



RESETTLEMENT POLICY FRAMEWORK

Corridor Level Environmental and Social Assessment for the Belgrade-Nis High Speed Railway Corridor, Serbia

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List of Abbreviations

EBRD	European Bank for Reconstruction and Development
EIB	European Investment Bank
EU	European Union
NES	National Employment Agency
PR	Performance Requirement
RAP	Resettlement Action Plan
RPF	Resettlement Policy Framework
SRI	Serbian Railway Infrastructure (Public Enterprise Railways Infrastructure of the Republic of Serbia)

1 Introduction

Project background

The European Bank for Reconstruction and Development (EBRD) is considering providing finance to the Republic of Serbia (RoS) for the benefit of Serbian Railways Infrastructure (SRI). The loan will be used to finance the rehabilitation and upgrade of the approx. 243 km-long railway line connecting Belgrade to Nis ("Corridor X") with the aim to increase speed while enhancing quality of passenger and freight rail services. The Project is expected to be co-financed by (i) EIB and (ii) the EU through the Western Balkans Investment Framework ("WBIF") or other EU mechanism. Total Project cost is expected to be up to EUR 2.05 billion.

The first tranche of the loan will be committed to finance the works of the Stalac-Djunis subsection (approx. 17 km in length), the only subsection for which an environmental and social assessment (E&S) has been carried out to date. Tranches to finance other subsections of Corridor X will be uncommitted.

Project category

As the entire Project involves greenfield development and is part of an extensive wider linear infrastructure development on Corridor X, EBRD has classified it as a **Category A project**¹.

Project design

The Belgrade-Nis line is still in the design phase – only a Conceptual Design has been developed for the entire Corridor, while completion of the Preliminary Design is expected in the first quarter of 2023. The exception is the Stalac-Djunis subsection for which a Conceptual Design has already been developed².

Project Disclosure Package

Under Lenders' requirements, the following will comprise the disclosure package for the **entire Belgrade-Nis corridor**:

1. Corridor Resettlement Policy Framework (2022) – *this document*
2. Corridor E&S Scoping Report (2022)
3. Corridor-level E&S Assessment Report and its annex Environmental and Social Management Plan (2022)
4. Corridor Environmental and Social Action Plan (2022)
5. Corridor Stakeholder Engagement Plan (2022)
6. Corridor Non-technical Summary (2022)

The following will comprise the disclosure package for the **Stalac-Djunis subsection**:

1. Environmental and Social Impact Assessment Study (2016)
2. National Environmental Impact Assessment Study (2018)
3. Supplementary Study and its annex Environmental and Social Management Plan (2022)
4. Environmental and Social Action Plan (2022)
5. Resettlement Action Plan (2022)
6. Non-technical Summary (2022)

¹ This means that a comprehensive ESIA and review of associated documents must be carried out, followed by their public disclosure for a minimum period of 120 days.

² The Stalac-Djunis subsection will be constructed by two separate "design and build" contracts, one for LOT 1 (tunnelling works for Tunnel 4) and one for LOT 2 (all other civil works and track superstructure for the entire subsection). In February 2022, a contract for the design and execution of works on LOT 1 was signed between SRI and China Railway 21st Bureau Group Co. LTD.

2 Purpose of this RPF

SRI as the implementing agency is expected to implement the Project in compliance with national as well as Lenders' requirements, specifically:

- > Applicable legislation in Serbia (the Expropriation Law and the Law on Linear Infrastructure)
- > EBRD Environmental and Social Policy³, specifically Performance Requirement No. 5 (Land Acquisition, Restrictions on Land Use and Involuntary Resettlement)
- > EIB Environmental and Social Standards⁴, specifically Standard 6 (Involuntary Resettlement)

All these requirements are described in more detail in [Chapter 5 \(Legal Framework\)](#).

During the development of the Project, a preliminary analysis of Project impacts showed that the Project will lead to land acquisition, as elaborated in [Chapter 4 \(Preliminary Assessment of Project Impacts\)](#) below. However, the nature or magnitude of impacts associated with land acquisition is currently unknown due to the Project development stage and a detailed census of affected people and assets cannot be conducted. Therefore, this RPF has been developed at a very early stage of the Project to clarify the key resettlement principles, procedures and organisational arrangements. The RPF is part of the Project's Disclosure Package.

Detailed land requirements of the Project will be known only once the final designs and detailed expropriation studies have been prepared for each sub-section. Once the Project components are defined in sufficient detail, detailed resettlement action plans (RAPs) proportionate to potential risks and impacts will be prepared on the basis of this RPF. The RAPs will be developed on the basis of reliable and updated information and shall include basic information on each subsection, impacts, affected persons and properties, as well as the rights of all categories of persons affected. The RAPs will also include detailed budgets and timeframes.

Note: A Resettlement Action Plan has been developed to date for the Stalac-Djunis subsection only, and is part of the Project's Disclosure Package.

³ Available at: <http://www.ebrd.com/news/publications/policies/environmental-and-social-policy-esp.html>

⁴ Available at: <https://www.eib.org/en/publications/eib-environmental-and-social-standards>

3 Brief Project Description

Corridor X is the main north-south route running through Serbia and is an integral part of the extended Trans-European Railway Network ("TEN-T") connecting Western and Central Europe with Greece, Serbia and the Middle East. It is also an axis of national importance and represents 25% of the Serbian rail network, handles over 50% of the total traffic, and connects the three largest cities of the country (Novi Sad, Belgrade and Nis) and a large number of settlements and industrial centres.

The railway route Belgrade-Nis is part of Corridor X, specifically the Main line 102: Belgrade Centre-Rasputnica (Junction) "G"-Rakovica-Mladenovac-Lapovo-Nis-Presevo-State Border. After years of under-investments, the current conditions of the railway infrastructure are far from satisfactory and are not in accordance with the EU standards, with significantly limited operational speed and technologically outdated electrical equipment. An important safety issue to both rail and road traffic is the large number of level crossings, very often without proper safety equipment.

Therefore, the reconstruction and development of Corridor X is recognised as one of the strategic priorities in the country.

The Project involves a combination of upgrading the design speed to up to 160/180/200 km/h (depending on the sections) and doubling of the single tracks. The Belgrade-Nis rail route will be fully electrified. Thanks to the improved infrastructure, the travel time between Belgrade and Nis will be significantly reduced, safety will be improved, as well as the capacity and comfort of the passenger and freight services. This will increase competitiveness of rail transport, especially for international and transit freight traffic, allowing significant modal shift to rail as low carbon intensity sector. This modal shift from road-based transport will have a significant impact in terms of lowered carbon emissions.

