

RESETTLEMENT ACTION PLAN

MANDALIKA URBAN AND TOURISM INFRASTRUCTURE PROJECT
Indonesia Tourism Development Corporation

EXECUTIVE SUMMARY

INTRODUCTION

The Mandalika Special Economic Zone (SEZ) for Tourism is located in the southern coast of Central Lombok Regency. Indonesia Tourism Development Corporation (ITDC) has been mandated by the Government of Indonesia to develop Mandalika as a tourism destination of international standard. In order to achieve the goal, construction of infrastructure is the most crucial and of immediate priority. In order to implement part of the Master Plan, in 2018 ITDC obtained a financing approval of a USD 248.4 million as sovereign backed loan from the Asian Infrastructure Investment Bank (AIIB or the Bank) in support of the Mandalika Urban and Tourism Infrastructure Project (MUTIP), Phase I 2019-2023. The loan requires ITDC to abide with the Environmental and Social Framework set by the AIIB, including the Environmental and Social Standard #2 (ESS2) regarding Involuntary Resettlement. To that effect, a Resettlement Planning Framework (RPF) was approved in 2018 to guide the preparation of this RAP document.

PROJECT DESCRIPTION

The Bank loan will be used to finance the Phase-1 of MUTIP to develop access roads, utility box corridors, runoff drainage, clean water supply, electrical distribution system, landscaping, sewerage, wastewater treatment, solid waste management, other public facilities, and disaster management. These infrastructures are essentials to attract investors to lease plots in Mandalika for construction of accommodations, convention centers, restaurants, retails, and other tourism facilities. In addition, the Project also includes improvements to basic infrastructure and services in selected communities adjacent to the Mandalika SEZ that also serve both visitors and residents of the tourism area, in support of integrated and more equitable regional development.

LEGAL FRAMEWORK

Indonesia has implemented Law No 2 of 2012 regarding Land Acquisition for Public Interest and its implementing regulations such as Presidential Regulation No 71 of 2012 and its revisions. The purpose of these regulations is to enable land acquisition for public interest while respecting those who have the land legal rights. Without land title, however, there will be no obligation to compensate for any land assets above the land in consideration. This is in contrast with the AIIB social standards including ESS2 (Involuntary Resettlement) which requires ITDC to consider even those who occupy and/or use lands without land titles or other legal basis. Indonesian legislation does not require provision of land and houses for those who do not have land title or other legal basis to occupy the land while AIIB ESS2 requires that such people be compensated for non land assets and receive resettlement assistance. . The same principle applies for livelihood restoration. According to the national legislation, the people who occupy ITDC land is responsible to relocate and find their own place. The national legislation does not require ITDC to provide resettlement assistance for them nor to assist them with livelihood restoration. According to AIIB standard, however, these people are eligible for resettlement assistance, compensation for loss of non-land

assets and assistance to restore their livelihood. ITDC will conform to AIIB standard for involuntary resettlement (ESS2), in line with the loan agreement and the Resettlement Planning Framework.

SCOPE OF RESETTLEMENT

The land needed for the Project is located within Ebunut and Ujung sub-villages of Kuta Village. Based on information provided by the head of the sub-villages, there are 150 households who occupy ITDC land which is needed for immediate infrastructure project construction. The people who reside on the land therefore are subject to involuntary resettlement. The scope of the resettlement discussed in this document refers only to these PAHs.

Since ITDC has the legal rights of the land (as proven by the HPL certificates), the resettlement covered in this document will not involve land acquisitions. The 2018 Resettlement Plan Framework (RPF), covenanted as part of the Loan Agreement, sets out the principles by which any involuntary resettlement required as part of the MUTIP will be undertaken. The RPF describes that beside the “clean-and-clear” lands, within Mandalika SEZ there are also enclave lands and litigated lands. ITDC does not have the legal rights to enclave lands and therefore it shall be purchased through a willing-seller and willing-buyer mechanism and thus will not be classified as involuntary resettlement and will not be addressed further in this document. The status of litigated lands is to be resolved through the due legal process. In this case, ITDC will follow the final and binding Supreme Court decisions. If ITDC loses the cases, then the lands will fall into enclave lands category and to be resolved as such. Otherwise, the lands will fall under clean-and-clear category which is the subject of this document.

As indicated by the Census in August 2019, the majority (85%) of PAHs acknowledged that the land they occupy does belong to ITDC. During consultation meetings in Ujung and Ebunut in July 2019, the PAHs accept the fact that they are to relocate somewhere else when ITDC needs it. The Central Lombok Government plans to prepare a permanent resettlement location and build houses for the PAH in collaboration with the Ministry of Public Works and Housing. The Minister has budgeted for more than enough housing in 2020 for Central Lombok to be allocated for the PAH of Ujung and Ebunut. However, it will take some time before the plan can be realized. In the mean time, the ITDC construction project cannot wait any longer. In response to the request of PAH, the Bupati of Central Lombok wrote a letter to ITDC to borrow HPL 94 land in Mertak Village for temporary resettlement until permanent location is ready. ITDC agreed to let the HPL 94 land (\pm 2.4 Ha) to be used for temporary relocation.

METHODOLOGY

In September 2019 Greencorp conducted a census in Ujung and Ebunut sub-villages of Kuta Village. The Team consisted of 8 people and the census was conducted by door-to-door interviews based on a specifically designed questionnaire (see Appendix). For each household the Census team interviewed one person as a respondent. The Team worked for 3 subsequent weeks to cover 84 households of Ebunut and 53 of Ujung sub-villages, a total of 137 households. The average number of family members is 3 (mostly between 2-4). There were 13 empty or abandoned houses during the three-week census period. ITDC will carry out further census of these households when

theresidents become available. The profile of the respondents can be described as follows: There were 82 males and 55 females. They are between 15 - 65 years of age. The majority are between 20 - 40 years old. Most of the houses are $\leq 60\text{m}^2$ (many are $\leq 30\text{m}^2$) and made of bricks and/or wood. Most of them work as farmers, cattlemen, fishermen. Many of them own motorcycles and their main workplace is mostly ≤ 5 km away from where they live. Most of these people never graduated from elementary school. Many never even went to school. Their average income from main and seasonal occupations are \leq IDR 2.5 million or \leq USD 172 per month per household.

IMPACT ASSESSMENT

The land where the PAHs live is legally owned by ITDC and therefore there will be no land-loss impacts. The PAHs however built houses on the land and have been living there for many years. Some of them also uses nearby ITDC land to farm either as primary occupation or as side job. Some of them also work as farming workers. Among the 137 PAHs there are 31 who depend on farming as their primary source of income and 10 depend on farming as secondary source of income. There are 12 who are farming workers, of which 10 as primary occupation and 2 as secondary or side job. They mostly plant “one-harvest” crops such as corns, peanuts and vegetables but there are a few who plant “multiple-harvest” crops such as coconuts. Some of the PAHs depend on animal husbandry as primary income source (17 PAHs) or secondary (35 PAHs). The animals belonging to the PAHs are mostly cows, goats and chicken. They roam near the owner’s house to find their own food. The owners bring grass everyday to feed the cattle.

When the PAHs relocate, they will loose their houses, the places where they have lived for years. The farmers will also loose their primary or secondary income since they leave their crops behind and will not be able to farm on the land anymore. For those who rely on animal husbandry they will be able to bring their animals along to the new location and continue their livelihood. The affected people who work as fishermen, small traders, casual labors, students etc will not be affected except in terms of distance to commute to work. According to the plan, the change of distance, however, will be only a few kilometers. Most of the PAHs own motorcycle and/or bikes.

ELIGIBILITY AND ENTITLEMENTS

The people who are eligible for resettlement assistance have been identified. They are the 137 PAHs who live in Ebunut and Ujung sub-villages as identified by the Census. In addition to them, there are 13 other households who missed the Census for whatever reasons. Therefore a maximum of 150 PAHs are eligible for the resettlement assistance to be provided by ITDC and Central Lombok Government. The list of the eligible PAHs can be found in the **Appendix 6** of this document. The entitlement matrix is shown below, based on the principles set out in the RPF.

Category	Loss	Number of Households	Entitlement and Obligation
<u>Temporary Resettlement (ITDC HPL 94, Max 12 months)</u>			
Owner	Loss of houses and/or other residential structures	A maximum of 150 households of which 137 have been identified in detail through the 2019 Census	<ul style="list-style-type: none"> • Provision of IDR 10 millions per household by the Central Lombok Government (half of it to be used to pay downpayment of land at permanent resettlement the rest is to pay for relocations); • Provision of temporary houses including private bathroom and toilet in the house; • Provision of basic services such as running water, electricity connection, garbage collection and disposal, street lighting. The services will have been made ready at HPL94 before people move; • Provision of assistance to move people and assets to temporary location; • Provision of special arrangements and assistance to suit people with disabilities, pregnancy, infants and other vulnerable people's needs during the relocation as necessary; • Provision of demolition assistance of house. The owner of the house can salvage building materials as they wish.
<u>Permanent Location (Central Lombok Government; Ngolang Sub Village, Kuta Village, ±2.5km from Mandalika)</u>			
Owner	Loss of houses and/or other residential structures	A maximum of 150 households of which 137 have been identified in detail through the 2019 Census	<ul style="list-style-type: none"> • Provision of a new house to replace the demolished house and to be built based on the standard of the Ministry of Public Works and Housing (earthquake proof, local architecture) located at Ngolang Sub-Village, Kuta Village about 2.5 km from Mandalika Project. The new houses are all of the same standard size and mostly of better quality than the PAHs' previous houses. While some of the houses may be of a smaller size, The IDR 10 millions handshake/compensation to be provided is considered to be an acceptable compensation for such differences; • Standard design and lay out of the house will be provided by the Ministry of Public Works and Housing. It is, however, can be adjusted to meet the need of elderly, disable and women, as appropriate; • Provision of utilities such as water, electricity, sanitation, sewerage and street lighting;

Category	Loss	Number of Households	Entitlement and Obligation
User	Loss of Use of Land	A maximum of 150 households of which 137 have been identified in detail through the 2019 Census	<ul style="list-style-type: none"> Provision of 100 m² of land lot in a tourism village (to be partly paid for by PAP from the IDR 10 millions relocation money); Provision of down payment for land (included in the IDR 10 million provided by the Central Lombok Government). The PAHs will pay installments of IDR 300,000 per month toward a land title under their names. Since each PAH will be entitled to an additional job with at least a minimum wage of IDR 2,500,000, the installment is considered to be affordable. The number of installments to be paid depends on the cost of the land. To date it is still unknown but will be disclosed by Central Lombok Government at least one month prior to the relocation to permanent location. The house and land title will be under the name of the head of the household. The spouse's right is protected by the legislation. Article 35 of Law No 1 of 1974 regarding Marriage specifies that wealth obtained during marriage becomes the property of both husband and wife. The person whose name is on the property title cannot sell it without a written consent from the spouse.
User	Loss of income from farming or gardening	31 primary farmers	<ul style="list-style-type: none"> Provision of cash compensation to replace a maximum of 12-month loss of income due to lost crops. The amount of income loss compensation is to be based on the Census results. Average monthly income of primary farmers is IDR 543,613 (range between IDR 40,000 to IDR 2,780,000) Appendix 6.
User	Loss of income from farming or gardening	10 secondary farmers	<ul style="list-style-type: none"> Provision of cash compensation to replace a maximum of 12-month loss of income. The average monthly income of secondary farmers is IDR 458,400 (range between IDR 50,000 to IDR 1,250,000) Appendix 6.
User	Loss of Livelihood	A maximum of 150 households of which 137 have been identified in detail through the 2019 Census	<ul style="list-style-type: none"> Provision of training and one job per household. Since most of the men are already have their jobs or can find job on their own more easily, this training and job opportunities will be prioritized to women

While it is true that the entitlements benefit both genders but some of them benefit the women more. The following are some examples:

1. Provision of trainings and jobs will be prioritized for women (most of the men already have their jobs or can find jobs by themselves more easily).
2. Replacing public bathrooms (previously proposed) with private-bathrooms helps women feel more safe and keep them from potential harassment;
3. Provision of running water into houses actually helps women more. Otherwise, it is them who will be more likely to go out of the house and collect water somewhere;
4. During relocation to temporary and permanent resettlement areas, special arrangements will be made to assist vulnerable groups including women;
5. Provision of street lighting will help women from potential dangers which might be there otherwise;

INFORMATION DISCLOSURE AND CONSULTATIONS

ITDC has disclosed the draft RAP and consulted with the PAHs, since July 2019 in language understandable to them (Bahasa Indonesia and/or Sasak). Meetings were conducted in small groups facilitated by head of Ujung and Ebunut sub-villages. During these meetings the draft RAP was disclosed and the PAHs are given the opportunity to express their concerns and expectations. As much as possible, inputs received during consultation with the PAHs are incorporated into the design of this RAP. The PAH's aspirations are summarized in a position statement of Ebunut community regarding resettlement. The statement was signed on October 18, 2019 by Rachmat Panye on behalf of the Ebunut Community. Below are a free translation of the statement:

"While we the people of Ebunut is in full support of the development of Mandalika SEZ, especially the Moto GP Circuit, we would like to call for the attention to our rights as the community impacted by such development. We believe that the Government and ITDC have the role and responsibility to address our concerns. The following are our demands:

1. *Certainty of solution of community lands such as enclave lands located inside HPL land and claimed lands;*
2. *Certainty of compensation for dis-assembling and re-assembling of public facilities such as:*
 - a. *Two moslem prayer houses (mushalla);*
 - b. *One building for integrated health services; and*
 - c. *One community assembly hall.*
3. *Compensation for community houses and assets as already recorded by:*
 - a. *Direct ITDC survey;*
 - b. *Consultant accompanied by Village Officers and ITDC staff; and*
 - c. *Local government (Housing Department).*
4. *Certainty of the availability of Public Services in the relocation areas:*
 - a. *Access road;*
 - b. *Clean water;*
 - c. *Lighting (electricity);*
 - d. *Public or family bathroom; and*
 - e. *Collective cowsheds.*

5. *Certainty and guarantee to be free from natural disaster (flood) since the area is prone to flood every year;*
6. *Any Government or ITDC policy shall be consulted first by the community leaders*

These are the position and statement of Ebunut community in hoping to be regarded by all parties involved."

At minimum ITDC shall organize the following meetings:

1. Preliminary consultation meetings to reveal the Project plan and that the PAHs will have to relocate from where they live (done since July 2019);
2. Consultation meetings to disclose and discuss RAP;
3. Consultation meetings to discuss the logistics of relocation to HPL 94 (temporary resettlement);
4. Consultation meetings to discuss issues in living in the temporary resettlement location;
5. Consultation meetings to discuss the permanent resettlement issues, rights and obligations of ITDC, Central Lombok Government and PAHs
6. Consultation meetings to discuss the logistics of relocation to permanent resettlement location;
7. Consultation meetings to discuss issues in living in the permanent resettlement location at Ngolang Sub Village.

GRIEVANCE REDRESS MECHANISM (GRM)

ITDC uses Complaints Handling Manual (CHM) to receive and respond to complaints. In principle, objection to any aspect of the Project will be addressed through consultations to reach an agreement and be resolved as much as possible at the Project site. CHM is an ITDC document describing process in handling grievances from stakeholders including PAHs.

During initial information disclosure and consultations, copies of CHM shall be made available to PAHs as a guide on how to register grievances. The CHM shall specify contact details to file complaints, standard services to respond to complaints, and documentation. Complaints and the corresponding follow-up actions should be recorded and documented and included in the ITDC periodic reports to AIIB.

The Complaint Handling process of ITDC will involve three stages shown in the diagram below. ITDC have designated an officer dedicated to the tasks in receiving and handling complaints. This Complaint Handling Team shall follow the sequence of the following steps in receiving complains. List of complaint handling team members is shown in **Appendix 10**, Annex 8. Team composition might be updated conforming to the condition and requirement*. The three stages of Complaint handling can be expanded as shown below:



INSTITUTIONAL RESPONSIBILITIES FOR RAP IMPLEMENTATION

The following Table displays the different institutions and their roles and responsibilities in the implementation of RAP:

Institutions	Roles	Responsibilities
ITDC	Main responsible party for resettlement at the temporary location	<ul style="list-style-type: none"> Organize Information Disclosure and Consultation meetings with PAH and the different local government branches; Lend and prepare HPL 94 for temporary resettlement location; Build temporary houses and basic infrastructure such as running water, electrical connection, sanitation, runoff drainage, garbage collection and disposal, street lighting; Provide relocation assistance from current houses to HPL 94 and from HPL 94 to permanent resettlement location; Operate basic public services at HPL 94; Implement Grievance Redress Mechanism; Monitor and report RAP implementation and conduct corrective actions as necessary.
Directorate General of Housing, Ministry of Public Works and Housing	Funding and construction	<ul style="list-style-type: none"> Allocate adequate fund in 2020 State Budget to build houses for PAHs; Construct houses for the PAHs. Even though design and lay out of the house refers to the standard of the Ministry of Public Works and Housing, it can be adjusted to elderly, disable and women needs, if needed.
Government of Central Lombok	Main responsible party for resettlement at the permanent location	<ul style="list-style-type: none"> Apply for and receive fund from the 2020 State Budget to build houses for PAHs; Provide IDR 10 million for each PAH as shakehand money for them to relocate;

Institutions	Roles	Responsibilities
		<ul style="list-style-type: none"> Acquire land to develop the Tourism Village and build housing complex for the PAHs; Prepare the land for the construction; Organize for down payment and installment payments for the land provided to PAHs Provide basic services such as running water, electrical connections, garbage collection, sewerage, road maintenance and street lighting, public health etc;
Asian Infrastructure Investment Bank (AIIB)	Project Financing	<ul style="list-style-type: none"> Provide funding for the Project Provide guidance and assistance to improve social and economic of the PAHs Monitor and evaluate project activity related to project impact

MONITORING AND REPORTING

Implementation status of the RAP by ITDC will be monitored and reviewed by a third party to be jointly selected by AIIB and ITDC on a quarterly basis until the first year of moving into the permanent houses. Pending issues as well as follow-up actions to address them will be included in the ITDC reports to AIIB. As part of the quarterly monitoring, community perception surveys shall be conducted. The Bank will focus its monitoring and review on main indicators specified in the approved RAP, which will include among others: (a) consultation process; (b) eligible PAP; (c) relocation and resettlement assistance; (d) delivery of assistance; (e) the implementation of livelihood restoration plans; (g) measurement of effectiveness of livelihood restoration and (h)) the effectiveness of grievance redress mechanisms, such as number and type of grievances and its follow ups. Monitoring results will be compiled and periodically reported to AIIB.

IMPLEMENTATION PLAN AND SCHEDULE

Activity	Q3-19	Q4-19	Q1-20	Q2-20	Q3-20	Q4-20
Stage 1 – Temporary Resettlement						
Preliminary consultations to disclose Project Plan and the need of resettlements for PAHs	(completed) *)					
Census of PAHs in Ebunut and Ujung	(completed)					
Identification of PAHs with predicted loss of incomes and the amount of loss	(completed)					
Identification of candidates for training (1 person per PAH) based on qualification and job preference. ITDC is to match these candidates with available training opportunities and job vacancies						
Organization and implementation of PAH trainings followed by hiring						

Activity	Q3-19	Q4-19	Q1-20	Q2-20	Q3-20	Q4-20
Completion of RAP document and approval by ITDC, Central Lombok Government and AIIB						
Disclosure of RAP and Consultation to discuss eligibility, entitlements, relocation date, assignment of temporary houses, etc						
Construction of temporary houses (including bathroom and toilet) at HPL 94						
Construction of basic public services at HPL 94 including running water, electricity connection, garbage collection and disposal, street lighting						
Payment of the shakehand money (IDR 10 million per PAH)						
Relocation of PAHs from current houses to temporary houses at HPL 94. Special arrangements to meet the needs of vulnerable people such as ambulance, wheelchairs, stretchers etc						
Demolition of houses already abandoned by PAHs						
Implementation of monthly payment of cash compensation for loss of income due to resettlement						
Consultation to discuss issues after relocation to HPL 94 completed (once a month)						
PAH grievances redress						
Monitoring and reporting of RAP implementation						
Stage 2: Permanent Resettlement						
Construction of houses and basic service infrastructure and development of tourism village for permanent resettlement location of PAHs						
Consultation meetings to disclose construction plan and progress and to discuss issues prior to relocation to permanent resettlement						
Relocation of PAHs from temporary location at HPL 94 to permanent location at Tourism Village					depend on the time of completion of construction of the houses	
Consultation to discuss issues after relocation to permanent location is completed (once a month)						
PAH grievances redress						
Monitoring and reporting of RAP implementation						

*) since July 2019

BUDGET

No	Activity	Amount (IDR)
Stage 1: Temporary Resettlement		
1.	Preliminary consultations to disclose Project Plan and the need of resettlements for PAHs	2,000,000
2.	<ul style="list-style-type: none"> – Census of PAHs in Ebunut and Ujung – Identification of PAHs with predicted loss of incomes and the amount – Identification of candidates for training (1 person per PAH) based on qualification and job preference. ITDC is to match these candidates with available training opportunities and job vacancies 	225,000,000
3.	Organization and implementation of PAH trainings followed by hiring	300,000,000
4.	Completion of RAP document and approval by ITDC, Central Lombok Government and AIIB	255,000,000
5.	Disclosure of RAP and Consultation to discuss eligibility, entitlements, relocation date, assignment of temporary houses, etc	2,000,000
6.	Betterment of HPL 94 including construction of basic public services, i.e. running water, electricity connection, garbage collection and disposal, street lighting	1,658,079,911
7.	Payment of the shakehand money (IDR 10 million per PAH)*	1,370,000,000
8.	Relocation of PAHs from current houses to temporary houses at HPL 94. Special arrangements to meet the needs of vulnerable people such as ambulance, wheelchairs, stretchers etc	50,000,000
9.	Demolition of houses already abandoned by PAHs	68,500,000
10.	Implementation of monthly payment of cash compensation for loss of income due to resettlement	250,000,000
11.	Consultation to discuss issues after relocation to HPL 94 completed (once a month)	12,000,000
12.	PAH grievances redress	20,000,000
13.	Monitoring and reporting of RAP implementation	50,000,000
SUBTOTAL TEMPORARY RESETTLEMENT		4,262,57.911
Stage 2: Permanent Resettlement*		
14.	Construction of houses and basic service infrastructure and development of tourism village for permanent resettlement location of PAHs	15,000,000,000
15.	Consultation meetings to disclose construction plan, progress and to discuss issues prior to relocation to permanent resettlement	2,000,000
16.	Relocation of PAHs from temporary location at HPL 94 to permanent location at Tourism Village	50,000,000
17.	Consultation to discuss issues after relocation to permanent location is completed (once a month)	24,000,000
18.	PAH grievances redress	80,000,000
19.	Monitoring and reporting of RAP implementation	50,000,000
SUBTOTAL PERMANENT RESETTLEMENT		15,206,000,000
GRAND TOTAL		19,468,579.911

*) Paid by local government

Source: ITDC, 2019

ABBREVIATIONS

AIIB	Asian Infrastructure Investment Bank
CHM	Complaints Handling Manual
ESIA	Environmental and Social Impact Assessment
ESS	Environmental and Social Standard
GoI	Government of Indonesia
HPL	Rights to Manage Land (from Indonesian abbreviations)
IDR	Indonesian Rupiah
ITDC	Indonesian Tourism Development Corporation
MUTIP	Mandalika Urban and Tourism Infrastructure Project
PAH	Project Affected Household
PAP	Project Affected People
PLN	State-Owned Electricity Company (PT. Perusahaan Listrik Negara)
PPNPPI	National Priority Program – Indonesia Tourism Development (from Indonesian abbreviations)
RAP	Resettlement Action Plan
RPF	Resettlement Planning Framework
RPJMN	National Medium Term Development Plan (Rencana Pembangunan Jangka Menengah Nasional)
SEZ	Special Economic Zone
SOE	State-Owned Enterprise
USD	United States Dollar

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CHAPTER 1 INTRODUCTION

The 2015-2019 National Medium-term Development Plan (RPJMN) designates tourism as one of four sectoral development priorities in Indonesia. Along with RPJMN, the Government of Indonesia (GoI) launched the Indonesia National Priority Program on Indonesia Tourism Development (PPNPPI) to accelerate the development of ten priority tourism destinations including the area of Mandalika Special Economic Zone (SEZ), strategically located to the south coast of Central Lombok Regency with good access from the Praya International Airport (See **Figure 1-1** and **Figure 1-2**).

