

PUBLIC CONSULTATION AND DISCLOSURE

7	Public Consultation & Disclosure	2
7.1	General.....	2
7.2	Consultation and participation activities	2
7.3	Summary Of Consultation And Participation Activities.....	3
7.4	Stakeholder Identification	4
7.5	Public Consultation and Disclosure Plan	4
7.6	RAP Consultation Activities.....	5
7.7	Guide to Land Acquisition and Compensation	7
7.8	Issues Arising from Consultation	8
7.8.1	Issues Raised in Preliminary MOUs	8
7.8.2	Concerns Expressed in Household Socio-Economic Surveys	9
7.8.3	Issues Raised in Public Meetings.....	10
7.9	RAP Response to Issues and Concerns.....	10
7.10	RAP Disclosure.....	10

LIST OF TABLES

Table 7.1	Summary of RAP Disclosure Activities	7-11
Table 7.2	RAP Issues - Response Model.....	7-12

LIST OF FIGURES

Figure 7.1	Issues raised in Land Acquisition MOUs, January-March 2002.....	7-9
Figure 7.2	Concerns Raised in the RAP Socio-Economic Household Survey, May 2002	7-9

7 PUBLIC CONSULTATION & DISCLOSURE

7.1 GENERAL

A key step in World Bank/IFC policies on resettlement, land acquisition and compensation is a framework for public consultation, participation, and the establishment of a process to redress the grievances of affected people. Consultation with the affected population and with officials of local government, civil society and other representatives of the affected population is essential for gaining a comprehensive understanding of the types and degrees of adverse effects.

Public disclosure is the process by which the project sponsor formally provides an opportunity for the widest range of stakeholders, both within Azerbaijan and internationally, to comment on the RAP. The establishment of a process to redress grievances allows the project sponsor to deal with issues proactively in the interest of solving any such grievances before having to resort to use of the formal legal system.

The IFC's *Doing Better Business Through Effective Public Consultation and Disclosure: A Good Practice Manual*, provides action oriented guidelines aimed at ensuring that consultation with the affected population and with officials of local government, civil society organisations and other representatives of the affected population is both effective and meaningful. The guidelines emphasise the need for the project sponsor to ensure that the process of public consultation is accessible to all potentially affected parties, from national to local level to comment on the RAP. Emphasis is placed on the engagement of local stakeholders, namely people who are likely to experience the day-to-day impacts of a proposed project. On a practical level, the sponsor has to ensure that:

- All stakeholders have access to project information
- The information provided can be understood
- The locations for consultation are accessible to all who want to attend
- Measures are put in place, which ensure that vulnerable or minority groups are consulted

The consultation requirements for projects requiring physical or economic displacement are covered by *OD 4.30* and outlined in the IFC's *Handbook for Preparing a Resettlement Action Plan*. The pipeline does not involve any physical resettlement, but the project is undertaking a land acquisition process to address the economic resettlement associated with the project.

7.2 CONSULTATION AND PARTICIPATION ACTIVITIES

World Bank/IFC guidelines provide a process of consultation that includes:

- Identifying stakeholders and ensuring there are adequate mechanisms for stakeholder feedback and information sharing
- Informing representatives of affected people – local government, village leaders and local community organizations – of the project plan and asking them to inform their constituents
- Informing the directly affected populations
- Briefing all project line managers and staff who will interact with affected people on the anticipated effects of the project and measures to mitigate its impacts

- Arranging for a government to issue formal notice (after completion of a census and dissemination of a public notice on the eligibility cut-off date) banning the construction of new buildings or capital improvements in areas to be affected by the project
- Preparing an illustrated information booklet with details on eligibility, rates of compensation and other entitlements, a timetable for implementation, and all applicable grievance procedures
- Getting feedback on RAP implementation for each sub-group of affected groups and communities, including the vulnerable
- Launching participatory monitoring and evaluation processes
- Preparing and issuing regular RAP information updates