4 Preliminary Assessment of Project Impacts

Overview

Project impacts associated with land acquisition and restrictions on land use are expected to occur in different phases of the Project:

- > **Before construction**, certain land and associated assets will be acquired for Project construction purposes and will remain permanently affected and unavailable for use, leading to physical and economic displacement. Such assets will be acquired within the expropriation zone to be determined based on the railway protection zone defined by the law, in which no structures or other assets (trees, crops, etc.) are allowed. The width of the railway protection zone is 8m from the outer track, while in inhabited areas, the width of the railway protection zone can be reduced to 6m from the outer track. *Note:* Within the expropriation zone, there are also expected to be plots and facilities that already belong to SRI but may be used formally or informally by individuals.
- > **During construction**, some additional land is also expected to be needed temporarily for construction camps, material laydown areas, storage of topsoil and excavated materials, etc.
- > **During the operational phase**, there will be certain future land use restrictions outside of the railway protection zone mentioned above (in which all land will be expropriated and will become property of SRI). The Railway Law⁵ defines the following zones:
 - Infrastructure zone with a width of 25m from the outer track (this includes the railway protection zone) – new structures may be constructed only with the fulfilment of two conditions:
 - that the construction of such structures is foreseen by the urban plan of the relevant unit of local self-government (municipality)
 - that all conditions and approvals provided by SRI are fulfilled (a request for approval has to be submitted by the person intending to construct)
 - Fire safety zone (forest land) with a width of 18m from the outer track (this includes the railway protection zone) – the owners of the land are obliged to regularly remove trees, plants and leaves
 - Fire safety zone (agricultural land) with a width of 13m from the outer track (this includes the railway protection zone) – the owners of the land are obliged to remove mature crops in a timely manner and, if needed, undertake other fire protection measures.

Summary of possible impacts

At the time of developing this RPF it is not possible to define exactly how many assets or people will be affected in either of these phases. These impacts will be analysed and addressed in the future RAPs for each subsection. However, it is likely that the Project will lead to the following impacts:

Table 1 Summary of possible Project impacts

Type of potential loss / impact
Permanent loss of privately owned (agricultural, forest, residential, commercial or any other) land
Permanent loss of access to public land for agriculture
Loss of annual crops or plants
Loss of fruit trees / vines
Loss of forest trees
Loss of any improvements made to the land (e.g. irrigation system, water well)
Permanent loss of formal (registered) or informal residential structure or apartment and physical displacement of households living in them
Permanent loss of residence (house or apartment) owned by SRI and physical displacement of households living in them

⁵ Official Gazette of the RS, no. 41/2018

Permanent loss of (or access to) formal (registered) or informal non residential structure/premises (shed, garage, business premises, well, etc.)
Relocation of formal or informal businesses and interruption in employment for any engaged workers
Obligation to request approval from SRI in the process of obtaining a construction permit for construction of new structures on privately owned land within the infrastructure zone
Loss of income or livelihood associated with either of the above losses (economic displacement)
Disproportionate/more difficult impact, as a result of vulnerability
Permanent loss of municipally owned structures – note: affected municipalities are entitled to compensation for their affected land and assets (municipally owned), as registered in the Cadastre, however only in the event that they acquired the properties through a financial transaction (they bought the property) and have proof to substantiate the claim.
Permanent loss of community infrastructure (e.g. sports fields)

Appropriate entitlements for people affected by all of these listed impacts are presented in the Entitlements Matrix (provided in [Chapter 7](#)).

Vulnerable people/households

Some individuals or groups are considered more vulnerable than others and, if affected by the Project, will require the implementation of special livelihood restoration and/or assistance measures. Such groups might include:

- > persons residing informally in structures affected by the Project, with no other property or place of residence, including Roma people⁶
- > informal users of affected land who have no sources of income or assets of their own
- > persons who depend on the affected land for incomes/livelihoods and it is the only land they own or use
- > elderly single headed households, single parent households, households with multiple members, etc. who have to be physically re-located
- > persons who will be affected by physical and/or economic displacement, whose socio-economic status is low, for example beneficiaries of social welfare
- > illiterate persons who may have difficulties accessing information about the Project and land acquisition or understanding contracts and other important documents, etc.

Vulnerable individuals and households will be identified during the implementation of the census and socio-economic surveys to be conducted during the development of future RAPs. Vulnerability will be further explored at expropriation hearings once the expropriation proceedings begin, and assistance measures will be defined, implemented and recorded.

⁶ During the development of this RPF, no Roma settlements were identified along the railway route except in Mladenovac where Roma people live by the station in construction containers and may need to be relocated before construction can start.

5 Legal Framework

5.1 Applicable Legislation of the Republic of Serbia

The two laws which most directly apply to land acquisition which will be carried out for the Project are:

1. Expropriation Law

The main law regulation acquisition of land and assets in the public interest in Serbia is the Expropriation Law⁷. It focuses on properties and assets which may be expropriated and restrictions which may be placed on property rights, in the public interest, which is established in accordance with the law.

Public interest is established either through a separate law or by a decision of the Government of Serbia. Following establishment of public interest, an expropriation proposal is submitted by the Beneficiary of Expropriation (in the case of this Project, SRI) to the property administration in the relevant municipality (property administration) together with a set of accompanying documents, including proof that funds needed for compensation are available.

Owners of affected properties are individually invited to a hearing by the property administration and notified about the submission of the expropriation proposal. If the documentation is in order, a decision on expropriation (first degree) is passed by the municipal property administration. The affected owners can submit an administrative appeal to the Ministry of Finance, which decides in the second degree, after which the decision becomes final. If there is no further (judicial) appeal, the expropriation decision also becomes legally binding. However, the affected owner can choose to submit a judicial appeal to the relevant administrative court, after whose ruling the decision on expropriation becomes legally binding.

When the decision on expropriation becomes legally binding, another hearing must be held by the municipal property administration to discuss and determine the amount of compensation for each affected owner. In case an agreement on the level of compensation (including the timing of payment and the need to vacate the affected property) is not reached within two months of the decision on expropriation becoming legally binding, the case is referred to the courts to decide. The Beneficiary of Expropriation proceeds with the payment of compensation or provision of replacement properties, after the signing of a compensation agreement or the decision on compensation becoming legally binding.