The Indonesia Tourism Development Corporation (ITDC) has been mandated by the Government of Indonesia to develop the Mandalika SEZ as a tourism destination of international standard. Construction of infrastructure is the most crucial and immediate priority. In order to implement part of its Master Plan, in 2018 ITDC secured a financing approval of USD 248.4 million loan from the Asian Infrastructure Investment Bank (AIIB or the Bank) in support of the Mandalika Urban and Tourism Infrastructure Project (MUTIP), Phase I 2019-2023. The loan requires ITDC to apply the Environmental and Social Framework and Policy of the AIIB, including the Environmental and Social Standard #2 (ESS2) regarding Involuntary Resettlement. To that effect, a Resettlement Planning Framework (RPF) has been designed and was approved in 2018, as part of the loan agreement, setting out the principles by which any involuntary resettlement was to be undertaken and informing the preparation of this document.



Source: RPF, 2018

Figure 1-1 Project Location

This Resettlement Action Plan (RAP) elaborates on project description, legal framework, methodology, impact assessment, eligibility, entitlement, institutional responsibility, grievance redress mechanism, monitoring and reporting, implementation schedule and budget. It is intended to be proportional to the extent and degree of the impacts as determined by the scope of physical and economic displacements and the vulnerability of the persons displaced by the project.



Source: BPS-Statistics Indonesia 2017 - ITDC 2018 - RPF 2018

Figure 1-2 Village Boundaries around Mandalika Area

CHAPTER 2 PROJECT DESCRIPTION

ITDC has prepared a Master Plan for the construction and development of tourism area in Mandalika (“The Mandalika”) for 30 years (2016-2045), in which construction of infrastructure plays the most crucial role. The construction of infrastructure is divided into two phases: Phase I (2019-2023) and Phase II (2023-2026). The first phase will be funded by a sovereign backed loan from the Asian Infrastructure Investment Bank (AIIB, the Bank). The portion financed by the Bank is known as the Mandalika Urban and Tourism Infrastructure Project (the Project). The Project requires resettlement of people who occupy (or use in any other way) ITDC’s lands. The resettlement shall be done in accordance with AIIB’s Involuntary Resettlement Standard (ESS #2).

The Project as discussed in this document is the implementation of Phase I MUTIP which consists of components described in **Table 2-1** below.

Table 2-1 Construction Project Component

No	Description
1	Component 1
1.1	Category 1a/Sub Component 1.1 – Basic Infrastructure
1.1.1	Package 1 (West Area Construction)
1.1.2	Package 2 (East Area Construction)
1.1.3	Package 3 (Construction of Waste Water Treatment Plant/WWTP)
1.1.4	Package 4 (Electrical Network and Related Facility)
1.1.5	Package 5 (Solid Waste)
1.1.6	Package 6 (Integrated Project Management Solution)
1.1.7	Physical Contingency
1.2	Category 1b/SubComponent 1.1 – Basic Infrastructure for Pipeline
1.2.1	Package 1 (pipeline network for Vinci area, West, and Central)
1.2.2	Package 2 (pipeline network for Amenity and East areas)
1.2.3	Physical Contingency
1.3	Category 2/Sub-Component 1.2 – Infrastructure Improvement
1.3.1	Package 7 (Infrastructure Improvement to Neighboring Communities)
2	Component 2
2.1	Category 3 – Consultant Services
2.1.1	Package 1 dan Package 4 -TA (Procurement Advisor)
2.1.2	Package 2 - TA (Construction Management)
2.1.3	Package 3 - TA (Project Management)
2.1.4	Package 5 - TA (Destination Management Manual)
2.1.5	Package 6 - TA (Water Modelling)

No	Description
2.1.6	Package 7 - TA (Spatial Expansion)
2.1.7	Package 8 - TA (Preparatory Studies for Mandalika Phase II)
2.1.8	Package 9 - TA (Design of Neighbourhood)
2.1.9	Package 10 - TA (Construction Management of Neighbourhood)

The key road infrastructure project is depicted in **Figure 2-1**. As indicated in the legend, the yellow line represents the Moto GP race track to be built by some investor. The red and blue lines represent the road infrastructure which is part of Phase 1 MUTIP construction, financed by AIIB.

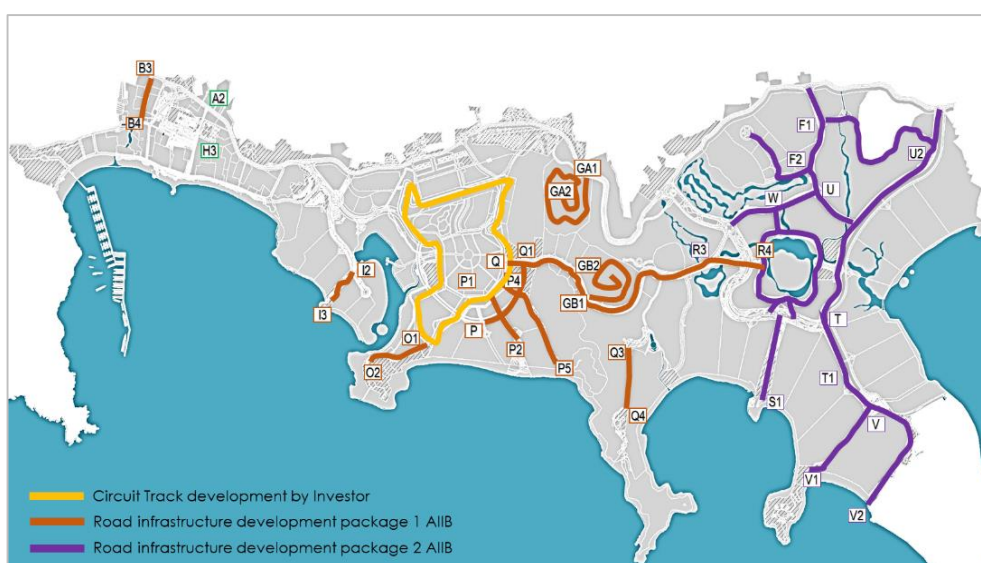


Figure 2-1 Keyplan of Road Infrastructure Project financed by AIIB

As described in **Chapter 4**, the subject of this document is the resettlement resulting mainly from the road construction project in the Central Zone of the Mandalika. Actually, the major part of the road infrastructure in this Zone is the Moto GP race track, which is not financed by AIIB. Nevertheless, this distinction will get blurred when discussed by the people in the street. For that reason the later Chapters in this RAP document do not distinguish the source of the finance of the various construction projects.

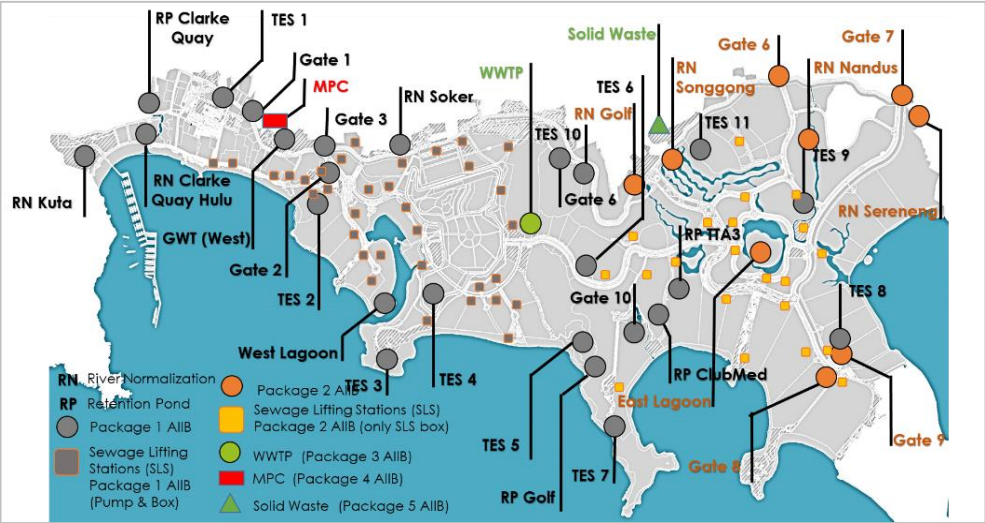


Figure 2-2 Keyplan of Mandalika Supporting Facilities financed by AIIB

CHAPTER 3 LEGAL FRAMEWORK

Indonesia has implemented Law No. 2 of 2012 regarding Land Acquisition for Public Interest and its implementing regulations such as Presidential Regulation No. 71 of 2012 and its revisions. The purpose of these regulations is to enable land acquisition for public interest while respecting those who have the land legal rights. The law required a fair land acquisition and resettlement process for those who have the land title and other legal basis.

Without land title, however, there is no obligation on the part of land owner to provide compensation for illegal non-land assets nor assistance to relocate and resettle displaced people. Indonesia legislation does not consider the rights of those who occupy land without land title or other legal basis. It is actually common that those who have the land title requests the law enforcement agents to assist during involuntary demolition of illegal houses or other building structures to clear the lands.

This is in contrast to the AIIB Environmental and social Framework and Policy, 2 including ESS2 (Involuntary Resettlement) which requires ITDC to consider those who occupy and/or use lands with or without land titles or other legal basis, as follows:

- Avoid involuntary resettlement whenever possible;
- Minimize involuntary resettlement by exploring project alternatives;
- Enhance or at least restore the livelihoods of the displaced persons in real terms relative to pre-project levels;
- Improve the overall socio-economic status of the displaced poor and other vulnerable groups;
- Provide sufficient resources to enable the persons displaced by the project to share in project benefits;
- Conceive and implement resettlement activities as sustainable development programs.

Table 3-1 depicts the gap between Government of Indonesia legislation and AIIB ESS2 requirements specifically regarding persons displaced by the Project who are without title to land or any recognizable legal rights to land such as in the case discussed in this RAP.

Table 3-1 Gap between National Legislation and AIIB ESS2 Requirements

Gol Legislation	AIIB ESS2
Not required	Ensure that persons displaced by the Project who are without title to land or any recognizable legal rights to land are eligible for and receive resettlement assistance and compensation for loss of non-land assets
Not required	Include persons without title to land or any recognizable legal rights to land in the resettlement consultation process
Not required	Conduct land survey and census as early as possible in Project preparation to establish clear cut-off dates for eligibility and to prevent encroachment

Gol Legislation	AIIB ESS2
Not required	Improve the standards of living of the poor and other vulnerable groups, including women, children and persons with disabilities to at least national minimum standards including access to social protection systems
Not required	Provide them with appropriate income sources and legal and affordable access to adequate housing
Not required	Improve or at least restore the livelihoods of all persons displaced

Apparently, there is a big gap between Indonesia legislation and ESS2 requirements. The rights to obtain compensation for non-land assets and assistance for resettlement are recognized by ESS2 but are not by the national legislation.

CHAPTER 4 SCOPE OF RESETTLEMENT

Figure 4-1 indicates that the Mandalika SEZ is divided into 3 areas: West Zone (Zona Barat), Central Zone (Zona Tengah) and East Zone (Zona Timur). The scope of this RAP is limited to the Central Zone. The priority of the infrastructure development is in the Central Zone located in Kuta village, particularly in Ujung and Ebunut sub-villages. Total land required for the development is 130 ha. Not all of these lands are in clean-and-clear status. Of the 130 ha required, there is 82 ha (63%) which has the clean-and-clear status. The remaining lands consists of 13.2 ha (10%) enclave land, 23.6 ha (18%) claimed and litigated land and about 10.8 ha (9%) is occupied by the people. The scope of this RAP is limited on the 10.8 ha land occupied by the people. It is important to solve the land issues in order to complete the Project on time while meeting the ESS2 requirements.

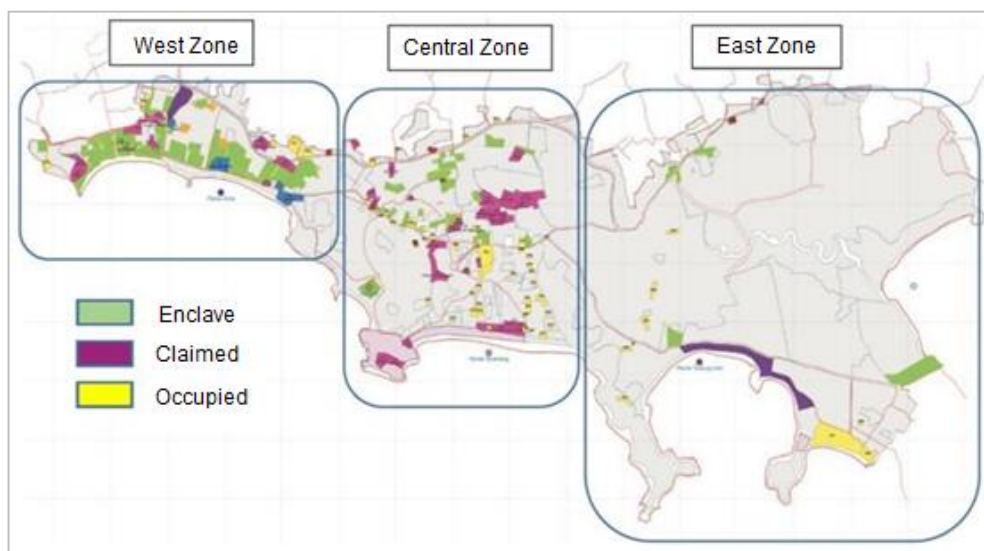


Figure 4-1 The Three Zones of the Mandalika SEZ: West, Central and East

Currently there are settlements spread out on the surrounding of the future race circuit area located in Ebunut and Ujung sub-villages of Central Zone Mandalika SEZ. The yellow little boxes in the Central Zone shown in **Figure 4-1** are the settlement discussed in this RAP. Since the lands are soon required by ITDC for Project construction, the affected people are subject to resettlement. There are a maximum of 150 households in the required area. **Figure 4-2** shows the location distribution of the current settlements and the burial sites within the Central Zone of the Mandalika.

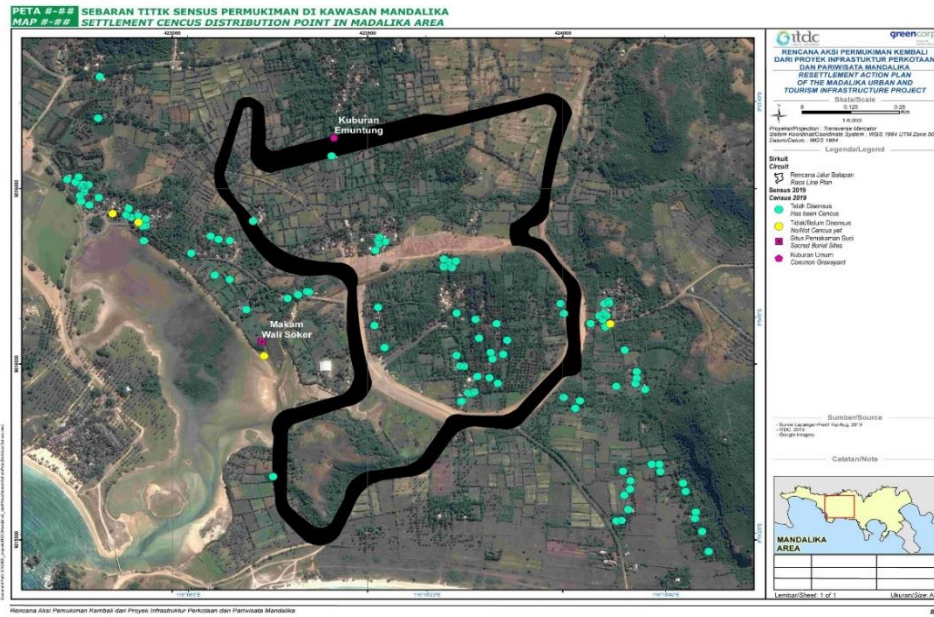


Figure 4-2 Distribution of Residences Surrounding the Future Race Circuit Area

CHAPTER 5 METHODOLOGY

As of August 23, 2019 there are 150 Project Affected Households (PAH) who occupy the land in the Central Zone needed for immediate project construction. During consultation meetings in Ujung and Ebunut in July 2019, these people acknowledged that the land they occupy does belong to ITDC. The PAP accepts the fact that they need to relocate somewhere else since ITDC will need the land very soon.



Figure 5-1 Sample of PAH Condition

In order to know the socio-economic profile of the PAH, ITDC appointed Greencorp to conduct a census of PAHs at Ujung and Ebunut sub-villages. They consist of 84 households of Ebunut and 53 households of Ujung sub-villages. There are 13 houses which were not occupied during the three-week census period. For this matter, ITDC will carry out further census. Most households consist of 2-4 persons. Among the 137 people interviewed (1 respondent for each household), there were 82 males and 55 females. They are between 15 - 65 years old but the majority is between 20 - 40 years old. Most of their houses are less than 60m² (or less than 30m²) and made of bricks and/or wood. Most of them work as farmers, cattlemen, and fishermen. Many of them own motorcycles and their main workplace is mostly less than 5 km away from where they currently live. Many of these people never graduated from elementary school or even went to school. Their average income from main and seasonal occupations is around IDR 2.5 million equivalent to USD 172 per month per household. The profile of 137 households including their occupations and income is included in the Appendix. They are the eligible households to obtain compensation of non-land assets and loss of income and assistance for resettlement. The 13 other households which were absent at the time of the census also belong to the eligible PAHs. No other PAH will be included in this RAP.

CHAPTER 6 IMPACT ASSESSMENT

The PAHs do not have land title or other legal bases to occupy the land where they currently live. Actually the land is legally under ITDC control who holds the HPL or right-to manage title of the land. Therefore, there will be no land-ownership loss due to the resettlement. The PAHs, however, built houses on the land and have been living there for many years. On resettlement, the PAHs will have to vacate the houses that they have been living for many years, without title. Their lives will be disrupted from the established day-to-day routine. They will lose their dwelling places and other immovable assets. Obviously other assets such as clothing, furnitures, vehicles, animals etc can be brought along with them to the resettlement locations. After the PAHs move to temporary locations (HPL 94 or their own place somewhere), their houses in Ebunut and Ujung will be dismantled. The owners will be able to salvage the building materials as they wish.

Some of the PAHs also use ITDC land for farming to earn income. These people will lose their income due to resettlement since they will not be able to continue earning income from the land. Among the PAHs there are those who depend on farming as their primary or secondary source of income. There are others who are farming workers (work for others), some as primary occupation and some other as secondary or side job. They mostly practice “one-harvest” crops such as corns, peanuts and vegetables but there are a few who practice “multiple-harvest” crops such as coconuts. Some other PAHs depend on animal husbandry as primary or secondary income source. The animals belong to the PAHs are mostly cattles, goats and chicken. They roam near the owner’s house to find their own food. The owners bring grass to feed the cattle if they are not released to find grass by themselves. On relocation to temporary resettlement these people will be able to bring along their animals and keep them next to their houses. They can take their animals to the pasture of HPL95, located adjacent to HPL94 to feed them. **Table 6-1** depicts the profile of the PAHs who depend on the ITDC land to earn income.

Table 6-1 Profile of PAHs who depend on ITDC land to Earn Income

Land Dependent Income Source	Level of Dependency	Number of PAHs	Average Income (IDR/month)	Range of Income (IDR/month)
Farmer	Primary	31	543,613	40,000 – 2,780,000
	Secondary	10	458,400	50,000 – 1,250,000
Farming Worker	Primary	10	330,000	100,000 – 583,000
	Secondary	2	250,000	208,000 – 292,000
Animal Husbandry	Primary	17	737,000	150,000 – 2,729,000
	Secondary	35	501,657	50,000 – 1,500,000

Other PAHs who work as fishermen, tour guides, small or street traders, casual labors, students etc will not be affected except in terms of distance to commute from home to work. According to the plan, however, the change of distance will be only a few kilometers. This will be true for temporary

location at HPL94 and permanent location yet to be disclosed by the Central Lombok Government (to avoid land speculation). Most of the PAHs own motorcycle and/or bicycles so that they can easily cope with the change of commuting distance. Actually for some PAHs the temporary location at HPL 94 will be closer to the main road.

ITDC will provide housing and basic utility services to ease the transitory living at the temporary location at HPL94. Despite all that, the living condition at HPL94 will be most likely not as comfortable compared to currently established living condition. In terms of total area, HPL94 is not as big and as spread out as the area where current PAH residences are located. The temporary houses will be much closer one to another compared to current condition. This will affect the way the PAHs interact with each other. More frictions and/or more cooperations are anticipated to happen. ITDC will facilitate the PAHs to organize themselves in groups, say of 25 - 30 houses, based on proximity of houses. The groups should regularly meet to discuss issues that the PAHs might have and resolve them based on consensus among themselves.

The Central Lombok Government will provide IDR 10 millions per household as a shakehand for resettlement. Half of this amount will be used as the downpayment of the 100m² lot of land allocated for each household. The other half of the shakehand money (IDR 5 millions) can be used by the household as they wish. For some of them, very rarely they own this amount of money, if ever. Without education on how to spend the money, most likely the money will soon evaporate for consumptions to buy food, clothing, recreations, smart-phones, etc. A session on how to use the money in a more productive manner would be most appropriate and needed. This can be organized during consultations with the PAHs.