7.3 SUMMARY OF CONSULTATION AND PARTICIPATION ACTIVITIES

- **Stakeholder identification and consultations** were initiated early in the process of ESIA, during Land Acquisition Team contacts with districts, villages and affected people and completed with the directly affected land owners and users during RAP preparation, including through the RAP socio-economic survey. National and international NGOs were informed and their feedback sought on various occasions. All key national level ministries and agencies were also consulted, with a particular focus on land acquisition issues.
- **Local representatives** have been informed both during the course of ESIA, as part of the project landowners and users notification process, and regularly through survey, inventory and land acquisition preparation activities. District and village officers have participated in core project activities including identification of affected owners, users, and land parcels, and through the district valuation commissions. The districts and municipalities will be involved in signing land acquisition agreements, so have been kept closely informed of progress and the activities that are expected of them.
- **An illustrated 20 page *Guide to Land Acquisition and Compensation*** was prepared and distributed in early October 2002, to all district halls and affected villages along the route. This brochure provides preliminary information about the entitlements of the affected people. A copy forms Annex A of this RAP. Land Acquisition Team members have actively sought feedback on the document, as they have completed final inventories along the pipeline corridor. Written comments have also been invited.
- **RAP preparation** was based both on direct consultation with specific affected groups, and through close interaction with the Land Acquisition Team, which includes representatives from the SLCC and SOCAR. Consultations were held with Many public authorities were consulted such as the Ministry of Agriculture, Forestry, MENR, and district Land Departments to gather information about land values, crop pricing and local valuation methodologies. Extensive consultations were held with lawyers to learn about local legal procedures, precedents and their application to the present project.
- **RAP dissemination** - the RAP, as a full document will be distributed to key national public agencies and to districts for review by the communities along the pipeline route. Through the project's web site, the RAP will be available in both Azeri and English. It will be accessible to all interested national and civil society organisations. The completed BTC RAP for all three countries will be disclosed nationally and in the World Bank Group's InfoShop, EBRD's Business Information Centre, London and Resident Office in Baku for 120 days before lenders' Boards make a financing decision on the project.

- **RAP updates** and related project information will be made available through a well designed and adequately financed ongoing disclosure program, including participatory internal and expert monitoring. Community based investment programs will also provide networks for disseminating information about the project and related activities. The Land Acquisition Team, which has spent most time in the field and in contact with project affected people, remains the most effective conduit for disseminating information and gathering feedback from affected communities. Five or six members of the Land Acquisition Team will be co-opted into BTC Co.'s Environment and Social Department as community liaison officers. Several of these officers will be locally based along the pipeline route.
- **Notification** about land acquisition activities and procedures has been ongoing. This commenced in January 2002. By May 2002, the RAP socio-economic survey revealed that 98 percent of households had received information about the project. All households in the 100 metre planning corridor signed Memoranda of Understanding, on which they had the opportunity to document their particular concerns and objections about the project. Other disclosure and notification activities are summarised in Section 7.6.
- **All Land Acquisition Team** members received two weeks training on the World Bank Group resettlement policies, as well as basic consultation and negotiation techniques including dispute resolution. The framework of the RAP has been incorporated into project internal procedural manuals covering the land acquisition strategy, negotiation and agreement signing procedures and payment methods.

7.4 STAKEHOLDER IDENTIFICATION

At the beginning of the ESIA process, which also considered issues relating to land acquisition and compensation, BTC Co. and their consultants worked together to identify the key stakeholders that should be consulted at various stages of the project. The stakeholder analysis broadly summarised key groups as follows:

- Government Institutions at the national, district, municipal and village level
- National and local NGOs, particularly those with an interest in land, agriculture, livestock and other land-based livelihood issues
- Interest groups comprising international organisations and NGOs, the media, university institutions and their foundations, people with local agricultural interests, cooperatives, local business establishments, business associations, chambers of agriculture and others
- Residents of the towns and villages within a 3 kilometre corridor over the pipeline route
- Communities that are affected by the AGIs and temporary construction facilities (the pump station, and 5 construction camp sites)
- Owners and users of private, municipal and state land, including employees of state enterprises
- Vulnerable groups as listed in Section 4.12

7.5 PUBLIC CONSULTATION AND DISCLOSURE PLAN

Based on the stakeholder analysis and ESIA social baseline studies, a Public Consultation and Disclosure Plan has been prepared for the Azerbaijan section of the BTC Pipeline project¹.

¹ See Section 8 of the Technical and Baseline Appendices of AETC and ERM. 2002. *Environmental and Social Impact Assessment for the Baku-Tbilisi-Ceyhan Oil Pipeline Azerbaijan*.

This describes eight consultation phases up until formal disclosure of the BTC ESIA and RAP, as described below. This is an evolving document and will be updated as the project proceeds and consultation and disclosure requirements change. Key phases are as follows:

Phase 1 - Introductory workshops and meetings with NGOs, academics, government stakeholder and other interest groups (October 2000).