Some of the relevant key characteristics of the Expropriation Law are as follows:

- > The Law focuses on providing compensation for any affected properties and assets, rather than on addressing further impacts of land acquisition/restrictions on land use, i.e. physical and economic displacement. It indirectly covers physical and economic displacement, but only for affected people who have formal legal rights or rights/claims that are recognisable under national law.
- > It encourages amicable agreements on expropriation and compensation, however always after proclamation of public interest, rendering land acquisition 'involuntary'.
- > It requires the provision of compensation which is determined in accordance with the prevailing market price of the affected property/asset.
- > It foresees the possibility of providing increased cash compensation for persons whose sources of livelihoods are adversely affected. Vulnerability, in that regard, is determined by taking into account the number of household members, the number of household members capable of earning a living or who are employed, the health status of household members, the monthly income of the household.
- > The Law defines a cut-off date for determining the value of affected properties, and it is the date of notification of the owner that an expropriation proposal has been submitted, meaning that all investments into properties made after this date will not be considered for compensation in the valuation process (unless needed for regular maintenance and use). In practice, certified appraisers

⁷ Official Gazette of the RS 53/95, 16/01 – Federal Constitutional Court decision, 20/09, 55/13 – Constitutional Court decision and 106/16)

create an inventory of affected assets during their site visit and provide a valuation of all of these affected assets, effectively causing the cut-off date to be the date of the site visit of certified appraisers.

- > It enables owners whose assets and land are partially acquired to request expropriation of all the remaining land and assets (orphan land), if partial expropriation would negatively affect their economic situation or make the remaining part of the property useless or difficult to use. This request can be made even after the completion of expropriation and up to two years following completion of construction works.
- > It enables compensation for land and residential and business structures to be provided in kind (replacement properties) at the request of the affected person.
- > It allows for the Beneficiary of Expropriation to acquire the right of accessing the land/property, under certain circumstances (if the decision on expropriation is final), even if compensation has not been executed (e.g., affected person seeks higher compensation from the court).
- > It provides administrative and judicial remedies for disputing expropriation and the amount of compensation provided for affected assets.

Solutions for addressing physical and economic displacement can be sought through cooperation with various government and non-government service providers, such as municipal Centres for Social Welfare which can provide assistance to vulnerable people, under relevant social welfare laws or the National Employment Service (NES) of the RS, which can provide affected people with assistance for employment and training, with the aim of livelihood restoration.

2. Law on Linear Infrastructure

The full name of this law is the *Law on Special Procedures for the Implementation of Construction and Reconstruction Projects of Linear Infrastructure of Particular Importance for the Republic of Serbia*⁸, which was passed in 2020 as a special law to regulate the implementation of linear projects of national importance in Serbia. In terms of land acquisition, the Law aims to accelerate the expropriation process and enable more efficient implementation, as it shortens the deadlines from the Expropriation Law. The most relevant features of this Law for this Project are as follows:

- > Public interest for expropriation lasts until the use permit for the newly built infrastructure is issued (it does not have to be renewed); if during construction additional land is affected (land not originally included in the expropriation zone), a process of concluding a settlement (amicable agreement) with the owner of land is initiated, without having to initiate expropriation;
- > When construction land, on which an unregistered structure has been built (and for which the legalisation process has not been completed), is expropriated, the affected owner of the structure (the person who owns the land), has a right to be compensated for the construction value of that structure.
- > If the residence of a registered owner of property cannot be identified (and he/she has no legal representation) or if the owner is deceased and inheritance proceedings have not been completed, the expropriation authority has a right to set a temporary representative. An appeal against the expropriation decision may be submitted, but this does not prevent issuing of a construction permit. It should be noted that the temporary representative does not have a right to conclude a compensation agreement on behalf of the owner (or heirs); their right to claim compensation can never expire and they can do so even years after expropriation has taken place.
- > The market value of affected land is determined by the Tax Administration based on the most recent registered sale purchase transactions for similar land in the vicinity of the affected land. The Law allows the Tax Administration to align compensation rates with other rates provided for similar land affected by linear projects in nearby municipalities. Structures and other assets located on land are compensated as determined by the Expropriation Law.

⁸ Official Gazette of the RS 09/2020

5.2 Applicable EBRD and EIB Requirements

Along with the obligation for SRI to follow the national legislative requirements, it also has to fulfil the requirements of EBRD and EIB which will participate in the financing of the Project. As mentioned previously, the **relevant requirements** which need to be fulfilled are:

- > EBRD Environmental and Social Policy, specifically Performance Requirement No. 5 (Land Acquisition, Restrictions on Land Use and Involuntary Resettlement)
- > EIB Environmental and Social Standards, specifically Standard 6 (Involuntary Resettlement)

The **key principles and requirements of EBRD and EIB** applicable to this Project are:

- > to avoid or, at least minimise, project induced physical or economic displacement whenever feasible by exploring alternative project designs;
- > where displacement is unavoidable, to develop and implement appropriate compensation, resettlement and livelihood restoration action plans;
- > to mitigate adverse social and economic impacts from land acquisition (loss of housing and/or livelihoods) by providing compensation and/or resettlement options and restoration or improvement of livelihoods, regardless of whether formal legal rights on land / structures exist;
- > to never resort to forced eviction⁹;
- > to provide compensation for loss of assets at full replacement cost¹⁰, in a timely manner and prior to taking possession of acquired assets, except in certain cases including absentee owners, rejection of fair compensation offers and lengthy legal proceedings regarding competing claims;
- > to improve or, at a minimum, restore the livelihoods, income earning capacity and standards of living of all displaced persons, including those who have no legally recognisable rights or claims to the land (present in the project affected area at the time of the cut-off date);
- > to ensure that compensation, resettlement and livelihood restoration activities are planned and implemented with appropriate disclosure of information, consultation, and the informed participation of those affected;
- > to make special provisions for assisting disadvantaged or vulnerable individuals and/or groups (present in the project affected area at the time of the cut-off date) that may be more adversely affected by displacement than others and who may be limited in their ability to claim or take advantage of livelihood restoration assistance and related development benefits;
- > to ensure that compensation entitlement and delivery take into account gender aspects and that they are equally available to men and women and adapted to their specific needs;
- > to establish a grievance mechanism to receive and address in a timely fashion specific concerns about compensation and relocation that are raised by displaced persons, including a recourse mechanism designed to resolve disputes in an impartial manner;
- > to monitor the land acquisition, resettlement and livelihood restoration process and make adjustments (undertake corrective actions) to achieve the objectives of relevant policies.

⁹ "Forced eviction" refers to the coerced displacement of individuals, groups and communities from their homes, lands and/or common property resources (either legally owned or informally occupied) without the provision of, and access to, appropriate forms of legal and other protection, as well as adherence to the basic requirements provided for under the policies of international finance organisations.