One person per household will be imparted with training suitable for expediting jobs that will be made available for them. Priority will be given to young women in the household age between 20 and 40 years old. The training and the job will make them competent and later become experienced in the professions. They will earn enough money to support themselves and even their families. This will empower the women in building their confidence as members of the community equal in capacity to their male counterparts. This will give aspirations and hopes to female students in the Mandalika SEZ and surroundings who would like to progress beyond what is customary. This will prepare the women and the men equally to face the tourists from different parts of Indonesia and also globally.

The resettlement process will disrupt the established day-to-day routine of the PAH. In response, they will prepare themselves to face the challenges ahead. After relocating to the permanent resettlement, however, the PAHs will have their own house built on land with a title under their names and settle down. Never before they have all this, combined with full-time job which generate adequate income. Finally they are now ready to start a new life with new hopes. This by itself will promote the sense of long-term security and stability of the households. It is intended that at the end of the day, the well beings of the PAHs would be better off compared to the starting conditions at Ebunut and Ujung.

CHAPTER 7 ELIGIBILITY AND ENTITLEMENT

The people who are eligible for compensation and resettlement assistance are the 137 PAHs who live in Ebunut and Ujung sub-villages as identified by the Census. In addition to them, there are 13 other households who missed the Census for whatever reasons. Therefore a maximum of 150 PAHs are eligible for the compensation and assistance to be provided by ITDC and Central Lombok Government. The list of the eligible PAHs can be found in the **Appendix 6** of this document. The entitlement matrix offered to the PAHs is shown in **Table 7-1**.

Table 7-1 Entitlement Matrix

Category	Loss	Number of Households	Entitlement and Obligation
<u>Temporary Resettlement (ITDC HPL 94, Max 12 months)</u>			
Owner	Loss of houses and/or other residential structures	A maximum of 150 households of which 137 have been identified in detail through the 2019 Census	<ul style="list-style-type: none"> • Provision of IDR 10 millions per household by the Central Lombok Government (half of it to be used to pay downpayment of land at permanent resettlement the rest is to pay for relocations); • Provision of temporary houses including private bathroom and toilet in the house; • Provision of basic services such as running water, electricity connection, garbage collection and disposal, street lighting. The services will be made ready prior to PAHs relocation to HPL94; • Provision of assistance to move people and assets to temporary location; • Provision of special arrangements and assistance to suit people with disabilities, pregnancy, infants and other vulnerable people's needs during the relocation as necessary; • Provision of demolition assistance of house. The owner of the house can salvage building materials as they wish.
<u>Permanent Location (Central Lombok Government; Ngolang Sub Village, Kuta Village, ±2.5km from Mandalika)</u>			

Category	Loss	Number of Households	Entitlement and Obligation
Owner	Loss of houses and/or other residential structures	A maximum of 150 households of which 137 have been identified in detail through the 2019 Census	<ul style="list-style-type: none"> • Provision of a new house to replace the demolished house and to be built based on the standard of the Ministry of Public Works and Housing (earthquake proof, local architecture) located at Ngolang Sub-Village, Kuta Village about 2.5 km from Mandalika Project. The new houses are all of the same standard size and mostly of better quality than the PAHs' previous houses. Some PAHs might get smaller size houses but the IDR 10 millions is received as an acceptable compensation for such differences; • Standard design and lay out of the house will be provided by the Ministry of Public Works and Housing. It is, however, can be adjusted to meet the need of elderly, disable and women, as appropriate; • Provision of utilities such as water, electricity, sanitation, sewerage and street lighting;
User	Loss of Use of Land	A maximum of 150 households of which 137 have been identified in detail through the 2019 Census	<ul style="list-style-type: none"> • Provision of 100 m² of land lot in a tourism village (to be partly paid for by PAP from the IDR 10 millions relocation money); • Provision of down payment for land (included in the IDR 10 million provided by the Central Lombok Government). The PAHs will pay installments of IDR 300,000 per month toward a land title under their names. Since each PAH will be entitled for an additional job with at least a minimum wage of IDR 2,500,000, the installment is considered affordable. • The number of installments to be paid depends on the cost of the land. To date it is still unknown but will be disclosed by Central Lombok Government prior to the relocation to permanent location. • The house and land title will be under the name of the head of the household. The spouse's right is protected by the legislation. Article 35 of Law No 1 of 1974 regarding Marriage specifies that wealth obtained during marriage becomes the property of both husband and wife. The person whose name is on the property title cannot sell without a written consent from the spouse.

Category	Loss	Number of Households	Entitlement and Obligation
User	Loss of income from farming or gardening	31 primary farmers	<ul style="list-style-type: none"> Provision of cash compensation to replace a maximum of 12-month loss of income due to lost crops. The amount of income loss compensation is to be based on the Census results. Average monthly income of primary farmers is IDR 543,613 (range between IDR 40,000 to IDR 2,780,000) Appendix 6.
User	Loss of income from farming or gardening	10 secondary farmers	<ul style="list-style-type: none"> Provision of cash compensation to replace a maximum of 12-month loss of income. The average monthly income of secondary farmers is IDR 458,400 (range between IDR 50,000 to IDR 1,250,000) Appendix 6.
User	Loss of Livelihood	A maximum of 150 households of which 137 have been identified in detail through the 2019 Census	<ul style="list-style-type: none"> Provision of training and one job per household. Since most of the men are already have their jobs or can find job on their own more easily, this training and job opportunities will be prioritized to women

It is to be noted that while it is true that the entitlements benefit both genders but some of them benefit the women even more. The following are some examples:

1. Provision of trainings and jobs will be prioritized for women (most of the men of the house already have their jobs or can find jobs by themselves more easily).
2. Replacing previously proposed public bathrooms with private-bathrooms helps women feel more safe and keep them from potential harassment;
3. Provision of running water into houses actually helps women more. Otherwise, it is them who will be more likely to go out of the house and collect water somewhere;
4. During relocation to temporary and permanent resettlement areas, special arrangements will be made to assist vulnerable groups including women;
5. Provision of street lighting will help women feel more secure from potential dangers which might be likely there otherwise;

CHAPTER 8 INFORMATION DISCLOSURE AND CONSULTATION

Resettlement disrupts the day-to-day routine that the PAH community in Ebunut and Ujung has established in many years. For some people the idea of relocation and resettlement to an unknown place can be traumatic or at least disturbing to their peace of minds. One way to reduce the resettlement-related stress imposed to the PAHs is to communicate in respectful and timely manner. AIIB ESS2 requires ITDC to disclose the resettlement plan by referring the following standard:

- Disclose the draft resettlement plan in the Project area, in a timely manner, in an accessible place, and in a form and language understandable to the stakeholders;
- Include in the disclosure documentation of the consultation process;
- Disclose the final resettlement plan and any updates to affected persons and other stakeholders in the same manner as above;
- Regularly disclose updated environmental and social information, along with information on any relevant material changes in the Project

In addition, ESS2 also requires ITDC to consult with the PAHs and other stakeholders in the following manners:

- Carry out meaningful consultations with persons to be displaced, host communities and NGOs
- Facilitate their informed participations in the consultations
- Consult with all persons to be displaced on their right within the resettlement process, entitlements and resettlement options, and further participation process
- Ensure their involvement in planning, implementation, monitoring and evaluation of the RP
- Pay particular attention to the needs of vulnerable groups, especially those below the poverty line, the landless, the elderly, women and children, Indigenous Peoples and those without legal title to land
- Ensure the participation in consultations by the above mentioned vulnerable groups

ITDC has disclosed the RAP and consulted the PAHs, since July 2019 in language understandable to them (Bahasa Indonesia and/or Sasak). Meetings were conducted in small groups facilitated by head of Ujung and Ebunut sub-villages. During these meetings the draft RAP was disclosed and the PAHs are given the opportunity to express their concerns and expectations. As much as possible, inputs received during consultation with the PAHs are incorporated into the design of this RAP. The PAH's aspirations are summarized in a position statement of Ebunut community regarding resettlement. The statement was signed on October 18, 2019 by Rachmat Panye on behalf of the Ebunut Community. Below are a free translation of the statement:

“While we the people of Ebunut is in full support of the development of Mandalika SEZ, especially the Moto GP Circuit, we would like to call for the attention to our rights as the community impacted by such development. We believe that the Government and ITDC have the role and responsibility to address our concerns. The following are our demands:

- 1. Certainty of solution of community lands such as enclave lands located inside HPL land and claimed lands;*
- 2. Certainty of compensation for dis-assembling and re-assembling of public facilities such as:*
 - a. Two moslem prayer houses (mushalla);*
 - b. One building for integrated health services; and*
 - c. One community assembly hall.*
- 3. Compensation for community houses and assets as already recorded by:*
 - a. Direct ITDC survey;*
 - b. Consultant accompanied by Village Officers and ITDC staff; and*
 - c. Local government (Housing Department).*
- 4. Certainty of the availability of Public Services in the relocation areas:*
 - a. Access road;*
 - b. Clean water;*
 - c. Lighting;*
 - d. Public or family bathroom; and*
 - e. Collective cowsheds.*
- 5. Certainty and guarantee to be free from natural disaster (flood) since the area is prone to flood every year;*
- 6. Any Government or ITDC policy shall be consulted first by the community leaders*

These are the position and statement of Ebunut community in hoping to be regarded by all parties involved.”

At minimum ITDC will organize the following consultation meetings:

1. Preliminary consultation meetings to reveal the Project plan and that the PAHs will have to relocate from where they live (done in July 2019);
2. Consultation meetings to disclose and discuss RAP;
3. Consultation meetings to discuss the logistics of relocation to HPL 94 (temporary resettlement);
4. Consultation meetings to discuss issues in living in the temporary resettlement location;
5. Consultation meetings to discuss the permanent resettlement issues, rights and obligations of ITDC, Central Lombok Government and PAHs
6. Consultation meetings to discuss the logistics of relocation to permanent resettlement location;
7. Consultation meetings to discuss issues in living in the permanent resettlement location.

CHAPTER 9 GRIEVANCE REDRESS MECHANISM

Relocation and resettlement are complex processes which are heavily and emotionally involved. Despite the efforts to plan and to execute this RAP, there will be grievances from the PAHs and other stakeholders which cannot be ignored. Ignoring grievances will accumulate dissatisfaction among the PAHs which can unnecessarily blow up in out-of-proportion manner. Obviously, this is a significant risk which threatens the continuation of the Project and therefore needs to be properly managed. AIIB has setup a policy in the ESS2 to address grievances. Below are the main points of ESS2 regarding Grievance Redress Mechanism (GRM):

- Establish a suitable grievance mechanism to resolve the concerns of persons displaced and inform them of its availability;
- Scale the grievance mechanism to the risks and impacts of the Involuntary Resettlement;
- Design the mechanism to address displaced persons' concerns and complaints promptly using understandable and transparent process that is gender-sensitive, culturally appropriate and readily accessible;
- Include provisions to protect complainants from retaliation and to remain anonymous, if requested;
- Disclose reports on grievance redress and outcomes available;
- Establish a grievance redress and outcomes in accordance with ESS2 requirements on Information Disclosure.

The Complaint Handling process of ITDC will involve three stages shown in the diagram below. ITDC have designated an officer dedicated to the tasks in receiving and handling complaints. This Complaint Handling Team shall follow the sequence of the following steps in receiving complains. List of complaint handling team members is shown in Appendix 10. Team composition might be updated conforming to the condition and requirement*. The three stages of Complaint handling can be expanded as shown below:



Figure 9-1 Three Stages of Complaint Handling

Table 9-1 Roles in Complaint Handling Process

Role	Responsibility
The Complaint Handling Team	<ul style="list-style-type: none"> – Receive & record complaints – Identify the initial risk (perform risk assessment) – Forward the complaints to relevant division / department / unit in ITDC – Inform the complainant of complaint handling process in ITDC
The Complaint Handling Team Leader	<ul style="list-style-type: none"> – Validate the level of complaint based on risk assessment – Form an Investigation Team – Prepare recommendation for Remedial Action including the cost – Propose the implementation team
The Reviewer	<ul style="list-style-type: none"> – Review the Investigation Result – Approve the proposal for Remedial Action – Assign the implementation team
The Implementation Team	<ul style="list-style-type: none"> – Carry out the Remedial Action

The response to the complaint should be carried out as soon as possible. The complaints with higher risk (Class II Complaint) shall be responded within 1 x 24 hours. ITDC will make efforts to have resolution for any high-risk concerned complaints within maximum two weeks after the complaint date and will resolve and expedite closure within 45 days. The classification of complaints is explained in the following section.

Table 9-2 Risk Level and the Response Time

Risk Classification Respond	Complaint Classification II		Complaint Classification I		
	Level 1	Level 2	Level 3	Level 4	Level 5
Response Time	2 x 24 hour	2 x 24 hour	1 x 24 hour	1 x 24 hour	1 x 24 hour
Resolution Period	Within 5 days	Within 7 days	Within 14 days	Within 14 days	Within 14 days
Closure Period	7 days	14 days	28 days	45 days	45 days
TL Investigation	No need	Section Head	Division Head	Division Head	Division Head
Reviewer	-	Division Head	Division Head, MD	Division Head, MD	MD, BOD
Closure	Section Head	Division Head	MD	BOD	BOD

However, the complaint handling procedure will be different based on the classification. ITDC classifies the complaints as follow:

Table 9-3 Classification of Complaint Based on the Risk Level

Classification of Complaint	Level of Risk	Thorough Investigation
I	3, 4, 5	Needed
II	1, 2	No Need

A risk associated with complaints may involve, but not limited to:

- Health and or Safety issues to workers or and general public;
- loss of progress of work and causing delays to works;
- Causing monetary losses to ITDC and or public;
- Causing bad publicity for the project and ITDC;
- Causing public discontent and disruption of works;
- Causing others to join the protests.

Table 9-4 Risk Levels and Generic Measurement

	Description	Low		Medium	High	
		Level 1	Level 2	Level 3	Level 4	Level 5
		Complaint Classification II		Complaint Classification I		
Generic	Number of Affected Person	1 person	>5 person ≤ 1 House Hold	>1 House Hold ≤ 1 Neighborhood	>1 Neighborhood	>1 Village
	Potential Loss	≤ IDR 5 million	≥ IDR 5 million ≤ IDR 25 million	≥ 25 million ≤ IDR 100 million	≥ IDR 100 million ≤ IDR 500 million	≥ IDR 500 million
Specific	Dust fall*	≤ 20%	≥ 20% ≤ 30%	≥ 30% ≤ 40%	≥ 40% ≤ 50%	≥ 50%
	Water quality*	≤ 20%	≥ 20% ≤ 30%	≥ 30% ≤ 40%	≥ 40% ≤ 50%	≥ 50%
	Noise Level*	≤ 20%	≥ 20% ≤ 30%	≥ 30% ≤ 40%	≥ 40% ≤ 50%	≥ 50%
	Property and business impacts	1 house hold	2 - 5 house hold	5 - 10 house hold	10 – 20 House Hold	>20 House Hold
	Land use and community facilities			Complaint without evidence		Complaint with evidence
	Others (the measurement will be in advance)				Public Health	Personal Security & Safety (life threatening matter)

*) The threshold is based on GOI Environmental Standards for Air Quality, Water Quality & Noise Level as seen in Appendix 10, Annex 7

Classification of complaints is aimed to determine the handling process where complaints with a medium and high risk level will go through a thorough investigation process

The Complaint Handling Procedure is depicted in **Figure 9-2** while the Complaint Investigation Procedure is in **Figure 9-3**.

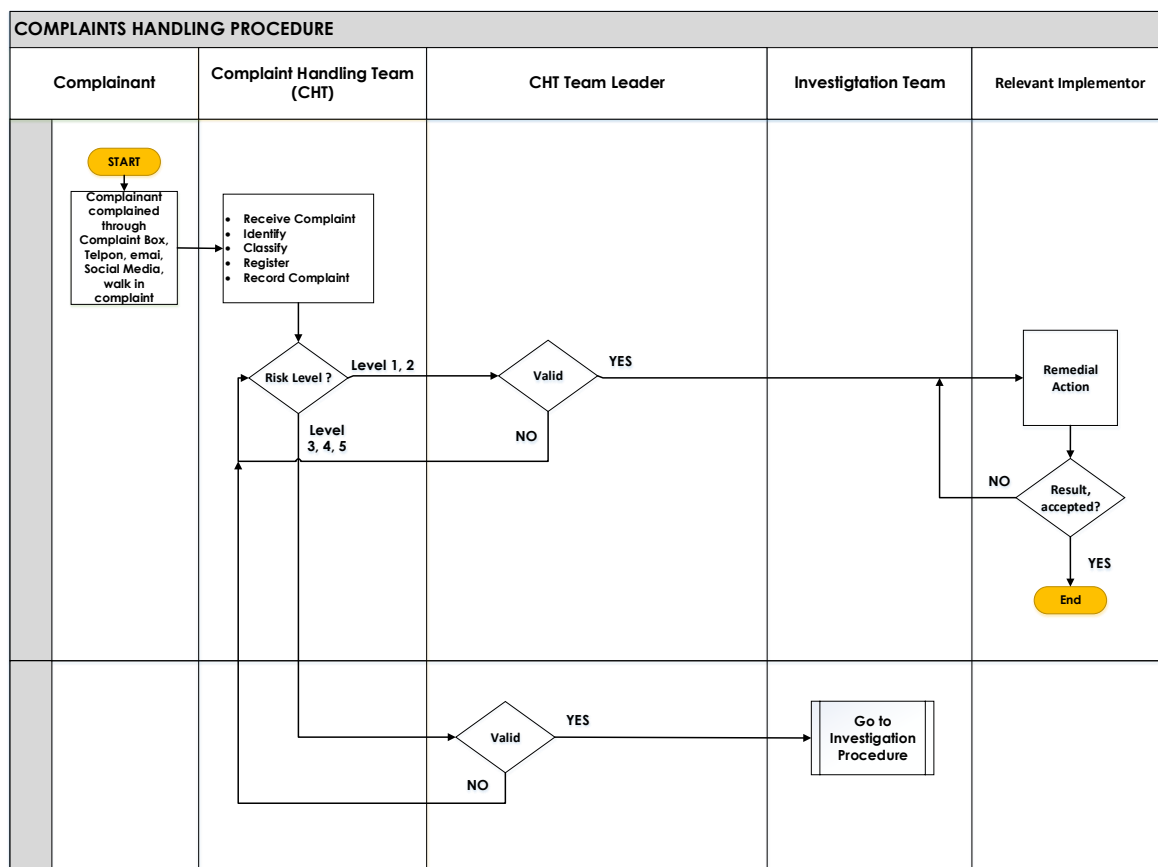


Figure 9-2 Complaint Handling Procedures

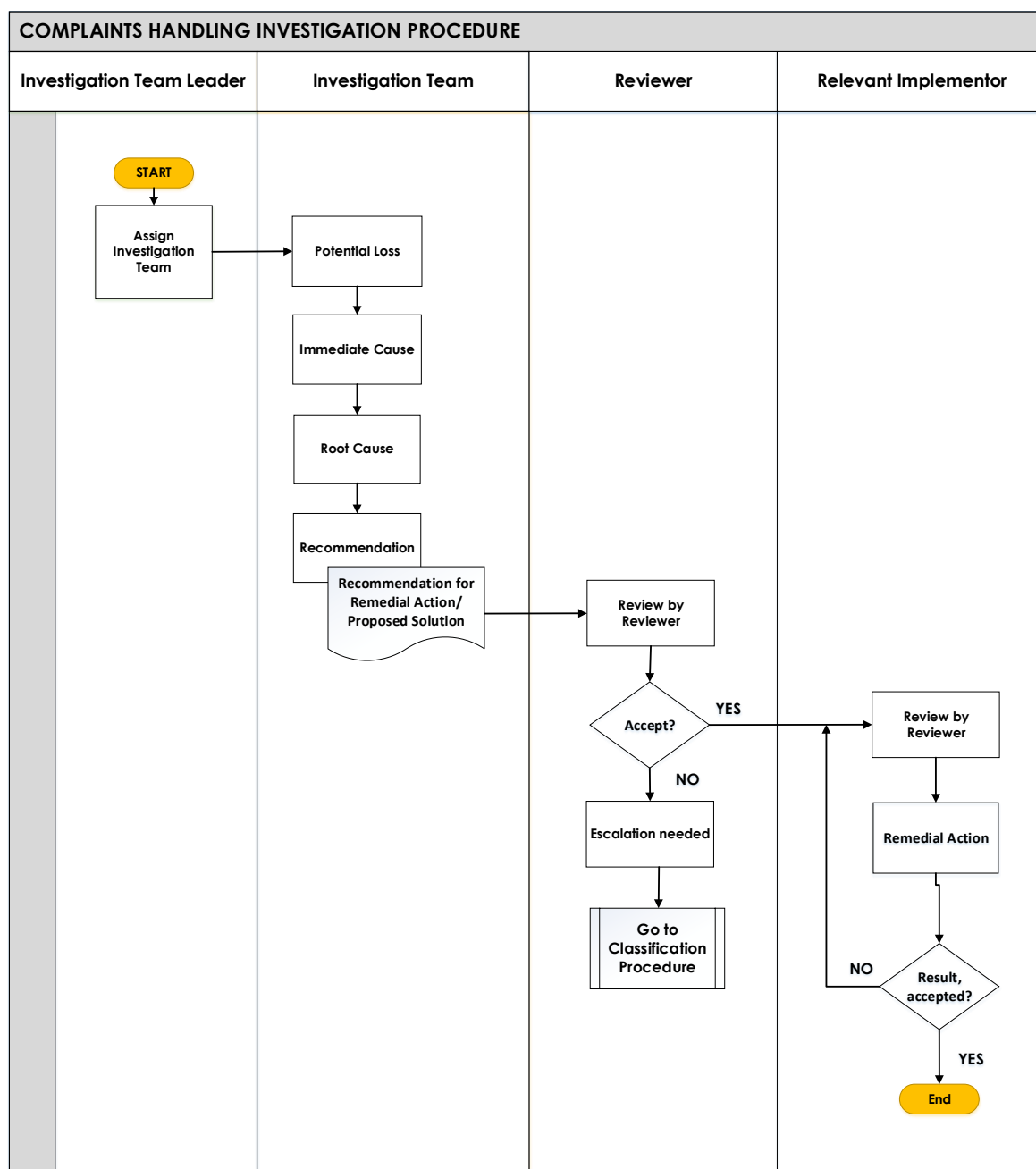


Figure 9-3 Complaint Handling Investigation Procedure

Comprehensive process of complaint handling in regards to address Grievances Redress Mechanism required by AIIB is presented in **Appendix 10**.

CHAPTER 10 INSTITUTIONAL RESPONSIBILITY

This RAP plans the relocation and resettlement of 137 households or around 475 individuals in two stages. There are several parties involved mainly ITDC, AIIB, Ministry of Public Works and Housing, Central Lombok Government with different roles and responsibilities. **Table 10-1** summarizes the different institutions and their roles and responsibilities in the implementation of RAP.

