

GAZA SOLID WASTE MANAGEMENT PROJECT

Documentation Report

“COMPENSATION PLAN”

FOR

CLOSURE OF AL-NAMSAWI DUMPSITE IN KHAN YOUNIS

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List of Abbreviations

Table with 2 columns: Abbreviation and Full Name. Rows include ESIA (Environmental and Social Impact Assessment), ESMP (Environmental and Social Management Plans), GSWMP (Gaza Solid Waste Management Project), JSC-KRM (Joint Service Council for Solid Waste Management in Khan Younis, Rafah, and Middle Area), MDLF (Municipal Development and Lending Fund), PDSU (Project Development and Safeguards Unit), RAPs (Resettlement Action Plans), and TOU (Technical Operation Unit).

1. INTRODUCTION

This report presented an overview and documentation of all the procedures initiated by Joint Service Council for Solid Waste Management in Khan Younis, Rafah, and Middle Area (JSC-KRM) and Municipality of Khan Younis as part of a negotiated settlement process of the land to be used as part of Al-Namsawi dumpsite closure plan. The report provided an essential data about the closure circumstances, as well the need of the proposed land to implement the closure project. Gaza Solid Waste Management Project triggered OP 4.12 on Involuntary Resettlement, this specific transaction was done after consultation with project affected people, and was informed by the principles in [Involuntary Resettlement Sourcebook](#). Related legal aspects regarding to the Palestinian laws and the World Bank polices were discussed. All of the negotiation history including the formation of a municipal committee and negotiation with affected people, and reaching to the agreement with them were detailed. Finally, the grievance redress mechanism was clearly designed in order to be activated during the project implementation.

1.1 Background about GSWMP

The Gaza Solid Waste Management Project (GSWMP) was designed to improve solid waste management services in the Gaza Strip through the provision of efficient and environmentally and socially sound waste management schemes through four components: (i) Solid Waste Transfer and Disposal Facilities, (ii) Institutional Strengthening, (iii) Primary Collection and Resource Recovery, and (iv) Project Management.

Under component one, A new sanitary landfill and its access road were constructed in the southern region of Gaza Strip with a capacity to serve 3 out of Gaza's 5 governorates until year 2027; and it is proposed to serve the entire Gaza Strip until the year 2040. In addition, it would construct transfer stations, two of these transfer stations has already been constructed, one in Khan Younis and the other in Rafah. As well sanitary closure of old disposal sites will be carried out in two locations; Al-Fukhary (Sofa) old dumpsite and Dier Al-Balah Landfill. Both previous disposal sites were stop receiving waste since July 2019. As well to close Al-Namsawi dumpsite in Khan Younis which stop receiving the waste since 2012.

Under component two, citizen engagement activities and awareness programs were conducted, in addition to the establishment of the technical operation unit (TOU) which was responsible on operating JSC-KRM facilities.

Under component three, waste dumping trucks and waste containers were supplied to JSC-KRM in order to optimize the waste collection system. Two studies were also carried out about waste collection optimization and waste recovery.

1.2 Land Acquisition in the Palestinian Law and World Bank Polices

Land acquisition is managed in accordance with a set of determinants. In the following sub-sections, the Palestinian law determinants of land acquisition and World Bank Operational Policy on Involuntary Resettlement overview are detailed for better matching the case of the land used for Al-Namsawi Dumpsite closure plans.

1.2.1 World Bank Operational Policy on Involuntary Resettlement 4.12

The objectives of the Operational Policy on Involuntary Resettlement (O.P. 4.12) are to:

- Avoid or minimize involuntary resettlement and associated disruptions.
- Assist project affected persons (PAPs) to improve their livelihoods and standards of living or at least to restore them to pre-displacement levels.
- Provide project affected persons (PAPs) with opportunities to participate in the planning and implementation of resettlement programs.
- O.P. 4.12 is triggered when project activities result in:
 - Loss of land or other assets which have as effect:
 - Relocation or loss of shelter.
 - Loss of assets or access to assets.
 - Loss of income sources or means of livelihood (whether or not the affected persons must move to another location).
 - Restriction of access to legally designated parks and protected areas that result in adverse impacts on the livelihoods of affected persons.

