

FEDERATION OF BOSNIA AND HERZEGOVINA ROAD SECTOR MODERNIZATION PROJECT

**Abbreviated Resettlement Action Plan
for the construction of a slow lane on
main road M5, section Ripač-Dubovsko**



**JP CESTE
FEDERACIJE BIH**

Public Company Roads of Federation of Bosnia and Herzegovina

**Federation of Bosnia and Herzegovina
Road Sector Modernization Project**

**Abbreviated Resettlement Action Plan
for the construction of a slow lane on main road
M5, section Ripač-Dubovsko**

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LIST OF DEFINITIONS FOR TERMS USED IN THIS DOCUMENT

ABBREVIATED RESETTLEMENT ACTION PLAN (ARAP)	<p>A planning instrument prepared in cases where impacts on the entire displaced population are minor (impacts are considered "minor" if the affected people are not physically displaced and less than 10 percent of their productive assets are lost), or fewer than 200 people are displaced. In case some of the displaced persons lose more than 10% of their productive assets or require physical relocation, the plan also covers a socioeconomic survey and income restoration measures.</p> <p>The ARAP specifies the procedures that the project sponsor or other responsible entity will follow and the actions that it will take to mitigate adverse effects, compensate losses, and provide development benefits to persons and communities affected by an investment project. The ARAP should be consistent with the principles and objectives of OP 4.12 and with the RPF.</p>
COMPENSATION	<p>Payment in cash or in kind for an asset or a resource that is acquired or affected by a project. Compensation will be paid before taking possession of the land and assets in all cases, including where this is not possible due to the absence of the owners. In the case of absence of owners, the money will be deposited to an escrow account for 3 years.</p>
CUT-OFF DATE	<p>Date of closure of the public announcement to be published by the expropriation beneficiary in local newspapers, informing all owners and users of the initiation of the expropriation process, the cut-off date and the contact persons who may be contacted by Project Affected Persons for further information. Persons who encroach on the area after the cut-off date are not entitled to compensation or any other form of resettlement assistance. Similarly, fixed assets (such as built structures, crops, fruit trees, and woodlots) established after the date of completion of the assets inventory, or an alternative mutually agreed on date, will not be compensated.</p>
EXPROPRIATION	<p>Means deprivation or limitation of ownership rights of property with a compensation pursuant to market value of that property.</p>
INVOLUNTARY RESETTLEMENT	<p>Resettlement is involuntary when land is acquired through the application of state powers. Actions may be taken without the displaced person's informed consent or power of choice.</p>
MARKET VALUE	<p>Market value is calculated based on prices of property in the area in which the particular property is being expropriated, which can be achieved for a particular property on the market, depending on supply and demand at that moment of setting the price.</p>
OWNERS	<p>Project Affected Persons who have formal legal rights to land (including customary and traditional rights recognized under the laws of Bosnia and Herzegovina).</p>
PAP	<p>"Project Affected Person" is any person who, as a result of the implementation of a project, loses the right to own, use, or otherwise benefit from a built structure, land (residential, agricultural, or pasture), annual or perennial crops and trees, or any other fixed or moveable asset, either in full or in part, permanently or temporarily.</p>
PHYSICAL DISPLACEMENT	<p>Loss of shelter or property caused by expropriation of land in connection with the project, which requires the physical shifting of a PAP from his/her pre-project place or residence, place for work or business premises.</p>
REPLACEMENT COST	<p>For <i>agricultural land</i>, replacement cost is the pre-project or pre-displacement, whichever is higher, market value of land of equal productive potential or use located in the vicinity of the affected land, plus the cost of preparing the land to levels similar to those of the affected land, plus the cost of any registration and transfer taxes.</p>
RESETTLEMENT POLICY FRAMEWORK (RPF)	<p>The purpose of the RPF is to clarify resettlement principles, organizational arrangements, and design criteria to be applied to subprojects to be prepared during project implementation. It contains clear definitions of conditions under which the resettlement (for a specific project, a sector program or within a</p>

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	political entity like a state or a province) will be planned and implemented. It defines issues like entitlement, principles of compensation, grievance processes and other legal procedures. An RPF is required for projects with subprojects or multiple components that cannot be identified before project approval. The RPF should be consistent with the principles and objectives of OP 4.12.
STAKEHOLDERS	Any and all individuals, groups, organizations, and institutions interested in and potentially affected by a project or having the ability to influence a project.
USERS	PAPs who do not have formal legal rights to land/property at the time of the cut-off date but have a claim to such land or assets—provided that such claims are recognized under the laws of Bosnia and Herzegovina.
VULNERABLE GROUPS	People, especially those below the poverty line, the landless, the elderly, women and children, or other displaced persons who may not be protected through national land compensation legislation, who by virtue of gender, ethnicity, age, physical or mental disability, economic disadvantage, or social status may be more adversely affected by resettlement than others and who may be limited in their ability to claim or take advantage of resettlement assistance and related development benefits.

1. Introduction

1.1. Description and Context of the Project

The Government of the Federation of Bosnia and Herzegovina (FBiH) has launched the overarching FBiH Modernization of Main Roads Program to ensure adequate road infrastructure by 2020.

In the framework of the mentioned umbrella Program, the Public Company "Roads of FBiH" (PC Roads FBiH), a limited liability company wholly owned by the Government of FBiH, has initiated the **FBiH Road Sector Modernization Project** (the Project). For this purpose, it has requested the Government of FBiH to ensure credit funds from International Financial Institutions (IFIs). The Government of FBiH has supported the initiative to ensure credit resources from IFIs, including EUR 58 million from the World Bank (WB) and EUR 50 million the European Investment Bank (EIB). The loan agreement has been signed. The Borrower is the Ministry of Finance and Treasury of Bosnia and Herzegovina (BiH), whereas the agency responsible for implementing the Project on behalf of FBiH is PC Roads FBiH.

The Project comprises several small and mid-sized investment schemes including:

- Construction of new sections of roads
- Improvement of road elements within the existing corridor
- Construction of third lanes to be used by slow vehicles.
- Reconstruction of carriage-way structure, axis corrections
- Elimination of road safety black spots and dangerous locations
- Improvement of bridges and tunnels.

The Project is expected to reduce the number of road accidents, reduce local pollution generated by the transport sector and vehicle operating costs, and improve road connectivity and safety, thus facilitating trade, enabling tourism development, providing local communities with better access to social infrastructure such as hospitals, supporting private sector development, promoting regional and national economic growth and contributing to economic and social cohesion in the region.

Description of Ripač-Dubovsko Section

The road section Ripač-Dubovsko is located in the Una-Sana Canton. The City of Bihać, with an area of 900 km², represents the administrative center of the Canton. According to the last official census (2013), 56,261 persons live in the City of Bihać, and the population density is 62.5 persons per km².

The construction of a third lane in the length of 5.2 km to be used by slow vehicles is planned on the existing main road M-5 (Bihać-Bosanski Petrovac-Ključ), which is one of the major main roads in BiH as it connects the Una-Sana Canton with the rest of FBiH, and links Sarajevo to Zagreb and further to the EU. The existing road is 7-8 m wide and asphalted. The topographic configuration of the terrain is mostly unfavourable, in particular the beginning of the section which is characterized by high slopes on one side.

The map of the Project area is provided below.