Phases 2-3 – Consultations with leaders and a cross section of households from 74 communities along the BTC Pipeline route as part of the ESIA scoping process. These covered 73 local government leaders and 814 households using open-ended discussions and semi-structured household interviews (November to December 2000).

Phase 4 – Consultations with communities in the vicinity of the proposed pipe yards and construction camp sites (August 2001).

Phase 5 – Information leaflet distribution to present information to affected communities on project progress. Follow-up workshops were conducted in Baku and Ganja with attendees from 39 local and international NGOs and civil society organizations (October to November 2001).

Phase 6 – A total of 17 meetings were held with academic and technical groups (3 meetings), 80 NGOs (2 meetings) and nearly 1,200 people from affected communities (3 public meetings in Yevlakh, Ganja, Akstafa, and 9 villages) to explain the project and its impacts, and to gather feedback (June 2002).

Phase 7 – The BTC Pipeline RAP and other documents that comprise the Environmental Assessment for the project will be disclosed for 120 days nationally, in the World Bank InfoShop, in EBRD's Business Information Centre in London and Resident Office in Baku and in each traversed country ahead of consideration by prospective lenders' Boards.

Phase 8 – Ongoing disclosure activities to disseminate information about the BTC Project and gather feedback will continue throughout project construction and operations phases.

The Public Consultation and Disclosure Plan is an evolving document. It is presently being updated and expanded to cover consultation and disclosure activities during the BTC Project implementation phase.

7.6 RAP CONSULTATION ACTIVITIES

The following key consultation activities were undertaken as part of resettlement planning for the BTC Pipeline. The list includes both feedback mechanisms that were integral to the land acquisition procedures as well as activities undertaken by the RAP preparation team. A log of all major consultation activities undertaken during project preparation forms Annex B.

- A household socio-economic survey was conducted covering all households living or using 629 project affected land parcels. The survey included open-ended questions seeking information about affected peoples' attitudes to the project, their specific concerns and preferences on such matters as mode of payment, as well as community needs and priorities for assistance (May 2002).
- Focus group discussions were conducted with a cross section of potentially vulnerable groups. Groups targeted using these techniques included the following:

elderly women, ethnic minorities; refugee communities; IDP communities; informal land users (Kurdemir, Goranboy, Tovuz and Akstafa) (October 2002).

- Open-ended discussions were conducted with categories of land user that may experience particular or unique problems arising from the pipeline construction and operations. Groups covered by interviews included: transhumance pastoralists; owners of fruit trees and vineyards and a cross-section of absentee landowners (interviewed by telephone).
- Field interviews were conducted by the RAP consultants consisting of open-ended discussions with project affected people encountered during pipeline inspections. Discussions were directed towards assessing affected peoples' knowledge about the project and the land acquisition process, and hearing about the types of impact that they expected to experience. (February and October 2002).
- The Land Acquisition Team with representatives from the State Land Committee and SOCAR, held meetings to brief and receive feedback from district governors and relevant government agencies in all 13 districts affected by the pipeline. Information was provided on the project, its likely impacts and the proposed procedures to be followed for land acquisition and compensation. Discussions were held on procedures and district specific issues that might affect land acquisition and compensation.
- The Land Acquisition Team met with village officials and land officers in all affected villages to explain the project, land acquisition and compensation process and to verify land parcel and ownership information. Where necessary meetings were held with individual landowners to verify land parcel boundaries and conditions on the ground.
- Village meetings were held with all potentially affected land owners and users in the 100 metre project corridor to explain the nature of the project, its impacts on land and land use, procedures for land acquisition and compensation and the rights of affected people. Affected people were given the opportunity to raise issues and concerns.
- Regular ongoing liaison has occurred between the Land Acquisition Team and district and village officials to discuss issues and progress.
- Land Acquisition Team members & district officers met with individual project affected land owners and users on their land to inspect, agree and record the existing condition of the land, as well as identify affected owners, users and tenants. This formed the agreed basis for signing of Preliminary Memoranda of Understanding. During meetings, each landowner or user was asked whether they had any particular concerns or objections to the BTC Project or the process that is being followed. Issues and concerns expressed by each owner and user were formally recorded.
- Consultations with landowners, users and occupiers were used by the Land Acquisition Team to develop a register of potentially vulnerable people as a basis for identifying special needs and for ongoing monitoring.
- Normative land compensation rates proposed for use by the BTC Pipeline were presented to District Governors for their review and comment. Normative rates for each district were discussed and a consensus reached on the rates to be applicable for the BTC Project.