Table 10-1 Institutional Responsibility

Institutions	Roles	Responsibilities
ITDC	Main responsible party for resettlement at the temporary location	<ul style="list-style-type: none"> Organize Information Disclosure and Consultation meetings with PAH and the different local government branches; Lend and prepare HPL 94 for temporary resettlement location; Build temporary houses and basic infrastructure such as running water, electrical connection, sanitation, runoff drainage, garbage collection and disposal, street lighting. The services have been made ready prior to PAHs relocation to HPL94. The PAHs is responsible to pay for electricity usage; Provide relocation assistance from current houses to HPL 94 and from HPL 94 to permanent resettlement location; Operate basic public services at HPL 94; Implement Grievance Redress Mechanism Monitor and report RAP implementation
Directorate General of Housing, Ministry of Public Works and Housing	Funding and construction	<ul style="list-style-type: none"> Allocate adequate fund in 2020 State Budget to build houses for PAHs; Construct houses for the PAHs. Even though design and lay out of the house refers to the standard of the Ministry of Public Works and Housing, it can be adjusted to elderly, disable and women needs, if needed. The new houses are all of the same standard size and mostly of better quality than the PAHs' previous houses. The IDR 10 million handshake is received as an acceptable compensation for such differences;
Government of Central Lombok	Main responsible party for resettlement at the permanent location	<ul style="list-style-type: none"> Apply for and receive fund from the 2020 State Budget to build houses for PAHs; Provide IDR 10 million for each PAH as shakehand money for them to relocate;

Institutions	Roles	Responsibilities
		<ul style="list-style-type: none"> • Acquire land to develop the Tourism Village and build housing complex for the PAHs; • Prepare the land for the construction; • Organize for down payment and installment payments for the land provided to PAHs • Provide basic services such as running water, electrical connections, garbage collection, sewerage, road maintenance and street lighting, public health etc;
Asian Infrastructure Investment Bank (AIIB)	Project Financing	<ul style="list-style-type: none"> • Project funders • Provide guidance to improve social and economic to the community impacted by the project • Monitor and evaluate project activity related to project impact

CHAPTER 11 MONITORING AND REPORTING

ESS2 requires ITDC to monitor and report the implementation of the resettlement by following the guidelines below:

- Monitor and assess resettlement outcomes, their impacts on standards of living of the displaced persons and whether the objectives of the RAP have been achieved
- Take into account the baseline conditions and the results of resettlement monitoring
- Disclose monitoring reports in accordance with the Information Disclosure requirements of this standard
- Consider the use of suitably qualified and experienced third parties to support monitoring programs

Implementation status will be monitored and reviewed by a third party to be selected by ITDC in consultation with AIIB on a quarterly basis until the the first year of moving into the permanent houses.. Pending issues and corresponding follow-up actions will be included in the ITDC reports to AIIB. As part of the quarterly monitoring, community perception surveys shall be conducted. The Bank will focus its monitoring and review on main indicators specified in the approved RAP, which will include among others: (a) consultation process; (b) eligible PAH; (c) relocation and resettlement assistance; (d) delivery of assistance; (e) the implementation and effectiveness of livelihood restoration plans; and (f) the effectiveness of grievance redress mechanisms, such as number and type of grievances and its follow ups. Data is to be disaggregated by gender where possible. Monitoring results will be reported to AIIB once every quarter.

Table 11-1 Monitoring

ID	Monitoring Indicator	Data to be Collected	
1	Consultation Process	1	Preliminary consultation meetings to reveal the Project plan and that the PAHs will have to relocate from where they live
		2	Consultation meetings to disclose and discuss RAP
		3	Consultation meetings to discuss the logistics of relocation to HPL 94 (temporary resettlement)
		4	Consultation meetings to discuss issues in living in the temporary resettlement location
		5	Consultation meetings to discuss the permanent resettlement issues, rights and obligations of ITDC, Central Lombok Government and PAHs
		6	Consultation meetings to discuss the logistics of relocation to permanent resettlement location
		7	Consultation meetings to discuss issues in living in the permanent resettlement location
2	Eligible PAH	List of Eligible PAH receiving assistance	
3	Compensation for loss of houses and/or other residential structures	1	<u>Temporary Location (ITDC HPL 94, Max 12 months)</u> Number of PAH accepted:

ID	Monitoring Indicator	Data to be Collected	
			<ul style="list-style-type: none"> – Provision of IDR 10 millions per household by the Central Lombok Government; – Provision of temporary houses including private bathroom and toilet in the house; – Provision of basic services such as running water, electricity connection, garbage collection and disposal, street lightings; – Provision of assistance to move people and assets to temporary location; – Provision of special arrangements and assistance to suit people with disabilities, pregnancy, infants and other vulnerable people's needs during the relocation; – Provision of demolition assistance of house. The owner of the house can salvage building materials as they wish.
		2	<p><u>Permanent Location (Central Lombok Government; ±2km from Mandalika)</u></p> <p>Number of PAH accepted:</p> <ul style="list-style-type: none"> – Provision of a new house to replace the demolished house and to be built based on the standard of the Ministry of Public Works and Housing (earthquake proof, local architecture); – Standard design and lay out of the house will be provided by the Ministry of Public Works and Housing. It is, however, can be adjusted to meet the need of elderly, disable and women, as appropriate; – Provision of utilities such as water, electricity, sanitation, sewerage and street lighting;
4	Restoration for loss of Use of Land	<p>Number of PAH accepted:</p> <ul style="list-style-type: none"> – Provision of 100 m² of land lot in a tourism village (to be partly paid for by PAH); – Provision of down payment for land (included in the IDR 10 million provided by the Central Lombok Government). The PAHs will pay affordable installments of IDR 300,000 per month towards a land title under their names. The number of installments to be paid depends on the cost of the land. To date it is still unknown but will be disclosed by Central Lombok Government prior to the relocation to permanent location. – The house and land title will be under the name of the head of the household. The spouse's right is protected by the legislation. The person whose name is on the title cannot sell the house and the land without a written consent from the spouse. 	
5	Restoration for any loss of income from farming or gardening – Primary Farmer	Number of PAH accepted provision of cash compensation to replace a maximum of 12-month loss of income due to lost crops	
6	Restoration for loss income from farming or gardening – Secondary Farmer	Number of PAH accepted provision of cash compensation to replace a maximum of 12-month loss of income as secondary farmers.	
7	Restoration for Loss of Livelihood	Number of PAH accepted provision of training and one job per household. Since the men are already have their jobs, this training and job opportunities will be prioritized to women	
8	Effectiveness of Grievance redress mechanisms	Number of , grievances logged, resolved and time taken to resolve (disaggregated by gender)	
9	Social activities in the temporary and permanent location	Social activities in the temporary and permanent location (organized and spontaneous) such as community gathering, celebration of national or religious holidays, cleaning up, community work together, etc (if any)	

ID	Monitoring Indicator	Data to be Collected
10	Improvement in Health status of community	<ul style="list-style-type: none"> – Prevalency of Disease (contagious and non-contagious) – health facilities condition
11	Education status	<ul style="list-style-type: none"> – Numbers of PAP students by gender, age, school, grade – Constraints to go to school from temporary location (compared to previous location)
12	PAPs Perception	Perception of PAP regarding resettlement programs, compensation, livelihood program, Health facilities, grievance and conflict resolution

CHAPTER 12 IMPLEMENTATION PLAN AND SCHEDULE

12.1 Implementation

The scope of the resettlement discussed in this document refers only to those people who occupy ITDC lands with “clean-and-clear” status and to be used for construction of MUTIP Phase projects. Resettlement of ± 150 PAH will be conducted in two phases:

- Phase I – Temporary Resettlement
- Phase II – Permanent Resettlement

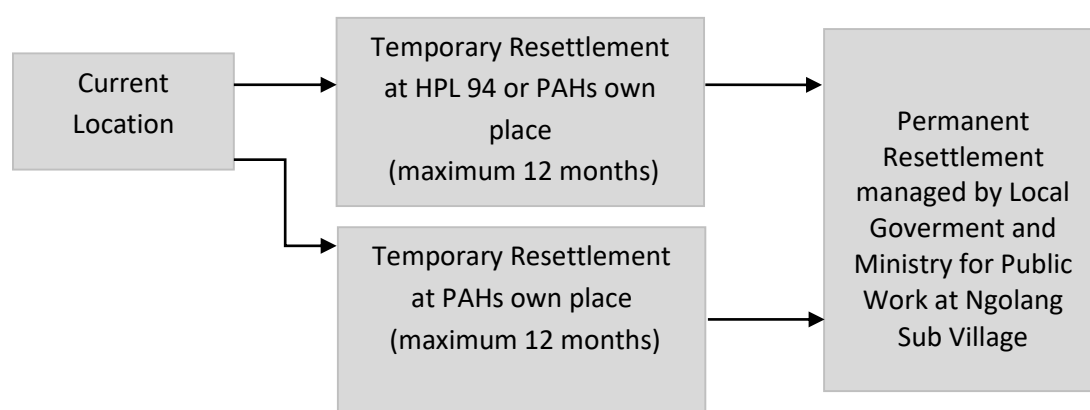


Figure 12-1 Two Phases of Mandalika Resettlement Plan

The Central Lombok Government takes the responsibility to develop a permanent resettlement location and build houses for the PAHs in collaboration with the Ministry of Public Works and Housing. The Ministry has budgeted new houses in 2020 for Central Lombok to be allocated, among others, for the Mandalika PAHs. However, it will take some time before this plan can be realized. In the mean time, the ITDC project construction cannot wait any longer. The PAHs need to temporarily move somewhere else before they can resettle in the permanent location.

In response to the request of the PAHs, the Bupati of Central Lombok wrote a letter to ITDC to borrow HPL 94 land in Mertak Village for temporary resettlement until permanent location is ready (**Appendix 1**). In response, ITDC agreed to let the HPL 94 land (± 2.4 Ha) to be used for temporary relocation. The PAHs have the options to temporarily move back to their own place or to temporarily relocate at HPL94 for a maximum period of 12 months. **Figure 12-2** shows a map of the PAHs distribution in relation to the temporary resettlement at HPL 94. As per November 18th, 2019, some of PAHs at Ebunut Sub-village has moved to temporary resettlement at HPL 94 (See **Appendix 9**)

The Central Lombok Government will provide a shakehand money of IDR 10 million per household. Half of this amount can be used as they wish and the other half is to be paid as downpayment for land provided at the permanent resettlement (the PAHs do not have land to begin with). For each household, ITDC will provide training and permanent job so that the PAH can recover their livelihood after being resettled. The income from this job will be better than the 2019 minimum wage of the West Nusa Tenggara province. To be noted that the current minimum wage of IDR 2,0 million is less than the PAHs' average income of IDR 2,5 million as identified by the Census. The PAH average income, however, already include secondary income such as from farming or receiving remittance from relatives working abroad.

Prior to moving to permanent resettlement, the PAHs have the options to find their own places or to move to the temporary location at HPL 94. For those who opt to move to HPL 94, ITDC will build temporary houses and provide basic utilities such as clean water, electricity connection to PLN grid, Drainage, septic tanks, garbage collection and disposal, and street lighting. The services have been made ready before the PAHs move. For each household, ITDC will allocate 70m² lot of land; enough for a temporary house and to keep their cattles, goats, chicken and other animals nearby.



Figure 12-2 Current PAP Residences and the Temporary Resettlement at HPL 94

Figure 12-3 shows the lay out of HPL94 lot distribution for the PAHs. Once ready, ITDC will assist PAHs to relocate to temporary resettlement (HPL 94 or their own place somewhere else). Special arrangement will be made to assist vulnerable groups such as disability, elderly, pregnancy, infancy etc. ITDC will also provide assistance to dismantle the abandoned houses. The owners of the houses will be able to salvage the materials as they wish.



Figure 12-3 Lay Out of Temporary Resttlement Location at HPL94

Among PAHs there are those who use ITDC lands to earn income from farming. Since these PAHs will loose their income, ITDC will provide cash compensation during their stay at temporary resettlement (a maximum of 12 months). Data of monthly incomes collected during Census will be used as the basis of compensation. While staying at HPL94 the PAHs will be allowed to garden but it will be made clear from the onset that there will be no compensation when they move to the permanent resettlement. At the temporary resettlement, the people who own cattles, goats and chicken can feed the animals at the HPL 95 pastures (adjacent to HPL 94) and surrounding.

Meanwhile, the Central Lombok Government in collaboration with the Ministry of Public Works and Housing will develop the permanent relocation area including the houses for the 150 households. Location of permanent resettlement is at Ngolang Sub-Village, Kuta Village about 2.5 km from project location. See **Figure 12-4** and **Figure 12-5** location plan ang site plan.

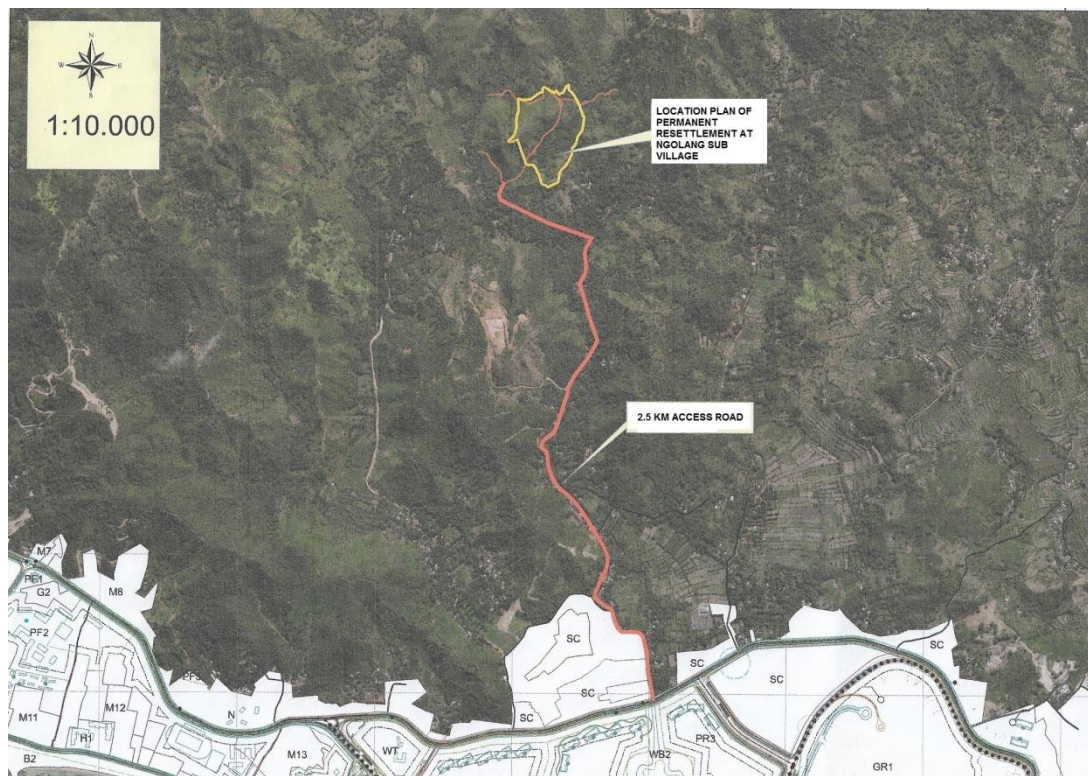
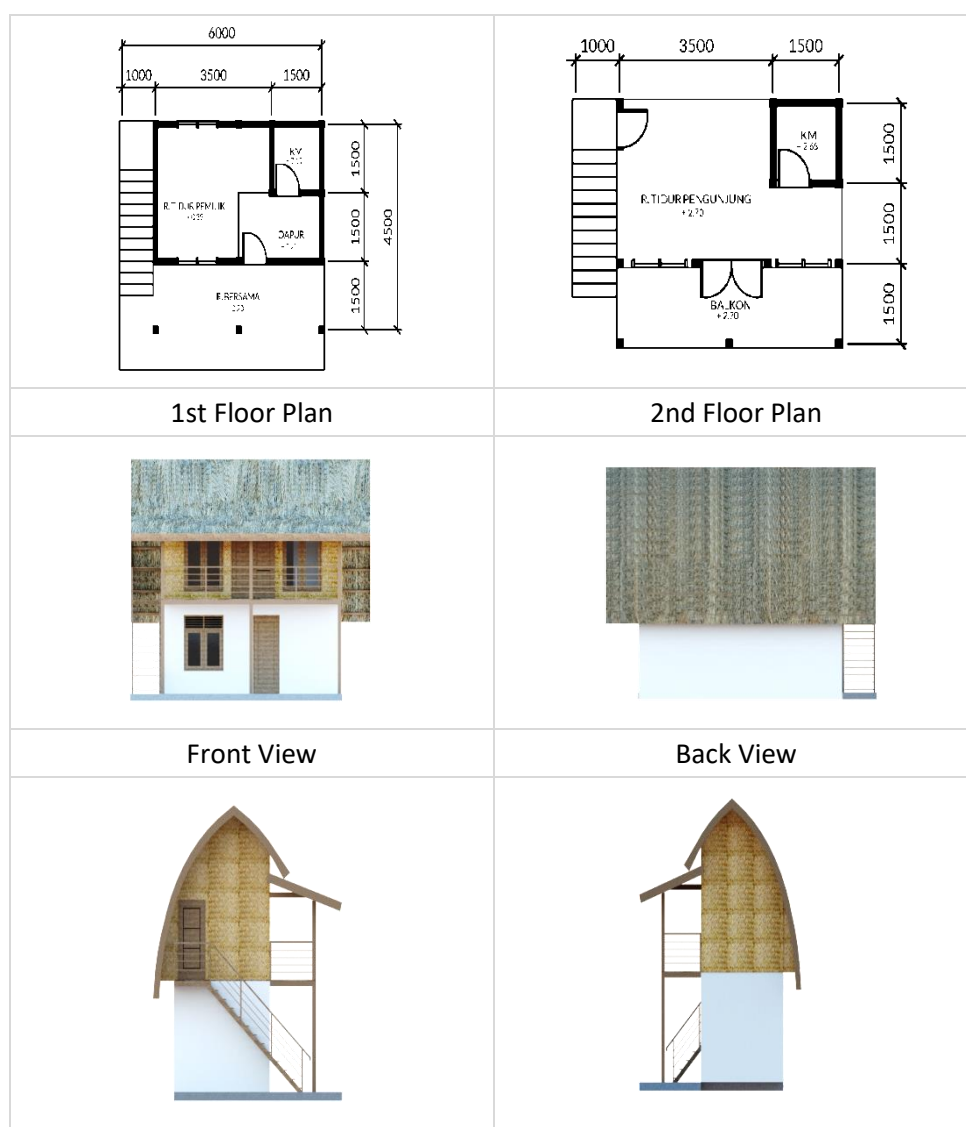


Figure 12-4 Location Plan of Permanent Resettlement at Ngolang Sub Village, Kuta Village



Figure 12-5 Site Plan of Permanent Resettlement at Ngolang Sub Village

Figure 12-6 and **Figure 12-7** depict the layout and design of the house at the permanent resettlement, a two-storey brick and wood house built on 100m² of land. The foot print of the house is 30m². The new houses are all of the same standard size and mostly of better quality than the PAHs' previous houses. The IDR 10 million handshake is received as an acceptable compensation for such differences; Basic services such as clean water, electricity connection to PLN grid, stormwater drainage, septic tanks, garbage services and street lighting will be provided in the permanent location. The house is designed to have 2+1 bedrooms. The extra bedroom upstairs is meant for a homestay or guest-room so that the people can earn more income. The PAHs will be trained so that they can run a homestay business and for some perhaps also the whole tourism village. The design and lay out of the houses are based on the standard of the Ministry of Public Works and Housing which considers local architecture or style and also earthquake. While the design is standard for every house, it can still be adjusted to the needs of vulnerable members of the family such as disability, elderly, pregnancy, infancy etc.



Right Side View	Left Side View
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Figure 12-6 Plan of Home Design

The houses will be provided to the PAH as the replacement of the dismantled houses and immovable assets in current location. However, since the PAH do not own a land to begin with, they will have to pay for the land at permanent resettlement. The downpayment will be automatically taken from the IDR 10 million shake hand money so the PAHs do not have to worry about it. After that the PAHs will pay installments of IDR 300,000 per month. The PAHs will be able to afford the installments since they will be provided with one full time job with ITDC or its contractors. The average income from such jobs will be around IDR 2 million. The duration of payment is not known yet but obviously it will be proportional to the cost of land. Once the payment is completed, the land title will be issued under the name of the head of the household. The spouse rights will be protected by the law of the country. The head of the household cannot sell the property without written consent of the spouse.

Once the houses are ready, ITDC will again assist the PAHs and their belongings to relocate from temporary to permanent resettlement locations. Special arrangements will again be made to suit the needs of vulnerable including women, infants, disable and elderly. Since the permanent resettlement will still be in Kuta village and most of the people own motorcycles or bicycles, they will be able to continue with their livelihood at the permanent resettlement. Such continuation will help the smooth transition from temporary to permanent resettlement locations.



Figure 12-7 Conceptual Design of Houses in Permanent Resettlement Location

ITDC is committed to provide training and offer job at a minimum one person per household. The training and job opportunities will be prioritized for the women age 20 – 40 years old in the household. If the women of the household are not in this age bracket then will be proceeded with slightly younger or older women, if any. Otherwise, men of the household will be selected, prioritizing those between 20 and 40 years old. The candidate for each household selected using this algorithm has been identified (see **Appendix 8**). The kind of training and job offered to the candidates based on the education level, preference and availability. Many of the candidates do not graduate from elementary school or never attend school. This will narrow their options for training and job opportunities. Among jobs that will be offered to the candidates will be cooks, waitresses, cashiers, tour guides, house keeping, gardeners, drivers, mechanics, electricians, welders, masons, carpenters, construction supervisors, etc. The type of training will follow the type of jobs that are made available for the candidates. Some of the training will be certified so that it can be used to apply jobs beyond the Mandalika. The income from the jobs offered by ITDC and its contractors will be equal or greater than the minimum wage of West Nusa Tenggara Province. **Table 12-1** indicates typical daily rate of various jobs to be made available for the Mandalika PAP. These jobs require people to work 8-10 hours per day and 7 days per week.

Table 12-1 Typical Daily Rate of Various Jobs Available in Mandalika

Type of Job	Payment per day (IDR)
Non-Skilled Labour (cleaning services, gardeners)	60,000
Skilled Labour (survey assistant, waitress, nursery, security, drivers)	100,000
Handyman (masonry, electricians, mechanics)	120,000

With this scenario, it is expected that at the end of the day the standard of living of the PAHs will be better than their condition prior to the resettlement. They will benefit from the Project through, among others: job training, full-time job, regular income, property ownership, and a more stable and independent life.

