- Any corrective actions implemented.

11.7 WB Grievance Redress System

Communities and individuals who believe that they are adversely affected by a WB-supported project may submit complaints to existing project-level grievance redress mechanisms or the WB's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed to address project-related concerns. Project-affected communities and individuals may submit their complaints to the WB's independent Inspection Panel, which determines whether harm occurred, or could occur, as a result of non-compliance with WB policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the WB's attention, and Bank Management has been allowed to respond. For information on how to submit complaints to the WB's corporate Grievance Redress Service (GRS), please visit

<http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>.

For information on how to submit complaints to the WB Inspection Panel, please visit

www.inspectionpanel.org.

12. IMPLEMENTATION OF RAPS

Ensuring that the entire process of RAP preparation and implementation in the Federation of BiH is carried out in line with the requirements of this RPF will be the responsibility of the PIMT established within PC Roads of FBiH. Within the PIMT, the Social Specialist will have a lead role in liaising with municipalities and other relevant institutions, and will be responsible for communication, consultations, disclosure of information, and grievance management in relation to resettlement activities.

Resettlement Action Plans (RAPs) will be prepared and adopted prior to the initiation of any land acquisition activities, and their implementation will be completed before commencement of civil works on the affected sites.

The specific tasks regarding the preparation and implementation of RAPs are outlined below:

Task	Responsible Party
Preparation of RAPs (including census and socioeconomic surveys)	PC Roads of FBiH
Approval of RAP	World Bank
Information disclosure and consultations (public meetings, distribution of documents, individual communication with PAPs)	PC Roads of FBiH in cooperation with municipalities
Keeping records of consultation activities	PC Roads of FBiH
Land acquisition process – direct communication and visits to owners and occupants	PC Roads of FBiH in cooperation with municipal expropriation departments
Negotiations and expropriation activities, prior to commencement of construction	PC Roads of FBiH in cooperation with municipal authorities
Provision of assistance to vulnerable persons/households	PC Roads of FBiH, with support from municipal social departments as needed
Payment/provision of compensation packages	PC Roads of FBiH
Monitoring and reporting to the World Bank on land acquisition and resettlement activities	PC Roads of FBiH

Monitoring and reporting on temporary land occupation after construction commencement	Contractor, supervised by PC Roads of FBiH
Preparation of a Completion Audit at the end of the land acquisition process	Independent third party contracted by PC Roads of FBiH
Grievance processing and management	PC Roads of FBiH
Receiving grievances and acknowledging receipt	PC Roads of FBiH
Maintaining an integrated registry of grievances	PC Roads of FBiH

Table 6: Roles and Responsibilities

12.1. Cost

The costs of the land acquisition and resettlement process will be the responsibility of PC Roads of FBiH. This includes all costs related to compensation, assistance to affected persons, administrative expenses, and costs associated with grievance management. Social assistance costs for vulnerable groups will also be borne by PC Roads of FBiH, in coordination with municipal social departments where relevant.

Detailed cost estimates for land acquisition and resettlement will be prepared and presented in each site-specific RAP. These estimates will include a breakdown of compensation for land and assets, assistance to vulnerable groups, costs of resettlement assistance, and administrative expenses.

12.2. Monitoring and Reporting

Monitoring of the land acquisition and resettlement process will be carried out by PC Roads of FBiH to:

- ascertain whether activities are progressing according to schedule and agreed timelines;
- ensure that the living standards of Project Affected Persons (PAPs) are restored or improved in accordance with WB ESS5;
- assess whether compensation and assistance measures are adequate;
- identify any emerging issues or risks during implementation; and
- develop and apply corrective measures in a timely manner.

PC Roads of FBiH will maintain a resettlement and land acquisition database covering all families, businesses, and individuals affected by the Project, including non-title holders where relevant. This database will be updated periodically to track the progress of households and businesses in restoring their livelihoods.

The indicators to be used for monitoring will include, but not be limited to:

- Total spending on land acquisition and compensation;
- Number of PAPs by category (owners, tenants, informal users, employees, vulnerable households);
- Number and type of structures identified for expropriation (residential, commercial, auxiliary);

- Number of private land plots identified for temporary occupation during construction, type of land plot, amount of compensation paid, and duration of occupation;
- Number of public meetings and consultations with PAPs;
- Number and percentage of negotiated settlements achieved;
- Number of vulnerable individuals/households receiving special assistance, and types of assistance provided;
- Number of people receiving compensation, disaggregated by type of compensation and size of package;
- Number and type of grievances submitted, resolved, pending, and satisfaction rates with grievance outcomes, disaggregated by gender;
- Number of court cases related to land acquisition;
- Number of households successfully relocated (location, level of income/livelihood restoration);
- Number of businesses successfully relocated (location, level of income, number of employees retained);
- Number of agricultural activities successfully re-established after land acquisition or restriction of access (measured by restored or improved income).