- The District Governors convened Valuation Commissions for each district. Representatives from interested parties were able to participate in the Valuation Commissions.
- In June 2002, 4,000 copies of a local language *RAP Pamphlet* explaining resettlement procedures, the basis for compensation, and relevant legislation together with avenues for expressing views about the project was provided to project affected villages along the corridor.
- In early October 2002, a 20 page *Guide to Land Acquisition and Compensation* was distributed to project affected villages along the pipeline. This summarised the content of the RAP in non-technical Azeri language. This was distributed to all district halls, and to each affected village along the route.
- In late October 2002, the Azerbaijan section of the BTC Pipeline RAP will be made available in Azeri language in Baku and in regional centres and on the BTC Co. website.
- The RAPs will be disclosed for at least a period of 120 days before prospective lenders' Boards' consideration of the proposed project,
- Prior to construction commencement, BTC Co. will hold community preparation meetings at villages along the pipeline 4-6 weeks ahead of the construction team arriving at each village. BTC Co. will make presentations to villagers to raise awareness of issues specific to construction, including: (i) presence of outside workforce and related social/health issues; (ii) changes in traffic conditions and traffic safety training (especially for children); (iii) risks to livestock in the works area; and, (iv) complaints and grievance avenues.
- During construction, the appointed construction contractor and BTC Co. community liaison officers will maintain regular communication with village officers, aksakals and local people to keep them fully informed about construction activities and to hear any concerns or grievances.
- During operations, BTC Co.'s horse patrol officers will be responsible for liaising with adjoining landowners and users, keeping them advised of project maintenance and other activities, as well as gathering feedback about local issues and concerns.

7.7 GUIDE TO LAND ACQUISITION AND COMPENSATION

An illustrated 20-page, Azeri language *Guide to Land Acquisition and Compensation* was released on 7 October 2002, in all villages along the route. The *Guide* provided a simple language account of the following:

- A brief description of the project
- Summary of its land needs
- An outline of the key laws governing project land acquisition
- Description of the land acquisition process
- The formulae used for calculating each type of compensation
- Types of impact
- Summary of entitlements
- Grievance procedures

- Monitoring
- Frequently asked questions
- People to contact for more information

The *Guide* invited comments, but the principle avenue for feedback is expected to be through the Land Acquisition Team who are actively carrying out final inventories along the corridor in October and November 2002 and are readily accessible for affected people to talk to. The land acquisition teams are divided into seven groups which each work a segment of the corridor. Over the last 10-12 months the groups have spent much time with affected owners and users, identifying boundaries and carrying out inventories. The groups are now locally well known and have proved to be the most effective conduit for distributing information and gathering feed back.

Feedback on the *Guide* will be used to refine land acquisition procedures, and if necessary compensation entitlements. A copy of the *Guide* forms Annex A.

7.8 ISSUES ARISING FROM CONSULTATION

Feedback from BTC Project consultation and disclosure activities was analysed at various stages during RAP preparation and where necessary, changes were made to land acquisition procedures, compensation rates and entitlements, and resettlement plans. Three sources of information were particularly useful in this regard:

- “Comments” and “objections” recorded on Preliminary MOUs signed with land owners and users in the 100-metre pipeline planning corridor.
- Concerns, suggestions and preferences recorded during socio-economic surveys of project affected households.
- Questions and feedback received at public meetings

The nature of issues raised by project affected people or communities has changed during the course of consultations, probably reflecting people’s improved understanding of the scope of the BTC Project and the types of compensation that the project will provide.