12.2 Budget

The interim workplan and budget for relocation to HPL 94 temporary location and permanent location is shown in the **Table 12-2** below. As for now, the grand total is estimated at IDR 23.5 billion.

Table 12-2 Work Plan and Budget

No	Activity	Amount (IDR)
Stage 1: Temporary Resettlement		

No	Activity	Amount (IDR)
1.	Preliminary consultations to disclose Project Plan and the need of resettlements for PAHs	2,000,000
2.	<ul style="list-style-type: none"> – Census of PAHs in Ebunut and Ujung – Identification of PAHs with predicted loss of incomes and the amount – Identification of candidates for training (1 person per PAH) based on qualification and job preference. ITDC is to match these candidates with available training opportunities and job vacancies 	225,000,000
3.	Organization and implementation of PAH trainings followed by hiring	300,000,000
4.	Completion of RAP document and approval by ITDC, Central Lombok Government and AIIB	255,000,000
5.	Disclosure of RAP and Consultation to discuss eligibility, entitlements, relocation date, assignment of temporary houses, etc	2,000,000
6.	Betterment of HPL 94 including construction of basic public services, i.e. running water, electricity connection, garbage collection and disposal, street lighting	1,658,079,911
7.	Payment of the shakehand money (IDR 10 million per PAH)*	1,370,000,000
8.	Relocation of PAHs from current houses to temporary houses at HPL 94. Special arrangements to meet the needs of vulnerable people such as ambulance, wheelchairs, stretchers etc	50,000,000
9.	Demolition of houses already abandoned by PAHs	68,500,000
10.	Implementation of monthly payment of cash compensation for loss of income due to resettlement	250,000,000
11.	Consultation to discuss issues after relocation to HPL 94 completed (once a month)	12,000,000
12.	PAH grievances redress	20,000,000
13.	Monitoring and reporting of RAP implementation	50,000,000
SUBTOTAL TEMPORARY RESETTLEMENT		4,262,57.911
Stage 2: Permanent Resettlement*		
14.	Construction of houses and basic service infrastructure and development of tourism village for permanent resettlement location of PAHs	15,000,000,000
15.	Consultation meetings to disclose construction plan and progress and to discuss issues prior to relocation to permanent resettlement	2,000,000
16.	Relocation of PAHs from temporary location at HPL 94 to permanent location at Tourism Village	50,000,000
17.	Consultation to discuss issues after relocation to permanent location is completed (once a month)	24,000,000
18.	PAH grievances redress	80,000,000
19.	Monitoring and reporting of RAP implementation	50,000,000
SUBTOTAL PERMANENT RESETTLEMENT		15,206,000,000
GRAND TOTAL		19,468,579.911

*) Paid by local government

Source: ITDC, 2019

12.3 Schedule

Table 12-3 Implementation Schedule of Resettlement


Activity	Q3-19	Q4-19	Q1-20	Q2-20	Q3-20	Q4-20
Stage 1 – Temporary Resettlement						
Preliminary consultations to disclose Project Plan and the need of resettlements for PAHs	(completed)*					
Census of PAHs in Ebunut and Ujung	(completed)					
Identification of PAHs with predicted loss of incomes and amount of loss	(completed)					
Identification of candidates for training (1 person per PAH) based on qualification and job preference. ITDC is to match these candidates with available training opportunities and job vacancies						
Organization and implementation of PAH trainings followed by hiring						
Completion of RAP document and approval by ITDC, Central Lombok Government and AIIB						
Disclosure of RAP and Consultation to discuss eligibility, entitlements, relocation date, assignment of temporary houses, etc						
Construction of temporary houses (including bathroom and toilet) at HPL 94						
Construction of basic public services at HPL 94 including running water, electricity connection, garbage collection and disposal, street lighting						
Payment of the shakehand money (IDR 10 million per PAH)						
Relocation of PAHs from current houses to temporary houses at HPL 94. Special arrangements to meet the needs of vulnerable people such as ambulance, wheelchairs, stretchers etc						
Demolition of houses already abandoned by PAHs						
Implementation of monthly payment of cash compensation for loss of income due to resettlement						
Consultation to discuss issues after relocation to HPL 94 completed (once a month)						
PAH grievances redress						
Monitoring and reporting of RAP implementation						
Stage 2: Permanent Resettlement						

Activity	Q3-19	Q4-19	Q1-20	Q2-20	Q3-20	Q4-20
Construction of houses and basic service infrastructure and development of tourism village for permanent resettlement location of PAHs						
Consultation meetings to disclose construction plan and progress and to discuss issues prior to relocation to permanent resettlement						
Relocation of PAHs from temporary location at HPL 94 to permanent location at Tourism Village					depend on the completion time of the houses	
Consultation to discuss issues after relocation to permanent location is completed (once a month)						
PAH grievances redress						
Monitoring and reporting of RAP implementation						

*) See past public consultation activities in **Table 8-1**

APPENDICES

Appendix 1 Application Letter for Land Lease from Head Central Lombok Regency to ITDC


BUPATI LOMBOK TENGAH

Nomor : 032/145/26/DISPERKIM/2019	K e p a d a
Lampiran : -	Yth. Direktur Utama PT. Pengembangan
Perihal : <u>Permintaan Pinjam Pakai Lahan</u>	Pariwisata Indonesia Persero (ITDC)
	di-
	<u>Jakarta</u>

Bismillahirrahmanirrahim.
Assalamualaikum warahmatullahi wabarakaatuh.



Dalam rangka pengosongan lahan PT. Pengembangan Pariwisata Indonesia Persero (ITDC) di Dusun Ujung Lauq dan Ebunut Desa Kuta yang ditempati oleh masyarakat, telah dilakukan sosialisasi kedua oleh Pemerintah Kabupaten Lombok Tengah bersama Forum Komunikasi Pimpinan Daerah di Dusun Ebunut. Dalam sosialisasi tersebut, masyarakat menyampaikan harapan agar dapat diberikan pinjam pakai lahan PT. ITDC di HPL No. 94 di Dusun Ngolang Desa Mertak mengingat keterbatasan ekonomi dan sosialnya untuk pindah dan membangun kembali rumah mereka. Harapan tersebut kami pandang manusiawi dan dapat menjadi solusi untuk mempercepat proses pengosongan lahan dimaksud.

Sehubungan dengan hal diatas, kami minta kiranya dapat diberikan pinjam pakai lahan HPL No. 94 selama 5 (lima) tahun. Hal ini dimaksudkan untuk memberikan waktu kepada kita bersama untuk memberikan solusi permanen terhadap permasalahan diatas.

Demikian surat kami, atas perhatian dan kerjasamanya kami ucapkan terimakasih.

Wassalamualaikum warahmatullahi wabarakaatuh.

Praya, 26 Juli 2019



H. M. H. SUHAILI FT, SH

Tembusan disampaikan Kepada Yth. :

1. Menteri Badan Usaha Milik Negara RI di Jakarta ;
2. Menteri Pekerjaan Umum dan Perumahan Rakyat RI di Jakarta ;
3. Gubernur Nusa Tenggara Barat di Mataram ;
4. Direktur Jenderal Penyediaan Perumahan Kementerian Pekerjaan Umum dan Perumahan Rakyat RI di Jakarta ;
5. Arsip.



Head of Central Lombok Regency

No : 032/145/26/DISPERKIM/2019 To: Director of PT. Pengembangan Pariwisata
Attachment : - Indonesia Persero (ITDC)
Subject : Land Lease Application Jakarta

Bismillahirrahmanirrahim.

Asslamualaikum Warahmatullahi wabarakatuh.

With regard to land acquisition process of PT. Indonesia Tourism Development Corporation (ITDC) in Ujung Lauq and Ebunut Sub Villages, Kuta Village that occupied by the community, Central Lombok Regency Government and regional leadership communication forum has been carried out a second socialization in the Ebunut Sub Village.

In the socialization, the community expressed their expectation that PT. ITDC could lease their land at HPL 94 in Ngolang Sub Village, Mertak Village, considering its economic and social limitations in moving and rebuilding their homes.

Our opinion, their expectation is humane and can be a solution to accelerate the land acquisition process. Related to the circumstances above, we hope ITDC can provide land lease in HPL No. 94 for 5 (five) years. This is intended to give us time together to provide a permanent solution to the problems above.

Thank you for your attention and cooperation.

Walaikumsalam Warahmatullahi Wabarakatuh

Praya, July 6th, 2019

Head of Central Lombok Regency

H. Moh. Suhaili FT, SH

Cc:

- Ministry of State Enterprise
- Ministry of Public Work and Public Housing
- Governor of West Nusa Tenggara
- Directorate General of Public Housing Provision – Public Work and Public Housing Ministry
- Archive

Appendix 2 Consultation with PAP



Appendix 3 Questionnaire

**KUESIONER SENSUS MASYARAKAT TERKENA DAMPAK PEMINDAHAN TEMPAT TINGGAL
PROYEK INFRASTRUKTUR URBAN DAN PARIWISATA MANDALIKA - KABUPATEN LOMBOK
TENGAH, PROVINSI NUSA TENGGARA BARAT**

**CENSUS QUESTIONER FOR PROJECT AFFECTED PEOPLE ON RESETTLEMENT MANDALIKA
PROJECT - CENTRAL LOMBOK, WEST NUSATENGARA PROVINCE**

Oleh/ *By* (nama enumerator/ *enumerator name*)

3.1 Data Respondent/Data of Respondent (DR)

DR01.	Tanggal Wawancara/ <i>Date of Interview</i>	:		
DR02.	Nama Responden/ <i>Name of Respondent</i>	:		
DR03.	Nama Panggilan/ <i>Nickname</i>	:		
DR04.	Desa Asal/ <i>Place of Origin</i>	:		
DR05.	Jenis Kelamin/ <i>Gender</i>	:	1. Laki-Laki/ <i>Male</i>	2. Perempuan/ <i>Female</i>
DR06.	Umur/ <i>Age</i>	: (Tahun/ <i>Year</i>)	
DR07.	Agama/ <i>Religion</i>	:		
DR08.	Status	:	1. Belum menikah/ <i>Single</i>	2. Menikah/ <i>Married</i>

	Perkawinan/ Marital Status	3. Cerai Mati/ Widowed	4. Cerai Hidup/ Divorced
DR09.	Hubungan dalam Keluarga/ Family relationship	1. Kepala Keluarga/ Head of family ; 3. Istri/ Wife ; 5. Orang Tua/ Parent ; 7. Adik/ Younger sibling ;	2. Suami/ Husband ; 4. Anak/ Child ; 6. Kakak/ Older sibling ; 8. Lainnya/ Others
DR010.	Etnis/ Ethnicity :	a) Samawa, 2. Mbojo, 3. Sasak, 5. Bali, 5. Jawa, 6. Lainnya	
DR011.	Lama Mukim/ Occupancy period :	1. Sejak Lahir/ Since birth ; 3. 6-10 Tahun/ Years ;	2. 0-5 Tahun/ Years 4. > 10 Tahun/ Years
DR012.	Pendidikan / Education :	1. SD/MI/Sederajat/ Elementary/Islamic Elementary School/Equivalent ; 2. SMP/MTS/Sederajat/Junior High School/ Islamic Junior High School/Equivalent 3. SMA/MA/Sederajat/ Senior High School/Islamic Senior High School/Equivalent ; 4. Diploma - D1/D2/D3; 5. D4/S1/ Bachelor's Degree ; 6. S2/S3 / Masters/ Doctoral Degree ; 7. Tidak Sekolah/ no formal education .	
DR013.	Pekerjaan Utama/ Main job :	1. Petani/ farmer 2. Nelayan/ fisherman 3. Peternak/ cattle farmer 4. Buruh/ laborer 5. Tukang/ handyman	6. Wiraswasta (kios/toko/ kontraktor)/ entrepreneur 7. Karyawan/ employee 8. PNS/ civil servant 9. Tidak bekerja/ without job 10. Lainnya/ others
DR014.	Status pekerjaan utama/ Employment status of main job	1. Tetap/ permanent	2. Kontrak/ contractual 3. Musiman/ seasonal
DR015.	Pekerjaan Sampingan/ Side job	1. Petani/ farmer 2. Nelayan/ fisherman 3. Peternak/ cattle farmer 4. Buruh/ laborer 5. Tukang/ Handyman	6. Wiraswasta (kios/toko/ kontraktor)/ entrepreneur 7. Karyawan/ employee 8. PNS/ civil servant 9. Tidak bekerja/ without job
DR016.	Jarak tempuh mata pencaharian/ Distance to travel to the	1. S/d 5 Kilometers Up to 5 Kilometers 2. 5-15 Kilometers	

	<i>place of work/livelihood</i>	3. Lebih dari 5 Kilometer <i>More than 5 kilometers</i>		
DR017.	Status pekerjaan sampingan/ <i>Employment status of side job</i>	1. Tetap/ <i>permanent</i>	2. Kontrak/ <i>contractual</i>	3. Musiman/ <i>seasonal</i>
DR018.	Penghasilan/ <i>Income</i>	1. S/d Rp 2 juta/ <i>up to Rp2 million</i> 2. S/d Rp 5 juta/ <i>up to Rp5 million</i>		3. S/d Rp 10 juta/ <i>up to Rp10 million</i> 4. Lebih dari Rp 10 juta/ <i>more than Rp10 million</i>
DR019	Apakah ada anggota keluarga saudara dalam kondisi berikut? Mohon diambil foto <i>Are there any family members in the following conditions? Please take a picture</i>	a. penyandang disabilitas/ <i>permanent disability</i> b. Berkebutuhan khusus/ <i>special needs</i>	c. berusia tua/ <i>old Aged</i> d. Hamil/ <i>pregnant</i> e. Bayi, balita/ <i>babies and young age</i>	

Mohon diambil foto atau video */please take photo or video :*

1. Masyarakat terkena dampak/*Affected people*
2. masing-masing anggota keluarga/*Each member of household*
3. Kondisi lahan dan aset yang terdapat di atas lahan tersebut seperti rumah, tanah dan lainnya/*land and assets above the land, house, crops, and others*

Catatan/Note:

3.2 Anggota Keluarga/ Family Members [AK]

No	Nama Name	Jenis Kelamin/ Gender a. L/ M b. P/ F	Umur/ Age (Th/ Yr)	Hubungan Keluarga dengan kepala Rumah Tangga/ Family relationship with the head of family a. Kepala Keluarga/ head of family b. Istri/ wife ; c. Anak/ child d. Orang Tua/ parent; e. Kakak / older sibling; f. Adik/ younger sibling; g. Lainnya (di luar inti)/ others (outside of main family)	Status pernikahan/ Marital Status a. Belum Menikah/ single b. Menikah/ married c. Cerai hidup/ divorced d. Cerai mati/ widowed	Pendidikan/ Ijazah terakhir Education/ Recent diploma a. Tidak lulus SD/ non- primary school graduate b. Lulus SD/ primary school graduate c. SMP/ junior high school d. SMA/ senior high school e. Univ or Akademi/ university or academy f. Tidak sekolah/ no formal education	Pekerjaan/ Occupation a. Petani/ farmer; b. Nelayan/ fisherman; c. Beternak/ cattle farmer; d. Buruh/ laborer e. Wiraswasta/ entrepreneur; f. Karyawan or PNS/ employee or civil servant; g. Tidak bekerja/ without job; h. Lainnya/ others

3.3 Aset Rumah Tangga/*Household Asset* [AR]

3.3.1 Kondisi Rumah/*Household Condition*

Kondisi Fisik rumah/ <i>Condition of House</i>	Jmh ruangan/ <i>Rooms</i>	Kamar Mandi dan WC/ <i>Bath room and Toilet</i>	
		Di dalam/ <i>inside</i>	Diluar/ <i>outside</i>
a. Permanen/ <i>permanent</i>			
b. Semi permanen/ <i>semi permanent</i>			
c. Non permanen / <i>non permanent</i>			

3.3.2 Informasi Aset Tanah dan Bangunan/*Information of Land and Structure*

Peruntukan <i>Use</i>	Total Luas Lahan (m2) <i>Total Area (m2)</i>	Tipe Fisik Bangunan <i>Type of Structure</i> a. Rumah Batu/ <i>Brick or concrete house</i> b. Rumah Panggung/ <i>Traditional Wood house</i> c. Rumah semi permanen/ <i>Semi permanent house</i> d. Lainnya / <i>Others</i>	Kerusakan Bangunan <i>Damage of the Structure</i> a. Sepenuhnya / <i>full</i> b. Sebagian/ <i>Partial</i> c. Tidak ada/ <i>none</i>
TANAH <i>LAND</i>			
Untuk rumah tinggal <i>For Dwelling</i>			
Untuk lahan pertanian <i>For Agricultural Land</i>			
Untuk usaha non pertanian <i>For non-Agricultural Businesses</i>			
BANGUNAN <i>STRUCTURE</i>			
Rumah Utama <i>Main House</i>			
Bangunan tambahan <i>Additional Building</i>			
- Gudang/ <i>Storage</i>			
- Tempat usaha/ <i>Business unit</i>			
Bangunan Usaha <i>Buildings for Businesses</i>			
Bangunan lainnya <i>Other Buildings</i>			
-			

3.3.3 Kepemilikan Asset Selain Rumah/Non Housing Ownership

Jenis Aset/ Asset Type	Luas/ Area m2	Jumlah/ Amount	Nilai/ Value (Rp.)
Warung, toko/ <i>Shop,store</i>			
Berugak/ <i>Gazebo</i>			
Kandang sapi/ <i>Cowshed</i>			
Kandang ayam/ <i>Chicken Cage</i>			
Tanaman kebun/ <i>Plant</i>			
Lainnya/ <i>Others</i>			
Warung, toko/ <i>Shop,store</i>			
Berugak/ <i>Gazebo</i>			
Kandang sapi/ <i>Cowshed</i>			

3.3.4 Kepemilikan Aset Bergerak/Mobile Asset Ownership

Jenis Aset Asset Type	Kepemilikan sejak (tahun) Ownership since (year)	Jumlah Amount	Nilai Value (Rp.)
Sepeda/ <i>Bicycle</i>			
Sepeda Motor/ <i>Motorbike</i>			
Mobil/ <i>Car</i>			
Truk/ <i>Truck</i>			
Sapi/ <i>Cow</i>			
Kerbau/ <i>Buffalo</i>			
Kambing atau Domba/ <i>Goat or sheep</i>			
Pesawat TV/ <i>Television</i>			
Genset listrik/ <i>Electric Generator</i>			
Traktor/ <i>Tractor</i>			

Jenis Aset <i>Asset Type</i>	Kepemilikan sejak (tahun) <i>Ownership since (year)</i>	Jumlah <i>Amount</i>	Nilai <i>Value (Rp.)</i>
Perahu/ <i>Boat</i>			
Lainnya/ <i>Others</i>			

Mohon diambil foto atau video / *please take photo or video :*

1. Kondisi lahan dan aset yang terdapat di atas lahan tersebut seperti rumah, tanah dan lainnya/ *land and assets above the land, house, crops, and others*

Catatan/ *Note:*

3.4 Jenis-Jenis Pengeluaran [PL]/Types of Expenditure

Tipe Pengeluaran Rumah Tangga <i>Type of Household Expenditure</i>	Pengeluaran <i>Expenditure</i>	
	Rp. per bulan <i>Rp. per month</i>	Rp. per tahun <i>Rp. per year</i>
Pengeluaran utama (total)/ <i>Primary Expenditure (total)</i>		
a. Makanan/ <i>Food</i>		
b. Pendidikan/ <i>Education</i>		
c. Kesehatan/ <i>Health</i>		
d. Pakaian/ <i>Clothes</i>		
e. Komunikasi/ <i>Communication</i>		
f. Listrik/ <i>Electricity</i>		
g. Rokok atau tembakau/ <i>Cigarette or tobacco</i>		
Pengeluaran sekunder (total)/ <i>Secondary</i>		

<i>expenditure (total)</i>		
a. <i>Rekreasi/Entertainment</i>		
b. <i>Pembayaran Pinjaman (jika ada)/ Loans (if any)</i>		
c. <i>Biaya social or sumbangan/ Social cost or charity</i>		
TOTAL PENGELUARAN/ TOTAL EXPENDITURE		

3.5 Jenis-Jenis Pendapatan [JP]/Types of Income

JP01. Jenis Pendapatan/ Type of Income	JP02. Per Bulan (Rp)/ Per Month (Rp)	JP03. Per Tahun/ Per Year
Penghasilan Non Pertanian/ Non- agricultural income		
<i>Pekerjaan Utama/ Main job</i>		
<i>Pekerjaan Sampingan/ Side job</i>		
<i>Transfer Masuk/ Transfer in</i>		
Penghasilan Pertanian/ Agricultural Income		
a. <i>Pertanian/ Agriculture</i>		
b. <i>Perikanan/ Fishery</i>		
c. <i>Peternakan/ Animal Husbandry</i>		
d. <i>Kehutanan/ Forestry</i>		

3.6 Pendapatan Anggota Keluarga [PK] / Income of Family Members

PK01. Nama Name	PK02. Pekerjaan/ Occupation <i>a. Buruh/ Laborer</i> <i>b. Wiraswasta/ Entrepreneur</i> <i>c. Karyawan atau PNS/ Employee or civil servant</i> <i>d. Lainnya/ others</i>	PK03. Komoditas atau Jasa (perjelas) / Commodity or service (explain)	PK04. Pendapatan non pertanian (Rp/bulan)/ Non- agricultural income (Rp/ month)	PK05. Pendapatan non pertanian (Rp/tahun)/ Non- agricultural income (Rp/ year)	PK06. Sumber pendapatan lain (Rp/bulan)/ Other source of income (Rp/ month)	PK07. Total Pendapatan (Rp/bulan)/ Total Income (Rp/ month) (iv + vi)
TOTAL/ TOTAL (Rp.)						

3.7 Lebih Dalam Tentang Pendapatan [DP]

Deeper about Income

3.7.1 Jenis-jenis pendapatan dari Pertanian

Types of agricultural income

- DP01. Dari Pertanian lahan pribadi [] Ya, Ada
From private land farming Yes, there is
- DP02. Dari Pertanian lahan komunal [] Ya, Ada
From communal land farming Yes, there is
- DP03. Dari Perkebunan lahan pribadi [] Ya, Ada
From private land plantation Yes, there is
- DP04. Dari Perkebunan lahan komunal [] Ya, Ada
From communal land plantation Yes, there is
- DP05. Dari Produk Kehutanan [] Ya, Ada
From forestry products Yes, there is
- DP06. Apakah anda menyewakan lahan? Luas [] m² () tidak
Do you rent out land? Area m2 no
- DP07. Total penghasilan dari menyewakan lahan? Rp _____/tahun
Total revenue from land rent? Rp year
- DP08. Jumlah penyewa lahan [] orang
Number of land tenants person/people
- DP09. Jumlah buruh tani [] orang
Number of farm laborer person/people
- DP010. Jumlah petani penggarap [] orang
Number of sharecropper person/people
- DP011. Mekanisme penyewa/penggarap []
Tenant/ sharecropper mechanism
- DP012. Pendapatan bagi hasil per tahun? Rp _____/ tahun
Revenue sharing per year? Rp/ year
- DP013. Berapa upah buruh pertanian di desa ini pada tahun 2018 ? Rp _____/hari
How much is the wage for an agricultural labor in this village in 2018? Rp/day
- DP014. Berapa upah buruh pertanian di desa ini pada tahun 2019 ? Rp _____/hari
How much is the wage for an agricultural labor in this village in 2019? Rp/day
- DP015. Berapa upah buruh bangunan di desa ini pada tahun 2018 ? Rp _____/hari
How much is the wage for a construction worker in this village in 2018 ? Rp/ day

DP016. Berapa upah buruh bangunan di desa ini pada tahun 2019 ? Rp _____/hari

How much is the wage for construction worker in this village in 2019? Rp/ day

DP017. Produk NTFP (Hasil Hutan Bukan Kayu) yang dikumpulkan, seperti gula aren, madu, anggrek, tanaman ornamental, tanaman obat seperti akar-akaran/herbal, dll?