The policy applies to all PAPs regardless of the total number affected, the severity of the impact and the legal title to the land. Particular attention will be paid to the needs of vulnerable groups. Project Affected Persons (PAPs) are people who are directly affected socially and economically by Bank-financed projects. The direct social and economic impacts include but are not limited to: a) relocation or loss of shelter, b) loss of assets or access to assets, c) loss of income sources or means of livelihood, whether or not the affected persons must move to another location, and d) the involuntary restriction or access to legally designated parks and protected areas that results in adverse impacts on the livelihood of the affected displaced persons and communities.

The criteria, by which affected persons will be deemed eligible for compensation and other resettlement assistance, classify the affected persons in one of the following three groups:

1. those who have formal legal rights to land (including customary and traditional rights recognized under the laws of the country). Those are provided compensation for the land they lose, and other assistance.
2. those who do not have formal legal rights to land at the time the census begins but have a claim to such land or assets-provided that such claims are recognized under the laws of the country or become recognized through a process identified in the resettlement plan. Same as the first group, those are provided compensation for the land they lose, and other assistance.
3. those who have no recognizable legal right or claim to the land they are occupying. Those are provided resettlement assistance in lieu of compensation for the land they occupy, and other assistance, as necessary, to achieve the objectives set out in this policy, if they occupy the project area prior to a cut-off date established by the borrower and acceptable to the Bank.

Regarding the implementation of Gaza Solid Waste Management Project (GSWMP), The following safeguard tools were prepared:

1. Environmental and Social Impact Assessment (ESIA) and Addendum documents as the following:
 - Original ESIA for the (GSWMP) was prepared in 2012, and it was updated in 2020 prior the implementation of Additional Financing project;

- Addendum Environmental and Social Management Plans (ESMPs): Seven ESMPs were prepared for each specific sub-project e.g., construction of transfer stations, access road, closure of old dumpsites, transferring of soil ...etc.

2. Resettlement Documentation¹:

- Resettlement Action Plans (RAPs): Two RAPs were prepared as part of the original ESIA in 2012 for two groups of Project Affected People (PAPs); the waste pickers in Al-Fukhary (Sofa) old dumpsite and the land owners of Al-Fukhary (Sofa) new landfill.
- Negotiated Settlement Documentation: negotiations were made to sell part of land adjacent to Deir Al-Balah landfill voluntarily, and this process was documented.

1.2.2 Existing Palestinian Legal and Policy Framework for Land Acquisition

In Gaza the law of expropriation is governed by the Land Ordinance, No. 24 of 1943 (Acquisition for Public Purposes). The law covers the power of the High Commissioner² to acquire land or any interest in it for a public purpose. It sets out the notice procedures and the rules for assessing compensation. The government may take over possession on the date specified in the notice, which must be at least two months after Gazette publication, unless the land is required urgently. Rules are set out for the court in assessing compensation. It is to be based first of all on market value. No compensation is payable for taking up to 25% of an owner's land for roads, playgrounds or recreation grounds. The government may claim betterment of 25% of the increase in value due to making or widening a road, set off against compensation for any land taken.

The law is compatible with the *Town Planning Ordinance*, in that where land is destined for expropriation in a detailed planning scheme, the High Commissioner is deemed to have certified the scheme to be an undertaking of a public nature. Also, provisions concerning betterment and 25% taking without compensation are similar.³

In case of pressing time demands to expropriate land to a specific project serving public interest, the Government is entitled to expropriate required lands immediately and then to initiate compensation negotiations with owners/users (Amendment Law No. 34 of 1946, Article (7)).

Legal instrument: Land acquisition is regulated by Law No. 24 issued in the year 1943 on Expropriation and its amendments issued in 1946.

The expropriator (Condemner): Article (22) of the Amendment Law 34/1946 specifies that the expropriator of the property is the Governmental organization, any municipal or local council, or any private body such as a company, organization, society or individual implementing a project, and the government if acting as one of the previously mentioned entities.