¹⁰ Replacement cost" is defined as a method of valuation yielding compensation sufficient to replace assets, plus necessary transaction costs associated with asset replacement. Where functioning markets exist, replacement cost is the market value as established through independent and competent real estate valuation, plus transaction costs. Where such markets do not exist, replacement cost may be determined through alternative means, such as calculation of the undepreciated value of replacement material and labour for construction of structures or other fixed assets, plus transaction costs. In all instances where physical displacement results in loss of shelter, replacement cost must at least be sufficient to enable purchase or construction of housing that meets acceptable minimum community standards of quality and safety.

6 Key Principles of Land Acquisition, Compensation and Assistance

The principles guiding any current or future land acquisition for the Project, agreed by SRI as the key responsible entity, are as follows:

1. **Alternatives** will always be explored to avoid or at least minimise physical and economic displacement;
2. **Detailed RAPs will be developed** for each section in accordance with the requirements of this RPF. The development of the RAPs will include a **socio-economic survey and census** which will identify both formal and informal land/property users as well as vulnerable persons/households.
3. **Any vulnerable people** affected by land acquisition will be assisted based on their specific needs, discussed with them during expropriation hearings;
4. All available measures to **identify owners and users** of affected land and contact them will be undertaken, and only in exceptional cases where such measures did not yield results, temporary representatives will be appointed for them in the expropriation process;
5. **Eligibility and the cut-off date** will be determined as follows:
 - > Eligibility of persons/legal entities with formal legal rights or rights that are recognisable under national legislation will be defined through legal instruments (registration in appropriate registries, results of inheritance procedures, concluded contracts and similar).
 - > Eligibility of persons with no legal rights or claims to the structures they occupy (users of structures with no legal basis) and persons affected by the relocation of a business will be determined based on their presence in the Project affected area, at the time of the census and socio economic survey which will be the cut-off date.
 - > Eligibility of persons with no legal rights or claims to the land they occupy (informal users of affected land), will be determined based on their presence in the Project affected area, in the future, at the time of site visits carried out by certified appraisers of affected land to carry out inventory of assets and their valuation or at expropriation hearings.
6. Compensation for any affected assets will be provided at **full replacement cost**, regardless of whether they are formally registered or not;
7. **In case of physical displacement, compensation will be provided prior to taking possession** of acquired assets; in cases of acquisition of only land, as a rule, compensation will be provided when expropriation decisions are legally binding and prior to land entry and any civil works, while the only exception may be if the affected owner cannot be identified, contacted or is seeking higher compensation from the court. In such cases, compensation will be executed after all legal actions have been completed in accordance with the law;
8. All compensation and assistance will be provided **equally to men and women**;
9. A **grievance mechanism** will be implemented through which all affected people can submit their complaints and grievances in relation to compensation and resettlement and expect a timely answer;
10. **Monitoring** of all compensation, resettlement and livelihood restoration activities will be regularly carried out and reported on to the IFIs.

7 Compensation Entitlements

All impacts considered to be likely are addressed in the Entitlements Matrix table below.

Table 2 Entitlements Matrix

Type of potential loss/ impact	Category of affected person/ entity	Entitlements
Permanent loss of privately owned (agricultural, forest, residential, commercial or any other) land	Owner of land	Cash compensation for land at full replacement cost, as determined by the Tax Administration. Any identified economically unviable – orphan land, will also be acquired, if requested by the owner and determined as unviable, by certified appraisers.
	Formal user of land (renting land)	Provision of information about the acquisition of the land at least six months in advance of the beginning of construction works on the land, to allow the person renting the land to find an alternative option and vacate project affected land.
	Informal user of land	Provision of information about the acquisition of the land at least six months in advance of the beginning of construction works on the land to allow the person using the land informally to find an alternative option and vacate project affected land.
Permanent loss of access to public land for agriculture	Formal user of land (renting land)	Replacement public land of the same size and quality for use or revision of existing contract to reflect the reduced area of land available for use. Compensation at full replacement cost of any damages or losses suffered by the affected user of land.
	Informal user of land	In case of fulfilment of any of the vulnerability criteria to be defined in future RAPs, assistance to access other land for use, as well as any other needed vulnerability assistance.
Loss of annual crops or plants (including losses stemming from land use restrictions)	Owner of crops (can be the owner of the land or the formal or informal user of the land)	The right to harvest crops. OR Cash compensation for lost annual crops, at full replacement cost, as determined by certified appraisers.
Loss of fruit trees/vines (including losses stemming from land use restrictions)	Owner of fruit trees/vines	Cash compensation for lost perennial yields and timber (if applicable), at full replacement cost ¹¹ , as determined by certified appraisers.
Loss of forest trees (including losses stemming from land use restrictions)	Owner of forest trees	Cash compensation for loss of forest trees, at full replacement cost ¹² , as determined by certified appraisers.
Loss of any improvements made to the land (e.g. irrigation system, water well)	Owner of the improvements (can be the owner of the land or the formal or informal user of the land)	Cash compensation for the improvements at full replacement cost, as determined by certified appraisers. AND

¹¹ Replacement cost will be calculated based on the age and the productivity (yield) of perennial crops/trees/plants and the amount of time (number of years) that would be needed to grow a new crop/tree/plant to the same productivity age, as well as the cost of affected timber, as defined by the Expropriation Law.

¹² Replacement cost will be calculated based on the maturity of the forest trees and the potential use of wood / timber, as defined by the Expropriation Law.