Do you gather NTFPs (Non-Timber Forest Product) such as palm sugar, honey, orchid, ornamental plants, and medical plants (roots/ herbs), etc?

a. Ya/ Yes

b. Tidak/ No

DP018. Apakah anda memperoleh pendapatan lain dari keluarga yang tinggal di luar rumah?

Do you have any source of income from other family members in the house?

a. Ya (Berapa banyak perkiraan pendapatan per bulannya)? _____

Yes (How much is the estimated income per month)?

b. Tidak

No

3.8 Produk Hutan dan SDA lainnya/Forest and other Natural Resource-Based Products

Produk Hutan dan SDA yang dikumpulkan NT01 <i>Gathered Forest and other natural resource-based Products NT01</i>				
Jenis SDA yang dipakai sendiri NT02 <i>Type of Forest and other natural resources products NT02</i>			Jenis SDA yang dijual NT03 <i>Type of sold forest and other natural resources products NT03</i>	
Nama Item <i>Name of Item</i>	Rp per tahun <i>Rp per year</i>	Jarak <i>Travelling Distance</i>	Nama Produk <i>Product Name</i>	Rp per tahun <i>Rp per year</i>
1.				
2.				
3.				
4.				

3.9 Kesehatan Rumah Tangga [KR]/ Household Health

KR01. Selama 12 bulan terakhir ini, apakah ada anggota keluarga Bapak/Ibu yang pernah sakit?

Over the past 12 months, have any of your family members ever been ill?

a. Ya/ Yes

b. Tidak/ No

KR02. Selama 12 bulan terakhir, penyakit/jenis keluhan apa yang pernah di derita oleh anggota rumah tangga?

Over the past 12 months, what type of illness/ complaint has a household member suffered from?

Nama Penyakit <i>Type of disease</i>	Kelompok Usia <i>Age Group</i>		
	Balita (< 5 th) <i>Babies (<5 y.o)</i>	Anak-anak (5-14 th) <i>Children (5-14 y.o)</i>	Dewasa (≥ 15 th) <i>Adult (≥ 15 y.o)</i>
Penyakit Menular <i>Infectious disease</i>			
ISPA <i>URI</i>			
Diare <i>Diarrhea</i>			
Tifus <i>Typhoid fever</i>			
DBD <i>Dengue fever</i>			
Kulit <i>Skin diseases</i>			
Malaria <i>Malaria</i>			
TBC <i>Tuberculosis</i>			
PMS <i>Premenstrual Syndrome</i>			
Lainnya _____ <i>Others</i>			
Penyakit tidak menular <i>Non-communicable disease</i>			
Asma <i>Asthma</i>			
Hipertensi <i>Hypertension</i>			
Diabetes <i>Diabetes</i>			
Lainnya _____ <i>Others</i>			

KR03. Apabila Sakit, kemana anda berobat?

If you are ill, where do you go for treatment?

- Puskesmas
Health center
- Rumah sakit Puskesmas
Hospital
- Dokter praktek/ klinik
Doctor's office
- Mantri/bidan
Midwife
- Dukun

- f. Tidak diberikan pengobatan
Left unattended
- g. Lainnya, sebutkan:.....
Others, please mention

- KR04. Apakah anda dan keluarga memiliki kartu BPJS? 1. Ya 2. Tidak
Do you and your family have BPJS insurance? 1. Yes 2. No
- a. Anggota RT/ keluarga yang memiliki BPJS: ____ orang
Number of household/ family member with BPJS person/s
- b. Anggota RT/keluarga yang tdk memiliki BPJS: ____ orang
Number of household/ family member without BPJS person/s

KR05. Bagaimana keterjangkauan akses sarana dan prasarana kesehatan bagi rumah tangga ini
:

How is the access to health facilities and infrastructures for this household:

- a. Sulit b. Mudah
Difficult Easy

3.10 Pendidikan Rumah Tangga [PG]/ Household Education

- PG01. Apakah ada Anggota Rumah Tangga I/B/S yang putus sekolah ? 1. Ya 3. Tidak
Is there any family member who drops out of formal education? 1. Yes 3. No

PG02. Apa alasan ART tersebut putus sekolah ?
What is the reason for dropout?

- | | |
|---|---|
| a. Tidak ada biaya
<i>Financial disability</i> | d. Jauh dari Sekolah
<i>Distance to school</i> |
| b. Keterbatasan fisik/cacat
<i>Physical disabilities</i> | e. Bekerja
<i>Work</i> |
| c. Sakit keras
<i>Illness</i> | f. Lainnya _____
<i>Others</i> |

PG03. Apakah rumah tangga ini mempunyai Kartu Indonesia Pintar (KIP), Kartu Indonesia Hebat (KIH) anak sekolah ?

Does this household have a "Kartu Indonesia Pintar (KIP)", "Kartu Indonesia Hebat (KIH)" for students ?

- a. Ya/ Yes b. Tidak/ No

3.11 Air Bersih, Listrik dan Sanitasi/Clean water, Electricity and Sanitation

3.11.1 Air Bersih [AB] Clean water

Jenis Sumber Air <i>Type of water source</i>	Dipakai <i>Used</i>	Jarak (m) <i>Distance (m)</i>	Utk Memasak <i>For cooking</i>	Utk Mandi <i>For Shower</i>	Utk Mencuci <i>For washing</i>
Sumur Gali <i>Dug well</i>					
Sumur Pompa <i>Pump well</i>					
Perpipaan/PDAM <i>Pipeline</i>					
Air Kemasan <i>Bottled water</i>					
Mata Air <i>Water spring</i>					
Air Hujan <i>Rain water</i>					
Air sungai <i>River water</i>					

3.11.2 Listrik dan Sanitasi [LS]/Electricity and Sanitation

LS01. Apa Sumber penerangan utama Rumah Tangga ?

What is the primary source of lighting of the house?

- a. Listrik PLN b. Listrik Non PLN c. Genset d. Lainnya
- a. State-owned electricity b. Non-State electricity c. Generator d. Others*

LS02. Berapa besar daya yang digunakan oleh rumah tangga ini ?

How much power does this household use?

- a. 900 W b. 1200 w c. Lebih dari 1200 w d. 450 W
- a. 900 W b. 1200 W c. More than 1200 W d. 450 W*

LS03. Seberapa sering (frekuensi) aliran listrik mengalami gangguan (mati lampu)

How often (frequency) do you experience electricity interruption (blackout)

- a. Sering b. Kadang c. Tidak Pernah
- a. Often b. Sometimes c. Never*

LS04. Dalam enam (6) bulan terakhir, apakah Bapak/Ibu memiliki masalah dalam memenuhi kebutuhan air sehari-hari atau kualitas sumber air utama?

Over the last six (6) months, do you have any problems fulfilling the daily water needs or the quality of primary water source

a. Ya b. Tidak

a. Yes b. No

LS05. Apa masalah utama dalam memenuhi kebutuhan air sehari-hari?

What is the main problem faced in fulfilling daily water needs?

a. Sumber air terbatas

Limited water source

b. Air tidak bersih/ tercemar

Unclean water/ contaminated

c. Sumber air terlalu jauh

Water source is too far

d. Lainnya _____

Others

3.12 Identifikasi Kebutuhan Masyarakat [KM]/Public Need Identification

3.12.1 Analisa peneliti mengenai permasalahan masyarakat terdampak/Researcher's analysis on problems faced by affected people

	Bidang/ Fields	KM01. Permasalahan/ Problems
a	Budaya (Kearifan lokal dan lembaga adat) <i>Culture (Local wisdom and traditional institutions)</i>	
b	Sosial (Prostitusi, agama, kenakalan remaja,) <i>Social (Prostitution, religion, juvenile delinquency)</i>	
c	Kesehatan <i>Health</i>	
d	Lingkungan <i>Environment</i>	
e	Pendidikan <i>Education</i>	
f	Ekonomi <i>Economy</i>	

g	Sarana dan Prasarana <i>Facilities and Infrastructure</i>	
h	Komunikasi <i>Communication</i>	
i	Transportasi <i>Transportation</i>	
j	Keamanan <i>Security</i>	

3.12.2 Analisis Peneliti Mengenai kebutuhan warga yang terdampak/Researcher's analysis on the needs of affected people

	Bidang/ <i>fields</i>	Kebutuhan/ <i>Needs</i>
a	Pengembangan Ketrampilan dan Kewirausahaan <i>Skills and entrepreneurship development</i>	
b	Sosial <i>Social</i>	
c	Kesehatan <i>Health</i>	
d	Lingkungan <i>Environment</i>	
e	Pendidikan <i>Education</i>	
f	Lainya _____ <i>Other</i>	

3.13 Sanitasi Rumah Tangga [SR]/Household Sanitation

SR01. Dimana tempat buang air besar yang biasa dilakukan oleh anggota rumah tangga ?

Where is the place for defecate that is often used by household members?

- | | |
|--|---------------------------------|
| a. Jamban sendiri/ <i>Private toilet</i> | e. Sungai/ <i>River</i> |
| b. Jamban bersama/ <i>Shared toilet</i> | f. Pantai/ <i>Beach</i> |
| c. Jamban umum/ <i>Public toilet</i> | g. Kebun/ <i>Farm</i> |
| d. Kolam atau danau/ <i>Pool or lake</i> | h. Lainnya/ <i>Others</i> _____ |

SR02. Tempat pembuangan akhir limbah (tinja)

Final waste disposal site (feces)

- | |
|--|
| a. Septik tank/ <i>Septic tank</i> |
| b. Tanah atau kebun/ <i>Soil or farm</i> |

- c. Kolam atau danau/ *Pool or lake*
- d. Sawah/ *Rice field*
- e. Sungai/ *River*
- f. Lubang Tanah/ *Ground hole*
- g. Lainnya/ *Others* _____

SR03. Dimana Rumah Tangga ini biasa membuang air limbah rumah tangga?

Where does the household usually throw the waste?

- a. Dialirkan ke saluran pembuangan limbah
Drained to sewerage
- b. Dibuang di halaman
Discarded in the yard
- c. Dialirkan ke kolam
Drained into the pool
- d. Dialirkan ke parit/sungai
Drained into a ditch/ river
- e. Lainnya.....
others

SR04. Bagaimana cara penanganan dan pengelolaan sampah rumah tangga I/B/S?

How do you manage your household waste?

- a. Ditanam/ dikubur
Planted/ buried
- b. Dibuang ke parit/selokan/sungai
Disposed into ditches/ gutters/ rivers
- c. Dijadikan kompos
Made compost
- d. Dibakar
Burned down
- e. Diletakkan di depan rumah, lalu diangkut oleh petugas dari Pemda
Placed in front of the house, then transported by private officers
- f. Diletakkan di depan rumah, lalu diangkut oleh petugas Swasta
Placed in front of the house, then transported by private waste officer
- g. Diletakkan di depan rumah, lalu diangkut oleh pemulung
Placed in front of the house, then transported by scavengers
- h. Lainnya, sebutkan
Others, please mention

**3.14 Harapan Masyarakat Terkena Dampak terhadap Pembebasan Lahan oleh ITDC (HM)
/Expectation of Affected People on Land Acquisition by ITDC**

1. Jika dilakukan pembebasan lahan, kemanakah sdr. Ingin direlokasi?
If land acquisition is carried out, where do you want to be relocated?

- a. kembali ke daerah asal dan dibangun rumah oleh ITDC
Move back to the area of origin and have a house built by ITDC
- b. Pindah ke daerah lain atas pilihan sendiri dan membangun rumah dengan material disediakan oleh ITDC
Move to other place of your own choice and build the house with

materials provided by ITDC

- c. Pindah ke daerah lain atas pilihan sendiri dan dibangun rumah oleh ITDC/

Move to other place of your own choice and have a house built by ITDC

- d. Pindah ke daerah lain atas pilihan sendiri dan tidak membutuhkan rumah dari ITDC/

Move to other place of your own choice and do not need a house from ITDC

- e. Pindah ke lokasi yang disiapkan oleh ITDC

Moving to a location prepared by ITDC

2. Bentuk bantuan relokasi dan transportasi yang dibutuhkan? / *what type of relocation/transportation assistance is required?*

- a. tunjangan pindah/

Moving Allowance

- b. Tunjangan transportasi

Transportation Allowance

- c. Penggantian upah yang hilang

Compensation of Labour Wage

3. Jika direlokasi, apakah anda kehilangan pendapatan? / *If you are relocated, do you lose income?*

Ya/yes

Tidak/No

Pertanyaan berikut jika anda kehilangan pendapatan

Next question if you lose your income

4. Pelatihan atau bantuan yang diharapkan terkait dengan kehilangan pendapatan
Expected training or assistance related to lost income

1.

2.

3.

4.

5. Jika pertanyaan berkaitan dengan pemindahan penduduk, apakah anda mengetahui kemana menyampaikan keluhan kepada perusahaan ? / *If there are questions related to resettlement, do you know where to deliver a complaint ?*

Ya/yes

Tidak/No

Jika ya, kemana anda menyampaikan keluhan ? *If yes, where did you submit your complaint?*

6. Apakah anda sudah menerima kompensasi/ bantuan dari pihak ITDC? Jika ya, sebutkan Nilainya / dalam bentuk apa *Have you received any compensation from ITDC? If so, please explain*

- a. Ya/ Yes Bentuk/ Type: Nilai/Value:
b. Belum / Not yet

7. Bagaimana anda memanfaatkan uang ganti rugi yang sudah diberikan ? *How do you use the compensation money that has been received?* (jika responden sudah menerima uang kompensasi)

- a. Untuk usaha (*Business*)
b. Beli tanah ditempat lain (*Buy land*)
c. Untuk tabungan (uang) (*Savings*)
d. Untuk hidup sehari-hari (*Daily expenses*)
e. Untuk investasi (emas, sapi, dll) (*Investment*)
f. Untuk naik haji (*Hajj*)
g. Untuk pendidikan (*Education*)
h. Lain-lain (sebutkan) (*Others*)

8. Program pendampingan seperti apa yang diharapkan ke depan dari pihak ITDC ?
What kind of assistance program is expected in the future from ITDC ?

- a. Program bantuan keuangan (*Financial assistance program*)
b. Menjadi tenaga kerja untuk perusahaan (*Become an employee for the company*)
c. Bertani atau memanfaatkan lahan yang ada (*Farm or utilize existing land*)
d. Dilibatkan pihak perusahaan sebagai UKM (*Involved by the company as SMEs*)
e. Beasiswa untuk anak-anak (*Scholarships for children*)
f. Lain-lain (sebutkan) *Other (please specify)*

9. Apakah anda mengetahui tentang rencana relokasi/ pemindahan tmpt tgl? *Are you aware of the relocation/ resettlement plan?*

Ya/yes

Tidak/No

Jika ya, apakah anda (warga) dilibatkan dalam pengambilan keputusan atau dimintai pendapatnya ? *If yes,, are you (community) involved in making a decision or being consulted?*

Ya/yes

Tidak/No

10. Apakah ada masyarakat yang enggan untuk pindah dari daerah tersebut menurut sepemahaman bapak/ibu ? *Are there people who are reluctant to move from the area according to your understanding?*

Ya/yes

Tidak/No

Jika ada apa alasanannya menurut anda ? *If there is what reason do you think?*

11. Apakah usulan anda supaya proses pemindahan penduduk dapat berjalan dengan baik dan komunitas dilibatkan secara aktif ? *What are you proposing that the process of resettlement be carried out properly and the community can be actively involved?*

Catatan/Note:

Appendix 4 List of Respondent

LIST OF RESPONDENT									
No	Name	Dusun	Sex	Age	Marital Status	Status in H.H	ethnicity	Lenght of Occupancy	Education Level
1	Kamaruddin	Ebunut	male	51	married	Head of HH	Sasak	> 10 years	Senior High School
2	Murdiyanto	Ebunut	male	29	married	Head of HH	Sasak	born in the area occupied	Diploma
3	Atim	Ebunut	male	49	married	Head of HH	Sasak	born in the area occupied	Elementary school
4	Muhlis	Ebunut	male	43	married	Head of HH	Sasak	0 - 5 years	Junior High School
5	Iyah	Ebunut	male	60	married	Head of HH	Sasak	> 10 years	Not graduated from elementary school
6	Ramli	Ebunut	male	32	married	Head of HH	Sasak	born in the area occupied	Senior High School
7	Khaeroni	Ebunut	female	27	married	wife	Sasak	born in the area occupied	Junior High School
8	Segap	Ebunut	male	60	married	Head of HH	Sasak	born in the area occupied	Never attend schools
9	Loyep	Ebunut	female	58	married	wife	Sasak	> 10 years	Never attend schools
10	Tanem	Ebunut	female	24	married	wife	Sasak	born in the area occupied	Junior High School
11	Inaq Rumane	Ebunut	female	76	widowed	Head of HH	Sasak	born in the area occupied	Never attend schools
12	Suti	Ebunut	male	59	married	Head of HH	Sasak	0 - 5 years	Not graduated from elementary school
13	Seriati	Ebunut	female	39	married	wife	Sasak	born in the area occupied	Never attend schools

LIST OF RESPONDENT									
No	Name	Dusun	Sex	Age	Marital Status	Status in H.H	ethnicity	Lenght of Occupancy	Education Level
14	Leme	Ebunut	male	50	married	Head of HH	Sasak	> 10 years	Not graduated from elementary school
15	Amaq Nuralip	Ebunut	male	52	married	Head of HH	Sasak	born in the area occupied	Never attend schools
16	Lorup	Ebunut	male	47	married	Head of HH	Sasak	born in the area occupied	Elementary school
17	Sidik	Ebunut	male	51	married	Head of HH	Sasak	> 10 years	Not graduated from elementary school
18	Supardan	Ebunut	male	30	married	Head of HH	Sasak	> 10 years	Not graduated from elementary school
19	Ena Dewi Epitamala	Ebunut	female	23	married	wife	Sasak	born in the area occupied	Junior High School
20	Inaq Cinggit	Ebunut	female	67	widowed	Head of HH	Sasak	born in the area occupied	Never attend schools
21	Driye	Ebunut	male	57	married	Head of HH	Sasak	born in the area occupied	Never attend schools
22	Seniah	Ebunut	male	71	married	Head of HH	Sasak	born in the area occupied	Never attend schools
23	Asih	Ebunut	female	45	married	wife	Sasak	> 10 years	Never attend schools
24	Gacip	Ebunut	male	51	married	Head of HH	Sasak	born in the area occupied	Never attend schools
25	Iwan Dahlan	Ebunut	male	28	married	Head of HH	Sasak	born in the area occupied	Junior High School
26	Melina	Ebunut	female	20	married	wife	Sasak	born in the area occupied	Junior High School
27	Genah	Ebunut	male	38	married	Head of HH	Sasak	born in the area occupied	Never attend schools
28	Minip	Ebunut	female	46	married	Head of HH	Sasak	> 10 years	Never attend schools

LIST OF RESPONDENT									
No	Name	Dusun	Sex	Age	Marital Status	Status in H.H	ethnicity	Lenght of Occupancy	Education Level
29	Singgit	Ebunut	male	33	married	Head of HH	Sasak	born in the area occupied	Never attend schools
30	Riane	Ebunut	female	63	married	Head of HH	Sasak	> 10 years	Never attend schools
31	Ramdan	Ebunut	male	24	married	child	Sasak	born in the area occupied	Senior High School
32	Mainah	Ebunut	female	49	widowed	Head of HH	Sasak	born in the area occupied	Never attend schools
33	Anim	Ebunut	female	50	separate	Head of HH	Sasak	> 10 years	Never attend schools
34	Inaq Rasek	Ebunut	female	59	separate	Head of HH	Sasak	> 10 years	Never attend schools
35	Asin	Ebunut	female	57	widowed	Head of HH	Sasak	> 10 years	Never attend schools
36	Nuralip	Ebunut	female	29	married	wife	Sasak	> 10 years	Elementary school
37	Kalun	Ebunut	female	65	widowed	Head of HH	Sasak	> 10 years	Never attend schools
38	Lebak	Ebunut	male	40	married	Head of HH	Sasak	born in the area occupied	Not graduated from elementary school
39	Rahmat Panye	Ebunut	male	48	married	Head of HH	Sasak	> 10 years	Senior High School
40	Alam	Ebunut	male	35	married	Head of HH	Sasak	> 10 years	Elementary school
41	Lalu Sukalam	Ebunut	male	50	married	Head of HH	Sasak	> 10 years	Not graduated from elementary school
42	Manuh	Ebunut	female	44	married	wife	Sasak	born in the area occupied	Never attend schools
43	Rendep	Ebunut	male	47	married	Head of HH	Sasak	0 - 5 years	Not graduated from elementary school

LIST OF RESPONDENT									
No	Name	Dusun	Sex	Age	Marital Status	Status in H.H	ethnicity	Lenght of Occupancy	Education Level
44	Suprayadi	Ebunut	male	26	married	Head of HH	Sasak	born in the area occupied	Senior High School
45	Miasip	Ebunut	female	41	married	wife	Sasak	born in the area occupied	Elementary school
46	Koleh	Ebunut	male	50	married	Head of HH	Sasak	born in the area occupied	Never attend schools
47	Inaq Miasip	Ebunut	female	61	widowed	Head of HH	Sasak	> 10 years	Never attend schools
48	Nur Cahaya	Ebunut	female	33	married	Head of HH	Sasak	born in the area occupied	Senior High School
49	Senum	Ebunut	male	40	married	Head of HH	Sasak	> 10 years	Elementary school
50	Lebar	Ebunut	male	63	married	Head of HH	Sasak	> 10 years	Not graduated from elementary school
51	Genep	Ebunut	male	47	married	Head of HH	Sasak	> 10 years	Not graduated from elementary school
52	Rabok	Ebunut	male	59	married	Head of HH	Sasak	5 - 10 years	Not graduated from elementary school
53	Upik	Ebunut	male	70	married	Head of HH	Sasak	> 10 years	Not graduated from elementary school
54	Aye	Ebunut	male	30	married	Head of HH	Sasak	born in the area occupied	Elementary school
55	Satriawan	Ebunut	male	32	married	Head of HH	Sasak	born in the area occupied	Junior High School
56	Feri Susanto	Ebunut	male	20	married	Head of HH	Sasak	born in the area occupied	Elementary school
57	Natip	Ebunut	male	41	married	Head of HH	Sasak	born in the area occupied	Not graduated from elementary school