PC Roads of FBiH will prepare and submit Project Progress Reports to the World Bank (as defined in the Legal Agreement), including detailed reporting on RAP implementation and resettlement outcomes.

In addition, at the end of the land acquisition process, PC Roads of FBiH will engage an independent expert to conduct a **Completion Audit**. The audit will verify that all resettlement commitments have been met, compensation and assistance were delivered, and PAPs' living standards have been restored or improved. The Completion Audit will be shared with the World Bank and disclosed to the public.

13. ANNEXES

A Minimum RAP Elements

For road sections or sub-projects under the FRAME Project, resettlement planning instruments will be prepared in line with the World Bank's Environmental and Social Standard 5 (ESS5). The type of instrument depends on the status of land acquisition:

- **Resettlement Action Plan (RAP):** Prepared when new land acquisition or restrictions on land use are required, and physical or economic displacement is expected. RAPs will include the minimum elements outlined in the table below.
- **Resettlement Due Diligence Review (RDDR) / Audit:** Prepared when land acquisition was completed prior to World Bank involvement. The audit assesses compliance of past processes with WB ESS5, identifies gaps, and prescribes corrective measures if necessary.

- **Corrective Action Plan (CAP):** Developed if an audit identifies gaps with WB ESS5 requirements. The CAP defines specific remedial actions (e.g., supplemental compensation, livelihood support, strengthening of grievance mechanisms) to bring the process into compliance.

The level of detail required in a resettlement instrument is proportional to the scale and significance of impacts. The table below summarizes the minimum core elements of a Resettlement Plan (RAP), adapted for the FRAME Project context.

This framework is adapted for the FRAME Project to ensure consistency with national legislation and World Bank requirements. The level of detail and scope of each element will depend on the scale and type of resettlement impacts identified under each sub-project.

Element	Explanation / Requirements
Project Description	Brief description of the sub-project and identification of the project area.
Potential Impacts	Identification of project activities causing land acquisition or restrictions, scale of impacts (land, structures, livelihoods), zone of impact, and measures taken to minimize displacement.
Objectives	Statement of the objectives of resettlement planning, consistent with WB ESS5.
Census and Socioeconomic Baseline	Household census and inventory of affected assets; socioeconomic baseline of affected persons, including vulnerable groups. Serves as the basis for eligibility, compensation, and monitoring.
Legal Framework	Analysis of national legislation and procedures on expropriation and resettlement; identification of gaps with WB ESS5 and measures to bridge them.
Institutional Arrangements	Roles and responsibilities of agencies involved in resettlement implementation, including capacity assessment and measures for strengthening.
Eligibility	Definition of affected persons and criteria for eligibility, including the cut-off date.
Valuation and Compensation	Methods for valuing assets at replacement cost; description of compensation types and supplementary measures where needed.
Community Participation	Strategy for consultation and participation of affected persons, including host communities where relevant; mechanisms for ongoing communication.
Implementation Schedule	Timetable for resettlement activities linked with overall project schedule.
Costs and Budget	Itemized cost estimates for resettlement activities, sources of funds, and arrangements for timely flow of funds.

Grievance Redress Mechanism	Accessible and transparent procedures for handling complaints related to resettlement.
Monitoring and Evaluation	Arrangements for internal and external monitoring of resettlement activities, with participation of affected persons; use of indicators to measure outcomes.
Adaptive Management	Provisions to adjust resettlement measures if unanticipated impacts arise during implementation.
Physical Displacement (if applicable)	Plans for relocation assistance, site selection and preparation, housing, infrastructure, social services, environmental management of resettlement sites, consultation on relocation options, and integration with host communities.
Economic Displacement (if applicable)	Measures to restore or improve livelihoods, including: land replacement where feasible, support for alternative livelihoods, transitional support, and identification of opportunities for economic development and benefit-sharing.

B Sample Grievance Form

Grievance Form

Protocol Number	
Name and Last name (optional)	
Contact Info We urge you to check the box in which way you want to be contacted	<input type="checkbox"/> By post (Address): <hr/> <input type="checkbox"/> By phone: <hr/> <input type="checkbox"/> By e-mail: <hr/>
Preferred language	<input type="checkbox"/> Bosnian/Croatian/Serbian <input type="checkbox"/> English
Grievance description	What happened? Where did it happen? Who did it? What was the result?
Date of grievance and the number of times it occurred	
<input type="checkbox"/> One time (date: _____) <input type="checkbox"/> It happened more than once (How many times did it happen? ____) <input type="checkbox"/> Ongoing (It happened recently)	
Preferred outcome?	