Type of potential loss/ impact	Category of affected person/ entity	Entitlements
		The right to remove and take away any removable improvements made on the land.
Permanent loss of formal (registered) or informal residential structure or apartment and physical displacement of households living in them	Owner of structure/ apartment and members of his/her household	Cash compensation for the residential structure/ apartment at full replacement cost, determined by certified appraisers. OR Replacement structure/ apartment corresponding in size and quality to the lost living space, registered as ownership in the name of the previous owner, in the Cadastre. AND Moving assistance or allowance.
Permanent loss of residence (house or apartment) owned by SRI (with or without contract) and physical displacement of households living in them	Household members occupying the residence, as registered by the census.	Replacement residence (house or apartment) corresponding in size and quality to the lost living space, with security of tenure (continued rent or use contract). AND Moving assistance or allowance.
Permanent loss of (or access to) formal (registered) or informal non-residential structure/ premises (shed, garage, business premises, well, etc.)	Owner of the structure/ premises	Cash compensation for the affected structure / premises, at full replacement cost, determined by certified appraisers.
	Formal user of the structure/ premises (renting the structure)	Provision of information about the acquisition of the structure/ premises at least six months in advance of the demolition of the structure, to allow the person/ organisation renting the structure/ premises to find an alternative option and vacate project affected structure/ premises.
Relocation of operational businesses	Owners of registered (licensed) businesses	As determined by certified appraisers: <ul style="list-style-type: none"> > The cost of re-establishing activities elsewhere > Lost net income during the transition period, if it is determined that such a loss occurred > The cost of transfer and reinstallation of the plant, machinery or other equipment
	Owners of informal (unlicensed) businesses	> Assistance in legalising the business and achieving eligibility as owners of registered (licensed) businesses
	Employees of the affected businesses (permanent or temporary, registered and unregistered)	Provision of targeted livelihood restoration assistance and/or employment opportunities, including those provided by the Project.
The obligation to request approval from SRI in the process of obtaining a construction permit for the construction of new structures on privately owned land within the infrastructure zone	Owner of land requesting construction permit	SRI will grant approval in all cases when the safety of the railway and the planned new structure is not jeopardised. In cases when that is not possible, SRI will cooperate with the owner of the land and suggest changes that need to be made on the planned structure or its location, so that approval may be granted.
Loss of income or livelihood associated with either of	All categories of affected persons listed above.	Individually tailored livelihood restoration or improvement assistance (e.g. assistance to access employment on the

Type of potential loss/ impact	Category of affected person/ entity	Entitlements
the above losses (economic displacement)		Project or through the NES, assistance to access other land for use, assistance to access available agricultural programmes, etc.)
Disproportionate/more difficult impact, as a result of vulnerability	Vulnerable individuals/households	Individually tailored assistance (assistance in obtaining needed personal documents, assistance to open a bank account, assistance to access social welfare or health programmes provided in the municipality, etc.)
Permanent loss of municipally owned structures	Municipalities	Cash compensation for the structures (if the municipality purchased them) at full replacement cost, determined by certified appraisers. OR Replacement structure for long term use.
Permanent loss of community infrastructure (e.g. sports field)	Local community	Replacement community infrastructure of the same size and characteristics in a nearby location
Undefined impact (permanent or temporary loss)	All categories	Any undefined impact shall be mitigated in accordance with the principles and objectives of the RPF.

Depending on the type of loss/impact and the category of affected person (owner, formal and informal user), he/she will be entitled to compensation and/or assistance. The following chapter provides more details on each type of entitlement.

8 Compensation and Assistance Measures

8.1 Cash Compensation for Affected Land and Assets

Appraisal of affected assets will be conducted by certified appraisers and it will be carried out for both formal (registered) and informal assets.

Cash compensation will be provided at full replacement cost, meaning that affected owners of the assets will receive enough compensation to purchase a replacement asset and cover any associated costs or losses.

It should be noted that under national legislation, replacement land and structures can also be provided instead of cash compensation, upon the request of the affected owners. However, if the amount of land being acquired from any one individual/household is small and if there is land available for purchase on the market in the Project area, it is assumed that this option will not be widely requested by affected people. Nevertheless, it is available and can be provided, as required under national legislation and the Lenders' policies.

Compensation for land

Replacement cost of land will be equal to or exceed the market value of land with similar characteristics, in the vicinity of the affected land, plus any transaction costs. The local tax administration office in the municipality will review the most recent and nearest sale purchase agreements concluded and will determine the market price. It should be noted that in recent years, since the introduction of public notaries in Serbia, it has become very difficult, if at all possible, for people to underreport the agreed sale purchase price, which means that the prices reviewed by the tax administration are in fact relevant and realistic. It should also be noted that very often the highest prices per m² are used in the calculation, as the authorities recognise that owners of affected assets have certain expectations and the only way to foster a faster process is to offer an appealing compensation rate. The rates enable affected owners to buy replacement land, more of it, and to cover any associated costs. As mentioned earlier in this RPF, the Law on Linear Infrastructure allows the Tax Administration to align compensation rates with those provided for similar land affected by linear projects in the same municipality and nearby municipalities.

Separate rates are provided for agricultural and forest land (which is valued as agricultural land, plus the separate compensation of trees) and for construction land. Construction land is more valuable and its cost can sometimes be significantly higher than for agricultural land.

Since this is a linear Project, most of the land plots will presumably need to be acquired only in part. As per national legislation, owners of land have the right to request that the remainder of their land is also acquired, if it is determined that this land will be economically unviable (orphan land) and / or otherwise unusable. Certified appraisers will assess these cases and determine if the remaining part of the plot has to be acquired by SRI too.

A specific impact which could occur during the Project operations phase, stemming from the Railway Law, is the obligation of an owner of land to obtain a permit from SRI for constructing new structure on his/her privately owned land within the 25m infrastructure zone. To obtain a permit, the proposed structure firstly has to be in compliance with the urban plan of the relevant municipality. If that condition is fulfilled, the person intending to construct has to request approval from SRI. In most cases, SRI issues approvals of such requests, however the company does have a right to refuse issuing the permit, if the proposed structure would endanger the operation of the railway or if the structure itself would be endangered by the operation of trains. In any such cases, SRI will seek to find a solution together with the affected person to design or locate the structure in such a way that he/she is able to get the necessary permit.

Compensation for crops, trees, plants

All owners of affected annual crops will be entitled to harvest them, as well as to collect fruit and cut down trees (in case of orchards and vineyards) before land is used for construction. If this is not possible, all associated losses will be compensated at full replacement cost. Appraisal of crops, plants and trees will take into account various important features, such as their age and productivity, or the resources and a amount of time that would be needed to grow a new tree/plant, as defined by the Expropriation Law.

Compensation for structures / apartments

Replacement cost of formal structures, registered in the Cadastre, will correspond to the market value of structures with similar characteristics, in the affected area, plus any transaction costs. Replacement cost of informal residential and business structures (built without construction permits and not registered in the Cadastre) as well as non-residential structures, will be calculated as the cost of rebuilding a structure of similar characteristics in another location, including materials, costs of labour and any transaction costs (i.e. the construction value of structures) and the compensation amount will not be reduced on account of depreciation. The compensation amount will also be sufficient to cover the costs of moving furniture and personal belongings to another location.

These provisions also apply to municipally owned structures, if they have been purchased by the municipality. If not, the municipality will not be compensated, however, SRI will identify a replacement space that will be offered to the municipality for long term use (office space, to replace the structure that will be demolished by the Project).

