

**GOUVERNEMENT DE LA
REPUBLIQUE DE VANUATU**



**DEPARTEMENT DE
L'ENERGIE**

Sac Postal Privé 9067, PORT
VILA

Tel: (678) 5333840

**GOVERNMENT OF THE
REPUBLIC OF VANUATU**

**DEPARTMENT OF
ENERGY**

Private Mail Bag 9067, PORT VILA

Tel: (678) 5333840

Vanuatu: GPOBA Grid-Based Electricity Access Project

Environmental and Social Management Framework (ESMF) and Resettlement Policy Framework (RPF)

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Table of Contents

List of Abbreviations and Acronyms	ii
1 Introduction.....	1
2 Project Description	1
3 Institutional Roles, Responsibilities and Capacity.....	4
4 Policy Framework	6
5 Environmental and Social Impacts and Mitigation Measures.....	8
6 Environmental and Social Management Processes for Household Grid Connections	10
7 Complaints Resolution Process.....	11
8 ESMF Budget.....	12
9 Monitoring and Reporting.....	12
10 Consultation and Disclosure	12
Annex 1 Code of Practice for Electrical Connections	
Annex 2 URA Complaints Flow Chart	
Annex 3 Resettlement Policy Framework	
Annex 4 Consultation Report	

List of Abbreviations and Acronyms

AP	Affected Person
CoP	Code of Practice
DoE	Department of Energy
ESMF	Environmental and Social Management Framework
GPOBA	Global Partnership on Output Based Aid
IVA	Independent Verification Agent
MFEM	Ministry of Finance and Economic Management
OBA	Output Based Aid
PMU	Project Management Unit
RPF	Resettlement Policy Framework
UNELCO	Union Electrique de Vanuatu Ltd
URA	Utilities Regulatory Authority
VUI	Vanuatu Utilities and Infrastructure

1 Introduction

The Vanuatu Global Partnership on Output Based Aid Grid Based Electricity Access Project (GPOBA Project) aims to assist eligible low income consumers to connect to the existing electricity grids in Port Vila, Tanna, Malekula and Luganville. In addition, a one-off subsidy will be made available to assist with basic household wiring (as defined by the project), where household wiring does not meet standards or is not in place for these consumers.

The purpose of this Environmental and Social Management Framework (ESMF) for the GPOBA Project is to ensure that the subsidized connections:

- meet the environmental, social and land laws and regulations of Vanuatu; and
- meet the environmental and social safeguard policy requirements of the World Bank, in particular that there is free access to the site, and informed and documented authorization for use of any land required and any assets that may need to be removed in relation to connections.

An ESMF is prepared rather than an Environmental Management Plan because the exact sites of electrical connection are not known prior to project appraisal required under the World Bank Policy OP 4.01 Environment Assessment. This ESMF (and Resettlement Policy Framework -RPF), together with Standard Operating Procedures of the Utilities (Union Electrique du Vanuatu Ltd – UNELCO and Vanuatu Utilities and Infrastructure Limited – VUI), provides:

- a protocol for confirming and documenting authorization of impacts on any affected land and assets prior to connection;
- a Code of Practice (CoP) to follow during connection to mitigate construction nuisances and risks to health and safety of workers and bystanders;
- a way for people to make complaints and seek remedies;
- a plan for consultation on the subsidy program and the ESMF, and records of consultation; and
- the details of roles, responsibilities and capacity of those involved, and budgets, monitoring and reporting of activities covered by the ESMF.

The draft version of the ESMF was disclosed and consulted on during November 2013. The feedback has been incorporated into this final version.

2 Project Description

The Government of Vanuatu proposes to make available, through local private utilities (UNELCO and VUI), a one-off subsidy to assist low-income households to connect to the existing electricity grid concession areas in Port Vila, Tanna, Malekula and Luganville. This project targets approximately 4,200 households within these areas that lack formal access to electricity (6,000 households that lack access to electricity entirely and a further 2,000 that have informal connections (e.g., shared with a neighbour)). In addition, funding will be available to provide basic household wiring, where household wiring does not meet standards or is not in place for these consumers. Basic household wiring is defined as the installation of wiring from the utility meter box to a Ready Board within the premises. The Ready Board will include necessary protection, and up to two light sockets with switches, two power outlets and two energy saving light bulbs. Premises will be connected directly to existing distribution lines (typically located on

the roadside) either above ground or below ground. Poles may be necessary to carry wires to some properties. This subsidy will be available for both post-paid and pre-paid (where available) service connections.

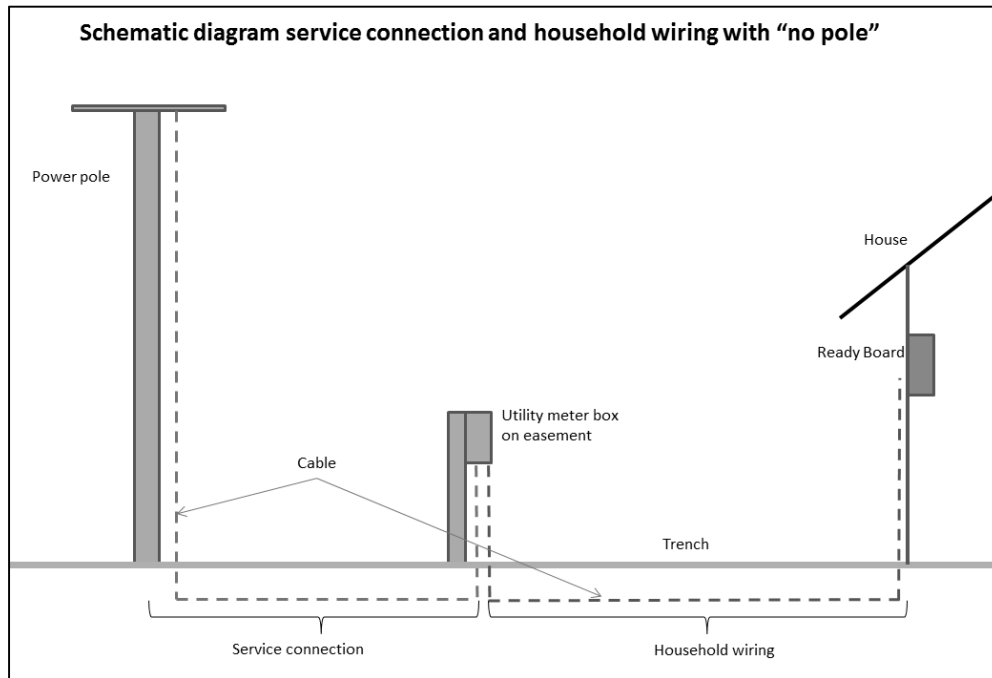
2.1 Project Overview

The Vanuatu GPOBA project will provide for the following activities:

1. OBA subsidies for new electricity connections for low-income households (service connection). This component provides one-off OBA subsidies to cover up to approximately 80 percent of the cost of connecting low income households to grid-based electricity services in Vanuatu. The component will be managed by the electric utilities that supply electricity in the concession areas;
2. OBA subsidies for basic household wiring for low-income households accessing electricity services under the project (household wiring). This component provides one-off OBA subsidies to cover the cost of basic household wiring (to a predetermined limit) by means of wiring from the utility meter box to a Ready Board for low-income households accessing grid-based electricity services under the project. Household wiring will be in accordance with the Australian and New Zealand standard (AS/NZS 3000) or French Standard (NF C 15-100). For safety reason, the wiring will be carried out and/or certified by qualified (Grade A, Australian Electrical/Mechanical Fitters license or equivalent) electrical contractors contracted or electrical contractors authorized by UNELCO or VUI to carry out the works. The Service Providers will supervise the electrical contractors and on completion, provide verification that the internal wiring has been completed to standard; and
3. Implementation support to the Department of Energy (DoE) for project management, supervision, training and independent verification of outputs, including verification that the wiring and connections have been done to the agreed standard.

The project and subsidy will run for four years.

The diagram below shows a service connection (with no pole required) and household wiring as defined by the project.



2.2 Eligibility Criteria for Subsidized Connections

Eligible consumers are households currently not directly connected to the grid. They may have no connection, or be connected illegally through a third party. They will be eligible to apply as a 'small domestic consumer'¹ with 5 amps single phase service connection.

Beneficiaries will self-select for this program. That is, the householder (who may be the owner, a tenant or landlord) will request a connection to the grid from their Utility and ensure access² before the utility makes a connection, as per current practice.

2.3 Connection Activities

The process for connections under the program then proceeds according to the standard practice of the Utilities³ as follows:

1. Consumer applies to the Utility for a connection, completes the necessary application form or agreement, including letter of consent for land access (if applicable) or/and Certificate of title for the land, showing boundaries (if available), Copy of lease (if applicable), Authorization of third party property owner(s)
2. Utility arranges inspection of the site and the wiring at the premises, provides a quotation and agrees to the scope of work with the applicant and any other affected party;
3. Consumer pays for consumer contribution for the service connection;
4. Applicant organizes the access from the street boundary to the house, clearing vegetation, digging a hole for a pole (if required by the utility), and digging cable trenches from the property boundary to the house as directed by the Utilities or the contractors;

¹ URA electricity tariff

² 'Access' means consent from property owners to allow a connection to be made on the premises.

³ Except item 4 which is usually organized by the consumer.

5. When the above work is completed, the Utility or its contractor arranges cabling from the nearest distribution pole or box to the utility meter box on the boundary of the property and installation of an additional pole if required;
6. Utility contractor arranges basic household wiring⁴ from the utility meter box to a Ready Board in the house where current wiring does not meet standards or is not in place;
7. Following an inspection to confirm wiring standards have been met, applicant can sign the consumer agreement to have access to the electricity service.

3 Institutional Roles, Responsibilities and Capacity

The Ministry of Finance and Economic Management (MFEM) will be the Recipient and would enter into a Grant Agreement with the World Bank. The DoE will have overall responsibility for project management and will be the implementing agency for the Project. The DoE has the responsibility for energy policy and planning. A Project Management Unit (PMU), established within the Ministry of Climate Change Adaptation, Geo-Hazards, Meteorology, Energy, and Environment of which the DoE is a department, will manage the financial management and procurement for this project.

The process of making household connections and installing basic household wiring will be managed by the utilities (UNELCO and VUI). The Utilities have the professional processes and capabilities to ensure observance of the ESMF and the RPF. The Utility Regulatory Authority (URA) regulates prices, service standards and market behaviour in the electricity sector, and it is also tasked with protecting the long-term consumer interest. The DoE will procure auditing and technical expertise as an Independent Verification Agent (IVA) to verify the delivery of outputs against which the OBA subsidy will be disbursed. Specific roles are outlined in the table below.

⁴ Basic household wiring is defined as the installation of wiring from the utility meter box to a Ready Board within the premises. The Ready Board will include necessary protection, and up to two light sockets with switches, two power outlets and two energy saving light bulbs. .

Organization	Roles and Responsibilities
DoE	Implementing Agency for the Vanuatu GPOBA Project. Conduct ESMF consultation. Supervise and monitor the Utilities' responsibilities under the ESMF. Report on progress and outcomes of the ESMF to the World Bank. Consider any project-related complaints brought to its attention that fall outside the jurisdiction of the Utilities or URA.
UNELCO and VUI	Provide connections to the grid and access to electricity to applicants who meet the eligibility conditions. Implement the procedures for environmental and social impact mitigation, and land access agreements, in accordance with this ESMF and RPF. Supervise Contractors' implementation of the CoP for Connections. Report progress and outcomes of project implementation to DoE; report on complaints and incidents as usual to URA, flagging complaints relating to any damages not agreed on during the connections under GPOBA.
Contractors	Work in accordance with the CoP for Electrical Connections. Report incidents to UNELCO / VUI.
IVA	to verify the delivery of outputs against which the OBA subsidy will be disbursed
URA	Record and manage any project-related complaints brought to it by beneficiaries of the subsidy or other members of the public. Report through DoE to the Bank on the nature and number of project related complaints, numbers resolved, and time and costs to arrive at resolution.
World Bank	Monitor the implementation of the ESMF. Receive and comment on reports by DoE. Release funds for repayment to Utilities.