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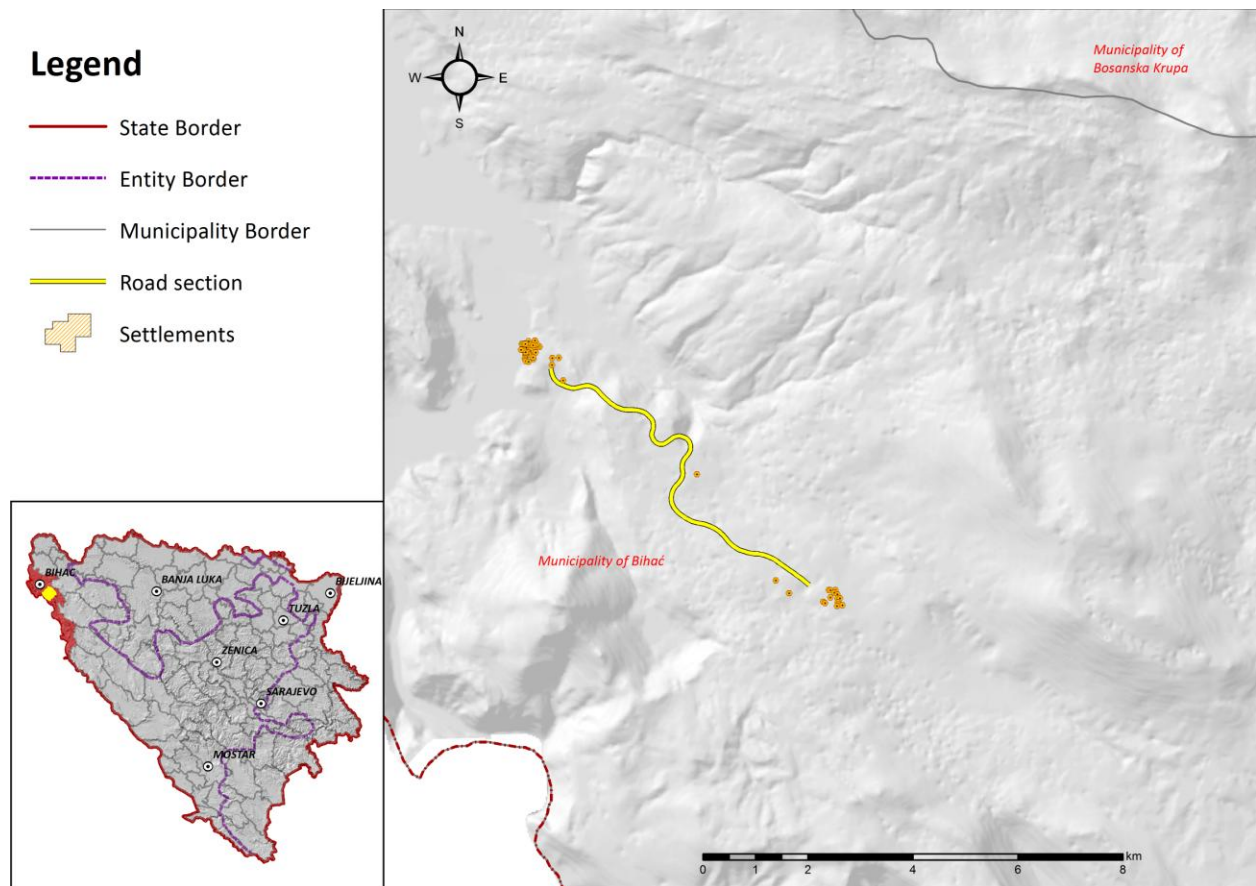


Figure 1: Map of the Project Area (source: ENOVA)

The wider Project area is an undeveloped, mostly uninhabited area..

Several photographs of the Project area, taken during the field visits conducted during the preparation of this ARAP, are shown below.

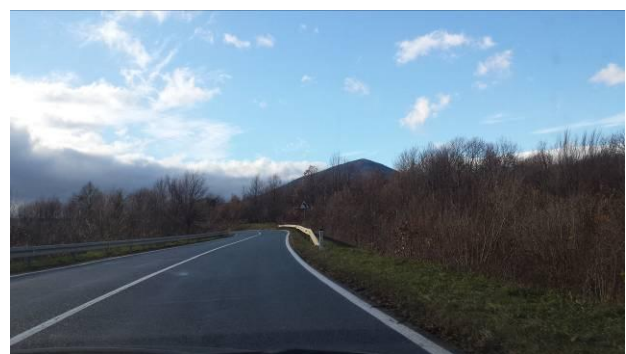




Figure 2: Selected Photographs from Project Area (source: ENOVA)

1.2. Scope and Purpose of the Abbreviated Resettlement Action Plan

PC Roads FBiH has prepared this Abbreviated Resettlement Action Plan (ARAP) for the above described section consistent with:

- The laws and regulations in force in the Federation of Bosnia and Herzegovina (FBiH),
- the **World Bank Operational Policy (OP) on Involuntary Resettlement** (OP 4.12)¹.

This ARAP has been prepared based on the Resettlement Policy Framework (RPF) for the Project², which outlines the key land acquisition and resettlement principles and objectives to be followed, the organizational arrangements and design criteria to be applied to subprojects to be prepared during Project implementation to ensure the adequate management of land acquisition required for the Project, and ensure that eligible, affected persons are assisted in their efforts to restore or improve their livelihoods. The RPF is in line with the local legislation and OP 4.12³, and the more stringent requirement will prevail.

This ARAP specifies the detailed procedures to be followed by PC Roads FBiH and the actions it will take to properly resettle and compensate affected people and communities. The document also provides baseline census information; specific compensation rates and standards; policy entitlements related to any additional impacts identified through the census; the implementation schedule for resettlement activities; and cost estimates.

¹ Available at:
<http://web.worldbank.org/WBSITE/EXTERNAL/PROJECTS/EXTPOLICIES/EXTOPMANUAL/o,,contentMDK:20064610~menuPK:64701637~pagePK:64709096~piPK:64709108~theSitePK:502184~isCURL:Y,00.html>

² Available at <http://jpdcfbh.ba/index.php/en/activities/modernization-of-main-roads/38>

³ In addition to OP 4.12, the WB Involuntary Resettlement Sourcebook: Planning and Implementation in Development Projects (2004) has been also used as a guiding document during the preparation of this ARAP (Available at: <http://documents.worldbank.org/curated/en/2004/01/5159399/involuntary-resettlement-sourcebook-planning-implementation-development-projects-vol-1-2>)

1.3. Planned Land Acquisition Process

The land acquisition process has not been officially initiated yet. PC Roads of FBiH will be the Expropriation Beneficiary, whereas the competent authority for conducting the land acquisition process will be the City of Bihać, in accordance with the requirements of the local legislation elaborated in more detail in Chapter 2 of this ARAP (*Legal Framework for Land Acquisition*).

An Expropriation Study⁴ as required by local legislation has been completed for this road section.

No other activities related to land acquisition have been undertaken.

2. Legal Framework for Land Acquisition

2.1. Law on Expropriation of FBiH

The *Law on Expropriation of FBiH*⁵ regulates the conditions and procedure for expropriation of property for construction of facilities in public interest, compensation eligibility and amounts, handling of grievances and disputes handling and other issues pertaining to the expropriation process.

For a detailed description of the provisions of the Law, please refer to the RPF. Since the RPF was adopted and publicized, the Law was amended (in 2016). Two key provisions were added in 2016. The first refers to exceptional cases involving the construction/reconstruction of public infrastructure facilities, for which the Government of FBiH may allow taking possession of property prior to the effectiveness of the decision on expropriation or the payment of compensation, at the request of the expropriation beneficiary and due to reasons of urgency or prevention of more significant damage⁶. The second refers to owners of residential facilities built without the necessary permits, who are also entitled to compensation (in the amount of the construction value of such facility) if such facility represents the only residential structure for the builder and the members of his/her immediate family, provided that:

- the competent authorities did not issue a decision on removal of facility,
- the residential facility built without the necessary permits is registered on the official ortho image of the territory of FBiH in the scale of 1:5000 developed by the Federal Administration for Geodetic and Property Affairs.

2.2. Other Related Legislation of FBiH

Other related legislation in force in FBiH includes:

- The *Law on Proprietary Rights*⁷
- The *Law on Agricultural Land of FBiH*⁸
- The *Law on Extra-Judicial Proceedings of FBiH*⁹
- The *Law on Administrative Procedures of FBiH*¹⁰
- The *Law on Land Registration of FBiH*¹¹
- The *Law on Land Survey and Cadastral of Property in FBiH*¹²
- The *Law on Gender Equality in BiH*¹³

⁴ The Expropriation Study represents the basic document for preparing and implementing the expropriation process. According to the Law on Expropriation, the Expropriation Study contains the geodetic and cadastral plan of the expropriation area, data on affected property, the objective of expropriation and other relevant data.