8.2 Replacement Houses and/or Apartments

Any households residing in affected SRI owned houses and apartments will be entitled to replacement apartments. SRI often deals with the need to provide replacement housing for persons who reside in properties belonging to the railway and has the relevant experience to ensure that adequate solutions are identified for everyone. Each affected household will be approached individually to discuss resettlement options, including the location of replacement properties for use, which will likely be in the same municipalities, however they may also be in other parts of Serbia, depending on the household's wishes and availability of housing owned by SRI.

SRI will ensure that the provided housing conditions comply with international standards for adequate housing using the following key criteria: adequacy, accessibility, affordability, habitability, cultural appropriateness, suitability of location, security of tenure and access to essential infrastructure and services.

All households will sign new contracts for the use of the properties, giving them security of tenure and protection from future evictions. All household members recorded by future socio-economic surveys will be included in these contracts.

8.3 Cash Compensation for Affected Businesses

Any affected business structures will be compensated as described in Section 8.1 above (Compensation for structures). In addition, certified appraisers will assess additional costs associated with moving the business to another location, including the costs of relocating any affected materials, equipment or machinery. Addressing business structures (as well as residential structures) which will need to be expropriated, will be given priority at the beginning of the implementation of future RAPs, to allow for enough time to avoid any additional impacts. In this way, in the case of business activities, the owners of businesses will be able to operate normally in existing structures until they are able to secure a new location to which they will resettle their activities and create the conditions for uninterrupted continued operations, in that way reducing the need for any transition period during which lost net income can occur. The time period that is needed for securing a new location and preparing the structure for continued operation will be agreed with each owner individually depending on the type of

business activity. If the appraisers determine that an interruption of activities which can lead to lost net income will occur, or if the owner of the business activity subsequently proves that net income losses occurred (based on official financial reports of the businesses), the owners of business activities will be compensated for such losses. The appraiser will also include in the valuation the costs associated with employee salaries during the transition period (period when the business is not operating), if such a period occurs.

Any unregistered businesses will be provided with support in legalising their business activities.

8.4 Assistance Measures

SRI will cooperate with all affected municipalities to make various existing support programmes available to affected people, depending on how they will be impacted by the Project and their needs. Assistance measures are grouped into three categories, as presented below:

Assistance for physical resettlement

In the case of privately owned houses and businesses, it is expected that affected people will prefer to resettle independently upon receiving cash compensation for their assets, which will also include the costs of moving (furniture, personal belongings, materials, equipment or machinery). Households will have a period of six months to vacate their homes, unless otherwise agreed with the owners. The period required for businesses to relocate will be determined by certified appraisers and will be included in signed compensation agreements.

Any households residing in SRI owned houses and apartments will either be provided with a cash payment to organise the move independently, which will be determined based on the distance to the new residence, or their belongings and furniture will be transported directly by SRI.

Livelihood restoration and enhancement

Possible livelihood restoration strategies for affected people will be centred around assistance to access available programmes provided through local authorities, either from their own funds or from state funds, in:

- a) Agriculture
- b) New employment or self-employment, including training and re-training

State subsidies in agriculture are defined annually through a Government Decree (latest Decree from December 2021, edited in January 2022¹³) and implemented at municipal level. Subsidies are available for the following agricultural activities:

- > Plant production (production of crops, vegetables, fruits, including organic production, procurement of inputs such as fertilizer, fuel, insurance, etc.)
- > Livestock breeding (breeding calves, lamb, pigs, bee keeping, fish production, organic breeding, insurance, etc.)
- > Equipment and machinery (procurement of tractors, irrigation, greenhouses, all types of equipment, construction of animal shelters, production facilities, market placement, etc.)
- > Product processing (fruits and vegetables, oil plants, medicinal, herbal and aromatic plants, bee products, meat, milk, etc.)
- > Other subventions (young farmers, municipalities and cities, forestry, hunting, fishing, celebratory events, arable land given for rent, association of farmers / producers, cooperatives, private counselling, etc.)
- > Agricultural loans

¹³ Decree on the Distribution of Subsidies in Agriculture and Rural Development in 2022 (Official Gazette of the RS No. 125/21)

More subsidies, as well as agricultural grants for entrepreneurs and businesses, are provided through the IPARD programme¹⁴.

The National Employment Service (NES) (<http://www.nsz.gov.rs>) is an important potential implementing partner, with its branch offices in the affected municipalities. The NES can work with affected people to develop their own individual career/employment plans and provide access to available jobs. NES counsellors are available to guide each registered individual in applying for and keeping a job. The NES also provides advice in establishing a micro/small business and subsidies for self-employment, as well as training and re-training opportunities.

Vulnerability assistance

Some households in the Project area may be considered more vulnerable than the other affected population. Vulnerable individuals and households will be identified during the implementation of the census and socio-economic surveys to be conducted during the development of future RAPs. Household members who have no income sources will be offered livelihood restoration assistance, as described in the previous section, and the households will be assisted to physically relocate, with security of tenure. In addition, if needed, they will be assisted to replace their personal documents, with the address of the new registered residence. The households will be provided with any additionally needed assistance, with the involvement of the local Centre for Social Welfare and any other relevant municipality department, to ensure they relocate safely and have access to livelihood restoration or social welfare assistance in the new place of residence.

Vulnerability will be further explored at expropriation hearings once the expropriation proceedings begin. The participants of expropriation hearings will also determine if a particular affected person and his/her household are in any way vulnerable and will be impacted to a higher degree by land acquisition, and will prepare a plan of action to assist him/her (and members of his/her household, if applicable). Assistance could include any of the livelihood restoration measures already mentioned, but also any assistance to resettle (in case of physical displacement), legal aid, assistance to obtain personal documents, assistance to access social welfare or health services, etc. Any agreed measures will be monitored and reported on by SRI.

If any users of affected land (non-owners) are identified as being vulnerable and dependent on the land they are using, SRI will cooperate with the municipalities to identify suitable replacement land that may be provided to such users, to ensure that their livelihoods are restored.

¹⁴ Instrument for Pre - Accession Assistance in Rural Development (<https://ipard.co.rs>)

9 Implementation Arrangements

Roles and responsibilities

SRI will be responsible for ensuring the development and implementation of future RAPs in line with this RPF. For RAP development, SRI will engage qualified and experienced resettlement experts familiar with national legislation and EBRD/EIB requirements.

SRI has appointed a **RAP Manager**, who is also the SRI Manager for Legal and Corporate Affairs, for managing the land acquisition process. His associates will participate in expropriation hearings and will report back directly to him. With support from received Technical Assistance, SRI will also engage **RAP field officers**, one in each municipality, whose task will be to act as liaison between SRI and all local stakeholders, including affected people. Field officers will particularly assist with the identification of informal users and vulnerable people, ensure that foreseen resettlement and livelihood restoration assistance is implemented and assist with grievance management at the local level.