7.8.1 Issues Raised in Preliminary MOUs

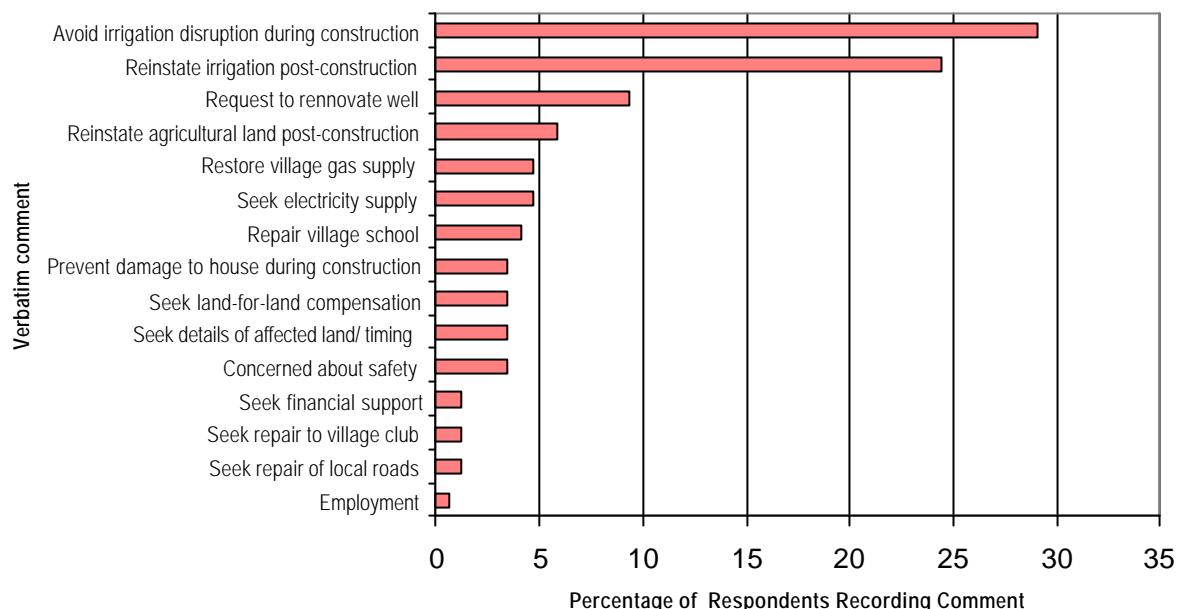
Preliminary MOUs were signed with 7,100 registered landowners and lessees in the 100-metre planning corridor in the first three months of 2002. At this time, affected people had received only general information about the project and had only very preliminary information about compensation entitlements. The MOUs did not cover unregistered land users and included some landowners and users beyond the selected 44-metre construction corridor. Some of those who signed MOUs had been impacted by construction of the WREP in 1995-96, so had first hand knowledge of the types of impact that pipeline construction can cause².

“Disruption to irrigation supply” and “inadequate reinstatement of irrigation” were overwhelmingly the most serious concerns amongst the MOU signatories. These people were also concerned about the “quality of reinstatement of agricultural land post-construction”. At the time MOUs were signed, people were also concerned to learn more about “which land

² The Western Route Export Pipeline (WREP) was constructed ahead of land privatization in Azerbaijan. It was constructed in an existing right of way. Due to these factors, the compensation framework differed significantly from the present project. People did, however, experience physical construction impacts analogous to the present project.

would be affected” and the “basis for compensation”. A number of comments in the BTC Preliminary MOUs made reference to difficulties with reinstatement, disruption to irrigation and damage to adjoining structures experienced during construction of the WREP.

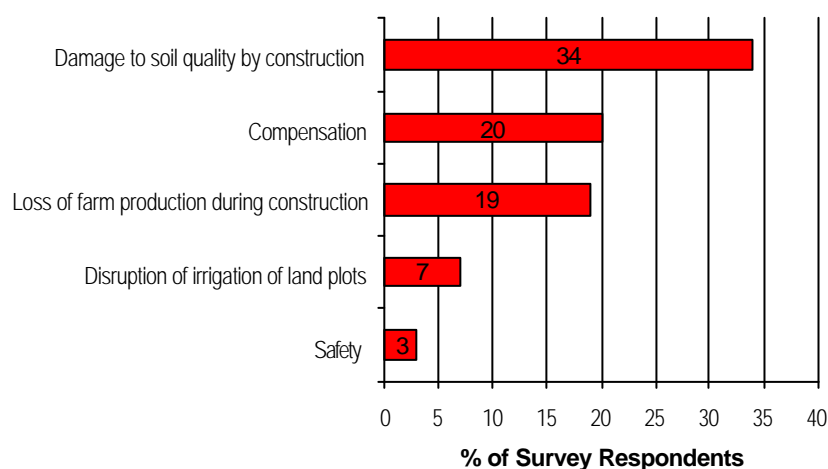
Figure 7.1 Issues raised in Land Acquisition MOUs, January-March 2002



7.8.2 Concerns Expressed in Household Socio-Economic Surveys

Principal concerns expressed during the RAP socio-economic survey carried out in May 2002 are summarised in Figure 7.2. This survey targeted owners, leaseholders and all other users encountered on randomly selected land parcels affected by the 44-metre construction corridor (see also Chapter 4). “Damage to soil quality”, “form and amount of compensation”, and “loss of farm production during construction” were the major issues raised. Concern about “disruption of irrigation of land plots” was also widespread, particularly in the western districts where irrigation-based cultivation is widely practiced.