Table for the register of grievances

Serial number	Method of the due date of complaint	Project	Date of receipt	Complaint type	Complaint description	Applicant		Date of confirmation of receipt	Description of actions taken	Date of resolution
						Age	Gender			

C Land Acquisition and Resettlement Screening Template

This template is used to screen sub-projects under the FRAME Project to determine whether involuntary resettlement, restrictions on land use, or voluntary land donation will occur. It helps guide whether a RAP, RDDR, or CAP is required.

Field / Question	Response	Notes / Evidence
Entity		
Municipality		
Cadastral municipality		
Cadastral parcel		
Name of sub-project		
Does implementation of the sub-project require involuntary resettlement (land acquisition, restriction on land use) or voluntary land donation?	YES / NO	
Screening Criteria (tick YES/NO)		
Will the sub-project require acquisition, expropriation, or conversion of land?	YES / NO	
Will the sub-project cause physical displacement of occupants or restrict access to land/resources?	YES / NO	
Will the sub-project affect land tenure arrangements, customary rights, or community property?	YES / NO	
Will the sub-project cause economic displacement (loss of assets or access to resources)?	YES / NO	
Are there disputed ownership claims (renters, squatters, encroachers)?	YES / NO	
Will the sub-project include voluntary land donation?	YES / NO	
If voluntary donation:		
Did the landowner/user provide informed consent without coercion?	YES / NO	
Did the landowner/user have the right to refuse?	YES / NO	
Description of affected land / assets		Include current use, ownership status, and potential project impacts
Area affected		

Total landholding area		
Ratio of land affected to total held		
Map reference		
Other assets affected / to be removed		
Estimated value of land and assets		
Documentation attached		Contracts, court decisions, cadastral extracts, etc.
Consultation records attached		Minutes of meetings with potentially affected stakeholders

Notes / Definitions:

- *Land acquisition* includes purchase, expropriation, or acquisition of access rights (e.g., easements, right-of-way), including public or unutilized land.
- *Restrictions on land use* include limitations on agricultural, residential, commercial, or other land introduced as part of the project.
- *Livelihood* includes all means by which individuals or communities make a living (wages, agriculture, fishing, petty trade, etc.).
- If **all answers are NO**, no RAP is required; documentation of screening should be retained.
- If **any answer is YES**, the sub-project will require further resettlement assessment or corrective action planning, proportionate to the scale and impact.

D Resettlement Due Diligence Report (RDDR)

The RDDR assesses past land acquisitions and resettlement activities for sub-projects under the FRAME Project, determining compliance with national legislation and the World Bank ESS5. It identifies gaps and recommends corrective actions where necessary.

1. Sub-Project information

Field	Details
Sub-project Name	
Location / Municipality	
Cadastral Parcel(s)	
Implementing Agency	
Date of Land Acquisition / Expropriation	
Type of Land Acquisition	Purchase / Expropriation / Voluntary Donation

2. Description of Land Acquired and impacts

Item	Details
Land Use Prior to Acquisition	
Area Acquired (m ² / ha)	
Number of Affected Persons (if any)	
Type of Impacts	Physical displacement / Economic displacement / Restrictions on access / None
Assets Lost (Structures, Crops, Trees, Other)	
Notes / Observations	

3. Compliance Review

Criteria	Assessment	Evidence / Remarks
Was the acquisition conducted in accordance with national law?	Compliant / Partially / Non-compliant	Reference documents, contracts, court decisions, cadastral extracts
Was compensation paid at replacement cost?	Compliant / Partially / Non-compliant	Payment records, receipts
Were grievance mechanisms available and functional?	Compliant / Partially / Non-compliant	Minutes of meetings, grievance logs
Were vulnerable groups identified and adequately considered?	Compliant / Partially / Non-compliant	Census or stakeholder information (if available)
Were any expropriation procedures or compensation delayed?	Compliant / Partially / Non-compliant	Dates of notifications and payments
Were there any disputes or unresolved claims?	Yes / No	Description and resolution status

4. Stakeholder Engagement Review

Item	Assessment / Notes
Consultations with affected persons	
Involvement of host communities (if relevant)	
Records of grievances and resolutions	
Evidence of informed consent for voluntary donations	

5. Gap Analysis and Corrective Actions

Identified Gap	Recommended Corrective Action	Responsible Party	Timeline

6. Conclusions

Summary of overall compliance with national legislation and ESS5.

Recommendations for remedial actions (CAPs), if required.

Confirmation if sub-project can proceed without further resettlement measures.

Attachments / Annexes:

Copies of expropriation decisions, contracts, cadastral extracts.

Payment records.

Stakeholder consultation minutes.

Maps showing acquired land parcels.