⁵ Official Gazette of FBiH, No. 70/07, 36/10, 25/12 and 34/16

⁶ However, in line with the objectives and principles set forth in this ARAP (Chapter 4), compensation will always be effected prior to land entry or taking of possession over property by the expropriation beneficiary, and construction cannot start before compensation has been paid to affected persons.

⁷ Official Gazette of FBiH, No. 66/13, 100/13

⁸ Official Gazette of FBiH, No. 52/09

⁹ Official Gazette of FBiH, No. 2/98, 39/04

¹⁰ Official Gazette of FBiH, No. 2/98, 48/99

¹¹ Official Gazette of FBiH, No. 19/03, 54/04

¹² Official Gazette of SRBH, No. 22/84, 12/87, 26/90 and 36/90 and Official Gazette of SRBiH, No. 4/93 and 13/94

¹³ Official Gazette of BiH 16/03, 102/09

For a detailed description of the provisions of the above listed laws, please refer to the RPF.

2.3. Applicable WB Policy

All WB financed projects involving resettlement are subject to OP 4.12, which describe the instruments and procedures for eliminating negative economic, social and environmental issues that may arise. OP 4.12 is triggered not only with physical relocation, but any loss of land resulting in relocation or loss of shelter, loss of assets or access to assets and loss of income sources and means of livelihood. The overall objectives of OP 4.12 are the following:

- Involuntary resettlement should be avoided or minimized where feasible, exploring all viable alternative project designs.
- Where resettlement cannot be avoided, resettlement activities should be conceived and executed as sustainable development programs, providing sufficient investment resources to enable the persons displaced by the project to share in project benefits. Displaced persons should be meaningfully consulted and should be encouraged to participate in planning and implementing resettlement programs.
- Displaced persons should be assisted in improving their former standards of living and livelihoods (income earning capacity, and production levels), or at least in restoring them in real terms, to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher.

OP 4.12 distinguishes the following three categories of persons for eligibility for compensation and assistance:

- a. Persons with formal rights to land (including customary and traditional rights recognized under the laws of the country).
- b. Persons who do not have formal rights to land at the time the census begins but have a claim to such land and assets - provided that such claims¹⁴ are recognized under the country laws or become recognized through a process identified in the specific resettlement plans.
- c. Persons without recognizable legal right or claim to the land they are occupying.

Special attention should be paid to vulnerable groups, including those below the poverty line, elderly, women and children, ethnic minorities etc.

Persons who encroach on the area after the cut-off date are not entitled to compensation or any other form of resettlement assistance.

¹⁴Such claims could be derived from adverse possession, from continued possession of public lands without government action for eviction (that is, with the implicit leave of the government), or from customary and traditional law and usage, and so on.

3. Project Impacts and Affected Populations

3.1. Methodology

The **Census/Inventory** of all affected land plots/assets and Project Affected Persons (PAPs) was developed in order to gather and analyze data and information required to identify all categories of impacts, the PAPs affected by land acquisition and the expected loss of assets within the Project area. The Census was prepared on the basis of:

- cadastral data provided in the draft Expropriation Study for this road section
- ortho-photo maps of the road section routes overlapped with affected cadastral plots
- specific techniques for data collection such as observations and transect walks.

The Census Database contains data on the following:

- (i) location and Cadastral Municipality,
- (ii) land plot number,
- (iii) type of ownership (private or public),
- (iv) type of asset acquired (land plot, residential/commercial structure, auxiliary structure, productive assets, natural objects on land),
- (v) name of PAP,
- (vi) total area of land plot (m²) and % of plots affected by land acquisition.

All identified properties were visited on 16 November 2017, and photographic records of each property were created. Since the Project affected area is entirely uninhabited and the land plots are not used (no productive assets identified), a socioeconomic survey was not undertaken.

The summarized version of the census database is provided in Annex 1 of this ARAP (the full database is in the form of a separate Excel document). Confidential information about individual persons and properties will not be publicly disclosed by PC Roads, the City of Bihać and/or the World Bank.

Note:

1) The cadastral data for the Cadastral Municipality Račić currently exist only in the form of the old Austro-Hungarian plan (old land survey) which is not digitalized. Some plots have been entered in the cadastre, but not in the old plan. As a result, there may be some deviations in plot areas. Plot surfaces will be reconciled during the expropriation procedure by independent court geodetic experts.

2) Parts of some access roads will be affected due to widening of the road. However, access roads are never taken entirely, and access will not be restricted completely due to the Project. During such projects, the junction of the access road and the main road is generally improved.

3.2. Affected People and Properties

Overview of Project Impacts

The construction of a third lane for slow vehicles will require the complete (permanent) acquisition¹⁵ of parts of land plots positioned along the existing main road.

A total of 63 land plots will be affected, of which 46% privately owned.

¹⁵According to the Law on Expropriation of FBiH, *complete expropriation* allows the expropriation beneficiary to obtain legal title over the expropriated property, while the rights of the previous owner over the real property as well as other rights over that real property cease to exist.

Table 1: Total number of affected land plots by type of ownership

Number of public land plots ¹⁶	34
Number of private land plots	29
Total number of land plots	63

Table 2: Type of affected land plots

Forest or sporadic forest land	14
Land with trees, shrubs and/or grass	47
Old orchard (old and unused fruit trees)	2
Total number of land plots	63

In almost all of the cases, only a part of the land plot will be acquired. The majority of plots are rare sporadic forests or trees, shrubs and grass. None of the land plots are used. During the field visits in November 2017, no persons were encountered to be living on or using the affected land plots.

No residential/commercial structures will be acquired and no physical relocation will be required.

A small part of the access road for the City landfill (the part located near the main road) will be acquired. The public company for waste disposal may thus experience temporary difficulties in access to the landfill during the construction works.

One small memorial to the persons who lost their lives on the road standing on one of the affected land plots will need to be relocated.

4. Objectives and Principles

The following principles of resettlement and land acquisition will be adhered to in relation with Project implementation:

1. Compliance with local legislation and WB requirements

Any involuntary acquisition of property or restriction of access to assets will be conducted in compliance with the applicable legislation in FBiH (in particular, the Law on Expropriation of FBiH), the requirements set by WB OP 4.12 on Involuntary Resettlement, the RPF and good international practice.

2. Avoiding or minimizing resettlement

Involuntary resettlement will be avoided where feasible, or minimized, exploring all viable alternative project designs.

To the extent possible, amicable negotiations and agreements with Project Affected Persons will be sought to avoid or minimize the extent of involuntary resettlement.

3. Cut-off date

The cut-off date for the establishment of eligibility will be the date of closure of the public announcement on initiation of the expropriation process to be published by PC Roads FBiH (as the expropriation beneficiary) in local newspapers, informing all owners and users of the initiation of the expropriation process, the cut-off date and the contact persons who may be contacted by PAPs for

¹⁶ According to the Law on Expropriation of FBiH, compensation is not paid for expropriation of public land in cases when expropriation is needed for construction of main roads (among others).

further information. The cut-off date will also be publicly disclosed, on notice boards in local communities in the City of Bihać and at consultation meetings, with an accompanying explanation. The public announcement will also be posted, as necessary, on frequently visited locations throughout the affected areas.

Any persons who settle in the Project area after the cut-off date will not be eligible for any compensation, but will be given sufficient advance notice, requested to vacate premises and dismantle affected structures (if any) prior to Project implementation. Their dismantled structures materials will not be confiscated and they will not pay any fine or suffer any sanction.

4. Information Disclosure and Consultations

All affected persons will be informed, meaningfully consulted and encouraged to participate throughout the land acquisition process, in accordance with the information disclosure and consultation requirements set out in Chapter 7 of this ARAP (*Consultation and Participation*).

5. Compensation

All owners, occupants and users of affected properties at the time of the cut-off date, whether with or without fully recognized ownership rights, are eligible for certain type of compensation or assistance as outlined in the Entitlements Matrix (Table 3 of this document).