DoE currently has few staff, but they are in the process of recruitment. As part of recruitment, it is necessary that a person with skills to follow up the implementation of the ESMF is included in the team.

UNELCO and VUI are well resourced and have good institutional capacity with respect to environment, health and safety procedures. In particular their processes for safety are very strong, because of the risky nature of electricity.

URA is well resourced and has a robust system of complaints management. This project is unlikely to impact on the ability for URA to undertake their business as usual.

An ESMF implementation workshop is recommended prior to project implementation with key staff within the Utilities and DoE, and Contractors (if possible).

4 Policy Framework

4.1 World Bank Safeguard Policies

The World Bank's environmental and social safeguard policies are a cornerstone of its support to sustainable poverty reduction. The objective of these policies is to prevent and mitigate undue harm to people, their livelihoods and their environment in the development process. The safeguard policies that apply to the GPOBA Grid Based Electricity Access Project are:

- OP/BP 4.01 Environmental Assessment
- OP/BP 4.10 Indigenous Peoples
- OP/BP 4.12 Involuntary Resettlement

4.1.1 OP/BP4.01

The purpose of Environmental Assessment is to improve decision making, to ensure that project options under consideration are environmentally and socially sound and sustainable, and that potentially affected people have been properly consulted. The policy defines procedures to screen and assess potential impacts and mitigation ensure public consultation and transparency and that there are implementation and supervision of commitments relating to findings and recommendations of the environmental assessment.

In this project there are no *significant* risks requiring mitigation.

4.1.2 OP/BP4.10

This policy refers to “distinct, vulnerable, social and cultural group(s)” who self-identify and are recognized by others as distinct, have a collective attachment to habitats and natural resources, have institutions that are separate from the mainstream, or an indigenous language that may be different from the official language of the country. The objective of the policy is to ensure respect for indigenous people’s human rights, cultures and economies, avoid adverse social or economic impacts and share benefits equitably. The people of Vanuatu are 96% Melanesians who identify as Ni-Vanuatu, with the balance European or Eurasian. They speak a common language (Bislama). Their culture and customs and rights to land and resources are protected under the Constitution and in law. Beneficiaries of the project will be mainly Ni-Vanuatu. Communications relating to the project will be in languages and formats that are culturally appropriate. The relevant project preparation social safeguards activities for this policy has been undertaken.

The key findings from the project preparation social safeguards activities are:

- The GPOBA Study identified around 6,000 households in the concession areas who lack electricity access and a further 2,000 households who share connections. These consumers will have access to a subsidy of up to approximately 80 percent of the usual cost for a low consumption/low voltage connection (service connection). Beneficiaries will also be assisted, if required, with installation of safe wiring (household wiring). Their monthly energy costs for lighting will reduce. Quality of light and air quality in homes will improve. Access to media and communications services will be facilitated. Opportunities for home-based study and income generation will improve. Though these facilities benefit both sexes, they represent a larger positive change for women, who are more disadvantaged in their absence by the traditional division of household labour.

- The consultation mechanism included in the ESMF ensures outreach and awareness of the project particularly amongst women and vulnerable groups. Current Utility policies ensure that there will be no involuntary impacts on land or assets of applicants and other affected parties (landlords, neighbours). The Utilities' existing complaints mechanisms are backed by an appeal mechanism through URA. Compensation claims that are upheld are calculated at current market value. The RPF (Annex 3) outlines Bank policies for management of involuntary impacts. These align with current law and practice in Vanuatu.

4.1.3 OP/BP4.12

Involuntary resettlement refers to management of adverse impacts of loss of, or damage to, land, assets or livelihoods, where the affected person has no choice. Land will be needed for this project to install poles, stays and wires, and some loss or damage to assets may occur during connection. This may occur in road reserve, or between the road boundary and the applicant's dwelling. However, much of the project activities are taking place on government-leased land even though some of the land may be in private use. As beneficiaries will self-identify by application, and give or obtain consent to any impacts on land or assets, including third party assets or land, this project is not expected to acquire any land apart from small areas required for the above-mentioned facilities. Moreover, discussions between the concessionaire and the people have facilitated ease of access to properties for purposes of connecting households. The RPF (Annex 3) outlines the procedures to be followed during the process of connecting households.

4.2 UNELCO and VUI Policies and Standard Operating Procedures

UNELCO and VUI have standard procedures for the environmental and social impacts that this project will incur. They are well documented and meet international good practice standards. Completed application forms and attached documents (title, lease agreement, etc.) provide evidence that connections and any impacts have prior informed consent. Forms of subcontract ensure that all parties are bound to good practice standards, and office procedures ensure meticulous record-keeping.

4.3 Complaints Procedures

The URA has clear and well-publicized processes for managing complaints that could be brought to its attention under this project. A flow diagram illustrating procedures is included in Annex 2. A report on complaints is received from the Utilities, and summarised in the agency's Annual Report, available online.

4.4 Vanuatu Environmental Protection and Conservation Act 1996

Under this Act electricity connections do not require a Preliminary Environmental Impact Assessment, or any other permit type from the Department of Environmental Protection and Conservation.

5 Environmental and Social Impacts and Mitigation Measures

There are very few potential negative environmental and social issues for this project, and no significant risks have been identified. The project has an overarching social benefit of assisting access to electricity for those on low incomes. The table below summarizes the potential environmental and social issues, and mitigation measures, and references the relevant tool in the ESMF that cover the mitigation measure.

Activity related to grid-based electricity access	Potential Environmental or Social Impact	Mitigation Measure and Outcome	Responsible Party	Tool	Monitoring
Access to electricity from the grid to house	Increased number of households with access to electricity, who could not otherwise afford to connect.	Positive impact, no mitigation required.	DoE	Awareness documents and public information sessions.	Numbers of households connected will be recorded by the Utilities and monitored by the DoE as part of the wider project management. No other monitoring tasks required by the ESMF.
	Occupation of or over land by wires and, in some cases, poles. May obstruct other uses of land. May require removal of trees and/or structures.	Seek alternative alignment to avoid obstructions. Property owner's consent for access and occupation ensured by applicant, prior to works carried out by Utility. Outcome: land access is voluntarily provided through a written letter	Applicant Utility	Utility Connection Agreement and associated documentation (titles, proof of lease, or customary authorisation) Sample of agreement provided to facilitate agreement between land owner and applicant.	Checks made during inspection. Complaints records.
Connection Activities: Clearing easements,	Nuisances and health and safety risks such as noise, dust, electrocution and vehicle hazards.	Limit hours of operation to between 7am and 6pm, weekdays. Inform households and neighbours when work will be done on or near their property.	Contractor	Code of Practice for Connection Activities. Utilities Standard Operating Procedures for	Visual checks during works. Complaints records.

Activity related to grid-based electricity access	Potential Environmental or Social Impact	Mitigation Measure and Outcome	Responsible Party	Tool	Monitoring
digging holes, installing posts and wires.		Outcome: Less likely to affect productive assets, engender complaints, have injuries or disturb people.		environment, health and safety. Contract conditions between Utilities and Contractors. Information and awareness sessions are provided. Training is provided	
	Health and safety incidents for workers (trips, electrocution)	Use of personal protective equipment. Use of trained labour for skilled tasks. Use of contractors who meet Utility's safety criteria for skilled tasks. Outcome: Lower risk of personal injury.	Contractor		
	Creation of waste vegetation, soil and sundry items	Removing all waste from the property and public areas to ensure it is left tidy.	Contractor		

6 Environmental and Social Management Processes for Household Grid Connections

The process for household electricity connections will follow business as usual, which accords with World Bank Safeguard policy requirements. There are key steps in the process where environmental and social impact mitigation measures will be used to ensure voluntary access to the connection easement, and to minimize environmental and social impacts during connection activities.

Step 1: Application and Assessment of Eligibility

The consumer applies to their Utility for a connection. The Utility's contractor will visit the site to determine the work required to make a connection and the location of the easement. The Utility's contractor inspects the standard of the household wiring (if there is any).

The Utility will generally connect households from poles based on existing easements. For connection to the households involving access to the applicants' property, to avoid adverse impacts, the Utility's contractor and the applicant and any other affected parties meet onsite to agree on the optimal alignment and connection method. Within any technical limitations, property owners select the route across their own property, and often they will prepare the site for cable installation from the road boundary. If the connection cannot be accomplished without affecting land or assets that do not belong to the applicant, the applicant must provide evidence that the affected third party has provided authorization. This procedure will also apply in the event that a pole has to be placed on land other than an easement to make a connection. Discussions between households and the community at large through customary leaders and division owners to resolve complaints supports the use of existing systems and structures and enhances the ownership of the project beneficiaries since they contribute easements to properties for connections. Cases of voluntary land donations, where required, will be recorded and agreed on by the donors. By signing the UNELCO Application for quotation or the "VUI Customer Electricity Agreement" the applicant agrees on access to the easement and the property. The applicant has to provide the following to satisfy that an easement has been provided:

- Certificate of title for the land, showing boundaries (if available)
- Copy of lease (if applicable)
- Authorization of third party property owner(s) for access to their land and any works required to make the electricity connection (if applicable).

This documentation is held on the respective Utility's files.

Step 2: Connection Activities

Once the connection application is signed, UNELCO's or VUI's contractor will undertake the electrical and civil works. This work will be in accordance with the COP (Annex 1), and the Utilities' contractual requirements for environment, health and safety.

What if there is accidental damage to property?

Accidental damage will be covered in the usual way under the contractual liabilities of Contractors. Should a complainant fail to receive satisfaction through application to the Utility, they may avail themselves of the project's Complaints procedures (see below).

7 Complaints Resolution Process

The Utilities and URA have comprehensive existing comments and complaints resolution mechanisms. These mechanisms will be announced as part of the project information released to the media prior to implementation activities in each locality.

Comments or complaints related to the project are in the first instance brought to the attention of the relevant Utility. Complaints may be brought either in writing, or orally. The complainant may bring supporters at all stages. The Utility records, categorizes and registers the complaint and responds to the complainant, informing them of the proposed solution to the matter, with an indication of the process and time for resolution. Simple matters, such as obstruction of access to the complainant's premises are settled within seven days. More complex matters (unexpected issues with internal wiring, accidental damage to premises, etc.) are dealt with as soon as possible and in any case within one month from date of notification, with the Utility or its contractor keeping the complainant informed of progress.

If the complainant is not satisfied, s/he may take the matter to URA for mediation or referral for legal remedies. A flow chart indicating the URA process is included in Annex 2.

The Contractor is required to hold appropriate liability insurance.

The Utilities maintain a register of complaints including:

- The complainant and contact details
- Date of registration of the grievance or claim
- Nature of the grievance or claim
- Amount of the claim, if applicable
- Process for resolution
- Date and record of resolution
- Number of unresolved complaints and reasons, where applicable.

Reporting on complaints forms part of the Utilities' annual reporting obligations to the URA. URA publishes results in its Annual Report, available on its website.

If a project-related complaint falls outside the jurisdiction of the Utility or URA, and there is no remedy at law, the complainant may ask DoE to note it for review and any necessary action at project mid-term.