LIST OF RESPONDENT									
No	Name	Dusun	Sex	Age	Marital Status	Status in H.H	ethnicity	Lenght of Occupancy	Education Level
58	Muni	Ebunut	female	64	widowed	Head of HH	Sasak	born in the area occupied	Never attend schools
59	Rusmin	Ebunut	female	74	married	wife	Sasak	> 10 years	Never attend schools
60	Maesarah	Ebunut	female	20	married	wife	Sasak	0 - 5 years	Senior High School
61	Janum	Ebunut	male	39	married	Head of HH	Sasak	born in the area occupied	Elementary school
62	Lengke	Ebunut	male	57	widower	Head of HH	Sasak	> 10 years	Never attend schools
63	Terang	Ebunut	male	71	married	Head of HH	Sasak	> 10 years	Never attend schools
64	Murdan	Ebunut	male	29	married	Head of HH	Sasak	born in the area occupied	Senior High School
65	Yanti	Ebunut	female	29	married	wife	Sasak	> 10 years	Junior High School
66	Kartubi	Ebunut	male	47	married	Head of HH	Sasak	born in the area occupied	Not graduated from elementary school
67	Resi Sambudi	Ebunut	male	29	married	Head of HH	Sasak	> 10 years	Junior High School
68	Sanip	Ebunut	female	36	married	wife	Sasak	> 10 years	Elementary school
69	Malah	Ebunut	male	50	married	Head of HH	Sasak	born in the area occupied	Not graduated from elementary school
70	Sumiati	Ebunut	female	71	married	wife	Sasak	born in the area occupied	Never attend schools
71	Satim	Ebunut	female	62	married	wife	Sasak	> 10 years	Never attend schools
72	Minim	Ebunut	female	34	married	wife	Sasak	born in the area occupied	Never attend schools

LIST OF RESPONDENT									
No	Name	Dusun	Sex	Age	Marital Status	Status in H.H	ethnicity	Lenght of Occupancy	Education Level
73	Seni	Ebunut	male	47	married	Head of HH	Sasak	> 10 years	Never attend schools
74	Sunardi	Ebunut	male	23	married	others	Sasak	0 - 5 years	Senior High School
75	Alisah	Ebunut	female	35	married	wife	Sasak	0 - 5 years	Elementary school
76	Madip	Ebunut	male	28	married	Head of HH	Sasak	born in the area occupied	Elementary school
77	Ayu	Ebunut	male	29	married	Head of HH	Sasak	born in the area occupied	Elementary school
78	Abdul Latif	Ebunut	male	34	married	Head of HH	Sasak	born in the area occupied	Senior High School
79	Ning Purwanto	Ujung	male	52	married	Head of HH	Sasak	> 10 years	Not graduated from elementary school
80	Junaidi	Ebunut	male	33	married	Head of HH	Sasak	born in the area occupied	Not graduated from elementary school
81	Nana Kartina	Ujung	female	29	married	wife	Sasak	0 - 5 years	Senior High School
82	Adip	Ujung	male	50	married	Head of HH	Sasak	> 10 years	Not graduated from elementary school
83	Yuli	Ujung	female	15	single	others	Sasak	born in the area occupied	Elementary school
84	Jume	Ujung	male	42	married	Head of HH	Sasak	> 10 years	Not graduated from elementary school
85	Lumut	Ujung	male	52	married	Head of HH	Sasak	> 10 years	Never attend schools
86	Miasri	Ujung	female	67	widowed	Head of HH	Sasak	> 10 years	Not graduated from elementary school

LIST OF RESPONDENT									
No	Name	Dusun	Sex	Age	Marital Status	Status in H.H	ethnicity	Lenght of Occupancy	Education Level
87	H. Sulaiman Kurniawan	Ujung	male	71	married	Head of HH	Sasak	> 10 years	Not graduated from elementary school
88	Zainuddin	Ujung	male	29	married	Head of HH	Sasak	born in the area occupied	Senior High School
89	Rahip	Ujung	male	52	married	Head of HH	Sasak	> 10 years	Never attend schools
90	Lalu Muridun	Ebunut	male	43	married	Head of HH	Sasak	5 - 10 years	Junior High School
91	Riasip	Ujung	male	29	married	Head of HH	Sasak	born in the area occupied	Senior High School
92	Jamal Mirdat	Ujung	male	31	married	Head of HH	Sasak	> 10 years	Senior High School
93	Suman	Ebunut	female	36	married	wife	Sasak	born in the area occupied	Never attend schools
94	Minarti	Ebunut	female	50	married	wife	Sasak	born in the area occupied	Elementary school
95	Warte	Ujung	male	49	married	Head of HH	Sasak	born in the area occupied	Junior High School
96	Junaidi	Ebunut	male	46	married	Head of HH	Sasak	> 10 years	Never attend schools
97	Datre	Ujung	male	57	married	Head of HH	Sasak	born in the area occupied	Never attend schools
98	Rohani	Ujung	female	34	married	wife	Sasak	born in the area occupied	Junior High School
99	Marte	Ujung	male	42	married	Head of HH	Sasak	born in the area occupied	Not graduated from elementary school
100	Kenem	Ujung	female	48	widowed	Head of HH	Sasak	> 10 years	Never attend schools

LIST OF RESPONDENT									
No	Name	Dusun	Sex	Age	Marital Status	Status in H.H	ethnicity	Lenght of Occupancy	Education Level
101	Kami	Ujung	female	41	married	wife	Sasak	born in the area occupied	Elementary school
102	Juasti	Ujung	male	29	married	Head of HH	Sasak	0 - 5 years	Not graduated from elementary school
103	Sumardi	Ujung	male	37	married	Head of HH	Sasak	born in the area occupied	Elementary school
104	Kartini	Ujung	female	47	married	wife	Sasak	?	Never attend schools
105	Suani	Ujung	female	34	married	wife	Sasak	> 10 years	Elementary school
106	Martini	Ujung	female	30	married	wife	Sasak	born in the area occupied	Diploma
107	Dasam	Ujung	male	63	married	Head of HH	Sasak	born in the area occupied	Never attend schools
108	Erlina	Ujung	female	36	married	wife	Sasak	> 10 years	Senior High School
109	Minalim	Ujung	female	39	married	wife	Sasak	> 10 years	Never attend schools
110	Atri	Ujung	male	55	married	Head of HH	Sasak	born in the area occupied	Never attend schools
111	Sri Azmi	Ujung	female	26	married	wife	Sasak	5 - 10 years	Junior High School
112	Sahmin	Ujung	female	42	widowed	Head of HH	Sasak	born in the area occupied	Elementary school
113	Manap	Ujung	male	35	married	Head of HH	Sasak	> 10 years	Elementary school
114	Lalu Ratmaji	Ujung	male	33	married	Head of HH	Sasak	> 10 years	Senior High School
115	Gasip	Ujung	male	62	married	Head of HH	Sasak	born in the area occupied	Never attend schools

LIST OF RESPONDENT									
No	Name	Dusun	Sex	Age	Marital Status	Status in H.H	ethnicity	Lenght of Occupancy	Education Level
116	Saruati	Ujung	female	57	separate	Head of HH	Sasak	> 10 years	Never attend schools
117	Sukarni	Ujung	female	47	married	wife	Sasak	born in the area occupied	Elementary school
118	Ririn Indah Sari	Ujung	female	28	married	wife	Sasak	> 10 years	Junior High School
119	Baiq Ernawati	Ujung	female	40	married	wife	Sasak	born in the area occupied	Not graduated from elementary school
120	Juli	Ujung	female	39	married	wife	Sasak	born in the area occupied	Never attend schools
121	Abdul Mutalib	Ujung	male	41	married	Head of HH	Sasak	> 10 years	Diploma
122	Deme	Ujung	male	42	married	Head of HH	Sasak	born in the area occupied	Junior High School
123	Demek	Ujung	male	31	married	Head of HH	Sasak	born in the area occupied	Not graduated from elementary school
124	Ambare	Ujung	male	38	married	Head of HH	Sasak	born in the area occupied	Junior High School
125	Masnun	Ujung	female	30	married	Head of HH	Sasak	> 10 years	Junior High School
126	Sriane	Ujung	male	33	married	Head of HH	Sasak	born in the area occupied	Elementary school
127	Salam	Ujung	male	33	married	Head of HH	Sasak	0 - 5 years	Senior High School
128	Demung	Ujung	male	52	married	Head of HH	Sasak	born in the area occupied	Not graduated from elementary school
129	Rahman	Ujung	male	31	married	Head of HH	Sasak	born in the area occupied	Elementary school
130	Inaq Andep (Bolan)	Ujung	female	69	widowed	old woman	Sasak	born in the area occupied	Never attend schools

LIST OF RESPONDENT									
No	Name	Dusun	Sex	Age	Marital Status	Status in H.H	ethnicity	Lenght of Occupancy	Education Level
131	Man	Ujung	male	27	married	Head of HH	Sasak	born in the area occupied	Junior High School
132	Khadijah	Ujung	female	39	married	wife	Sasak	born in the area occupied	Not graduated from elementary school
133	Lalu Agus Jayadi	Ujung	male	34	married	Head of HH	Sasak	0 - 5 years	Elementary school
134	Muniati Amni	Ujung	female	21	married	wife	Sasak	born in the area occupied	Not graduated from elementary school
135	Milatre	Ujung	male	29	married	Head of HH	Sasak	> 10 years	Junior High School
136	Minasri	Ujung	female	57	widowed	old woman	Sasak	born in the area occupied	Never attend schools
137	Malim	Ebunut	male	37	married	Head of HH	Sasak	born in the area occupied	Elementary school

Appendix 5 Demographic Characteristic of the Project Affected People

The Mandalika Urban Tourism Project is one of the top priorities of the Indonesian national development plan and one of the Indonesia Tourism Development Program for acceleration. While the development of this Project results in relocation, it is necessary to avoid and/ minimize adverse social impacts and manage risks of degenerating the life of the Project Affected People into vulnerable communities. Therefore, capturing the socioeconomic and demographic characteristics of the Affected People are pivotal in order to obtain general idea of the socioeconomic and current settlement conditions, cultural and lifestyle practices, relocation preferences and general perception. The census conducted in August 2019 serves as a baseline primary data for need assessments built into this report. This section serves as a baseline findings section explaining demographic characteristics of the Project Affected People.

1. Gender and Age Distribution of Respondents

Among the PAP who were interviewed during census in Ebunut sub-village there are 49 males and 17 females and 29 males and 21 females in Ujung Sub Village. They are in the productive age group between 15 and 65 years old. These are the adults who were at home and provided information to the enumerators of the census.

2. Marital Status of the Head of Households

Among 137 heads of household, 120 are married, 13 are widows, 3 are divorcees and 1 is unmarried. This data can be somewhat helpful in sorting out vulnerable households. Special arrangements might be necessary for some of the vulnerable households.

3. Member of Households

The majority of households both in Bunut and Ujung subvillages have 1-3 members each. Out of 84 households in Bunut subvillage, 16 households have 1 member each, 28 households have 2 members, 20 households have 3 members each. On the other hand, out of 53 households in Ujung sub-village, 10 households have 1 member, 15 households have 2 members and 14 households have 3 members each. Figure below shows the number of household members in both Ujung and Bunut sub-villages.

4. Ethnicity

According to our census results, all Project Affected People consist of 84 households in Bunut and 53 households in Ujung subvillage are Sasak people. With distinctive ethno language (known as Sasak language), Sasak is the largest ethnic group and originated in Lombok island. Majority of people within this ethnic groups are Muslims and are predominantly subsistence and pastoral farmers. During the course of the Census, ITDC have provided local staff members as interpreters for communication and data collection purposes.

AIIB's Environmental and Social Standard (ESS) 3 applies if Indigenous Peoples are present in the proposed area of the Project and are likely to be affected by the Project. The objectives of the ESS 3 is to design and implement Projects in such a way that fosters respect for Indigenous Peoples' identity,

dignity, human rights, economies and cultures, as defined by the Indigenous Peoples themselves, so that they:

- receive social and economic benefits;
- do not suffer as a result of Projects; and
- can participate actively in Projects.

ITDC's commitment on ESS 3 requirements are reflected in the ESIA/ESMP and IPDP of 2018.

5. Length of Occupancy

Field census results show that the majority of the PAP was born and/ have lived in their current settlements for over 10 years. The Data indirectly indicates the possible emotional attachment towards the area and possible consideration in terms of solatium. More than half of the Heads of PAP households claim to be born in the Ebunut and Ujung sub-villages. Most of them have stayed in the occupied area for more than ten years. Only 10 households moved to the occupied areas within the past five years.

6. Education

Most of the Project Affected People interviewed during census have low educational attainment. Most of the PAP in Bunut and Ujung sub-village have never attended school, have not graduated from elementary school, and have elementary school diploma. School attendance and retention are considerably low due to low economic condition, early marriage, and the necessity to start working early to financially support their families. Hence, there is a lack of motivation for school enrolments and educational attainment. Most of the heads of PAP households in Ebunut and Ujung did not finish six year elementary school or even never go to school. Less than 50% of them graduate from elementary school and above.

7. Occupation

Main livelihood for the majority of the Project Affected People is farming; including subsistence farming, pastoral farming, fisheries and agricultural labourers. Construction workers along with traders and private sector employees are also occupational types besides being farmers. The percentage of unemployment for a total of 84 Project Affected People in Bunut subvillage is 13%. Further, the percentage of unemployment for a total of 53 Project Affected People is 20.75%. With 100% of sasak ethnic group, the lifestyle practices and livelihoods are heavily influenced by their traditional culture of subsistence agriculture. This is reflected in the figure below. Most of the head of PAP households work as farmers, cattlemen, fishermen and employees or labors. There are 22 out of 137 (or 16%) of heads of PAP households are unemployed.

8. Distance Comparison

During the census period in August 2019, we interviewed the project affected people and analyse the distance comparison between the current settlement and the temporary relocation area provided by the Project Proponent with respect to the school location of the Project Affected People. Respondents who do not have members of households in school age or enrolled in school as well as those who have difficulty in estimating distances will fall under the 'No Answer' category. Census team use different

types of predictions by asking the name of the school, use maps and consulted with local village office staff members to confirm the comparison distance between the current settlements and the future temporary relocation area. The location of the permanent resettlement area is on Ngolang Sub-village and it is in close proximity and still within Kuta Village and Mandalika SEZ.

The majority of the Project Affected People will have a shorter travel distance to school when temporary resettlement occur. Additionally, the distance between PAP's current settlement area and the temporary relocation is considerably close to one another and not more than 2km. Hence, no significant change and implications in terms of school distance, rather, a closer distance that reflects improvement on daily school commuting activity. Most of the workplace of Head of PAP households of their main occupation is ≤ 5 km from their houses. About 15% of them travel to work as far as 15 km. Most of these people, however own motorcycles.

9. Seasonal occupation

Seasonal occupation contributes heavily towards each household income. Agricultural farming activities; farming, Pastoral farming (cattleman), and fishery remain the core of the household economic contributions. According to the figure below, about 83% of the respondents who have seasonal occupation rely on agricultural farming activities as their secondary livelihood sources. Pastoral farming (cattleman) is the most popular seasonal occupation along with fishery and farming activities. Therefore, livestock assets such as chicken and cows are of high value for households livelihoods.

10. Income

Household income is derived both from the main and seasonal livelihood, as well as remittance (money transfer) from family members and relatives abroad or in different places. Figure below represents the average income of the Project Affected People deriving from the main and seasonal occupation and remittance. The figure reveals census results on Project Affected People average income and the sources. The differences between the average income of the main and seasonal occupation is not significant and thus, it can be concluded that this community rely on main and secondary livelihoods equally. The combined monthly average income of the PAP household from main and seasonal occupations is around IDR 2 millions in Ebunut sub-village and IDR 2.5 millions in Ujung. In addition, some of these households receive money transfer from relatives working outside of the Lombok Island.

11. Expenditure

The top three expenditures of PAP households are for food, education and cigarette. Both sub-villages have similar patterns of spending their money. The top secondary spending of PAP households is to pay debt installments which is about 45% of their monthly income. Ujung households borrow more than Ebunut households since they have more income.

12. Current Settlement Condition

The current housing type for most of the Project Affected People is semi permanent (wood and brick) housing. Approximately 77% of respondents in Bunut and around 53% of respondents in Ujung subvillage are living in semi-permanent houses. Majority of the respondents live in a house with a total area of 30m² or less and up to 60m², with approximately 2-3 rooms in each house and a bathroom inside the house (Please refer to Appendices). Additionally, the housing floor is predominantly made from

concrete/ cement, and the house condition is considerably good if not, some minor damages (Appendices). The current average house value is between IDR 10-25 million.

13. Ownership of Non-House Assets

Non-house assets such as vehicles and livestock are pivotal in providing supports towards households' primary needs and livelihood sources. It is well documented that the majority of the respondents both in Bunut and Ujung own one or more motorcycles. Following to that, only few people own bicycles, car, and agricultural machinery for farming purposes. Figure below shows the statistics of vehicle types and further indicates that motorcycles are the non-house vehicle assets that are commonly own by the Project Affected People.

With the Project Affected People being predominantly pastoral farmers, livestock become invaluable assets and livelihood resources. Field census data collection found that more than 90% of respondents who own livestock and/ fowls, have cows for breeding and pastoral farming purposes. Cows are not only a main livestock for the community, but also possess high selling value. Although it has been included in the category of 'others', chickens as fowls are also another dominant animal as assets in possession.

14. Prevalence of Illness

In general terms, the respondents have lower incidences of illness and the field data collection recorded that among other types of diseases, typhus has the highest prevalence rate for respondents with diagnosed illness. Following, asthma and high blood pressure come in second most prevalent illness. Figure below presents a wide range of common illness and the statistical results of illness prevalence.

15. Medical Reference

Field census results show that respondents and their family are predominantly go to the community/ public health centre for medical treatment. More than 70% of the total respondents both in Bunut and Ujung use the community/ public health centre facility as the main health facility to go to. Reasoning behind this finding is the affordable cost and convenient location. Further, more than 50% of respondents and their family members in Bunut and Ujung have no national health insurance (*BPJS*) due to difficult access and lack of further information and assistance to apply for it.

16. Sanitation

Sanitation as an important aspect of health, has been one of the detailed elements within the census questionnaire that aims to capture clean water resources, distances to acquire water, scarcity of clean water and issues as well as latrines availability and use. There is a striking difference between people in Bunut and Ujung, in terms of the availability and types of water facility. Table below shows result of census indicating that the respondents in Bunut predominantly use traditional well for cooking, drinking, bath, and washing, while respondents in Ujung predominantly use pump wells for cooking, bath, and washing, and use refil water in packaging for drinking. This significant difference shows that the project affected people in Ujung have utilized more advanced and safer water resources for all four main activities (drinking, cooking, bathing, washing). Reasonings behind the lack of available pump wells in Bunut subvillage lies in two aspects; not enough community/ households' resources to establish more

pump wells and the lack of motivation for more constructions and develop in the current settlements as respondents are aware, they will be relocated.

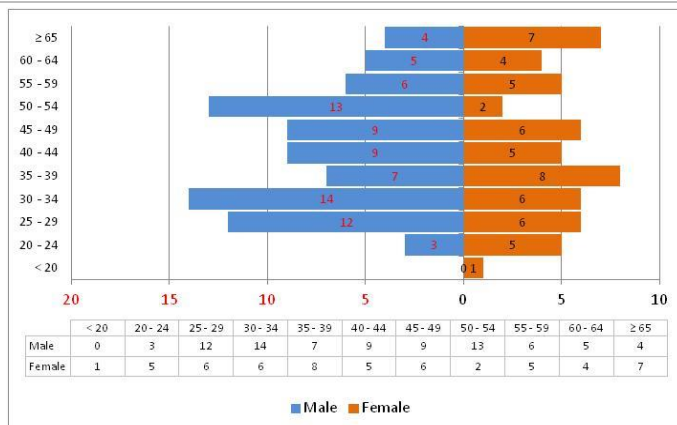
In addition, most of the respondents in both subvillage have no issues in terms of water. However, few people in both subvillages have stated the water in the area is salty and hence, it makes water non-drinkable. For this matter, we categorized the issue as unclean water (refer to Appendices). Further, water facilities in each household are predominantly accessible and distance is no more than 500 m from the house.

Human waste disposal in the area is still considered untreated in varying degrees. The category of 'communal latrines' refers to neighbors' private latrines that could be used by other families in mutual agreements. Thus, it does not represent communal/ public facilities, rather, it belongs to other people who agree to let some neighbors or family members nearby use their private latrines. Almost 50% of respondents in Ujung own private toilets, there is still more than 20% of the households in Ujung use neighbors' latrines and the backyard/ garden as their human waste disposal. Approximately 49% of total respondents in Bunut defecate and urinate in the open and about 39% of respondents own latrines in their households, and about 11% of the respondents in Bunut use/ borrow neighbors' latrines for daily human waste activities.

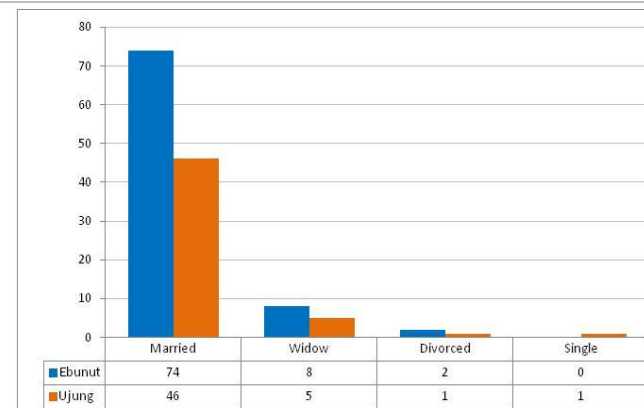
As of August 23 2019, ITDC has prepared a list of Project Affected People (households unit) in which, 12 households were not occupied during the three-week census period due to vacant or abandoned houses, as well as name error. For this matter, ITDC will carry out name checks and conducting further census if needed. The 12 households which have not been censused are listed below.