Compensation will always be effected prior to land entry or taking of possession over property by the expropriation beneficiary. The land cannot be taken physically (i.e. any civil works or construction cannot start) before compensation has been paid to the affected persons. In the case of absentee owners (e.g. people with legal rights to the land but who are living elsewhere), they will still be eligible for compensation and the efforts will be made (and documented) to find them and inform them about the process. These efforts may include efforts to reach them through their neighbors, appointment of a temporary authorized legal representative, etc. If such absentee owners cannot be found, and in accordance with local requirements, the compensation amount will be allocated in an escrow account for 3 years and be readily available should the absentee owner reappear.

Similarly, in case of any legal issues/disputes related to the ownership of a property, the compensation amount will be allocated in an escrow account and be readily available once the legal issues related to the ownership had been resolved.

Compensation will be provided at replacement cost, i.e. the amount sufficient to replace lost assets and cover transaction costs (e.g. administrative, registration, transaction fees, transfer taxes, legalization fees, etc.). In determining the replacement cost, depreciation of the asset will not be taken into account.

6. Temporary occupation of land

Short-term impacts related to temporary occupation of land for construction purposes will be compensated in accordance with the RPF (The World Bank OP/BP 4.12) and the Law on Expropriation of FBiH, as stipulated in the Entitlements Matrix (Table 3 of this document).

7. Assistance to vulnerable persons

Particular attention and consideration will be paid to the needs of vulnerable groups, in accordance with the requirements set out in section 5.1 of this ARAP (*Assistance to Vulnerable Groups*).

8. Grievance mechanism

An effective grievance mechanism will be in place for receiving and addressing in a timely fashion specific concerns about compensation and relocation raised by displaced persons, in the manner described in more detail in Chapter 8 of this ARAP (*Grievance Mechanism*).

9. Monitoring and evaluation

The PIU will monitor and evaluate the implementation of the ARAP through internal, official institutional arrangements in the manner described in more detail in Chapter 11 of this ARAP (*Monitoring, Evaluation and Reporting*).

5. Eligibility and Entitlements

All Project Affected Persons (PAPs) shall be entitled to compensation, according to the compensation principles of the Law on Expropriation of FBiH and OP 4.12 requirements specified in the RPF.

No acquisition of property or start of construction shall take place prior to the provision of all types of required compensation to affected people. Compensation will be provided before any land acquisition or imposition of access restrictions. Issues related to the manner of payment of cash compensation (e.g. specification of bank accounts) will be discussed and agreed with owners and all affected members of households. Cash compensation will be paid in full or in installments as agreed with the owners and affected members of the households and as defined by contracts, to the bank accounts specified by the owners, with agreement of all affected members of the household. In such cases owners/users have the right to decide if the cash compensation will be paid to only one owner/user or equally divided amongst owners/users. A co-owner/co-user has the right to waive his /her part of the compensation in the name of other co-owners/co-users. In case the owner/user wants to use this right, a legal statement must be made and an authorization to the other co-owners/co-users must be given to receive compensation on their behalf. In cases where there is more than one owner of property (i.e. co-ownership of married couples), compensation amounts will be divided and paid to the bank accounts they specify.

Compensation entitlements for different categories of eligible persons and assets covered either by the current applicable legislation of FBiH or by this ARAP to bridge the gaps and meet the specific WB requirements are described below in Table 3.

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Table 3: Entitlements Matrix

Type of loss	Application	Person with rights	Compensation policy
Loss of land	All land losses independently of severity of loss (independently whether it is partial or complete loss)	a) Owner with formal title	Replacement land of equal or higher value and similar productivity in direct proximity or in the surroundings of the expropriated land together with all costs of resettlement and administrative fees needed for transfer of ownership rights or Cash compensation at replacement costs.
		b) Lessee with valid documents of the right of lease who cultivates land pursuant to agreement	Compensation for all improved plots of land (such as irrigation or construction of facilities/buildings) constructed on the land. Compensation will be paid at replacement cost. + Costs of relocation of equipment and installations + Transitional allowance.
		c) PAPs without formal title	PAPs without a formal title who were in possession of the land on cut-off date will not receive compensation for the land, but will be compensated for any investments such as infrastructure, crops etc. + Transitional allowance. Persons who encroach on the area after the cut-off date are not entitled to compensation or any other form of resettlement assistance.
Unviable land	Unviable land	Land owner	In case the remaining area of land is not viable ¹⁷ , it can be expropriated upon PAPs' request. Compensation shall be provided in line with this matrix.
Loss of perennial plants and trees (fructuous trees, vineyards and fructuous plants)	Affected plants and trees	a) Owners of affected plants and trees	The right to collect fruits and technical wood + Cash compensation which equals the replacement cost on the basis of sort, year and productive value, including the value of time needed to produce such crop, as well as costs of possible investment (work and labor force), to plant a new vineyard, orchard or similar, till the moment it reaches the full fructuous potential.
		b) Lessee with a formal title cultivating land	The right to collect fruits and technical wood + Cash compensation which equals the replacement cost on the basis of sort, year and productive value, including the value of time needed to produce such crop, as well as costs of possible investment (work and labor force), to plant a new vineyard, orchard or similar, till the moment it reaches the full fructuous potential, if he proves that he borne costs of purchasing seedlings and planting perennial plants and vineyards.

¹⁷ Economic viability shall be assessed by an accredited expert on a case-to-case basis.

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Type of loss	Application	Person with rights	Compensation policy
		c) PAPs without formal title cultivating the land	The right to collect fruits and technical wood + Cash compensation which equals the replacement cost on the basis of sort, year and productive value, including the value of time needed to produce such crop, as well as costs of possible investment (work and labor force), to plant a new vineyard, orchard or similar, till the moment it reaches the full fructuous potential, if he proves that he borne costs of purchasing seedlings and planting perennial plants and vineyards.
Wood mass (mature or nearly mature)	Land with forest/ wood masses on it of various types	Formal owner, Lessee, informal owner	The replacement cost determined based on the value of the "wood on the stump" at market value
Forests without mature wood mass	Land with forest/ wood without maturity of various types	Formal owner, Lessee, informal owner	Cash compensation for the investment in planting a new forest, including the value of time needed to reproduce a replacement forest
Loss of public infrastructure	Infrastructure (roads, water supply, sewage system etc.)	Relevant agencies	Public infrastructure will be replaced before destruction by infrastructure of the same or better specifications.
Temporary impacts caused by temporary occupancy of land and any damages to the property	Affected land	Affected PAPs	Market price of lease for duration of the lease. The land must be returned to original condition. Improved quality of the land due to top soiling work should not be removed, except if agreed upon differently with PAP. + Replacement cost in accordance with this matrix for affected crops, orchards, nurseries etc. + Compensation for any damages to the property
Undetermined impact	Permanent or temporary loss	Owner or formal beneficiary	Any undetermined impact will be mitigated in accordance with principles and aims of the RPF

5.1. Assistance to Vulnerable Persons

Particular attention and support will be given to the needs of vulnerable groups¹⁸ based on the personal situation of such vulnerable people. Appropriate measures for providing support to such people will be undertaken. This assistance will be provided by PC Roads FBiH, as necessary in cooperation with the municipal services for social affairs.

The categories of vulnerable people in the Project area may be, but are not limited to:

- poor and/or unemployed people
- people with disabilities or chronic illnesses
- refugees and internally displaced people
- the elderly or pensioners
- households whose heads are female
- ethnic minorities.

Individual meetings with each vulnerable person will be held in order to explain eligibility criteria and entitlements, and determine their needs concerning land acquisition as well as the manner of meeting the identified needs. Vulnerable people will be consulted on the type of assistance they need, and will be provided with assistance suitable for their needs.

Such assistance may include, as determined on a case-by-case basis suited to the needs of each vulnerable household/person, for example, assistance during the payment process, i.e. ensuring that compensation documents and payment process are well understood (in particular for elderly people).