As many of the activities within the process of land acquisition are performed by various other institutions and organisations, it will be the RAP Manager's responsibility to ensure they are adequately informed and that they participate in the process as to presented in the RAPs. The SRI RAP Manager will also have the overall responsibility for monitoring the implementation of future RAPs and reporting to the Lenders.

Costs and timetable

Costs associated with the development and implementation of future RAPs will be borne by SRI from approved budgetary funds, including particularly compensation for all affected land and assets. SRI will request the necessary funds from the Ministry of Finance each year in line with the progress of expropriation. Resettlement, livelihood restoration and/or vulnerability assistance costs may be borne directly by service providers, involved in providing this assistance, from their existing budgets (e.g., Centres for Social Welfare, NES, training institutions).

The detailed budget and timeline for implementation will be defined in each RAP which will be prepared prior to initiation of any land acquisition activities.

10 Monitoring, Evaluation and Reporting

SRI will actively monitor the implementation of RAPs until all displacement impacts have been mitigated. The key indicators that will be used to assess progress of land acquisition and whether the desired outcomes are being achieved are presented in the table below.

Table 3 Indicative list of indicators which will be used for monitoring

Indicator	Source of Information	Frequency of measurement during land acquisition
Input indicators		
Overall spending on land acquisition, by categories of expenditures	SRI financial records and inputs from local service providers	Monthly
Number of group consultation meetings, results of consultation activities	Meeting minutes Consultation reports	Biannually
Number of individual expropriation hearings	Expropriation decisions	Monthly
Number of affected people/households / businesses, by category (owners or users, formal or informal) and types of impacts (physical displacement, loss of land, loss of business structures, loss of income, loss of non-residential structures)	SRI census registry and grievance management records Appraisal reports	Monthly
Number and type of affected assets (land, residential structures, non residential structures, businesses, land plots with orchards, etc.)	SRI census registry Appraisal reports	Monthly
Additionally needed land (beyond land that is being acquired in line with the preliminary design) and how/when it will be acquired	Updated project design and expropriation studies	As relevant
Output indicators		
% of expropriation decisions completed (from the total number of expropriation cases)	SRI census registry	Monthly
% of expropriation decisions processed involving temporary representatives (without the participation of owners)	SRI census registry	Monthly
% of compensation agreements reached	SRI census registry	Monthly
% of compensation payments executed	SRI census registry	Monthly
% of cases in which affected people turned to the court requesting higher compensation	SRI census registry	Monthly
% of cases where affected people requested the acquisition of an additional part of the plot (orphan land)	SRI census registry	Monthly
Outcome indicators		
Number of cases where expropriation and/or displacement was avoided (and description)	Updated project design and expropriation studies	As relevant
Number and type of grievances and how they were/are being addressed (trends)	Grievance management records	Monthly
Number of cases where land was being used by someone other than the owner (formal or informal user) and description of these cases (who are the users, what arrangements were made for use of land, what type of assets belonging to the user were affected, was there a need for compensation and if so, how was it executed, etc.)	Expropriation hearings SRI census registry	Monthly

Indicator	Source of Information	Frequency of measurement during land acquisition
Number of cases where the acquisition of the land will severely impact livelihoods and description of these cases (how are livelihoods impacted, what actions have been undertaken and outcomes)	Expropriation hearings SRI census registry	Monthly
Number of cases involving vulnerable people and a description of these cases (type of vulnerability and how it was addressed, outcomes of provided assistance)	Expropriation hearings SRI census registry	Monthly
How did affected people use the compensation?	Surveys with affected people	Biannually
Does compensation represent full replacement cost?	Investigate whether cash compensation was adequate to ensure no reduction of standard of living, loss of income or livelihood	Biannually
Physical displacement – satisfaction with new homes, access to infrastructure and/or services compared to pre project situation, investments into new furniture, etc.	Individual meetings with people/households SRI census registry	Twice in the year following resettlement and after the first year annually until displacement impacts have been mitigated.
Economic displacement – have businesses re-established their activities in new locations; income level compared to pre project situation, number of employees compared to pre-project situation. Have employees continued to work for the same businesses in new locations, have their salaries changed since before displacement and how, etc. Were livelihood restoration measures needed and if so, what kind of measures.	Individual meetings with business owners Individual meetings with affected employees	Twice in the year following relocation of the business and after the first year annually until displacement impacts have been mitigated.

The RAP Manager, with support from the RAP field officers, will maintain a census registry ([Annex 3: Census Registry](#)) and grievance log ([Annex 2: Grievance Log](#)) and based on that, using the indicators listed above, will prepare RAP reports, issued for SRI management on a monthly basis. Information from these reports will be summarised in quarterly reports which will be submitted to EIB and EBRD. The SRI RAP Manager, his associates in SRI and RAP field officers, will document all meetings and consultations with minutes and photographs and will attach these to the reports. All information on individuals/households, their affected assets and their compensation payments will be kept confidential.

A final **Land Acquisition and Resettlement Execution Report** will be developed and submitted to EIB and EBRD when all land acquisition has been completed and all impacts successfully mitigated. The report will include: a summary of project impacts (both physical and economic displacement) and principles guiding the resettlement plan; description of efforts to avoid and minimise displacement; summary of consultation events and outcomes, including how they influenced entitlements and other features of the land acquisition, resettlement, and livelihood restoration activities; description of the compensation delivery process; description of any issues encountered and how they were resolved; summary of grievances received and how they were resolved, including the list of any grievances and court cases pending at the date of submission of the report; description of resources mobilised to plan and implement land acquisition, resettlement, and livelihood restoration activities.

In addition, for subsections where the magnitude of displacement impacts is significant, the Lenders may require periodic external compliance reviews or an external completion audit of land acquisition and resettlement activities, as to be agreed with the Lenders.

11 Grievance Mechanism

SRI and the contractors will accept all queries, comments and complaints associated with the Project-related land acquisition. Affected people can submit comments, complaints and/or requests for information in person or via post, telephone or email using the following contact information:

Name: Velibor Samardžić
Title: RAP Manager
Company: Public Enterprise Serbian Railways Infrastructure
Email: velibor.samardzic@srbrail.rs
Phone number: 066 8777 077
Address: Nemanjina 6, 11000 Belgrade

The Project grievance form is provided in [Annex 1: Grievance Form](#).

Assistance to submit a grievance can be provided by contacting the municipal RAP field officer, whose contact details will be made available to local communities (on information boards) before the start of future RAP implementation.