Landowner: Article (18) of Law 24/1943 states that the owner/s of the property is/are the person/s in whose name the property is registered at the Land Registry Office. This stipulation does not preclude anyone else from claiming ownership through the courts. The entitlements of legally established renters are also confirmed. Nonetheless, all owners (shareholders) will be entitled to

¹ Resettlement Previous Documents in the same project: <https://1drv.ms/u/s!At-LiLjpWC2vkWY4wIo54NL5eySv?e=ufbmeI>

² Refer to Palestinian National Authority Law no. (5) of 1995 concerning transfer of powers and authorities; section 1 and section3

³ Legal Report, PNA Land Administration Project – Ministry of Planning, Hesseini, Hiba – 2008

property compensation according to their shares, and payments will be made directly to each individual landowner.

1.3 Summary of Al-Namsawi Dumpsite Case

Al-Namsawi Dumpsite is intended to be closed, but three illegal small residential units were found within the boundary of the site. The living conditions in those residential units are poor; residents have no source of water or electricity; they don't have even toilets in their residential units.

To be able to implement the project, the scenario of moving the residents of those units to another place was discussed with them. All needed information about the project components were shared with those residents, as well they were informed about their free will to reject the offer. They were also informed timely about the details of the procedures for their relocation and were given the opportunity to express views, suggestions, and concerns. The residents accepted the offer of receiving a compensation to rebuild their residential units.

1.4 Objectives of the Report

This report aims at ensuring the compliance of the dumpsite closure plans with the related Palestinian Authority regulations and the World Bank Policies through the following measures:

- Preparation a detailed social and economic screening process;
- Demonstrating that all the processes related to use of land for the purpose of completing these activities were done on the basis of free will of the concerned people;
- Consultation with the local community, and especially with concerned people “Sellers”;
- Ensuring the satisfaction of concerned people; and
- Ensuring the availability and effectiveness of the existing complaint system.

2. PROJECT DESCRIPTION

2.1 Project Location and Description

Al-Namsawi Dumpsite is Located in the southern west side of Khan Younis city, Gaza Strip; It is located over a cliff (area 22,000 m²). The dumpsite served Khan Younis municipality, but it stopped receiving the waste since 2012. The dumpsite can be categorized as an environmental problem and not safe as it is located over a sever cliff with sever side slopes (less than 1:1). People still through dead animals at that place because it is still opened area without a fence to secure the site, as well the waste is not covered by any layers.

The site is bounded by a street from the western side, vacant public land from the southern area, and illegal residential units at the northern and eastern sides. As shown in figure (1), the nearest residential units are close to the site, but they are illegal residential units, and the nearest legal residential area is far more than 500 m, whereas the nearest agricultural area is far about 100 m from the boundary of the dumpsite.

Hence, No waste pickers were noticed at the site, as well the municipality of Khan Younis informed that in the past (before 2012), waste pickers were visiting this dumpsite on a daily basis, but they are not now because the dumpsite is not receiving new waste.

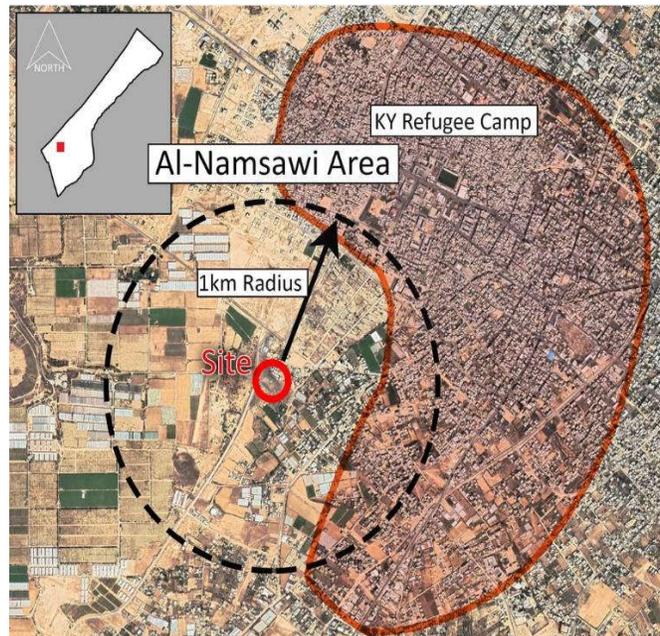


Figure 1. Nearest residential area to the dumpsite



Figure 2. Al-Namsawi Dumpsite, three residential units are inside the dumpsite area; one of them inhabited

3. THE PROPOSED ACTIVITIES

Al-Namsawi dumpsite will be closed properly in compliance with engineering and environmental standards; mainly, the embankments of the dump site will be enhanced to increase its stability; this will be made by cutting large amount of waste and filling it to form an engineering stable shape as illustrated in Figure (3). The dumpsite will be then covered accordingly by protection layers to ensure its stability and to isolate the waste body and to prevent forming of new leachate from the stormwater. As well, the site will be secured by a fence; unauthorized people will not be allowed to access to the site.