8 ESMF Budget

All of the requirements in the ESMF will fall within the usual business as usual operations of the DoE, Utilities and their contractors, and URA, except as follows:

- Workshop on the implementation of the ESMF, at the start of project implementation to be covered by the capacity building component of the project.
- ESMF awareness activities and safety trainings as per ESMF.

9 Monitoring and Reporting

The Utilities will report progress, through a connection report, with a frequency agreed with the DoE and as indicated in the grant agreement and Project Operation Manual. This report will include a summary of complaints and outcomes, and any incidents in relation to the ESMF. The DoE will forward the report to the World Bank which will provide feedback.

10 Consultation and Disclosure

Prior to project appraisal, a draft version of this ESMF was reviewed by institutional stakeholders and interested civil society organizations, and publicly disclosed in Vanuatu at DoE's offices.

High-level information about the project was announced via a Project Information Bulletin (made available in Bislama, French and English) to the Radio Vanuatu public broadcasting service and the local press.

Following announcement in the media, public consultation on the ESMF was undertaken by DoE on the four islands. The methods, records of attendance, and feedback and comments are provided in the consultation report, Annex 4. Key responses and queries are summarised below:

- In all consultations, participants posed the question in regards to access to land for installing the connection. Land tenure system in Vanuatu ensures that all land is owned by private citizens, communities and, limitedly, by government. Given this, it is expected that the connection will require installing the cable in land owned by different owners or/and in properties over which beneficiaries do not enjoy of land leasing or land title. The ESMF now addresses this issue by requesting that 'Property owner's consent for access and occupation ensured by applicant, prior to works carried out by Utility', under 'Access to electricity from the grid to house' Activity. The aim of this provision is to ensure that land access is voluntarily provided and to avoid any type of conflict. It is important to note, however, such types of issues were only raised in concession areas where land is privately owned. In areas of concession where land is owned by the government, no written letter would be required.
- URA and some participants asked to describe this provision in a clearer manner and suggested the possibility to include a sample letter of consent, so it can facilitate the agreement between landowner and the applicant for the connection. Thus, a sample letter will be made available for the Utilities to be suggested to applicants.
- Additional information has been included to clarify the application process for GPOBA subsidy.

- Most of the participants asked for clarifications related to basic household wiring. A definition of 'basic household wiring' has been included in the revised ESMF as well as clarifications related to the 'standard design' and related safety measures.
- During consultations, members of the community as well as URA requested to government to carry out public talks as well as to produce information material about the project, its coverage, benefits and instructions on how to apply for GPOBA subsidy. It was suggested that this could be included as part of the Activity 'Access to electricity from the grid to house' in order that a real increased number of beneficiaries is ensured through awareness and information sessions.

On-going consultation and public awareness

Further consultations will be held as necessary to announce major developments or monitoring activities. During project implementation, public information will be updated from time to time, for example to announce start of work in an area, and to advise of any implementation impacts on public access or convenience during works.

Annex 1 Code of Practice for Electrical Connections

The following specifications are provided to minimize the risk of negative social or environmental impacts from connecting customers to the grid who are subsidized by the GPOBA Grid Based Electricity Access Project. Utilities and their contractors must comply with this CoP, but this does not overrule any requirement by those parties to also comply with UNELCO or VUI's Standard Operating Procedures.

COP Management by UNELCO and VUI and their Contractors

Implement the CoP for the duration of the project;

Report a summary of activities, complaints and incidents to DoE every six months for the duration of the project;

Maintain a complaints process as per Section 7 of the GPOBA Project ESMF.

Work with DoE to rectify any environmental or social issues that occur in a timely manner.

Noise

Connection activities shall be scheduled in daytime only (7am to 6pm), on weekdays. Any work that must be carried out after hours shall be notified to the occupier and neighbors at least one week in advance.

Waste Management and Site Restoration

No waste, including left over soil and vegetation debris, shall be left on site. All solid waste shall either be recycled or disposed of offsite at an approved/licensed disposal site.

The site shall be left tidy to the satisfaction of the land owner.

Worker Health and Safety

UNELCO and VUI and their contractors will comply with all Vanuatu regulations and their own Standard Operating Procedures.

All staff will be provided with, and use, suitable personal protective equipment for electrical work.

Commencement of Work, Clearing of Vegetation and Minor Structures (e.g. fences), Installing Poles and Wires

Work should only begin once access to the easement has been agreed through acceptance of the Application for Quotation (UNELCO)/Customer Electricity Agreement (VUI).

Only dig along the easement and/or remove materials (soil, plant material, structures, etc.) that have been agreed to.

Annex 2: URA Complaints Flow Chart

Autorité de Régulation des Services Publics
B.P. 9093
Port Vila
VANUATU



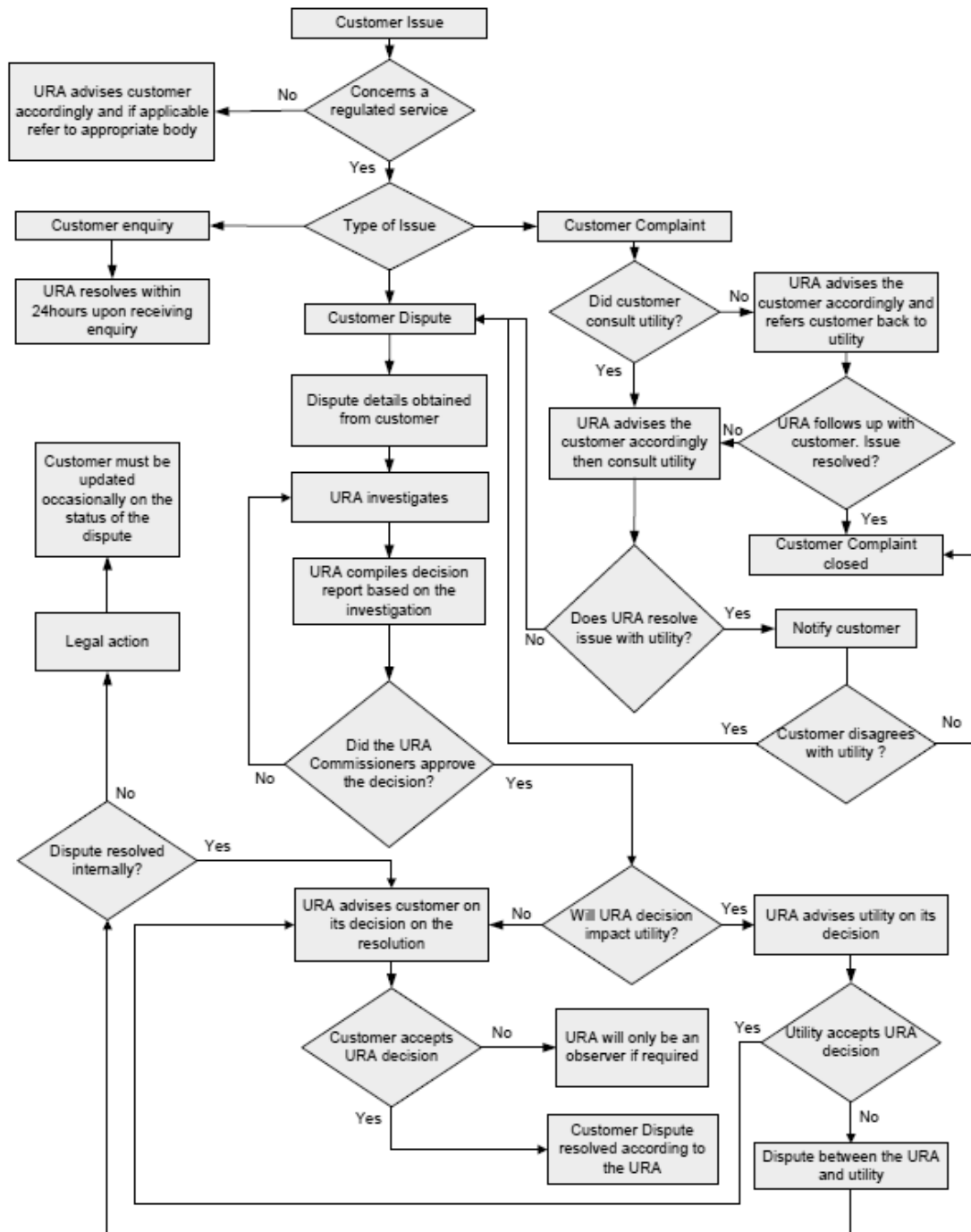
Utilities Regulatory Authority
PMB 9093
Port Vila
VANUATU

Téléphone : (678) 29795 / 23335 / 23521
Télécopie : (678) 27426

Tel: (678) 29795 / 23335 / 23521
Fax: (678) 27426

Website: www.ura.gov.vu

Flow chart indicating how the URA addresses customer issues



Annex 3: Vanuatu GPOBA Grid-Based Electricity Access Project Resettlement Policy Framework

A3.1 Project Development Objectives and Components

The Project Development Objective (PDO) for the Vanuatu GPOBA Grid-Based Electricity Access Project is to increase sustainable access⁵ to formal grid-based electricity services within Vanuatu's electricity concession service areas for low income consumers through targeted subsidies.

The project has the following components:

Component 1: OBA subsidies for new electricity connections for low-income households.

This component provides one-off OBA subsidy to cover up to 80 percent of the cost of connecting low-income households to grid-based electricity services in Vanuatu. The subsidy will be available for both post-paid electricity meters and pre-paid meters (where available). The component will be implemented through existing private sector utilities - UNELCO and VUI, and will be subject to verification by the DoE.

Component 2: OBA subsidies for safe wiring for low-income households accessing electricity services under the project:

This component provides one-off OBA subsidies to cover the cost (up to a predefined limit) of household wiring for low-income households accessing grid-based electricity services under the project, where wiring is not to standard or not in place. The households will be wired according to a standard design for the project in accordance with Australian and New Zealand standards (AS/NZS 3000) or French Standard (NF C 15-100). Household wiring will include cabling and backfilling (in a trench arranged by the consumer) from the utility meter box to a Ready Board in the consumer's premises. The Ready Board will include necessary protection, and up to two light sockets with switch, two power outlets and two energy saving light bulbs. For safety reasons, the wiring will be carried out and/or certified by qualified (Grade A, Australian Electrical/Mechanical Fitters license or equivalent) electrical contractors contracted or electrical contractors authorized by UNELCO or VUI to carry out the works. The Service Providers will supervise the electrical contractors and on completion, provide verification that the internal wiring has been completed to standard.

Component 3: Implementation support for project management, communications and outreach, and training: as per the approved budget and procurement plan. The Department of Energy will require support throughout the project's life to facilitate implementation and to develop longer-term institutional capacity for managing energy-related subsidies.

Component 4: Independent Verification: This component will fund a suitable qualified consultant or firm as an Independent Verification Agent (IVA) to undertake the verification of outputs under the project.

⁵ Access in this context means a direct consumer connection to the electricity grid, as opposed to a shared connection or no connection due to affordability.

Component 1 of this project has activities that may require land, however small, for purposes of poles, guy wire anchors installation. Therefore, Bank Policy OP 4.12 Involuntary Resettlement is triggered, requiring the project to prepare this RPF prior to Project appraisal by the World Bank. It is, however, anticipated that some of the required land may be in existing easements on public land and some of the land may be in private use. It is also foreseen that there will be voluntary land donations for purposes of making the connections to households. The RPF, therefore, will lay out procedures to be followed during project implementation especially as the concessionaire agrees with the household to be connected on access to their properties.