All grievances will be registered in a grievance log ([Annex 2: Grievance Log](#)). Persons who submitted the grievance will be informed about the receipt and recording of the grievance within 7 days and the grievance will be responded to within 30 days. For complex grievances, more time is sometimes needed, in which case SRI will inform the person that submitted the grievance (within those 30 days) of the expected time frame for the response.

The RAP Manager, assisted by the RAP field officers, is responsible for ensuring that all grievances are collected, recorded and processed. Grievances are processed by an internal committee within SRI and the RAP Manager, with assistance from the RAP field officers, then sends a response to the person who submitted the grievance based on the internal decision, including what actions have been (or will be) undertaken to address the grievance. Depending on the type of grievance and the actions required to address it, the RAP Manager or RAP field officers, depending on the severity of the grievance, may also discuss the grievance with representatives of the relevant municipality and the property administration, or other relevant stakeholders. Dedicated meetings between SRI representatives and persons who submitted the grievance may also be held and may involve representatives of the relevant municipality or other local stakeholders, with the aim of identifying a solution to the grievance, acceptable to all parties.

Grievances in relation to construction activities will be addressed directly by the construction contractor(s) and their management will be monitored by the relevant SRI department. The contact details of persons responsible for grievance management on behalf of the contractor(s) will be distributed to all presidents of local community councils along the Project footprint, to place on community information boards, before any field activities take place in these locations.

At all times, complainants are also able to seek legal remedies in accordance with the laws and regulations of the Republic of Serbia.

12 Disclosure of Information and Communications

RPF disclosure and consultations

The requirements for disclosure of Project documents (including this RPF) and public consultations have been set out in the Stakeholder Engagement Plan prepared for this Project.

Since this is a Category A project, the disclosure package will be available for public review during a period of 120 calendar days prior to the consideration of the Project by the EBRD's Board of Directors. During the disclosure period, SRI will organise public consultations and encourage stakeholders to comment on the Project. Following the 120-day period, after the public consultation process is completed, a Public Consultation Report will be prepared and the disclosure package (including this RPF) updated as necessary.

Disclosure and consultations during future RAP development

Each RAP will be developed in close communication with the affected municipalities and communities. The draft plans will be publicised, and the Project affected persons will be encouraged to voice their opinion and provide comments in relation to the Project, as well as to propose specific solutions for issues that arise. All warranted comments and proposals will receive appropriate attention. Specific disclosure and consultation requirements will be defined in each RAP.

13 Annexes

Annex 1: Grievance Form

<p>Reference No: _____</p> <p>Full Name _____</p> <p><i>Note: you can remain anonymous if you prefer, or request not to disclose your identity to the third parties without your consent. In case of anonymous grievances, the decision will be disclosed at the Projects website: https://infra.rs/</i></p> <p>First name _____</p> <p>Last name _____</p> <p><input type="checkbox"/> I wish to raise my grievance anonymously</p> <p>Gender of complainant (completion of this field is optional)</p> <p><input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other _____ (please indicate)</p> <p><input type="checkbox"/> I request not to disclose my identity without my consent Contact Information Please mark how you wish to be contacted (mail, telephone, e-mail).</p> <p><input type="checkbox"/> By Post: Please provide mailing address: _____</p> <p>_____</p> <p><input type="checkbox"/> By Telephone: _____</p> <p><input type="checkbox"/> By E-mail _____</p> <p><input type="checkbox"/> I will follow up of the resolution at the website as I want to remain anonymous</p> <p>Preferred Language for communication <input type="checkbox"/> Serbian <input type="checkbox"/> Other (indicate) _____</p> <p>Description of Incident or Grievance (<i>What happened? Where did it happen? Who did it happen to? What is the result of the problem? Date of Incident/ Grievance</i>)</p> <p>_____</p> <p>_____</p> <p><input type="checkbox"/> One-off incident/grievance (date _____)</p> <p><input type="checkbox"/> Happened more than once (how many times? _____)</p> <p><input type="checkbox"/> On-going (currently experiencing problem) What would you like to see happen to resolve the problem?</p> <p>Signature: _____ Date: _____</p> <p>Please return this form to:</p> <p>Name: Velibor Samardžić – <i>for resettlement and land acquisition related grievances</i></p> <p>Title: RAP Manager</p> <p>Company: Serbian Railways Infrastructure</p> <p>email: velibor.samardzic@srbrail.rs</p> <p>Phone number: 066 8777 077</p> <p>Address: Nemanjina 6, 11000 Belgrade</p> <p>Or</p> <p>Name: Nenad Stanisavljevic - <i>for any other complaint or grievance</i></p> <p>Company- Serbian Railways Infrastructure</p> <p>Email: nenad.stanisavljevic@srbrail.rs</p> <p>Phone number: + 381 11/3618443</p> <p>Address: Nemanjina 6, 11000 Belgrade</p>

Annex 2: Grievance Log

	Date when the grievance was received	Name of person who submitted the grievance	Interest in the Project (resident, affected landowner, NGO)	Contact details of the person who submitted the grievance	Brief description of the problem / grievance	Company responsible for addressing (SRI / contractor)	Name of person responsible for addressing and contact details	Planned actions to address the grievance	Actions carried out to address the grievance	Results of the actions carried out to address the grievance	Date when the person was informed and how	Notes
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Annex 3: Census Registry

No. from Exp. Study	No. of basic land plot (Cadastral)	Size of basic land plot (in m2)	Decision on land plot division from the Republic Geodetic Institute	Divided plot number	Type of land use as compensated (construction, agricultural)	Name of the owner(s)	Temporary representative appointed and reason	Contacts of the owner(s)	Is land used by someone other than the owner (user of land)? Name and contact details	Total area to be acquired (in m2)	Structures on land (house, auxiliary, business)	Crops, fruits, vegetables, trees

Submitted expropriation proposal	No. of Immovable Property registry	Request for entry of exp. note in Cadastre	Number of case file	Request for acquisition of orphan land (accepted or not)	Expropriation decision final	Appeal on the exp. decision	Expropriation decision legally binding	Scanned and sent to Development department	Finalised registration in Cadastre	Request to Tax Administration for rates	Submitted compensation offer	Price per m2 in RSD

Total compensation offer in RSD	Agreement on compensation	Court (date / amount)	Sent for payment	Payment made on:	Interest	Request for entry into property	Decision of the Ministry of Finance – entry into property	Grievance submitted (and registered in the grievance log with No. XXX)	Vulnerability (if yes, briefly describe the type of vulnerability)	List all assistance provided (moving allowance, additional compensation and for what, in kind assistance and type of assistance)	Remarks