Figure 7.2 Concerns Raised in the RAP Socio-Economic Household Survey, May 2002



7.8.3 Issues Raised in Public Meetings

Land acquisition and resettlement related issues raised at public meetings held in towns and villages along the Azerbaijan section of the pipeline are summarised below. Issues were derived from comments made at the public meetings and on feedback forms submitted after the meetings. The number of occasions on which an issue was raised is shown in brackets. The issues raised show a shift from the more generic concerns raised in the MOUs and socio-economic survey to pragmatic concerns about construction implications for timing of crop planting and the likely impacts of use restrictions on agricultural activities. Issues raised included the following:

- Request for clarification of “restrictions of use” and how these will impact on agricultural activities (8)
- Request for information on timing of construction so landowners and users can forward plan crop planting and harvesting (6)
- Concern about disturbance to irrigation (5)
- Concerns about severance of land parcels or severance of irrigation affecting use of balance of land parcel (4)
- Clarification of land ownership and nature of leases to be applied during operations (3)
- Request for payment of compensation to be direct to affected landowners and users (2)
- Query about basis for payment for lost crop production where crops are rotated (2)
- Request for road repair and restoration following construction completion (2)
- Concern about safety of communities during operations (1)
- Interest in local employment opportunities and transparency of recruitment processes (1)
- Concerns about restoration of soil productivity following construction and suggested re-use of topsoil upon completion (1)

Subsequent information disclosure was specifically directed towards providing clear information to address the issues and requests listed above. The measures that were incorporated into the design of the land acquisition and compensation process as a result of feedback received are discussed in the following section.

7.9 RAP RESPONSE TO ISSUES AND CONCERNS

An issues-response model has been prepared to demonstrate how resettlement planning in Azerbaijan has been designed and adjusted in response to the issues raised and feedback received from the consultation process. The issues-response model is summarised in Table 7.2 at the end of this chapter.

7.10 RAP DISCLOSURE

The principle followed for disclosure of information about land acquisition and compensation has been to disclose as much information to affected people and communities as early as possible. The process of disclosure and gathering of feedback has been ongoing. Feedback received from consultations undertaken in March, May and June 2002, has enabled land acquisition and compensation procedures to be progressively refined. Subsequent phases of RAP disclosure are summarised in Table 7.1.

The RAP disclosure process was designed to provide full and thorough information about the land acquisition and compensation arrangements locally, well ahead of project affected people being required to sign final land agreements commencing in late November (see Table 7.1).

Table 7.1 Summary of RAP Disclosure Activities in Azerbaijan

Phase	Purpose	Activities	Duration	Outcomes
Preliminary Disclosure of RAP Activities	To disclose to affected people preliminary information about: - scope of land acquisition - procedures to be used - compensation principles - legislative framework - invitation to comment	Local language pamphlet was made available at all affected villages along the BTC route Land acquisition & compensation principles were presented in public meetings in Yevlakh, Ganja, Akstafa & 9 directly affected villages	4,000 copies of the pamphlet were distributed at public locations (schools, markets, local authority offices) in each affected village. Distributed first week of June 2002. Follow-up public meetings 12-25 June 2002.	Feedback from public meetings was recorded (see Section 7.4.3 & Annex B). A number of written comments were received on feedback forms. Specific issues were incorporated into RAP planning & final RAP (see Section 7.5)
Guide to Land Acquisition & Compensation (GLAC) Disclosure	To disclose to project affected people a summary of the RAP ahead of land acquisition commencement. To adjust the RAP, if required, on the basis of any feedback.	Approximately 20 page local language (Azeri) summaries of the RAP were distributed to all district offices & all villages along the pipeline corridor in early October 2002	2000 copies of the GLAC have been exhibited & made available in villages along the route from 7 October 2002.	On the basis of feed-back, any necessary revisions will be incorporated into project land acquisition procedures & compensation entitlements.
Full RAP Disclosure	To disclose information for local & international public, civil society & project affected people. To meet international lender requirements.	The Draft BTC Co. Pipeline RAP will be disclosed as follows: English language RAP will be disclosed for 120 days in advance of prospective lenders' Board consideration of BTC Project financing - in World Bank Group's InfoShop, EBRD's Business Information Centre, & Mission Office Baku, & the project web site, Local language versions of the RAP will be disclosed in district centres & Baku.	120 days commencing late 2002.	Comments will be summarised & either incorporated into the Final RAP or addressed through an Addendum.