During the process of connecting households, there may be a small risk that some potential applicants are not able to locate the rightful owners of neighbouring properties across which an easement is required, or may not be able to secure voluntary consent to access for their connection. Such consent cannot be compelled, but mediation is usually successful. Failure of tenants to secure authorisation for connection is improbable in this project, as the connection will add value to the asset of the property owner. Both the community and individual households will have responsibility to resolve such complaints when they happen. This Resettlement Policy Framework, therefore, has been prepared to guide discussions related to access to third party properties and preparation of supporting documentation during project implementation. If land donations are made, then the project will ensure that voluntary land donation protocols (see A3.6) are in place.

A3.2 Principles of Involuntary Resettlement

The overarching principle of involuntary resettlement is that no person's socio-economic situation or livelihood should be left worse off as a result of the project. Where applicable, the project should improve upon socioeconomic conditions. This Framework, therefore, is designed to address any issues that might arise in terms of the World Bank's policy on Involuntary Resettlement (OP/BP4.12).

A3.3 Legal Framework

Land law in Vanuatu derives from the Constitution and numerous subsequent Acts. While the Constitution asserts that all land belongs to the custom owners, the Government may own land that it has acquired in the public interest.

Legislation that could apply includes:

- Electricity Supply Act [CAP 65] As amended
- Supply of Electricity (Districts) Act [CAP 96] As amended
- Utilities Regulatory Authority (Amendment) Act No. 18 of 2010
- The Constitution of the Republic of Vanuatu of 1980
- Land Reform (Rural Alienated Land) Regulations 1980
- Alienated Lands Act [CAP 145]
- Land Leases Act [CAP 163] As amended
- Land Acquisition Act [CAP 215]
- Land Reform Act [CAP 123]
- Land Surveyors Act [CAP 175]
- Land Valuers Registration Act [CAP 289]
- Freehold Titles Act [CAP 233]

- Strata Titles Act [CAP 266]
- Valuation of Land Act CAP [288]
- Physical Planning Act [CAP 193]
- Customary Land Tribunal [CAP 271]
- Island Courts Act [CAP 167]
- Water Resources Management Act [CAP 281].

The institutional framework for administration of this Framework is described in the main body of the ESMF, Section 3.

A3.4 Voluntary Land Donation

The principles governing voluntary donation are as follows.⁶

Voluntary land donation refers to a process by which an individual or communal owner agrees, after consultation, to provide land or property for project-related activities. Voluntary contribution is an act of informed consent, made with the prior knowledge of other options available and their consequences, including the right not to contribute or transfer the land. It must be obtained without undue coercion or duress.

Voluntary land donation requires a declaration by the individual, household or group that they are donating the use of the land for a specific purpose and for a specific period of time. It is acceptable only if the following safeguards are in place:

- 1) Full consultation with landowners and any non-titled, affected people on site selection
- 2) Voluntary donations should not severely affect the livelihoods (if land-based) or living standards of affected people
- 3) Any voluntary donation will be confirmed through written record and verified by an independent third party, such as a customary leader.
- 4) An adequate complaints resolution mechanism should be in place.

Applicants for household electricity connections either arrange or themselves prepare their easement from the public boundary to their home. This usually comprises a trench for the cable from the junction box at the boundary to the house, or trimming vegetation if necessary for wires to make the connection from the nearest pole to the meter. In the present project, where third party consent for an easement on custom-owned land is required to complete a connection, traditional leaders or subdivision owners will usually mediate at consultations, and the beneficiary will normally restore the site as agreed amongst the parties.

A3.5 Consultation

Information releases and public consultations will take place in the context of the ESMF (see Section 10). These will inform the general public and potential beneficiaries about the project, what is being provided, and the access requirements for a subsidized connection. Comments will be invited, and the public will be aware that there is a mechanism for registering complaints. Consultations will ensure awareness that complaints may include involuntary loss of land, land-based assets, and any other element of an individual's livelihood that is adversely impacted by

⁶Adopted from the Vanuatu Climate Change Adaptation Project Resettlement Plan, March 2012

the project without prior informed consent. This applies whether the Affected Person (AP) has a formal legal title, a legal claim or no legally recognizable claim to the affected land or good, but has a recognized customary claim.

A3.6 Complaints and Claims

Any AP will first draw their complaint or claim for involuntary loss to the attention of the Utility. This must be registered within one month of the claimed loss. If satisfaction is not obtained from the Utility or their Contractor within one month from the date of lodgement of the claim, the AP may proceed to the regulatory authority (URA) with their complaint. The process for complaints is discussed in detail in Section 7 of the ESMF and shown diagrammatically in Annex 2 above.

A3.7 Organisational Arrangements

Once any claim has been validated and agreed, the process will be:

1. The AP will be advised in writing of the proposed mode, time and place of settlement, which should be at the office of DoE during normal business hours, or at some other agreed government office. The AP may bring a supporter.
2. The entitlement will be handed over in the agreed form.
3. The AP, DoE or its representative and an independent witness will sign an acquittal statement that extinguishes any further claim over the affected item(s). The AP will be given a copy, and the original will be retained for recording and as evidence.
4. If land is involved, formal registration or at least a written statement of any adjustment to title will be handed over simultaneously, such that the affected person may carry on any normal lawful activity in relation to the land in question.

A3.8 Monitoring and Evaluation

As per grant agreement, a report on any assets loss will be included in the Utilities' report to DoE on complaints, for inclusion in reporting to the Bank on the ESMF. As well as applications received and connections successfully completed, data from the Utilities' and URA's own records of any complaints will be summarised in an annual report. Content will be as outlined above in ESMF Section 7. DoE will report on any complaints it has received that have not been within the jurisdiction of the Utilities or URA.

The report will include commentary on complaints resolutions made on time, those not made on time and the reason, claims that have gone to appeal and the outcomes, and any conclusions and recommendations for improvements in avoidance of complaints or handling claims.

Annex 4: Consultation Report

**GOUVERNEMENT DE LA
REPUBLIQUE DE VANUATU**



**GOVERNMENT OF THE
REPUBLIC OF VANUATU**

**DEPARTEMENT DE
L'ENERGIE**

Sac Postal Privé 9067, PORT
VILA

Tel: (678) 5333840

**DEPARTMENT OF
ENERGY**

Private Mail Bag 9067, PORT VILA

Tel: (678) 5333840

Vanuatu: GPOBA Grid Based Electricity Access



Environmental and Social Management Framework (ESMF) and Resettlement Policy Framework (RPF): CONSULTATION REPORT

TABLE OF CONTENTS

GOVERNMENT DE LA RÉPUBLIQUE DE VANUATU	1
1 Background	23
2 Objective of the ESMF consultations	23
3 Communication	23
4 Consultation: Results	24
5 ANNEXES	28

11 Background

The Vanuatu Global Partnership on Output Based Aid Grid Based Electricity Access Project (GPOBA Project) aims to assist eligible low-income consumers to connect to the existing electricity grids in Port Vila, Tanna, Malekula and Luganville. In addition, a one-off subsidy will be made available to assist with basic household wiring, where it does not meet the international standards or is not in place for these consumers. It is expected to connect approximately 4,375 households to existing electricity grids in Port Vila, Tanna, Santo and Malekula.

Project Implementation will be led by Department of Energy (DoE), together with URA the contractors, UNELCO, VUI, Lands Department and Department of Environment. As part of the design phase of the project, an Environment and Social Management Framework (ESMF) has been prepared by the Government, which details the environmental and social management processes for household connections.

The objective of the ESMF is to ensure that social and environment considerations and in particular any relevant policy elements of the Bank's Operational Policies 4.10, Indigenous Peoples, and 4.12, Involuntary Resettlement, are incorporated in project design and delivery of the project, and appropriate safeguards documents are identified and prepared to guide discussions and preparation of supporting documentation during implementation.

More concretely, the purpose of the ESMF for the GPOBA Project is to ensure that the subsidized connections:

- meet the environmental, social and land laws and regulations in Vanuatu.
- meet the environmental and social safeguards policy requirements of the World Bank, in particular that there is free access to the site, and informed and documented authorization for use of any land required and any assets that may need to be removed in relation to connections.

12 Objective of the ESMF consultations

A pre-requisite for GPOBA prior appraisal is to submit the ESMF to public consultation and be reviewed by stakeholders, interested civil society organizations as well as potential beneficiaries. Hence, the DoE, in collaboration with URA, UNELCO, VUI, Lands Department and Environment Department organized a series of public and community consultations from 11th November to 26th November in Port Vila, Santo, Malekula and Tanna.

13 Communication

In order to ensure the participation of relevant stakeholders and engage as many potential beneficiaries as possible, the DoE prepared Public Notices and invitation letters according to the area of consultation and in line with the project specificities. The DoE also made publically available the ESMF (ANNEX 1).

Public Notices were sent to the provincial government offices. Staff made the Public Notices and the ESMF available for the public through public notice boards. Public Notices in English were

sent to the two main national newspapers: 'Daily Post' and 'The Independent' as well as broadcasted by the national radio during daily and evening news (ANNEX 2), one week in advance of the consultation period. All these documents were also published on the Government's website (Annex 3).

In order to ensure that all relevant stakeholders were informed, invitation letters were delivered in Port Vila by hand and in Tanna, Malekula and Santo through the provincial governments (ANNEX 4 & 5).

14 Consultation: Results

The DoE carried out a total of 9 consultations in 4 Islands with identified Ministries, Agencies, Local Councils, communities and civil society organizations, including Women's groups. Around 200 people attended the ESMF consultations and discussed the potential social and environmental impact of GPOBA (Annex 6).

The structure of the consultations consisted of a general introduction of the project by DoE, followed by a detail presentation of the ESMF in English and local language, Bislama. Then, participants were invited to pose questions about the project and encouraged to provide feedback on the ESMF. Questions and answers round lead to discussions (ANNEX 7).

In general terms, the participants welcomed the initiative of introducing an ESMF in order to avoid negative impact as result of GPOBA implementation and to manage potential social and environmental issues. Most of participants considered that the ESMF's provisions were adequate. However, few common concerns were raised across all consultations. The concerns by the stakeholders and community members were similar and did not vary from one island to another, either from community to community. The major and key concerns from the consultations would be summarized as follows:

Land access for Connections: From the pole to the meter and from the meter to the house

In all consultations, participants posed the question in regards to access to land for installing the connection. Land tenure system in Vanuatu ensures that all land is owned by private citizens, communities and, limitedly, by government. Given this, it is expected that the connection will require installing the cable in land owned by different owners or/and in properties over which beneficiaries' do not enjoy land leasing or land title.

The ESMF addresses this issue by requesting that 'Property owner's consent for access and occupation ensured by applicant, prior to works carried out by Utility', under 'Access to electricity from the grid to house' Activity. The aim of this provision is to ensure that land access is voluntary provided and to avoid any type of conflict. It is important to note, however, such types of issues were only raised in concession areas where land is privately owned. In areas of concession where land is owned by the government, no written letter would be required.

URA and some participants asked to describe this provision in a clearer manner and suggested the possibility to include a sample letter of consent, so it can facilitate the agreement between

landowner and the applicant for the connection. Thus, a sample letter will be made available for the Utilities to be suggested to applicants.

Clarification on the application process

Additional information to clarify the application process for GPOBA subsidy has been included in the ESMF. This extra information is in line with the Land access modifications in the ESMF as above mentioned and it does not substantially modify the process already described in the ESMF.

Basic Household wiring and standard design and safety measures

Most of the participants asked for clarifications related to basic household wiring. Indeed, participants found difficult to understand what basic household wiring comprised as well as the difference between the current house wiring and the so-called 'standard design' proposed by GPOBA project. Utilities and URA stated that including the definition of 'standard design' and 'basic household wiring' would help consumers to understand the concept of 'standard design' and the safety benefits of it. It was also pointed out that awareness would be a key to help people to be aware and understand the benefits of the GPOBA.