Figure 3. Project site and proposed activities

3.1 Alternative Solutions and strategy for avoidance and minimization

Al-Namsawi dumpsite is considered as a source of pollution in addition to the safety concerns at the site due to the sever side slopes of the waste body and the high height of waste. The following choices were discussed in order of priority:

1. **Avoidance of creating the dumpsite at Al-Namsawi dumpsite:** this choice is no longer valid, because the dumpsite is already established and received large quantities of wastes illegally.
2. **Minimization of the environmental impacts to the minimum:** This choice is valid and could be achieved if the risk of side slopes is resolved, and the source of pollution is minimized, and the place is transformed to a green area instead of the cumulative waste. Hence, to implement this choice, some people at the area will be affected adversely during the project implementation, but they will be affected positively after completing the project works. The short-term impacts during the implementation of the project will be reviewed and mitigated through the environmental and social management plan (ESMP) that will be prepared accordingly in parallel with the design of the dumpsite closure.

3. **Mitigation:** to secure the site by a fence and prevent people to through any dead animals at the place and to prevent people to come around due to its safety concerns. This choice is not preferred because the risk and source of pollution will not be resolved.
4. **No project choice:** to do nothing and leave the site as it is with its safety concerns and pollution. This choice is not preferred because the risk and source of pollution will not be resolved.

After reviewing all of the above choices, it is clear that the minimization choice is the best choice with the less impact on the environment and greater impact on the surrounding localities and environment.

3.2 Social & Economic Screening

Site visits have been carried out to Al-Namsawi site by JSC-KRM and Khan Younis Municipality, one of the site visits was jointly conducted with MDLF staff on November 16th, 2021.

The site was screened, and it was found that **three illegal residential units** are located inside the dumpsite area, and need to move to another place in order to implement the closure project.

Additional affected people are living illegally near the site, but they will not be requested to remove their residential units. Those people are expected to be affected during the implementation phase, but the project is essential for them to enhance the environmental conditions at their area. Those people accepted to implement the project (Please refer to Annex I), knowing that additional measures will be detailed in the ESMP to decrease the environmental risks on them during the implementation works. Hence, The ESMP will be prepared after completing the design of closure the dumpsite.



Figure 4. Screening site visit by MDLF, JSC and Khan Younis Municipality

It was also found that no shops or any livelihood sources will be removed or affected due to the project. In the past, few waste pickers were working at the area, but they left since 2012 once the dumpsite was stopped to receive any waste. It was confirmed that no waste pickers at the area since long time.

Table (1) and figures (5-8) present the details of the three affected residential units (Moneera Suliman Al-Masri, Mohammed Majed Al-Masri and Zaher Majed Al-Masri) who will be resettled to implement the closure activities. Moreover, ANNEX I shows the agreements with the affected people (the three main affected people in addition to the no objection declaration from other affected people who live near the project area).

Regarding to the Economic Screening, it was found no livelihood impact for neither those PAPs associated with the conducted resettlement or other people at the area due to implementation of the project. Hence, the PAP are unemployed and they don't have any livelihood resource but they receive donations from time to time.

Table 1. Owners of the Residential Units that will be Removed

	Name of citizen	Gender of the main occupant	Area of the residential unit	Current situation
1	Moneera Suliman Al-Masri <i>Lives with her son (Amjad Majed Al-Masri) and daughter in law (Nisreen Emad Al-Najdi / Al-Masri).</i>	Female	80 m ²	Inhabited, currently three persons live in the residential unit (The mother, the son and the daughter in law). The residential unit is not provided by electricity or water source. It consists of only two rooms and a kitchen without a toilet. The residential unit is built by local blocks which can be moved and used in another place.
2	Mohammed Majed Al-Masri	Male	30 m ²	Uninhabited, He is the son of "Moneera", but left and live with his wife and sons in another area in Khan Younis since long time, but he informed he come to that residential unit from time to time.
3	Zaher Majed Al-Masri	Male	30 m ²	Uninhabited, He is the son of "Moneera", but left and live with his wife and sons in another area in Al-Bureij since long time, but he informed he come to that residential unit from time to time.