6. Methodology for Valuation of Property

Valuation of land and assets on land will be conducted by independent court experts for valuation of property (agricultural expert, construction expert, etc.) selected from the official list of court experts by PC Roads FBiH or the City of Bihać.

Agricultural and forest land

As provided under the Law on Expropriation of FBiH, compensation for land will, wherever feasible, be in the form of a replacement property allowing the owner approximately the same conditions of use¹⁹. *Same conditions of use* are to be understood as meeting the following criteria:

- being acceptable to the affected owner/farmer,
- being approximately the same size,
- having a similar or better agricultural potential, i.e. fertility, slope, parcel shape, exposition to sunshine, and
- being located at reasonable distance.

Where replacement property cannot be offered to the affected landowner because suitable agricultural land is not available at reasonable distance or is not acceptable to the landowner, the expropriating authority will establish

¹⁸Vulnerable people are people who by virtue of gender, ethnicity, age, physical or mental disability, economic disadvantage, or social status, may be more adversely affected by resettlement than others and who may be limited in their ability to claim or take advantage of resettlement assistance and related development benefits (see also definition section in this ARAP).

¹⁹ According to Article 45 of the Law on Expropriation, compensation for expropriated real property is determined by providing other corresponding real property equal in market value to the expropriated real property in the same municipality or city, thus allowing the owner of expropriated real property approximately the same conditions of use.

written evidence of its unsuccessful efforts to identify such similar land, and compensate for such land at full replacement cost.

For agricultural land, replacement cost represents the pre-project or pre-displacement, whichever is higher, market value of land of equal productive potential or use located in the vicinity of the affected land, plus the cost of preparing the land to levels similar to those of the affected land, plus the cost of any registration and transfer taxes.

The Law on Expropriation does not explicitly regulate the situations where only a plot smaller in size or agricultural potential can be offered as a replacement property, and whether it would be acceptable to pay a balance in cash on top of the compensation in kind to offset such a difference in size or potential. In situations where a plot of equivalent size or potential cannot be identified and offered, and plots smaller in size or potential can be offered, the owner will be allowed the option to receive compensation partly in kind (replacement property - plot), and partly in cash. This requires both the affected and the replacement plot to be valued so that the difference can be calculated. In any case, the requirements set out in the Entitlements Matrix (Table 3 of this ARAP) will be applied.

In situations of partial expropriation of agricultural land where the land owner would assess the plot remainder as unsuitable for further agricultural use or in every case where the land plot would lose its access road, the owner can apply for expropriation of the whole plot according to provisions of Article 11 of the Law on Expropriation. Such situations are to be assessed on an individual basis by the expropriating authority, and the following criteria will be used to assess the suitability for further agricultural use:

- size of the remaining part of the parcel,
- agricultural potential of the remaining part of the parcel compared to that of the expropriated part, and
- possibility to operate mechanized agricultural equipment on the remaining part (accessibility).

Trees (including old orchards) and forest

Compensation rates for trees (including old orchards) and forest should be calculated in compliance with the full replacement cost principle, whereby the compensation rate C for one tree is determined by application of the following formula:

$$C = V \times D + C_p + C_L$$

V - average market value of the produce of one tree for one year

D - average period of time required to re-establish the tree to an adult production level, in years

C_p - cost of planting (seedling, soil preparation, initial fertilization)

C_L - cost of the labor required to maintain the crop during the period of time needed to re-establish it to its previous production level

The calculated unit rate C is then applied to the whole plot assuming either an average density or based on the precise count of all standing trees.

Compensation rates will be generated for the following stages of plant (tree) development:

- seedling,
- young plant, not productive,
- young plant, productive, and
- mature plant.

Unlike perennial fruit plantations, which can be harvested over a long period of time, most commercial timber tree species are yielded only once. The replacement cost should therefore be in line with the provisions of the Entitlements Matrix.

7. Consultation and Participation

The Project Implementation Unit (PIU), together with the representatives of Municipal department in charge of expropriation, is responsible for communicating with affected communities, Project Affected Persons (PAPs) and representatives of Local Community Offices. The PIU will assist the City of Bihać in understanding the requirements set out in the RPF and ARAP.

The PIU, together with the City of Bihać, will carry out public consultations and information dissemination that will reflect main issues of relevance to the Project. Immediately after the official start of the Project, all stakeholders will be timely informed about the Project's scope and contacts for further information inquiries, the available grievance mechanism and the disclosure of the publicly available Project documents through:

- announcements in the local daily media,
- the website of PC Roads FBiH (<http://www.jpcfbi.ba>),
- the website of City of Bihać (<http://www.bihac.org>).

The ARAP will be disclosed in local languages and English on the above mentioned websites, as well as made available in printed copies at the premises of the City of Bihać, and the premises of the PC Roads FBiH at the following address:

HEADQUARTERS OF PUBLIC COMPANY "ROADS OF FBiH"
Address: Terezija 54, 71000 Sarajevo

MOSTAR OFFICE OF PUBLIC COMPANY "ROADS OF FBiH"
Address: Street Ante Starčevića bb, Mostar

In addition, once the official land acquisition procedure is initiated, and in accordance with the ARAP Implementation Schedule provided in Chapter 10 of this ARAP, affected property owners/users will be individually visited by the representatives of the Municipality, PC FBiH Roads and official court experts for valuation of property, informed and consulted about the impacts of the Project on their property, particularly the precise road route with regards to each land plot. Access to information for vulnerable groups will be facilitated by the PIU, as appropriate for each person/household according to their specific needs and/or situation, in cooperation with the Municipal department for social affairs.

Disclosure and consultations requirements during preparation of draft and final ARAP:

/To be added after disclosure/.

Public consultative meetings

The PIU, together with the City of Bihać, will schedule and hold regular meetings with the representatives of different stakeholder groups, as follows:

- Public consultative meetings are aimed at providing regular gatherings of all stakeholders and are open for all interested parties. During these meetings, the PIU will present the Project footprint, the expected impacts and the planned mitigation measures.
The participants will be able to present their opinions and remarks with regards to the Project, as well as to suggest possible solutions of the issues raised, which will be documented and addressed appropriately in monitoring reports for grievances received and follow up action taken to be prepared by the PIU.
If necessary, separate meetings will be held to ensure that stakeholder engagement is gender responsive.
- Local community consultative meetings are aimed at engaging individuals, households and businesses affected by the construction activities into the consultation process, and will be organized on a needs basis in local communities.
- Individual consultative meetings are aimed at engaging individual stakeholder groups regarding specific issues, and will be organized on a needs basis. This type of meetings can be initiated by the PIU, or by any identified stakeholder groups.

All stakeholders will be informed about the exact date, time and venue where a consultative meeting will be held, at least 7 days in advance, through disclosure through the websites of the PC Roads FBiH and the involved Municipalities, as well as daily newspapers/ radio/ television stations.

Summaries of conclusions from such consultative meetings and public discussions held will be disclosed by the PIU on its website.

Formal Request for Information

As a public enterprise, PC Roads FBiH is also required, according to the *Law on Free Access to Information in FBiH*²⁰ ("LFAI"), to provide access to information to all stakeholders, including every natural person or legal entity when requested. The procedure for obtaining information is explained in detail in the LFAI.

The official form for requesting access to information is provided in Annex 2 to this ARAP.

8. Grievance Mechanism

PC Roads FBiH has established a Central Feedback Desk (CFD) tasked with receiving and managing grievances through a Central Grievance Log, and will ensure that Project Affected Persons are fully informed of the grievance mechanism by communicating the availability of this log, its function, the contact persons and the procedures to submit a complaint in the affected areas. The CFD serves as both Project level information centre and grievance mechanism, available to those affected by implementation of all Project sub-components. The CFD is responsible for receiving and responding to grievances/comments of the following two groups:

- Persons directly affected by the Project including land acquisition impacts,
- Residents living in the Project area who are interested in and/or affected by the Project.

Information on the CFD and the grievance form (provided in Annex 4 of this ARAP) will be available on:

- the website of PC Roads FBiH (www.jpcfbi.ba) and the premises of PC Roads FBiH in printed copies,
- the notice boards and premises of the City of Bihać in printed copies.