Although the ESMF provides information on the definition of 'basic household wiring' and 'standard design', the DoE decided to carry out some modifications in the ESMF in order to establish a shared definition for 'basic household wiring' and 'standard design'. Hence, a definition of 'basic household wiring' has been included in the revised ESMF as well as clarifications related to the 'standard design' and related safety measures.

Awareness activities and information sessions

During consultations, members of the community as well as URA requested to government to carry out public talks as well as to produce information material about the project, its coverage, benefits and instructions on how to apply for GPOBA subsidy. It was suggested that this could be included as part of the Activity 'Access to electricity from the grid to house' in order that a real increased number of beneficiaries is ensured through awareness and information sessions.

Here below, a more a table with more detailed feedback from participants is provided.

Activity related to grid-based electricity access	Potential Environmental or Social Impact	Mitigation Measure and Outcome	Result from the Consultations
			Targeted Beneficiaries
Access to electricity from the grid to house	Increased number of households with access to electricity, who could not otherwise	Positive impact, no mitigation required.	Beneficiaries showed interest in the project and expressed the importance to implement it. VUI indicated that people interested can already

	afford to connect.		approach the utility so more information can be provided.
	Occupation of or over land by wires and, in some cases, poles. May obstruct other uses of land. May require removal of trees and/or structures.	<p>Seek alternative alignment to avoid obstructions.</p> <p>Property owner's consent for access and occupation ensured by applicant, prior to works carried out by Utility.</p> <p>Outcome: land access is voluntarily provided.</p>	<p>Beneficiaries welcomed the mitigation measure proposed by the ESMF since land has been a main issue preventing implementation of energy related projects.</p> <p>Beneficiaries acknowledge that they understand that they will need land owner consent and that they will be responsible for it.</p> <p>Participants and URA suggested to include a sample letter to be signed by the land owner should be drafted and added to the operation manual</p>
<p>Connection Activities: Clearing easements, digging holes, installing posts and wires.</p>	<p>Nuisances and health and safety risks such as noise, dust, electrocution and vehicle hazards.</p>	<p>Limit hours of operation to between 7am and 6pm, weekdays.</p> <p>Inform households and neighbours when work will be done on or near their property.</p> <p>Outcome: Less likely to affect productive assets, engender complaints, have injuries or disturb people.</p>	<p>Participants welcomed this initiatives and asked the support of the utilities to ensure that this is accomplish and that the work that the voluntary involvement of the community members is done in a safety manner.</p>
	<p>Health and safety incidents for workers</p>	<p>Use of personal protective equipment.</p>	<p>Participants did not oppose to this requirement and welcomed the initiatives.</p>

	(trips, electrocution)	<p>Use of trained labour for skilled tasks.</p> <p>Use of contractors who meet Utility's safety criteria for skilled tasks.</p> <p>Outcome: Lower risk of personal injury.</p>	
	Creation of waste vegetation, soil and sundry items	Removing all waste from the property and public areas to ensure it is left tidy.	Users consulted appreciated this Mitigation measures since most of the time people do not remove the waste and this has brought issue within the communities.

ANNEXES

ANNEX 1: Public Notices

DEPARTMENT BLO ENERGY

CONSULTATION BLONG ENVAEROMENTAL MO SOCIAL MANEJMEN FREMWOK BLO VANUATU

GPOBA GRID-BASED ELECTRICITY ACCESS PROJECT

Dipatmen blong Energy hemi stap plan blo mekem i available, thru lo ol local private utilities, olsem UNELCO mo VUI, wan One-Off subsidy blong helpem ol low income households blong connect ko lo electricity grids we i stap olsem lo Port Vila, Tanna, Malekula, mo Luganville. Mo tu, wan One-Off subsidy bae save helpem basic household wiring, taem we household wiring I no mitim industry standard blong ol consumers.

Dipatmen blong Energy hemi toktok wetem ol utilities, olsem UNELCO mo VUI, mo oli preparem environment mo social manejmen mo social fremwok (ESMF) we hemi kat enviromen mo social consideresen.

I kat ol project bulletin information lo bislama, franis, mo inglis, mo ESMF I available lo olgeta lokesen ia, Dipatmen blo Energy, ofis blo UNELCO lo Port Vila, Tanna, mo Malekula, ofis blo VUI lo luganville mo lo Utilities Regulatory Authorities (URA) long Port Vila.

Bae e kat briefing mo consultesens lo environmental mo social manejmen framework bae oli holem long Port Vila mo Luganville long manis November 2013 mo I ko olsem:

- **Stakeholders' consultations lo Port Vila:**
 - **Date mo Time:** 11th November 2013
 - **Venue:** VNPF Conference room lo 8:30 am.
 - **Consultations lo community level bae tekem ples lo 11 kasem 13 November 2013**
- **Tanna Consultations:**
 - **Date:** 14th to 15th November 2013
- **Stakeholders' consultation lo Santo:**
 - **Date mo Time:** 18th November 2013 lo 8:30h
 - **Venue:** VNPF Conference room
 - **Consultations lo community level bae tekem ples lo 18 kasem 20 November 2013**
- **Malekula Consultations:**
 - **Date:** 21st to 22nd November 2013

Blo mo infomesen, plis contactem:

Mr. Jesse Benjamin, Director

Department of Energy

George Pompidou Area

Phone: (678) – 25201

Email: jbenjamin@vanuatu.gov.vu

Avis au public

SERVICE DE L'ÉNERGIE

CONSULTATION SUR LE CADRE DE GESTION SOCIALE ET ENVIRONNEMENTALE DU PROJET D'ACCÈS À L'ÉLECTRICITÉ BASÉ SUR LA GRILLE GPOBA DE VANUATU

Le Département de l'Énergie tient à rendre disponible, par l'intermédiaire des services publics privés locaux, UNELCO et VUI, une subvention exemplaire unique afin d'aider les ménages à faible revenu à se connecter aux grilles existantes d'électricité à Port-Vila, Tanna, Mallicolo et Luganville. En outre, une subvention sera disponible afin d'aider au câblage de base dans des maisons où le câblage n'est pas conforme aux normes industrielles ou n'a pas été installé pour utilisation par ces consommateurs.

Le service de l'Énergie a consulté les services publics, UNELCO et VUI, et a par la suite préparé un Cadre de Gestion Environnementale et Sociale (CGES), qui comprend les considérations environnementales et sociales.

Un bulletin d'informations sur le projet en bichelamar, français et anglais, ainsi que le CGES, sont disponibles dans le Département de l'Énergie, les bureaux de l'UNELCO, les bureaux de VUI à Luganville et l'Autorité de réglementation des services publics à Port-Vila. Des séances d'informations et des consultations sur le CGES à Port-Vila, Luganville, Tanna et Mallicolo en novembre 2013 comme suit:

- **Consultations avec les parties prenantes à Port-Vila :**
 - **Date & heure :** 11 novembre 2013 à 8h30.
 - **Lieu :** Salle de conférence de la CNPV.
 - **Les consultations dans les communautés seront organisées** du 11 au 13 novembre 2013.
- **Consultations avec les parties prenantes à Tanna :** Le 26 de Novembre.
- **Consultations avec les parties prenantes à Santo :**
 - **Date & heure :** 18 novembre 2013 à 8h30.
 - **Lieu :** Salle de conférence de la CNPV
 - **Les consultations dans les communautés seront organisées** du 18 au 20 novembre 2013.
- **Consultations avec les parties prenantes à Mallicolo :** Le 21 et le 22 de Novembre.

Pour de plus informations, veuillez contacter :

M. Jesse Benjamin, Directeur
Département de l'Énergie
Quartier Georges Pompidou
Téléphone: (678) 25 201
Courriel: jbenjamin@vanuatu.gov.vu

Public Notice (in English, French and Bislama)

DEPARTMENT OF ENERGY

CONSULTATION ON ENVIRONMENTAL AND SOCIAL MANAGEMENT FRAMEWORK FOR VANUATU GPOBA GRID-BASED ELECTRICITY ACCESS PROJECT

The Department of Energy plans to make available, through local private utilities, UNELCO and VUI, a one-off subsidy to assist eligible low income households to connect to existing electricity grids in Port Vila, Tanna, Malekula and Luganville. In addition, a one-off subsidy will be made available to assist with basic household wiring, where household wiring does not meet industry standards or is not in place for these consumers.

The Department of Energy has consulted with the utilities, UNELCO and VUI, and has prepared an Environment and Social Management Framework (ESMF) that includes environmental and social considerations.

Project Information Bulletin in Bislama, French and English, and the ESMF are available at the following locations: Department of Energy, UNELCO offices in Port Vila, Tanna and Malekula, VUI offices in Luganville and at the Utilities Regulatory Authority in Port Vila. Briefings and consultations on the Environmental and Social Management Framework will be held in Port Vila and Luganville in November 2013 as follows:

- **Stakeholders' consultations in Port Vila:**
 - **Date & Time:** 11th November 2013 at 8:30 am.
 - **Venue:** VNPF Conference Room
 - **Consultations at community level will take place from 11th to 13th November 2013**
- **Tanna Consultations:**
 - **Date:** 26th November 2013
- **Stakeholders' consultation in Santo:**
 - **Date & Time:** 18th November 2013 at 8:30h
 - **Venue:** VNPF Conference Room
 - **Consultations at community level will take place from 18th to 20th November 2013**
- **Malekula Consultations:**
 - **Date:** 21st – 22nd November 2013

For more information, please contact:

Mr. Jesse Benjamin, Director

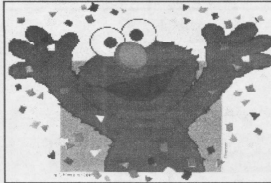
Department of Energy

George Pompidou Area

Phone: (678) - 25201

Email: jbenjamin@vanuatu.gov.vu

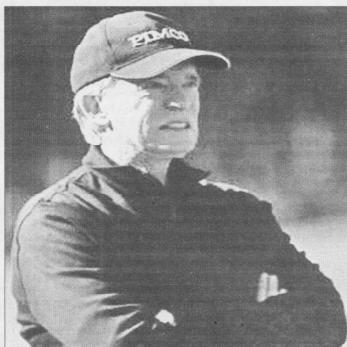
VANUATU DAILY POST | Saturday November 9, 2013



This Crazy World!

Wild and wacky, crazy and bizarre news from around the world

Billionaire Feels Guilty About Being So Rich



PIMCO's Bill Gross turns on the wealthy few who grew up in a "gilded age"

THE TOP 1% SHOULD BE HAPPY TO PAY more tax and see the money they've made as a privilege not a right, says PIMCO boss Bill Gross.

Billionaire California financier Bill Gross has apologised for the wealth he has amassed at the expense of workers.

In a lengthy blog on the website of his company Pacific Investment Management Company (PIMCO) he labelled fellow tycoons who complain about taxes "Scrooge McDucks" after a Disney character.

Calling for tax reform, 69-year-old Mr Gross, ranked 641 in the Forbes list of billionaires, said the top 1% of earners should pay more tax.

He writes: "Having gotten rich at the expense of labour, the guilt sets in and I begin to feel sorry for the less well-off, writing very public investment Outlooks that 'dis' the success that provided me the soapbox in the first place.

"If your immediate reaction is to nod up and down, then give yourself some points in this intellectual tête-à-tête."

But, he said, he would ask the "Scrooge McDucks of the world who so vehemently criticise what they consider to be counterproductive, even crippling taxation of the wealthy in the midst of historically high corporate profits and personal income" to think again.

"Consider this: instead of approaching the tax reform argument from the standpoint of what an enormous percentage of the overall income taxes the top 1% pay, consider how much of the national income you've been privileged to make.

"In the United States, the share of total pre-tax income accruing to the top 1% has more than doubled from 10% in the 1970s to 20% today.