Figure 5. Residential units to be removed



Figure 6. Moneera Al-Masri residential unit



Figure 7. Mohammed Al-Masri residential unit



Figure 8. Zaher Al-Masri residential unit

4. NEGOTIATION MECHANISM

Khan Younis Municipality took the lead in consultation with people and negotiate about the acceptable compensation as they are located illegally within their service area. Whereas MDLF and JSC-KRM moderated the process to ensure that the key principles for a resettlement process apply as per the World Bank requirements. MDLF and JSC-KRM ensured that consultations were done in proper way and ensured the satisfaction of people with free will and with disclosure full of information about the project. It was obvious that affected people are welcoming to implement the project and to move to another area.

Municipality of Khan Younis agreed to compensate those affected people (three affected residential units) who will be moved to another area. Agreements were signed with those affected people on November 30th, 2021 after the negotiation with them. Agreements were signed without any pressure, and affected people know that they can refuse to sign the agreement. The affected people moved voluntarily to another area after they receiving the compensation amount of money, and that was an advantage for them as they moved to a legally area after they were living illegally in the existing shelters; this means that they will be able to be provided by the different services such as the provision of electricity and water as they will live legally in the new land. that the compensation process was achieved in December 2021; payments were paid to each of them to help in rebuilding the residential unit in the new land, knowing that the new land will not be free for them, but they agreed with the Land Authority to sell it and pay on a monthly basis (Pay in easy installments for long time).

Hence, Municipality rented an apartment for Moneera for one month until she can build her residential unit in the new area, the rent contract is attached in **ANNEX III**.

A committee which consists of different members from the municipality of Khan Younis and representatives from the neighborhood committee was formed on November 29th, 2021. It is responsible on implementing the compensation as detailed in the agreements. **ANNEX IV** shows the decision of forming the committee. Table (2) shows the summary of compensation and cut of date. Hence, the committee had also a role in drafting the agreement with the affected people.

Table 2. Summary of the agreed upon compensation plan and anticipated dates

	Name of affected citizen	Compensation	Date
1	Moneera Suliman Al-Masri	<ul style="list-style-type: none"> – Rent an apartment for one month (400 NIS). – Receive 2,450 NIS to rebuild the residential unit on the new land (The payment is covering demolishing of the old residential unit with extracting the building material that could be used (blocks), in addition to buying additional construction material as needed. This payment is agreed between the owners and the municipality). – Provide a new land to rebuild her residential unit legally (Area= 102 m2, knowing that it is not free but the citizen will pay small payments to Land Authority on a monthly basis to complete the price of land within 10 years) as shown in ANNEX II – The land authority will also make a discount for the citizen (Citizen will be requested to pay 60% only of the land price, in addition the land authority will apply another discount of 3,000 \$ which is considered as a compensation for citizen instead of relocating). 	<p>Rent: Done on Nov. 30th, 2021.</p> <p>Payment: Done on Nov. 30th, 2021.</p> <p>Handing over the land: Done on December 1st 2021.</p>
2	Mohammed Majed Al-Masri	<ul style="list-style-type: none"> – Receive 2,450 NIS to rebuild the residential unit on the new land (The payment is covering demolishing of the old residential unit with extracting the building material that could be used (blocks), in addition to buying additional construction material as needed. This payment is agreed between the owners and the municipality). 	<p>Payment: Done on Nov. 30th, 2021.</p> <p>Handing over the land: Done on December 1st 2021.</p>