PC Roads FBiH will also distribute in the City of Bihać a brochure which will contain information on the role of the CFD and the contact information for filing grievances/comments.

Any comments or concerns can be brought to the attention of the CFD verbally (personally or by telephone) or in writing by filling in a grievance form (by post, personal delivery or fax to the address/number given below or by e-mail to zalbena@jpcfbi.ba), without any costs incurred to the complainant. Grievances can also be submitted anonymously. The grievance form may also be submitted directly to the Municipal authorities in charge of the expropriation process or the Contractor, who will forward any such received grievances/comments to the CFD without delay to allow the CFD to further process the grievance/comment (i.e., record, acknowledge and respond to the grievance in the timeframes defined below).

Furthermore, the grievance can be lodged in writing with the Contractor, at the construction site as well as in the contractor's offices. The contractor is obliged to hand out the Grievance Registration Sheet, explain the grievance mechanism to the concerned citizen(s) and forward the filled in Grievance Form to the Central Feedback Desk in PC Roads FBH. An information leaflet concerning the grievance mechanism will be available at the construction site at all times, whether the construction site is closed or open. The information leaflet will be plasticized and hung on the construction site information board to be available to road users at all times.

²⁰Official Gazette of FBiH, No. 32/01

All grievances will be recorded in the register and assigned a number, and acknowledged within 3 working days. The Central Grievance Log shall be kept separately for grievances filed in respect to the resettlement process and for those registered by members of community impacted by any activity linked to construction works in all its sequences. The Log will have all necessary elements to disaggregate the grievance by gender of the person logging it as well as by type of grievance. Each grievance will be recorded in the register with the following information:

- description of grievance,
- date of receipt acknowledgement returned to the complainant,
- description of actions taken (investigation, corrective measures), and
- date of resolution and closure / provision of feedback to the complainant.

If the grievance/complaint is vague and not clear enough, the CFD is obliged to help and provide counsel and even help in redrafting the submission, in order for the grievance/complaint to become clear, for purposes of an informed decision by the CFD, in the best interests of persons affected by the Project. The CFD will make all reasonable efforts to address the complaint upon the acknowledgement of grievance. If the CFD is not able to address the issues raised by immediate corrective action, a long-term corrective action will be identified. The complainant will be informed about the proposed corrective action and follow-up of corrective action within 14 working days upon the acknowledgement of grievance.

If the particular issue, raised through the grievance mechanism, cannot be addressed or if action is not required, a detailed explanation/ justification will be provided to the complainant on why the issue was not addressed. The response will also contain an explanation on how the person/ organization that raised the complaint can proceed with the grievance in case the outcome is not satisfactory.

Any reoccurrence of the circumstances that have already given rise to a certain grievance, although once already ruled upon shall not prevent the affected and impacted person from registering a new grievance.

The CFD shall publish quarterly reports on the number and type of grievances/comments addressed and closed-out, disaggregated by gender and type of grievances/comments on the website of PC Roads FBiH.

At all times, complainants may seek other legal remedies in accordance with the legal framework of FBiH.

The flowchart for processing grievances is provided in Annex 3, and the grievance form in Annex 4 of ARAP.

Contact details for enquiries and grievances:

Attention: Central Feedback Desk
Public Company "Roads of FBiH"
Address: Terezija 54, 71000 Sarajevo
T: +387 33 250 370, F: +387 33 250 400

9. Institutional Arrangements and Implementation Team

9.1. Responsibility for Implementation

The ARAP will be implemented by PC Roads FBiH, namely its Project Implementation Unit (PIU). The PIU will monitor the overall implementation of the Project, cooperate with the Municipalities, the Contractor to be hired for construction works, and the independent court experts for valuation of property (agricultural expert, construction expert, etc. as necessary) to be selected from the official list of court experts by PC Roads FBiH or the City of Bihać.

The table below provides an overview of the responsibilities and arrangements for implementing the requirements of this ARAP.

Table 4: Organizational Responsibilities and Arrangements

Task	Responsible Entity
Disclosure of information and documents to all Project Affected Persons and communities, and organization of public meetings	PC Roads FBiH
Keeping records of consultation activities	PC Roads FBiH
Direct communication with and visits to owners and occupants	PC Roads FBiH and the City of Bihać as the expropriation authority
Valuation of property to be acquired	Independent court experts for valuation of property
Concluding negotiated settlements prior to expropriation	PC Roads FBiH
Expropriation of property in case negotiated settlements are not concluded	City of Bihać
Provision of assistance to vulnerable persons / households	PC Roads FBiH in cooperation with the municipal department responsible for social care, displaced persons and refugees
Payment / provision of compensation packages	PC Roads FBiH
Provision of resettlement assistance	PC Roads FBiH
Monitoring and reporting with respect to land acquisition	PC Roads FBiH
Monitoring and reporting with respect to temporary land occupation carried out after construction commencement	Contractor
Grievance management	CFD (receiving, acknowledging and processing grievances) City of Bihać/Contractor (receiving grievances and forwarding to CFD for further processing)

9.2. Institutional Capacities

The institutional capacities of PC Roads FBiH are sufficient to carry out all tasks related to ARAP implementation.

The PIU in charge of Project implementation consists of 24 members, including members tasked with implementing this ARAP.

Federation of Bosnia and Herzegovina Road Sector Modernization Project
Abbreviated Resettlement Action Plan for Ripač-Dubovsko

10. ARAP Implementation Schedule

Table 5: Tentative Schedule for ARAP Implementation

N°	Activity	Responsibility	2017	2018												2019
			Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
ARAP finalization and public consultations																
1.	Disclosure of draft ARAP	PC Roads FBiH														
2.	Public consultative meeting	PC Roads FBiH														
3.	Disclosure of final ARAP	PC Roads FBiH														
Preparatory activities for land acquisition																
4.	Preparation and submission of proposal for expropriation (including Expropriation Study)	PC Roads FBiH														
5.	Site investigation (direct visits to all affected land plots and assets)	PC Roads FBiH / City of Bihać / Official court experts for valuation of property														
6.	Valuation of properties	Official court experts for valuation of property														
7.	Public consultative meeting	PC Roads FBiH														
8.	Individual hearings with affected owners/users	City of Bihać														
9.	Issuing of the Decision on Expropriation	City of Bihać														
10.	Negotiations about amount of compensation and payment of compensation	PC Roads FBiH / City of Bihać														
Completion of land acquisition																
11.	Transfer of ownership (registration of ownership rights and other proprietary rights with regard to the acquired property)	PC Roads FBiH / Land Registry														

11. Monitoring, Evaluation and Reporting

Monitoring of the land acquisition and resettlement process will be conducted by the PIU to:

- ascertain whether activities are in progress as per schedule and the timelines are being met;
- assess whether the compensation / rehabilitation measures are sufficient;
- identify any potential issues (including monitoring of grievance management in terms of recording and responding to grievances within the specified timeframe); and
- identify methods to mitigate any identified issues.

The PIU will maintain a land acquisition database on the owners of properties that have been affected. The data/information will be updated periodically in order to keep track of the progress of such owners.

The indicators to be used for monitoring will include, in particular, the following:

- Overall spending on expropriation and compensation
- Number of Project Affected Persons by categories
- Number of public meetings and consultations with affected people
- Number and percentage of individual compensation agreements signed before the beginning of construction activities
- Number of persons requesting special assistance and types of assistance provided to vulnerable individuals in a timely manner
- Number of people having received cash compensation during the monitoring period with distribution by compensation type and by classes of amounts
- Number and type of grievances received by the Central Feedback Desk related to land acquisition (number of grievances submitted, number and percentage of grievances resolved within the specified timeframe, number and percentage of people satisfied with the outcome, i.e. the response provided to their grievances/comments, all disaggregated by gender of complainant), and number of legal actions initiated in relation to land acquisition)

The PIU will prepare and submit to WB annual Project Progress Reports including the progress achieved in the implementation of RAPs.