"Admit that you, and I and others in the magnificent '1%' grew up in a gilded age of credit, where those who borrowed money or charged fees on expanding financial assets had a much better chance of making it to the big tent than those who used their hands for a living.

"Yes, I know many of you money

people worked hard, as did I, and you survived and prospered where others did not.

"A fair economic system should always allow for an opportunity to succeed.

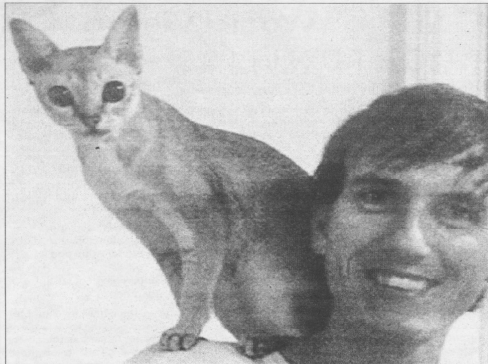
"Congratulations. Smoke that cigar, enjoy that Chateau Lafite 1989. But (mostly you guys) acknowledge your good fortune at having been born in the '40s, '50s or '60s ... and having had the privilege of riding a credit wave and a credit boom for the past three decades."

He continued: "If you're in the privileged 1%, you should be paddling right alongside (Scrooge McDuck) and willing to support higher taxes on carried interest and certainly capital gains readjusted to existing marginal income tax rates."

After referring to fellow US billionaires Stanley Druckenmiller and Warren Buffett, who recently mooted similar proposals, he said: "The era of taxing 'capital' at lower rates than 'labour' should now end."

- Sky News

Police break down door after 'Bruce Lee' cat dials 999



Bruce Lee with his owner James Cockledge Photo: Camden New Journal

A CAT PROMPTED POLICE TO go and investigate his home and break down the door after it dialled 999 and then hid in the back of a wardrobe.

Police were forced to break down the front door of a house after they received an anonymous 999 call - from a cat.

But while most people could be charged with wasting police time, Bruce Lee the

cat is expected to escape after he was found covering in the back of a wardrobe.

Officers broke down the door of the cat's home after they received the emergency call and were unable to get anyone to answer the phone when they called back.

James Cockledge, who owns Bruce Lee, said he "looked so ashamed" when

they returned to their home in north London to find police waiting outside.

He told the Camden New Journal: "He got himself into this situation and then didn't know what to do, so he just hid. If anything I felt a lot of sympathy for him. He was quite upset by the whole ordeal.

- Telegraph

PUBLIC NOTICE

DEPARTMENT OF ENERGY CONSULTATION ON ENVIRONMENTAL AND SOCIAL MANAGEMENT FRAMEWORK FOR VANUATU ELECTRICITY ACCESS PROJECT - GPOBA

The Department of Energy plans to make available, through local private utilities, UNELCO and VUI, a one-off subsidy to assist eligible low income households to connect to existing electricity grids in Port Vila, Tanna, Malekula and Luganville. In addition, a one-off subsidy will be made available to assist with basic household wiring, where household wiring does not meet industry standards or is not in place for these consumers.

The Department of Energy has consulted with the utilities, UNELCO and VUI, and has prepared an Environment and Social Management Framework (ESMF) that includes environmental and social considerations for this project.

Project Information Bulletin in Bislama, French and English, and the ESMF are available at the following locations: Department of Energy, UNELCO offices in Port Vila, Malekula and Tanna, VUI offices in Luganville and at the Utilities Regulatory Authority in Port Vila.

Briefings and consultations on the Environmental and Social Management Framework will be held in Port Vila and Luganville in November 2013 as follows:

- Stakeholders' consultations in Port Vila:
 - Date & Time: 11th November 2013 at 8:30 am.
 - Venue: VNPF Conference Room
 - Consultations at community level will take place from 11th to 13th November 2013
- Stakeholders' consultation in Santo:
 - Date & Time: 18th November 2013 at 8:30 am
 - Venue: VNPF Conference Room
 - Consultations at community level will take place from 18th to 20th November 2013
- Malekula Consultations:
 - Date: 21st - 22nd November 2013
- Tanna Consultations:
 - Date: 26th November 2013

For more information, please contact:
Mr. Jesse Benjamin, Director
Department of Energy
George Pompidou Area
Phone: (678)-25201
Email: jbenjamin@vanuatu.gov.vu

THE INDEPENDENT

Avis au public

**SERVICE DE L'ÉNERGIE
CONSULTATION SUR LE CADRE DE GESTION SOCIALE ET ENVIRONNEMENTALE
DU PROJET D'ACCÈS À L'ÉLECTRICITÉ - GPOBA DE VANUATU**

Le Département de l'Énergie envisage de rendre disponibles, par l'intermédiaire des services publics privés locaux, UNELCO et VU, une subvention unique pour permettre d'aider les ménages à faibles revenus à se connecter aux réseaux électriques existants de Port-Vila, Tanna, Malekula et Luganville. En outre, une subvention sera disponible pour permettre de réaliser le câblage de base dans des maisons pour lesquelles le câblage n'est pas conforme aux normes ou existants.

Le service de l'Énergie en consultation avec les services publics, UNELCO et VU, a préparé un Cadre de Gestion Environnementale et Sociale (CGES), qui prend en compte les considérations environnementales et sociales de ce projet.

Un bulletin d'informations sur le projet en bichelama, français et anglais, ainsi que le CGES, sont disponibles aux Départements de l'Énergie, dans les bureaux de l'UNELCO de VU à Luganville et de l'Autorité de réglementation des services publics à Port-Vila. Des séances d'information et des consultations sur le CGES se tiendront à Port-Vila, Luganville, Malekula et Tanna en novembre 2013 comme suit :

Consultations avec les parties prenantes à Port-Vila:

Date & heure : 11 novembre 2013 à 8h30
Lieu : Salle de conférence du CNPV

Des consultations dans les communautés seront organisées du 11 au 13 novembre 2013.

Consultations avec les parties prenantes à Santo :

Date & heure : 18 novembre 2013 à 8h30
Lieu : Salle de conférence de la CNPV

Des consultations dans les communautés seront organisées du 18 au 20 novembre 2013.

Consultations avec les parties prenantes à Malekula : Le 21 et le 22 de novembre 2013.

Consultations avec les parties prenantes à Tanna : Le 26 novembre 2013.

Pour de plus informations, veuillez contacter :
M. Jesse Benjamin, Directeur
Département de l'Énergie
Quartier Georges Pompidou
Téléphone: (678) 25201
Courriel: jbenjamin@vanuatu.gov.vu



POSITION VACANT

General Manager - Vanuatu Hotels & Resorts Association (VHRA)

The Vanuatu Hotels and Resorts Association is seeking to appoint a full time General Manager to report to the VHRA Executive Committee. This is an exciting opportunity for someone wishing to play an important role in the tourism industry of Vanuatu.

The role will require the successful applicant to display the following competencies:

- Excellent Knowledge of the Tourism Sector
- Strong connection with Government and statutory bodies is preferred
- Excellent communication and organisational skills
- Excellent spoken and written English is essential, competency in Bislama highly desirable and French an advantage
- Highly computer literate
- Able to work unsupervised

Remuneration will be discussed with applicants who are selected for interview.

Applications in writing should be addressed to:
VHRA Secretary
PO Box 1019
Or emailed to vhra.sec@gmail.com
Applications close 30 November 2013

DEPARTMENT BLO ENERGY CONSULTATION BLONG ENVIRONMENTAL MO SOCIAL MANEJEN FREMWORK BLO VANUATU ELECTRICITY ACCESS PROJECT - GPOBA

Dipaten blong Energy hemi stap plan blo mekem i available, thru lo of local private utilities, olsem UNELCO mo VU, wan One-Off subsidy blong helpem ol low income households blong connect to le electricity network wit i stap olsem lo Port Vila, Tanna, Malekula, mo Luganville. Mo lo, wan One-Off subsidy bae i save helpem basic household wiring, taem we household wiring i no meten industry standard blong ol consumers or mo kat yet.

Dipaten blong Energy hemi taekok wotem ol utilities, olsem UNELCO mo VU, mo ol preparer environment mo social manejem mo social fremwork (ESMF) we hemi kat environem mo social considerations.

I kat ol project bulletin information lo bilama, frens, moingho, mo ESMF i available lo objekta laikesena, Dipaten blo Energy, ofis blo UNELCO lo Port Vila, Tanna, mo Malekula, ofis blo VU lo luganville mo lo Utilities Regulatory Authorities (URA) long Port Vila.

Bae i kat briefing mo consultations to environmental mo social manejem framework bae ol holsem long Port Vila mo Luganville long maris November 2013 mo i ko olsem:

- Stakeholders' consultations lo Port Vila:
 - Date mo Time: 11th November 2013
 - Venue: UNPV Conference room lo 8:30 am.
 - Consultations lo community level bae tekem plus lo 11 kasem 13 November 2013
- Stakeholders' consultation lo Santo:
 - Date mo Time: 18th November 2013 lo 8:30
 - Venue: UNPV Conference room
 - Consultations lo community level bae tekem plus lo 18 kasem 20 November 2013
- Malekula Consultations:
 - Date: 21st to 22nd November 2013
- Tanna Consultations:
 - Date: 26th November 2013

Mo moa informesen, pls contactem:
Mr. Jesse Benjamin, Director
Department of Energy
George Pompidou Area
Phone: (678) - 25201
Email: jbenjamin@vanuatu.gov.vu



CONFIDENTIAL, LEGAL AND BUSINESS ADVISORS

A REGISTERED VANUATU INTERNATIONAL BANK IS LOOKING FOR A LOCAL BASED DIRECTOR

This is a genuine vacant position open to Ni-Vanuatuan and Expatriate individuals. The position involves:

- Responsibility for the day to day and financial operations of the Bank
- Co-ordinating the submission of monthly/quarterly reports to the Reserve Bank of Vanuatu (RBV) and liaison of regular site visits by RBV officials
- Ensuring strict accounting procedures are adhered to and proper books and records are maintained

It is expected the successful candidate will possess:


- Knowledge of computer based systems
- Experience with managing staff member(s)
- 3-5 years previous banking experience or similar experience in the financial services industry
- Suitable tertiary qualification(s) and/or demonstrable experience in banking or the financial services industry

The successful applicant will need to be approved by the RBV as a fit and proper person.

Forward all applications (include resume and copy of qualification) by 23 November 2013 to: DIRECTOR, PO BOX 212, PORT VILA

Only suitable candidates after the screening process will be contacted for further information and/or interview.


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NATIONAL ADVISORY BOARD
on Climate Change and Disaster Risk Reduction
GOVERNMENT OF VANUATU

Home >> VANUATU GPOBA GRID-BASED ELECTRICITY ACCESS PROJECT

VANUATU GPOBA GRID-BASED ELECTRICITY ACCESS PROJECT



NATIONAL ADVISORY BOARD
on Climate Change and Disaster Risk Reduction
GOVERNMENT OF VANUATU

Information

Post date: 06/12/13 - 15:51
Author: Jessica T
 Energy efficiency Energy renewable
 Community Development

Public Notice (in English, French and Bislama)
DEPARTMENT OF ENERGY
CONSULTATION ON ENVIRONMENTAL AND SOCIAL MANAGEMENT FRAMEWORK FOR VANUATU GPOBA GRID-BASED ELECTRICITY ACCESS PROJECT

The Department of Energy plans to make available, through local private utilities, UNELCO and VUI, a one-off subsidy to assist eligible low income households to connect to existing electricity grids in Port Vila, Tanna, Malekula and Luganville. In addition, a one-off subsidy will be made available to assist with basic household wiring, where household wiring does not meet industry standards or is not in place for these consumers. The Department of Energy has consulted with the utilities, UNELCO and VUI, and has prepared an Environment and Social Management Framework (ESMF) that includes environmental and social considerations.