	Name of affected citizen	Compensation	Date
		<ul style="list-style-type: none"> - Provide a new land to rebuild her residential unit legally (Area= 102 m2, knowing that it is not free but the citizen will pay small payments to Land Authority on a monthly basis to complete the price of land within 10 years) as shown in ANNEX II. - The land authority will also make a discount for the citizen (Citizen will be requested to pay 60% only of the land price, in addition the land authority will apply another discount of 3,000 \$ which is considered as a compensation for citizen instead of relocating). 	
3	Zaher Majed Al-Masri	<ul style="list-style-type: none"> - Receive 2,450 NIS to rebuild the residential unit on the new land (The payment is covering demolishing of the old residential unit with extracting the building material that could be used (blocks), in addition to buying additional construction material as needed. This payment is agreed between the owners and the municipality). - Provide a new land to rebuild her residential unit legally (Area= 102 m2, knowing that it is not free but the citizen will pay small payments to Land Authority on a monthly basis to complete the price of land within 10 years) as shown in ANNEX II. - The land authority will also make a discount for the citizen (Citizen will be requested to pay 60% only of the land price, in addition the land authority will apply another discount of 3,000 \$ which is considered as a compensation for citizen instead of relocating). 	<p>Payment: Done on Nov. 30th, 2021.</p> <p>Handing over the land: Done on December 1st 2021.</p>



Figure 9. Signing of agreements with affected people (Nov. 30th, 2021)

The handing over of the land for the three PAPs was done on December 1st, 2021 as shown in Figure (10), and the PAPs immediately started building their new residential units in the new place and removing the old units as shown in Figure (11). Hence, the land authority allocated one land parcel (Area = 308 m² which is equivalent to almost double the size of the affected houses) for the three affected people. It was discussed and agreed internally between the mother and her sons that the land to be divided evenly into three parcels; each parcel has the similar area (102.6 m² for each). This was formally drafted by the land authority as shown in ANNEX II.



Figure 10. Handing over of the new land, this land was provided by the Land authority and it is located in the same area – about 100 m far from the project site)

Hence, a new obstacle was appeared once the PAPs informed the Municipality of Khan Younis that the paid amount of money is not enough to complete all construction works, and they are not able to complete the building of their units although the initial amount of money was agreed between the affected people and the formed committee, and calculations were based on the daily municipal works. Khan Younis Municipality accepted their request and signed a new addendum agreement with them to pay additional amount of money for them to complete the construction works by April 15th, 2022 under the supervision of the Municipal Neighborhood committee, whereas Moneera informed that there is no need for extending the rent for her, but

she will stay at her son's house until the complete of construction. The additional amount of money was also agreed between the affected people and the municipal formed committee after consultation and comparing the new prices of the construction materials in the local market as it is changeable prices from day to day. ANNEX (V) presents the addendum agreement specifying the amount of additional money that will be provided, the deadline of finishing the construction works, and the case of renting issue for Monera.



Figure 11. Building of the new residential units

At this stage, no more obstacles are located at the project site, and the closure works can be initiated with focus on the ESMP measures.

5. GRIEVANCE MECHANISM

JSC-KRM had its own official GRM system, with multiple active channels and it is flexible to be extended or customized for any special case, such as this land issue, in order to provide an accessible two-way channel for the PAPs to receive and respond to their grievances, and to resolve issues quickly so as to ensure smooth resettlement in a timely manner.

JSC-KRM Complaint system:

JSC-KRM has recently developed its GRM to receive the complaints through a web application and register it using a simple electronic database, and this was announced to the public through the social media, and the community started submitting their complaints, notes and suggestions through this application since the second half of 2019. The E-GRM includes a control panel which is up on the internet, so this made it easier to resolve the complaints and document it in the same time.

In addition to the above all the other complaints channels will be available to be used by the PAPs, stakeholders or any related parties. And it's worth to mention that the PAPs could reach to one of the following complaint channels:

- 1- **The Delegated Committee:** The formed committee will also receive any potential complaints, and they will work to solve it. The committee will follow up and ensure implementing all of the agreements on-time.

- 2- **Phone Calls:** All the people in the dumpsite area know the direct phone number of Dier Al-Balah landfill manager and they used to call him to talk about their concerns during the operational period of the landfill, so this number is available all the time as a complaint channel (Phone number of the Head of Middle Area Department: +972592599997).
- 3- **Facebook Page:** JSC-KRM Facebook page is well known in the area and many people used to send their complaints through the page inbox, so it is considered as one of the complaint channels, (@JSCKRM).
- 4- **E-application:** all the people could reach the application easily, fill it and submit their concerns and complaints, the address of the application is announced through the social media, and was mentioned in the various conducted consultation session to the PAPs throughout the lifetime of the project (www.jsc-krm.ps). The E-application will be also announced in the consultation session during the preparation of the ESMP.