12. Cost and Budget

The costs of the land acquisition process will be financed exclusively by the PC Roads FBiH as the expropriation beneficiary. The resources required for land acquisition have been reserved and allocated in the Business Plan of PC Roads FBiH for the year 2018, to be adopted by the Government of FBiH.

The total costs of land acquisition for the Ripač-Dubovsko section are expected to amount to EUR 272,300.

The costs have been calculated accordance with the preliminary expropriation studies where available, and valuations of properties have not been conducted to date by the official court experts; hence, a detailed breakdown of compensation per categories of land or assets is not available at this stage of Project preparation.

Annex 1 – Summary of Census Database

Note: Full data is provided in separate Excel tables²¹.

No.	Location	Cadastral Municipality	Land plot no.	Public / private	Type of impact	Total area of plot (m ²)	% affected	Natural objects on affected land	Other assets on affected land
1)	Ripački Klanac	Ripač	965/1	Public	Part of land	104519	0.29%	Forest	No
2)	Ripački Klanac	Ripač	987/2	Public	Part of land	93722	3.38%	Rare sporadic forest	No
3)	Ripački Klanac	Ripač	1009/2	Public	Part of land and part of access road	109976	32.32%	Forest, shrubs, grass	Part of access road
4)	Ripački Klanac	Račić	1189/1	Public	Part of land and part forest path	343300	1.66%	Forest, shrubs, grass	Part of forest path
5)	Ripački Klanac	Račić	591	Public	Part of land	11090	4.23%	Shrubs, grass	No
6)	Ripački Klanac	Račić	587/1	Public	Part of land, part of access road and part of forest path	32100	1.57%	Trees, shrubs, grass	Part of access road and part of forest path
7)	Ripački Klanac	Račić	594/1	Public	Part of land	7730	19.66%	Trees, shrubs, grass	No
8)	Ripački Klanac	Račić	681/1	Public	Part of land and part of access road	2000	6.30%	Trees, shrubs, grass	Part of access road
9)	Ripački Klanac	Račić	597/3	Public	Part of land	4050	99.51%	Shrubs, grass	No
10)	Ripački Klanac	Račić	599/1	Public	Part of land	13000	7.16%	Shrubs, grass	No
11)	Ripački Klanac	Račić	667	Public	Part of land	7470	16.25%	Shrubs, grass	No
12)	Ripački Klanac	Račić	669	Public	Part of land	26000	1.18%	Shrubs, grass	No
13)	Ripački Klanac	Račić	654	Public	Part of land	4660	13.69%	Trees, shrubs, grass	No
14)	Ripački Klanac	Račić	154	Public	Part of land and part of access road	27560	7.78%	Trees, shrubs, grass	Part of access road
15)	Dubovsko	Račić	656	Public	Part of land	1210	20.74%	Rare sporadic forest	No
16)	Dubovsko	Račić	655	Public	Part of land	240	86.67%	Rare sporadic forest	No
17)	Dubovsko	Račić	652/1	Public	Part of land	3000	65.80%	Trees, shrubs, grass	No
18)	Dubovsko	Račić	657	Public	Part of land	2300	8.43%	Forest	No
19)	Dubovsko	Račić	651	Public	Part of land	630	24.44%	Forest	No
20)	Dubovsko	Račić	649	Public	Part of land	2966	6.10%	Trees, shrubs, grass	No
21)	Dubovsko	Račić	617	Public	Part of land	5525	25.41%	Trees, shrubs, grass	No
22)	Dubovsko	Račić	603/1	Public	Part of land	16310	49.07%	Trees, shrubs, grass	No
23)	Dubovsko	Račić	609/1	Public	Part of land	4165	15.46%	Shrubs, grass	No
24)	Dubovsko	Račić	615	Public	Part of land	2830	10.11%	Shrubs, grass	No
25)	Dubovsko	Račić	264	Public	Part of land	4430	7.58%	Shrubs, grass	No
26)	Dubovsko	Račić	267/2	Public	Part of land and part of access road	680	77.21%	Trees, shrubs, grass	Part of access road
27)	Dubovsko	Račić	268/2	Public	Part of land	778	95.50%	Shrubs, grass	No
28)	Dubovsko	Račić	247/2	Public	Part of land	8600	16.01%	Shrubs, grass	No
29)	Dubovsko	Račić	248/4	Public	Part of land	12030	16.03%	Shrubs, grass	Memorial to the dead on the road
30)	Dubovsko	Račić	249/4	Public	Part of land	13460	3.64%	Shrubs, grass	No
31)	Dubovsko	Račić	250/1	Public	Part of land and part of access road	21740	7.82%	Trees, shrubs, grass	Part of access road
32)	Dubovsko	Račić	274/1	Public	Part of land and part of access road	9750	17.37%	Shrubs, grass	Part of access road
33)	Dubovsko	Račić	257/1	Public	Part of land	15600	0.08%	Rare sporadic forest	No
34)	Dubovsko	Račić	257/3	Public	Part of land	376645	2.37%	Forest	No
35)	Ripački Klanac	Ripač	977/3	Private	Part of land	1007	4.97%	Forest	No
36)	Ripački Klanac	Račić	592/1	Private	Part of land	9920	12.89%	Shrubs, grass, trees	No

²¹ **Note:** The cadastral data for the Cadastral Municipality Račić currently exist only in the form of the old Austro-Hungarian plan (old land survey) which is not digitalized. Some plots have been entered in the cadaster, but not in the old plan. As a result, there may be some deviations in plot areas. Plot surfaces will be reconciled during the expropriation procedure by independent court geodetic experts.

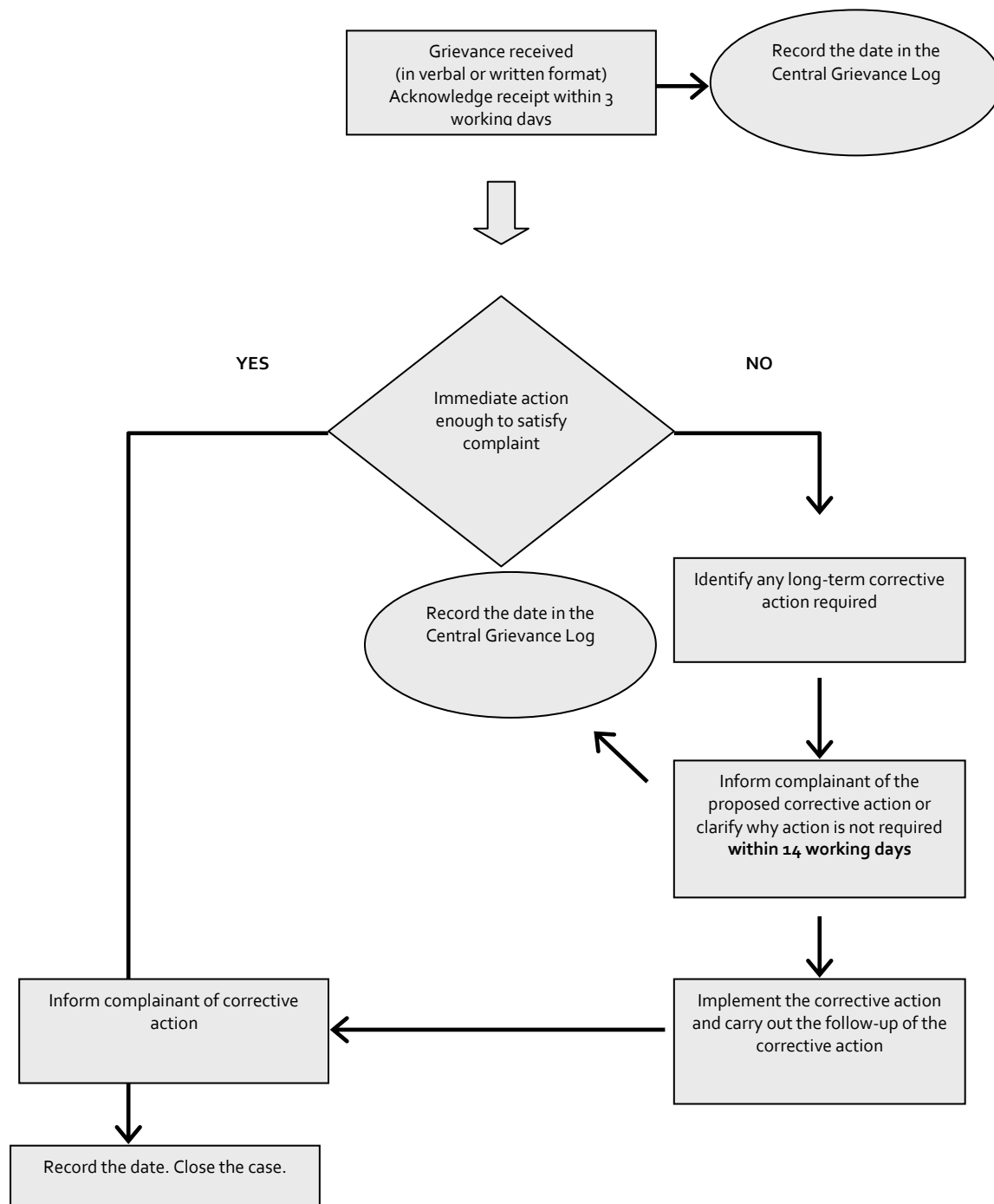
Federation of Bosnia and Herzegovina Road Sector Modernization Project
 Abbreviated Resettlement Action Plan for the Construction of a Slow Lane on Main Road M5, Section Ripač-Dubovsko