Project Information Bulletin in Bislama, French and English, and the ESMF are available at the following locations: Department of Energy, UNELCO offices in Port Vila, Tanna and Malekula, VUI offices in Luganville and at the Utilities Regulatory Authority in Port Vila. Briefings and consultations on the Environmental and Social Management Framework will be held in Port Vila and Luganville in November 2013 as follows:

- **Stakeholders' consultations in Port Vila:**
- **Date & Time:** 11th November 2013 at 8:30 am.
- **Venue:** VNPf Conference Room
- **Consultations at community level will take place from 11th to 13th November 2013**
- **Tanna Consultations:**
- **Date:** 14th – 15th November 2013
- **Stakeholders' consultation in Santo:**
- **Date & Time:** 18th November 2013 at 8:30h
- **Venue:** VNPf Conference Room
- **Consultations at community level will take place from 18th to 20th November 2013**
- **Malekula Consultations:**
- **Date:** 21st – 22nd November 2013

For more information, please contact:
 Mr. Jesse Benjamin, Director
Department of Energy
 George Pompidou Area
 Phone: (678) - 25201
 Email: jbenjamin@vanuatu.gov.vu

Attachment	Size
vanuatu_gpoba_esmf.final_25.09.2013.docx	218.56 KB

ANNEX 4: Invitation Letters:

Luganville and Rural Santo

**GOVERNMENT DE LA
REPUPLIQUE DE
VANUATU**

**DEPARTEMENT DE
L'ENERGIE**

Sac Postal Privé 9067, PORT
VILA
Tel: (678) 5333840



**GOVERNMENT OF THE
REPUBLIC OF VANUATU**

**DEPARTMENT OF
ENERGY**

Private Mail Bag 9067, PORT
VILA
Tel: (678) 5333840

Friday 7th November 2013

Dear Sir/Madame

Subject: Invitation to attend the Consultation on the environmental and social management framework for Vanuatu GPOBA grid-based electricity access project

The Department of Energy plans to make available, through local private utilities, UNELCO and VUI, a one-off subsidy to assist eligible low income households to connect to existing electricity grids in Port Vila, Tanna, Malekula and Luganville and to assist them with basic household wiring that does not meet industry standards or is not in place. The Department of Energy, in consultation with the utilities, has prepared an Environment and Social Management Framework (ESMF) that includes environmental and social considerations.

With this letter, I would like to invite you to be part of the stakeholders' Consultation on the Environmental and Social Management Framework for Vanuatu GPOBA grid-based electricity access project. **The meeting is scheduled to take place on the 18th of November at 8:30am in the VNPF conference room.**

Your presence and contributions in this workshop is of great importance to the Department of Energy and of the impact of this project. Please confirm your participation or a nominated person from your institution through contacting the Lands Department in Santo, on Tel: 36459 or on VoIP: 6043.

Yours sincerely


Jesse Benjamin
Director of Department of Energy

A circular official stamp of the Department of Energy, Republic of Vanuatu. The outer ring contains the text 'REPUBLIC OF VANUATU' at the top and 'DEPT. DE L'ENERGIE' at the bottom. The inner ring contains 'Ministry of Energy, Mines & Minerals' and 'REPUBLIC OF VANUATU'. The center of the stamp features the word 'OFFICIAL'.

MALEKULA

GOVERNMENT DE LA
REPUBLIQUE DE
VANUATU

DEPARTEMENT DE
L'ENERGIE

Sac Postal Privé 9067, PORT
VILA
Tel: (678) 5333840



GOVERNMENT OF THE
REPUBLIC OF VANUATU

DEPARTMENT OF
ENERGY

Private Mail Bag 9067, PORT
VILA
Tel: (678) 5333840

Thursday 7th November 2013

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Subject: Invitation to attend the Consultation on the environmental and social management framework for Vanuatu GPOBA grid-based electricity access project

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With this letter, I would like to invite you to be part of the stakeholders' Consultation on the Environmental and Social Management Framework for Vanuatu GPOBA grid-based electricity access project. **The meeting is scheduled to take place on the 21st of November at 8:30am in Malampa Province Conference room.**

Your presence and contributions in this workshop is of great importance to the Department of Energy and of the impact of this project. Please confirm your participation or a nominated person from your institution through contacting Antony Garae, Department of Energy, on Phone: 5333840.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Jesse Benjamin'.

Jesse Benjamin
Director of Department of Energy



TANNA

GOVERNMENT DE LA
REPUBLIQUE DE
VANUATU

DEPARTEMENT DE
L'ENERGIE

Sac Postal Privé 9067, PORT
VILA
Tel: (678) 5333840



GOVERNMENT OF THE
REPUBLIC OF VANUATU

DEPARTMENT OF
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Private Mail Bag 9067, PORT
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Thursday 7th November 2013

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Your presence and contributions in this workshop is of great importance to the Department of Energy and of the impact of this project. Please confirm your participation or a nominated person from your institution through contacting Antony Garae, Department of Energy, on Phone: 5333840.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Jesse Benjamin'.

Jesse Benjamin
Director of Department of Energy



ANNEX 5: List of people invited for Consultation

Port Vila:

Jotham Napat, Director General Climate Change

Department of Forestry

Department of Lands

Albert Williams, Director of Environment

Director of NDMO

Dorosday Kenneth, Director Department of Women's Affairs

Sector Analysis, PM's Office

Dr. Hasso, CEO Utility Regulator

Philippe Mehrenberger, CEO UNELCO

Alicta Vuti, Malvatumauri Council of Chiefs

Blandine Bulekon, Vanuatu National Council of Women

Andrina Thomas, Live & Learn

Julie Votieri, VANWOODS

Charlie Timpolola Harrison. VANGO

Sandrine Wallez, ACTIV Association

Michel Taurakoto, Wansmolbag

Brian Philips, National Advisory Board

Director Department of Local Authorities

Secretary General, Shefa Provincial Council

Port Vila Municipal Council

Kathy Solomon, Vanuatu Rural Development and Training Centre's Association

Santo, Malekula and Tanna:

Jotham Napat, Director General Climate Change

Secretary General, Sanma Provincial Council

Luganville Municipality

Lands Officer, Department of Lands Provincial Government

Environment Officer, Department of Environment Provincial Government

Forestry Officer, Department of Forestry

Peter Allan, CEO VUI

Representative, Malvatumauri Council of Chiefs

Representative, Vanuatu National Council of Women

Representative, Live & Learn

Representative, VANWOODS

Representative, Wansmolbag

Representative, Luganville Market House Committee

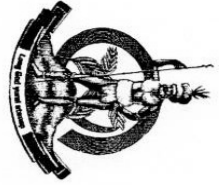
Representative, World Vision

ANNEX 6: List Of Participants

GOVERNMENT OF THE
REPUBLIC OF VANUATU

DEPARTMENT
OF
ENERGY

PRIVATE MAIL BAG 9067,
POMPIDOU ROAD, PORT VILA
TEL: (678) 25201 / 533 3840,
E-GOV PH: 3900, FAX: (678) 22324



GOVERNEMENT DE LA
REPUBLICQUE DU VANUATU

DÉPARTEMENT
DE
L'ÉNERGIE

SAC POSTALE PRIVÉE 9067,
RUE DE POMPIDOU, PORT VILA
TÉL: (678) 25201 / 533 3840,
E-GOV PH: 3900, FAX: (678) 22324

CONSULTATION ON ENVIRONMENTAL AND SOCIAL MANAGEMENT FRAMEWORK
FOR VANUATU GPOBA Project: GRID-BASED ELECTRICITY ACCESS PROJECT
Luganville Santo, 17th-19th November 2013

LIST OF PARTICIPANTS

NUM	NAME	ORGANISATION	E-MAIL
1.	Peter Allen	VUI	palene@pevixgroup.com
2.	Hasso Blathi	URA	hblathi@ura.gov.vu
3	James Duvva	VVF Hel	customer.service@vui.vu
4.	Trivison Tari	Dept of Environment	trivison@gnmail.com
5/	Raul John	Community Res-	5948192.
6	Banuel Tah	Lands dept	ltabi@vanuatu.gov.vu
7	Dick Tomka	FORESTRY DEPT	dick.tomker@gmail.com

8	Rogation Andre	JKR - Services	rogastar@gmail.com
9	Hengo Matuku	Public Service Commission	henjo@vodafone.com.fj
10	Malesé Joseph	DAMING HIFI SHOP.	+68445. @gmail.com jmalese@vodafone.com.fj
11	Judith. Takawai	WSB/NCC	judith@vodafone.com.fj +16855 / 5610640 / +16855
12	JOHN-KILSON	CITIZEN	5985149
13	Jimmy . Kelvin	Citizen	5912166 Keljimmy@gmail.com
14	Joseph Takawai	Citizen	5820379
15	Michael T. Siba	JKR Services	jayteit@gmail.com

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GOVERNMENT OF THE
REPUBLIC OF VANUATU

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CONSULTATION ON ENVIRONMENTAL AND SOCIAL MANAGEMENT FRAMEWORK
FOR VANUATU GPOBA Project: GRID-BASED ELECTRICITY ACCESS PROJECT
Luganville Santo, 17th-19th November 2013

LIST OF PARTICIPANTS

NUM	NAME	ORGANISATION	E-MAIL
1.	Peter Allen	VVI	palene@permixgroup.com
2.	Hasso Blat	URA	hbatia@ura.gov.vu
3	Janus Duvu	VVF Hel	customer.service@vvi.vu
4.	Trivison Tari	Dept of Environment	trivison@gnad.com
5/	Raul John	Community Res-	5948142.
6	Bauvel Tah	lands dept	ltabi@vanuatu.gov.vu
7	Dick Tomker	FORESTRY DEP T	dick.tomker@gmail.com

Port Vila Consultation: 11th November 2013

Most of Governmental and non-governmental organizations are placed in Port Vila, so it was expected to be the biggest consultation for this project. A consultation in a community close to Port Vila, Erakor, was also included in the consultation process. The DoE was responsible for the organization of the consultation and facilitation. A WB consultant participated as observer.

Invitation letters were sent to 21 governmental and non- governmental organizations (Annex 1&2), however only the implementing agents attended the meeting (list of Attendance). This may have been caused by delay in sending the invitation letters as well as the adverse weather conditions that morning.

DOE made an introduction on GPOBA scheme, its scope and targets as well as the funding arrangement for electricity connections and the role played by the stakeholders.

On the bases of that presentation, the participants provided questions and asked for clarifications. Although limited participation by stakeholders, the meeting was considered to be very useful by all participants since it helped to increase a common understanding of the coverage and limitations of the project.