Acknowledgment for receiving the complaint will be offered to complainant automatically as soon as the complaint registered in the e-database in (immediately if the complaint was submitted through the e-application and within 24 hours from receiving it through any other channel), and then 5 business days will be taken to resolve and close the complaints under the direct control of the projects and the contractors. Longer period might be needed to address complaints that are not under the direct autonomy of the GSWM project and in such cases, the complaint will be diverted to the concerned parties and feedback will be offered to the complainant accordingly. As soon as the grievance received the following steps will be followed to apply the process:

- 1- Sort and process: the grievance will take an automatic serial number.
- 2- Acknowledge and follow up: the complainant will receive a confirmation SMS that his/her complaint was received and is being handled using the GRM process.
- 3- Verify, investigate and act: the Project Development and Safeguards Unit PDSU-MDLF, and Technical Operation Unit TOU-JSC teams will verify and investigate about the grievance in the field and send a reply back to the complainant to inform about the response and the solution, this will be according a certain time plan for every action as mentioned above.
- 4- Monitor and evaluate: the JSC-KRM social specialist will check the satisfaction of the complainant through monitoring plan and then record all the process in the monthly report.
- 5- If the complainant was dissatisfied, he/she can declare the dis-satisfaction with the response of the tier one channels mentioned above, and submit another complaint for a higher level in JSC-KRM i.e communicating with the executive director of JSC-KRM directly or even with Chairman of Board of Directors (Mayor of Khan Younis Municipality) who has a day of each week to listen to the people complaints.

JSC-KRM employee will report about the problem, its solution, the person/the department who contributed in solving the problem and then the comments of the complainant on the provided solution. The executive manager of the JSC-KRM will receive the report and investigate it, then take an action, and report it to the chairman of JSC-KRM, or the Ministry of Local Government (according to the type of the complaint) to be involved in the action.

Note: the chairman of the JSC-KRM is a Mayor of Khan Younis who had authorization to take any action in the southern and middle governorates with cooperation with any other entity (municipality, governmental associations, NGOs,), so involving the chairman will ensure the fairness of the solution.

Hence, Khan Younis Municipality has also an efficient grievance redress mechanism, and will be used also for any possible complaints during all project phases.

6. CONCLUSION

Closure of Al-Namsawi dumpsite is expected to last for two months; it will include reshaping of the waste towards the southern area, installation of a final cover system to minimize infiltration of liquids and soil erosion and then vegetation cover may be used. As well the site will be secured by a fence.

It was found that the main project affected people are three illegal residential units which are located inside the dumpsite area, and need to be evacuated and removed in order to implement the closure project. Additional affected people are living illegally near the site, but they will not be requested to remove their residential units. Those people are expected to be affected during the implementation phase, but the project is essential for them to enhance the environmental conditions at their area. It was also found that no shops or any livelihood sources will be removed or affected due to the project.

Municipality of Khan Younis agreed to compensate those main three affected people who will move to another area. Two Agreements were signed with those affected people after the negotiation with them. Agreements were signed without any pressure but with free will, and affected people know that they can refuse to sign the agreement. The affected people moved to another area after receiving a payment of money as a compensation to rebuild their residential units on the new lands. Rent for one month was also provided for them. Hence, the affected people moved from the site by themselves without a request from them to move, knowing that no physical works at the site until the date of producing this report has commenced. Bidding process is expected to be initiated in April 2022.

Additional measures will be prepared in the ESMP document regarding the remaining affected people who live near the site in order to mitigate the environmental impacts during the implementation. Hence, the project is essential for those people and they expressed their acceptance to implement the project.

A committee was formed in order to ensure the good implementation of the agreement and to be available to follow up for any potential complaints during all the project phases (Implementation phase, and post closure phase).

**ANNEXES
(PRIVATE INFORMATION NOT TO
BE DISCLOSED)**