Table 7.2 RAP Issues - Response Model

Issues Identified During Consultations	RAP Response
Concern about damage to soil quality caused by pipeline construction	<p>Adoption of combined BTC/SCP 44 metre construction corridor to minimise productive soils affected by pipeline construction.</p> <p>BTC Co. commitment to stripping, stockpiling and replacing topsoil upon construction completion</p> <p>BTC Co. commitment to restore soil to pre-project conditions with contractual provisions to ensure the pipeline construction contractor performs in this regard.</p> <p>Payment of cash allowance equivalent to 30 percent of harvest value for three year post-construction period recognizing soil will need to be cultivated for 2-3 years following construction disturbance to recover tilth and full productivity</p> <p>Engagement of an international NGO to provide rural extension and education services towards improving local farmers' knowledge and increasing crop yields (See Section 6.20).</p>
Concern about loss of in-ground crops and farm production during pipeline construction	<p>Cash compensation will be paid to cover each year's crop's production affected by pipeline construction. Rates will be based on the highest yielding areas in each district and on the highest of Baku, Ganja or local market prices.</p> <p>Once the construction contractor's work schedule is known, local communities will be advised of the timing of construction activities in their area well ahead of construction commencement.</p> <p>In case of permanent land acquisition, owners and/or users will be compensated for one full year's crop production to cover any in-ground crops at the time of land occupation.</p>
Concern about disruption of irrigation to land plots	<p>BTC Pipeline construction will employ horizontal directional drilling to avoid disruption to the largest irrigation channel.</p> <p>Elsewhere, BTC Co. commitment is to avoid disruption to irrigation supply through (i) maintaining flows wherever possible by use of flumes and the like; (ii) provision of adequate notification of any disruptions to supply; and (iii) minimising duration of disruption.</p>
Concern about inadequate reinstatement of irrigation systems following construction completion	<p>The Construction Contractor is contractually bound to ensure that all irrigation works are fully reinstated upon construction completion.</p> <p>The Construction Contractor's contractual obligations to correct any damage to irrigation systems will extend 12 months beyond the pipeline works practical completion date to ensure that irrigation systems are fully functioning during the next growing season.</p> <p>Landowners and users will be allowed to maintain existing, shallow, irrigation canals across the pipeline ROW, and to put in new shallow canals with approval from BTC Co.</p>
Concerns about amount and entitlement to compensation	<p>BTC Co. has disclosed detailed information about compensation entitlements and principles in the local language <i>Guide to Land Acquisition and Compensation</i> and the Draft Final RAP. Project affected people will have the opportunity to provide feedback, and adjustments will be made if required.</p> <p>Crop compensation payments are based on the highest yielding areas in each district and on the highest of Baku, Ganja or local market prices.</p> <p>Land prices are equivalent to, but generally exceed government cadastral or normative rates.</p>

Cont.

Table 7.2 RAP Issues - Response Model cont.

Issues Identified During Consultations	RAP Response
Concern about damage to buildings and structures resulting from construction activities	<p>BTC Co. will establish grievance avenues readily accessible to local people. In the event of any unforeseen damage to adjacent buildings or structures, a complaint can be lodged with the project and appropriate corrective action will be taken.</p> <p>All complaints will be responded to in writing within 15 days of receipt of complaint.</p> <p>In the event of damage to structures and buildings occurring, that can be proven to be caused by the BTC Project, BTC Co. will either make good the damage, or provide compensation.</p>
Concern about severance of land parcels	<p>Where the pipeline corridor, temporary roads or permanent access roads result in an owner or user being unable use parts of their land, or result in the balance area becoming uneconomic to work, the project will give consideration to extending compensation to cover loss of production from those areas.</p> <p>In case of fragmentation caused by permanent acquisition of land, the project will give consideration to purchasing those areas that are rendered uneconomic or unusable as a result of project land acquisition.</p>