No.	Location	Cadastral Municipality	Land plot no.	Public / private	Type of impact	Total area of plot (m ²)	% affected	Natural objects on affected land	Other assets on affected land
37)	Ripački Klanac	Račić	687	Private	Part of land	2700	98.93%	Shrubs, grass, old orchard (10 old and unused fruit trees)	No
38)	Ripački Klanac	Račić	688/3	Private	Part of land	260	21.15%	Trees, shrubs, grass	No
39)	Ripački Klanac	Račić	686	Private	Part of land	1940	17.99%	Trees, shrubs, grass	No
40)	Ripački Klanac	Račić	592/2	Private	Part of land	1605	54.64%	Shrubs, grass	No
41)	Ripački Klanac	Račić	682/1	Private	Part of land	2070	90.00%	Trees, shrubs, grass	No
42)	Ripački Klanac	Račić	674/1	Private	Part of land	360	36.67%	Shrubs, grass	No
43)	Dubovsko	Račić	620	Private	Part of land	110	50.00%	Rare sporadic forest	No
44)	Dubovsko	Račić	650/1	Private	Part of land	1850	37.24%	Trees, shrubs, grass	No
45)	Dubovsko	Račić	639	Private	Part of land	3930	10.61%	Trees, shrubs, grass	No
46)	Dubovsko	Račić	640/1	Private	Part of land	3700	39.73%	Trees, shrubs, grass	No
47)	Dubovsko	Račić	618/1	Private	Part of land	9370	9.67%	Shrubs, grass	No
48)	Dubovsko	Račić	616/2	Private	Part of land	5330	3.70%	Trees, shrubs, grass	No
49)	Dubovsko	Račić	641/1	Private	Part of land	2210	48.19%	Trees, shrubs, grass	No
50)	Dubovsko	Račić	266/1	Private	Part of land and part of access road	3200	6.75%	Trees, shrubs, grass	Part of access road
51)	Dubovsko	Račić	265/1	Private	Part of land	3200	7.66%	Shrubs, grass	No
52)	Dubovsko	Račić	392/3	Private	Part of land	5680	15.23%	Shrubs, grass	No
53)	Dubovsko	Račić	383/1	Private	Part of land	8000	4.19%	Shrubs, grass	No
54)	Dubovsko	Račić	269/2	Private	Part of land	3126	28.89%	Trees, shrubs, grass	No
55)	Dubovsko	Račić	252/1	Private	Part of land	1590	92.96%	Shrubs, grass	No
56)	Dubovsko	Račić	227	Private	Part of land	1010	39.90%	Shrubs, grass	No
57)	Dubovsko	Račić	226/1	Private	Part of land and part of access road	13400	4.42%	Trees, shrubs, grass	Part of access road
58)	Dubovsko	Račić	225/1	Private	Part of land	1290	86.82%	Shrubs, grass	No
59)	Dubovsko	Račić	223/1	Private	Part of land	5000	31.42%	Shrubs, grass, old orchard (10 old and unused fruit trees)	No
60)	Dubovsko	Račić	220/1	Private	Whole land plot and part of access road	1000	100.00%	Trees, shrubs, grass	Part of access road
61)	Dubovsko	Račić	219/2	Private	Part of land	1450	64.21%	Shrubs, grass	No
62)	Dubovsko	Račić	218/1	Private	Part of land	10240	7.35%	Forest	No
63)	Dubovsko	Račić	191/4	Private	Part of land	900	8.78%	Forest	No

Annex 2 – Formal Access to Information Request Form

ACCESS TO INFORMATION REQUEST
<div style="border-bottom: 1px solid black; margin-bottom: 5px;"></div> Name and last name of requester
<div style="border-bottom: 1px solid black; margin-bottom: 5px;"></div> Address
<div style="border-bottom: 1px solid black; margin-bottom: 5px;"></div> Telephone/telefax/e-mail
Date <div style="border-bottom: 1px solid black; display: inline-block; width: 150px;"></div>
PUBLIC ROADS COMPANY OF FBiH Address: Terezija 54 71000 Sarajevo T: +387 33 250 370 F: +387 33 250 400
SUBJECT: ACCESS TO INFORMATION REQUEST On the basis of the Law on Free Access to Information in FBiH, I request access to the following information: <div style="border-bottom: 1px solid black; margin-top: 5px;"></div> <div style="border-bottom: 1px solid black; margin-top: 5px;"></div> <div style="border-bottom: 1px solid black; margin-top: 5px;"></div> <div style="border-bottom: 1px solid black; margin-top: 5px;"></div>
(Indicate precisely which information you are requesting and describe as precisely as possible).
Indicate in which manner would you like to access the information: <div style="margin-left: 20px;"><div>a. direct inspection,</div><div>b. duplication of the information,</div><div>c. delivery of information to the home address,</div><div>d. delivery of information electronically – by e-mail (if possible).</div></div>
Requester <div style="border-bottom: 1px solid black; margin-top: 5px;"></div>
Note: The first ten pages of duplication of material of standard format are free of charge, and all other requested information with a larger number of pages shall be paid by the requester in advance.

Annex 3 – Flowchart for Processing Grievances



Annex 4 – Grievance Form

Reference number:			
Full name (<i>optional</i>)			
Contact information Please mark how you wish to be contacted (mail, telephone, e-mail).	<input type="checkbox"/>	By post: Please provide mailing address:	

	<input type="checkbox"/>	By telephone: _____	
	<input type="checkbox"/>	By e-mail: _____	
Preferred language of communication	<input type="checkbox"/>	Bosnian / Serbian / Croatian	
	<input type="checkbox"/>	English (if possible)	
Description of incident for grievance	What happened? Where did it happen? Who did it happen to? What is the result of the problem?		
Date of incident / grievance			
	<input type="checkbox"/>	One-time incident/grievance (date _____)	
	<input type="checkbox"/>	Happened more than once (how many times? _____)	
	<input type="checkbox"/>	On-going (currently experiencing problem)	
What would you like to see happen?			

Signature: _____
Date: _____

Please return this form to:
Attention: Central Feedback Desk
Public Company "Roads of FBiH"
Address: Terezija 54, 71000 Sarajevo
T: +387 33 250 370, F: +387 33 250 400
E-mail: zalbena@jpcfbih.ba

Annex 5 – Consultation Meetings, Key Issues and Conclusions

To be added after consultation meetings.

Annex 6 – Newspapers Announcements on Consultative Meetings

To be added after publication of announcements.