Issues raised	By Whom	Answer Provided by
It was suggested that DoE includes the technical requirements into their presentation material and run awareness sessions to prepare customers and inform them when implementing the project.	URA	DoE and Utilities accepted the suggestions and informed the GPOBA has a component with resources to carry out awareness and public information sessions.
Regarding disputes between a land owner and a lessee, first of all these are outside of the scope of the scheme and such issues will be resolved by the competent authorities. Another issue raised relates to disputes arising between a landowner and a lessee, when the lessee has paid for the connection through GPOBA and is evicted from its house less	URA	The DoE acknowledged URA role is complaint resolution. DoE informed that any land dispute will be solved by the competent institution.

than a year after requesting for the connection.		
It was suggested a sample letter to be signed by the land owner should be drafted and added to the operation manual. Once the program is endorsed, customers requesting for a connection will be provided with the sample letter.	URA	DoE took note of the suggestion to consult with utilities.
The connection has to be established between the meter and the house and the quote will cover for both, including a basic electrical box and two switchers.	UNELCO	<p>UNELCO clarified that the distance between a meter and the nearest pole cannot exceed 30m according to the concession rules. In case UNELCO receive connection requests from customers located too far from the grid, thus needing an extension, UNELCO will inform these customers that this falls outside the project criteria.</p> <p>DoE explained that an independent agent will be contracted by the WB as part of the GPOBA scheme for monitoring and evaluation of the project works undertaken. The utilities will provide information including the number of new connections established and their cost. In the meantime, the independent agent will process with random visits to control the work done and customers' satisfaction.</p>
A few points were raised by UNELCO regarding potential land issues. UNELCO has concerns about potential customers who are renting their home and requesting for a connection. They will be asked to provide a letter of approval from their landowner before proceeding with the preparation work (digging trenches).	UNELCO	<p>DoE reminded that the ESMF requires an agreement between land owner and the beneficiary through a letter of consent. DoE also reminded that DoE made clear that the customer applying will be responsible to clear the ground and to dig the trench from the meter to the house to reduce the connection cost.</p> <p>DoE also mentioned that utilities will provide supervision for trenching and they will undertake the installation between the meter and the ready box.</p>
UNELCO underlined the fact that potential customers requesting for a connection will be allowed to choose between pre-payment and post-payment	UNELCO	DoE acknowledged this possibility.

metering options under the GPOBA scheme, but the size of the meter will be limited to 5 Amps.		
UNELCO enquired about the expected timeline to have the program approved and start. They need time to order the meters required to match the expected increase in connections.	UNELCO	DoE indicated they will try to have it as soon as possible.
Community member express his gratitude in the consultation team to provide awareness on such very important project and wished that the turnout of people attending the consultation meeting was better because he hopes people will have lots of questions to ask. How he see the importance and advantage of having such project.	Community	DoE informed that this event was only to consult the ESMF. Once the project will be implemented, the DoE will deliver awareness activities that will include more and specific information about the project.

Santo: From 17th November to 19th November

The consultations in Santo consisted of 3 community consultations and one municipal consultation in Luganville. The consultations were carried out as follows:

Place	Date and time	Number of Participants
Sarakata	Sunday, 17 th November 2013 at 16:30h pm in the Sarakata SDA Church Hall	20 people, 1 woman and 19 men, including representatives of youth, church and teachers.
Luganville	Monday, 18 th November at 9:00h am in the VNPF conference Room	14 participants, 1 woman from an NGO working on gender and youth issues.
Banban	Monday, 18 th November at 14:00h pm in the Banban Whitewood community area	16 participants, 13 men and 3 women, including a chief of the community area.
Fanafo	Tuesday, 19 th at 8:30h am in the community house	60 people, 7 women, 53 men, including a chief, teachers, church leaders and youth.

The table below summarizes the comments and suggestions by the participants:

Issues Raised	By Whom	Answer Provided by
<p>- The cost estimates appear too high (over 20,000Vt (20%) for just the customer portion) means full connection costs average over a USD 1,000. We should request two utilities to provide a) what items are included in connection charges and b) their estimates. Lower connection costs means more coverage</p>	<p>URA</p>	<p>DoE indicated that costs of connections were estimated during design phase. In case that the cost of the connection is lower when implementing the project, the remaining funds will be available for more connections.</p>
<p>- All eligible consumers should be charged a uniform price, even if costs may vary slightly. It maintains better customer satisfaction and ease of administering the program, savings on individual estimates, etc.</p>	<p>URA</p>	<p>DoE took note and will discuss with utilities.</p>
<p>Only customers likely to be active users should be connected. Otherwise customers may opt for subsidized connections with no intention of being users or generating revenues for the utility, while true users may be left out. I suggest connecting- customer under the plan be asked to sign as a consumer for min. of 1 year</p>	<p>URA</p>	<p>DoE highlighted that the project document includes a description of active connections.</p>
<p>While program only allows 5 Amps capacity, a customer demanding higher service up to 10-15 Amps may do so by paying additional charge.</p>		<p>DoE reminded that only costumers connecting to 5Amps will be eligible for GPOBA subsidy.</p>
<p>As VUI is using a payment plan, the same Payment plan should be offered by both utilities, preferably 1 year with no interest and should be part of the program. A payment guarantee mechanism may be necessary</p>	<p>URA</p>	<p>DoE indicated that this is up to decide the way of payment.</p>
<p>Should prepare a uniform application form to be filled by a customer</p>	<p>URA</p>	<p>DoE underlined that the project is intended to use existing systems and processes. During project design the current systems and process were assessed and were found suitable to implement GPOBA.</p>
<p>- Should clarify how and what is required in landlord/ tenant situation. There were questions as to who is the applicant; landlord refusal etc.</p>	<p>URA</p>	<p>DoE indicated that information related to the implementation of the project will be provided through public talks and awareness actions.</p>
<p>Members of the communities asked for clarifications on the arrangement</p>	<p>Community</p>	<p>DoE informed that the ESMF requires that a letter between the land owner and</p>

<p>concerning to the connection between the meter and the ready box of the house, since for some members this will require consent from the land owner and a signed permit.</p>		<p>the beneficiary is signed before any work is carried out. The DoE added that ESMF requires that beneficiaries have to contribute by digging the trench from the meter to the household.</p>
<p>Community members appreciated the fact that the ESMF requires to avoid to cut trees without permission or looking at alternatives to avoid cutting trees and/or overcome physical structures. They mentioned that some extensions in Malekula have been done and coconut trees have been cut, bringing conflict within the communities and this should not happen again, whether it is for extension or/and connections.</p>	<p>Community</p>	<p>DoE indicated that connections to grids that follow public roads (as most of the cases for rural Santo) should not create land issues. However, in the case that a connection that will not follow an existing public access or right-of-way, then the client is responsible to get the consent of the land owner. In case that there is public right-of-way but no road in place, then clients, communities and utilities need to figure out and confirm where the road will be constructed.</p>
<p>Community accepted the arrangement of participating in the trenching for installation of the basic household wiring as well as following the recommendations done by the VUI and its supervision.</p>	<p>Community</p>	<p>VUI encouraged the people to go to the office and express their interest on the subsidy so they can have some idea on the likely connections to be made and prepared for the required installation materials.</p>
<p>Participants also enquired about the limit of the basic household wiring for connection as some people would need up to a 200m cable from the meter to the houses.</p>	<p>Community</p>	<p>DoE indicated this would be assessed by VUI and advice accordingly. DoE also highlighted that all basic household wiring connection would be according to international standards.</p> <p>VUI indicated that connections up to 150 m of wiring cable between the meter and the household should be ok, but connections over 150 m may imply a loss of energy. VUI would assess each case and provide reasons for not being able to connect the households.</p>
<p>As extensions in these communities have not been completed, participants put the question whether they were eligible and if so, when the extension would be completed so they could apply for GPOBA subsidy.</p>	<p>Community</p>	<p>DoE made very clear that the project is not about extensions but about connection of low income people to the existing electric network.</p> <p>VUI provided information on the timing to complete the extensions.</p> <p>VUI also made clear that they do not install extensions and/or connections without the consent of the community and the chiefs. They always first negotiate</p>

		with the communities and everywhere where they have installed poles, they have agreements with the communities.
Potential beneficiaries also requested that the Government and the utilities provide detailed information that they can understand at the time the subsidy is in place.	Community	DoE informed that communities will be informed once the project is in place and ready to provide subsidies through public information sessions, media as well as other organisations in the ground.
Community leaders were interested to know if public/community buildings such as church, schools, kindergarten, Nakamal, were eligible to connect, although they are not households.	Community	DoE indicated that they are not eligible.
It was difficult for members of the communities to understand what 5 Amps was. So, it was recommended that awareness material indicates what it can be run with 5 Amps.	Community	DoE committed to provide more information through publication of leaflets in Bislama as well as public talks and workshops.
Following requests from participants, VUI asked whether households with non-international standard could be apply for the subsidy.	VUI	DoE indicated that subsidy is only available for new connections.

Malekula: From 21st November and 22nd November

The consultations in Malekula consisted of 2 meetings at community level in Malekula.

Place	Date and time	Number of Participants
Tautu Community	21 st November 2013	36 people: 5 women & 31 men, youth
Litzlitz Community	22 nd November 2013	23 people: 7women & 16 men

The Table below summarizes the comments and suggestions by the participants

Issues Raised	By Whom	Answer Provided by
Community member stated the importance of this project and how it can improve their social life style. Participant commented on the advantage of the project over the Unelco current subsidy for service connection, on the note that GPOBA also meet the Household wirings.	Community	DoE clarified that wiring means basic household wiring by indicating that installation of wiring from the utility meter box to a Ready Board within the premises. The Ready Board will include necessary protection, two light sockets with switches, two power outlets and two energy saving light bulbs .

Community members then asked about the installation of the wiring (ready box, the two bulbs, switches and power point outlet). Participants also asked whether the wiring will be earthed and up to standards.	Community	DoE indicated that this is part of the installation that Utilities will do and be subsidised as it is considered part of GPOBA project. However, any further wiring will be afforded by the consumers. DoE informed that the wiring for new connections under the GPOBA will be up to NZ and AUS standards, (AS/NZS 3000), in order to ensure safety installations and connections.
Participants also raised the question whether grass-roots associations e.g. youth, women and communal buildings are eligible for the subsidy.	Youth from the community	DoE indicated that subsidy is only available for low income households. DoE added that independent verification agent will verify the connections on regular bases.
A community leader concluded that they are looking forward to this project and guarantee no one will interfere in any issues to make this project successful in their community	Community	DoE thanked for the cooperation and support for the implementation of the GPOBA.

Tanna: 26th November 2013

The Tanna Consultation took place in the Tafea Province Head Quarter and 20 participants, representing Provincial Government, women's groups and communities attended the meeting.

Place	Date and time	Number of Participants
Tafea Province Conference Room	26 th November, 2013 Time: 9am	20 people, 2 women and 18 men

The Table below summarizes the comments and suggestions by the participants:

Issues Raised	By Whom	Answer Provided by
Community member see that GPOBA will be more beneficial to Port Vila & Santo while Tanna and Malekula will be less beneficial in the sense that majority of so called "low income earners" live outside of the existing grid. Some low income consumers are within the existing grid but needs only several kilometre of extension. Suggest the consultation team to meet with WB and maybe negotiate to how we can go about help such communities with	Community	DoE clarified that GPOBA is not about extensions, but about helping people within the grid to connect to electricity. Hence, GPOBA is about subsidising connections.

<p>the above limitations in benefiting from the project.</p>		
<p>A Community member stressed the definition of Low income consumers or earners that GPOBA refers to may not be suitable for Tanna. According to him, if we look carefully in the islands, the real low income consumers do not live within the existing grid majority of the Tanna people live outside the concession areas although some are within the 15km radius concession area.</p>	<p>Community</p>	<p>DoE indicated that in Vanuatu there is no system in place to measure the income of the households. Hence, it was decided to use the affordability to electricity to define low income consumers as it is assumed that people with limited or no resources cannot afford to pay more than 5 Amps.</p>
<p>The Secretary General to Tafea province commented on what are the future plans for Unelco in terms of Grid extension within its concession areas since majority of the population of low income consumers live out there with no formal electricity. In having these connection we can see more low income consumers benefit on GPOBA otherwise at this stage if the project commence not many people will benefit</p>	<p>Provincial Government</p>	<p>UNELCO provided information related to its extension plan.</p> <p>DoE reminded that GPOBA is not about extensions is about subsidising connections of customers place within existing grids.</p>