No	Name of Respondent	Location (HPL)	Sub Village	Information
1	I. PARIDA	22	Bunut	Two names found, Inaq Parida has no house in the Bunut Area, and Miss (Ibu) Parida live in Jakarta although she has a house in Bunut
2	Amaq Nyae	22	Bunut	Census team have done several name-check and this one is suspected to be doubled (name error) in the list
3	Doni Kusuma	22	Bunut	Moved since three months ago to Sengkol, although still registered in Bunut
4	A.Asul/ Malim	108	Bunut	Harvesting season for Tobacco in Sembalun (unable to reach)
5	A.Sukril/ Meriun	108	Bunut	Vacant structure – Meriun has worked in Taiwan for 5 years, his wife and children live in Kawo Village, Pujut District
6	Sumiati/ I. Nuraini	147	Ujung	Vacant Structured, abandoned a while ago
7	I. Agis/ Mini	147	Ujung	Vacant Structure, Inaq Agis has moved and worked in Saudi Arabia for 18 months
8	Madip/A. Azis	26	Bunut	Name error - According to Maryana (ITDC land team and staff member), respondent has been interviewed

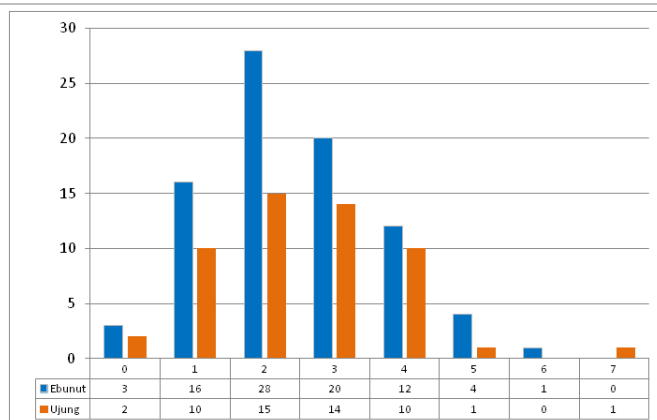
No	Name of Respondent	Location (HPL)	Sub Village	Information
9	JUNAIDI / A. ANGGUNG	26	Bunut	Name error - According to Maryana (ITDC land team and staff member), respondent has been interviewed
10	Aq. LINDA	26	Bunut	Name error - According to Maryana (ITDC land team and staff member), respondent has been interviewed
11	Renggati	26	Bunut	The person has passed away and the house has been demolished
12	A. ADI / RAHAP	22	Bunut	Name error – double respondent name



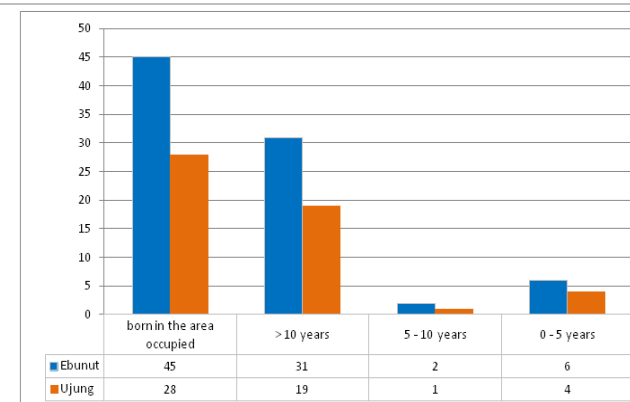
Gender and age



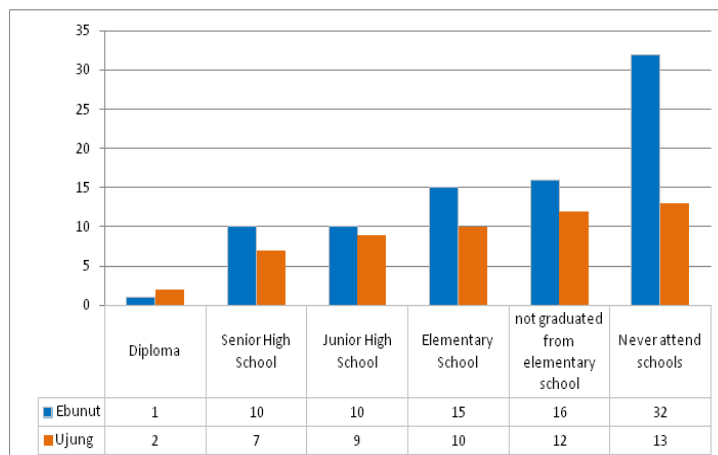
Marital Status



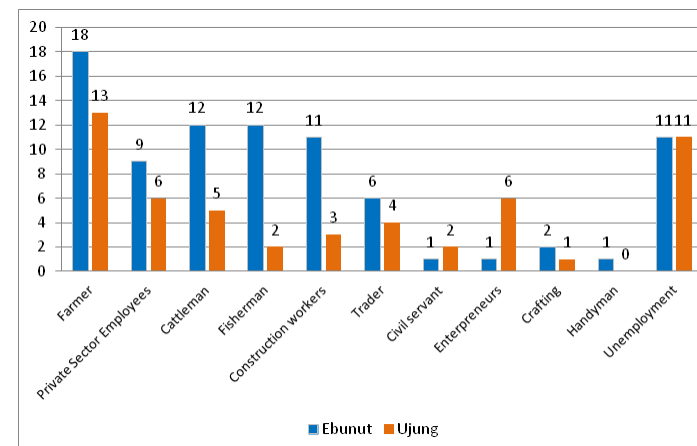
Member of Households



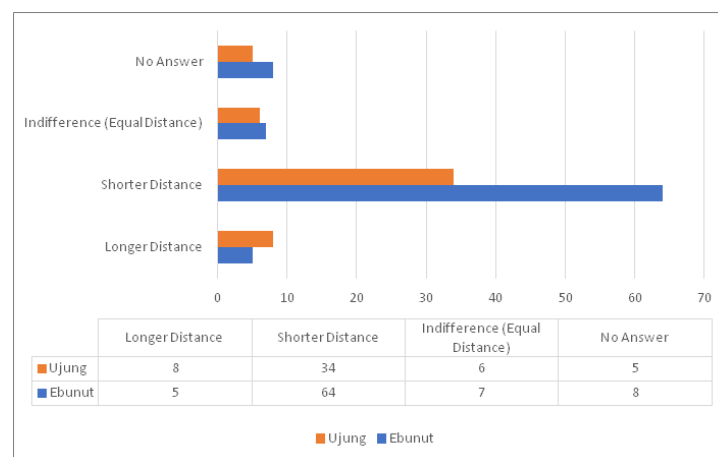
Length of Occupancy



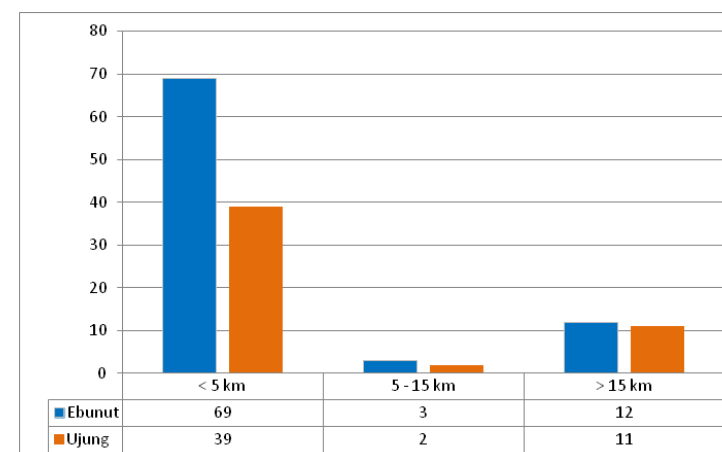
Education Level



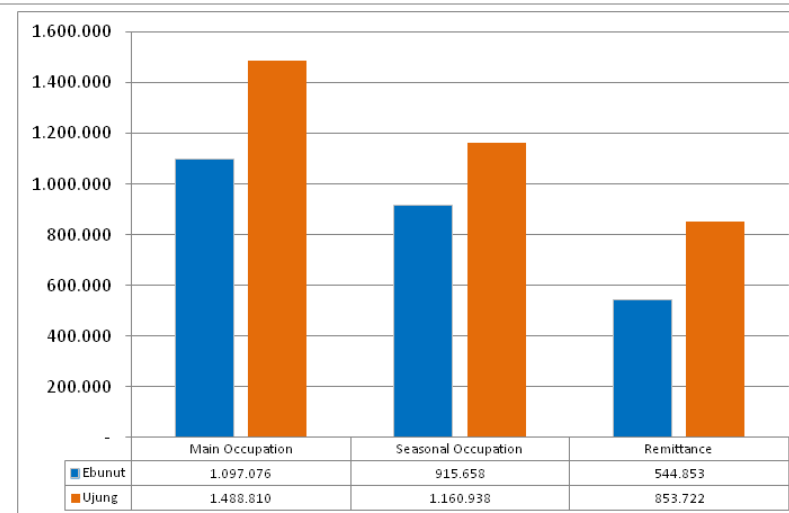
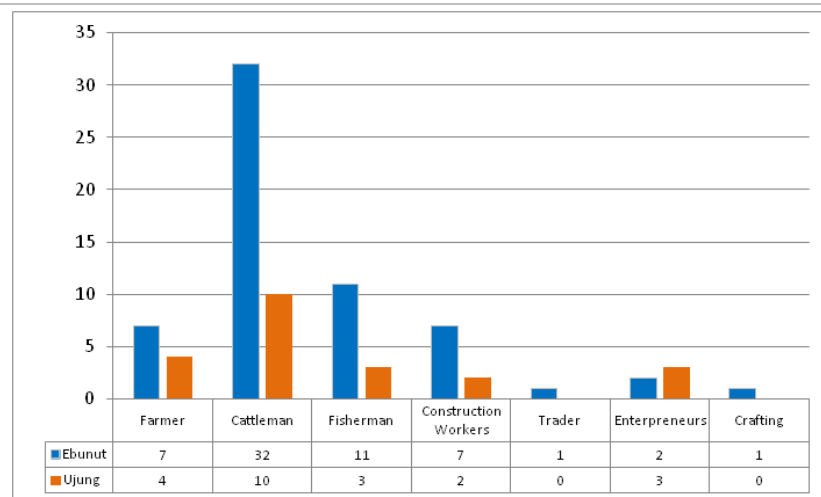
Main Occupation



School Distance Comparison

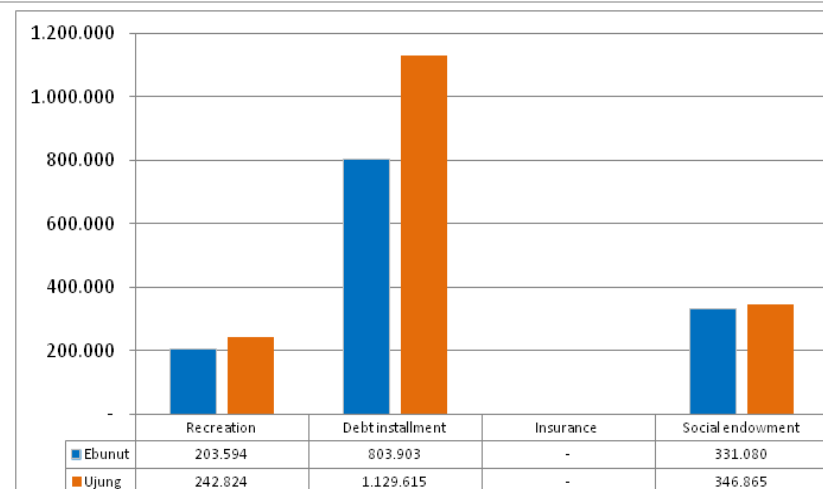
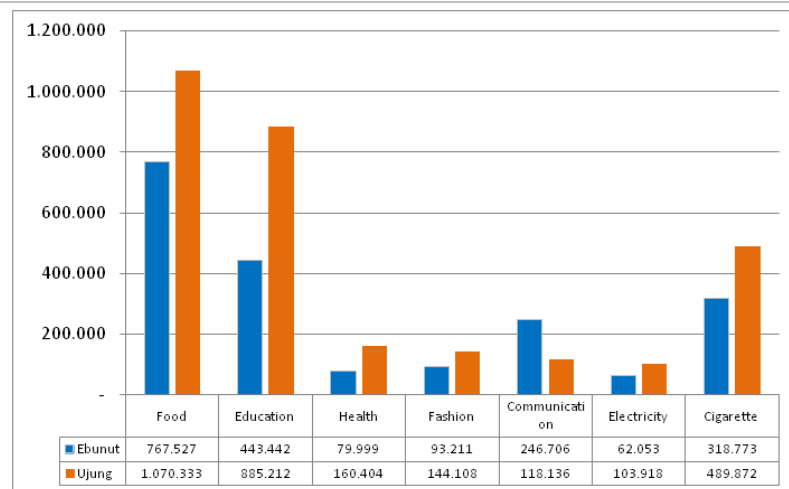


Distance of Work Place



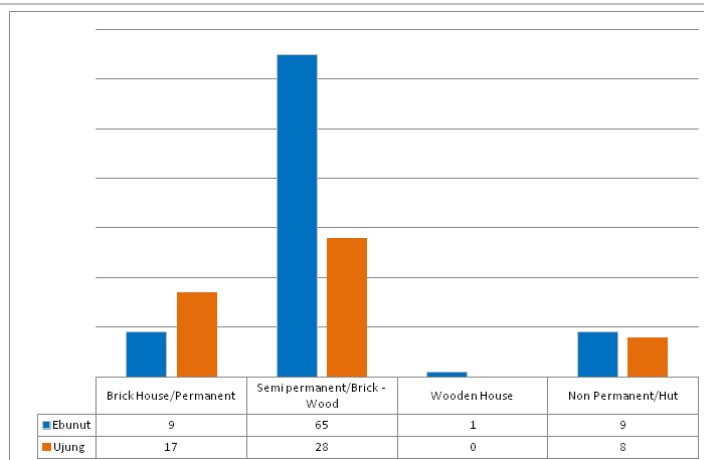
Seasonal Occupation

Monthly Average Income

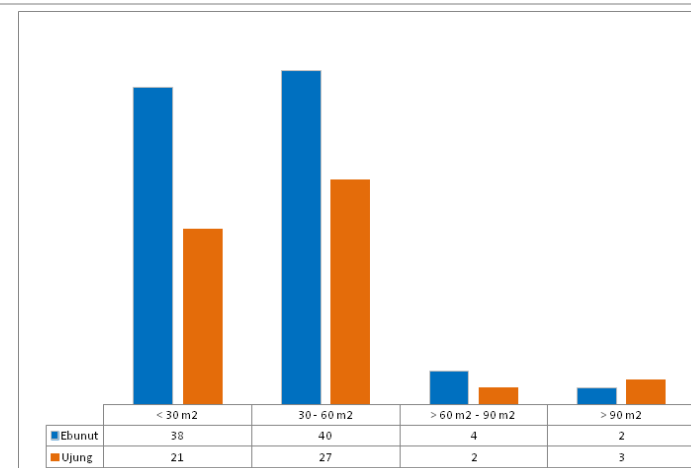


Primary Expenditures

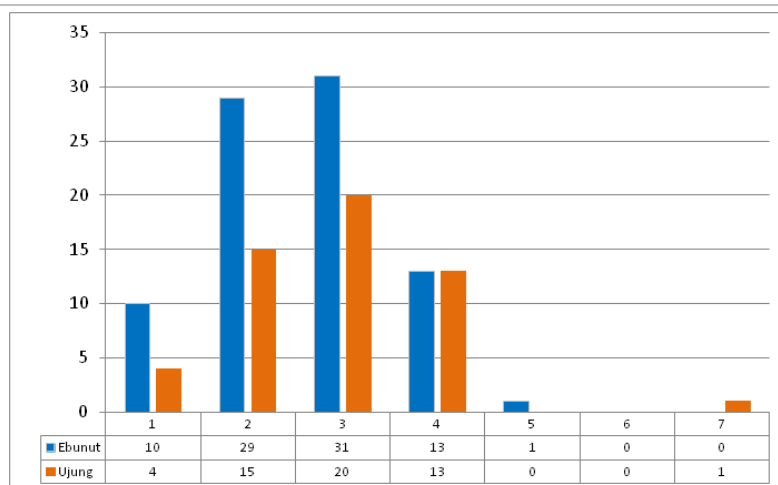
Secondary Expenditures



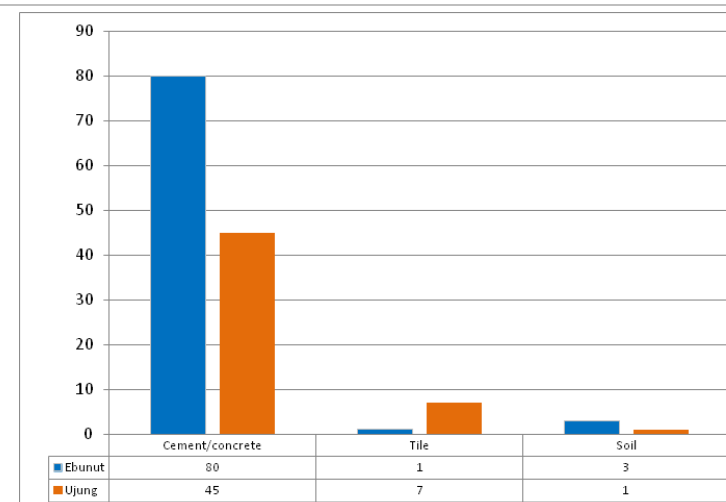
Housing Types Based on Materials



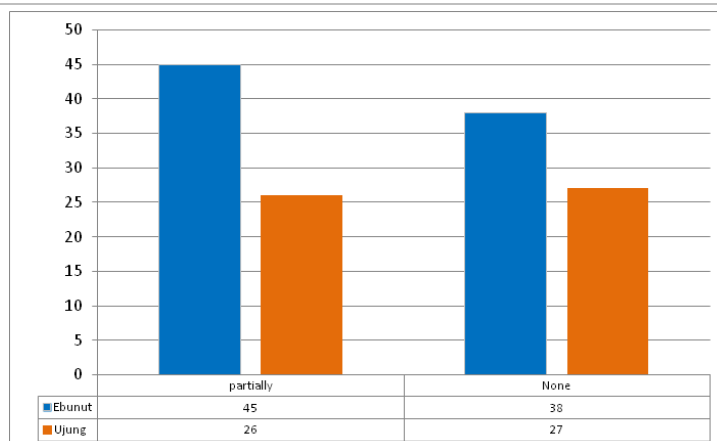
Total Housing Area



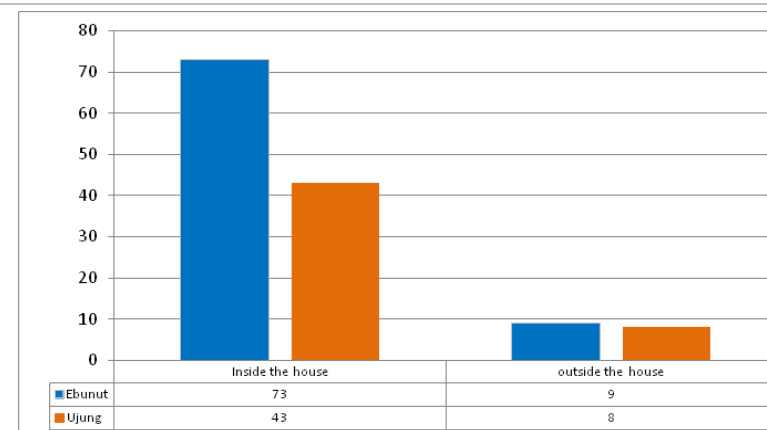
Number of Rooms in the House



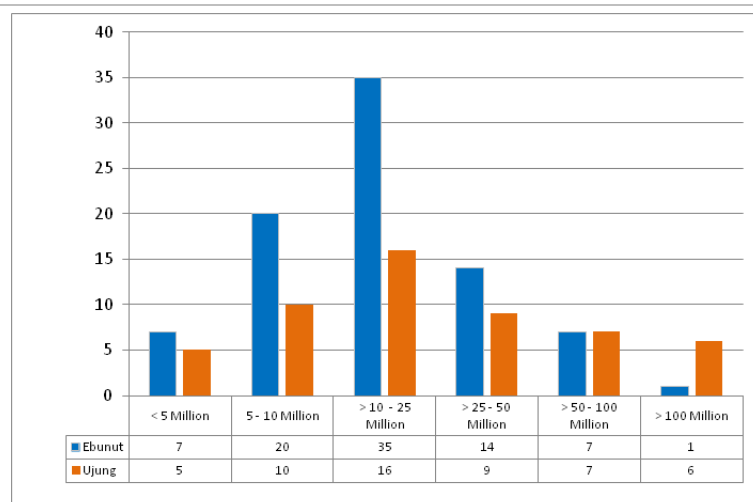
Type of House Floor



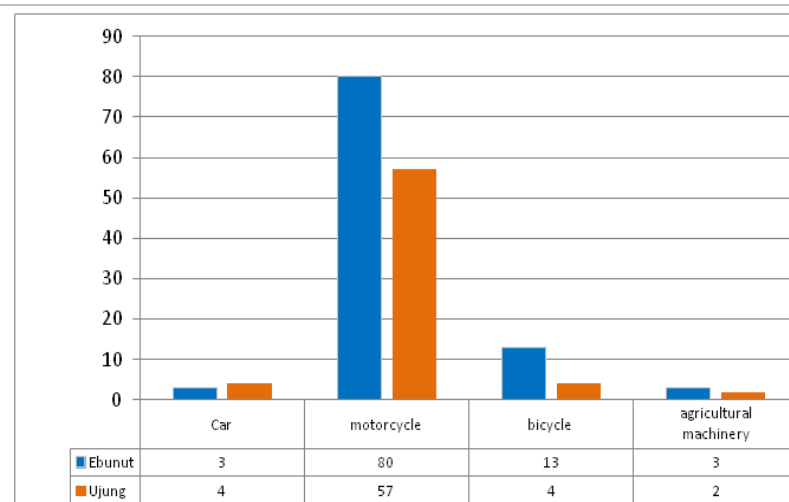
Level of Damage to the house



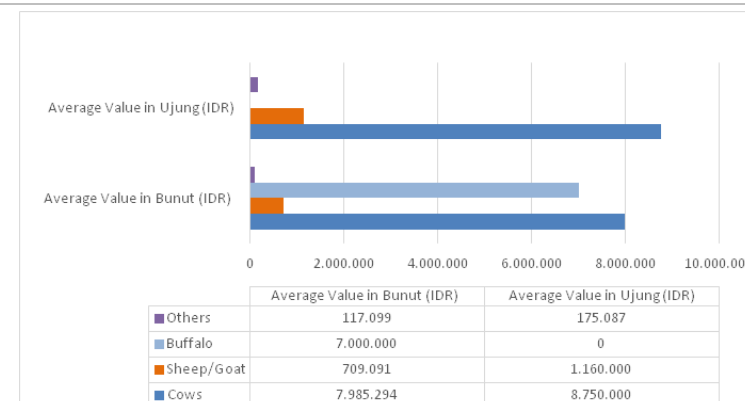
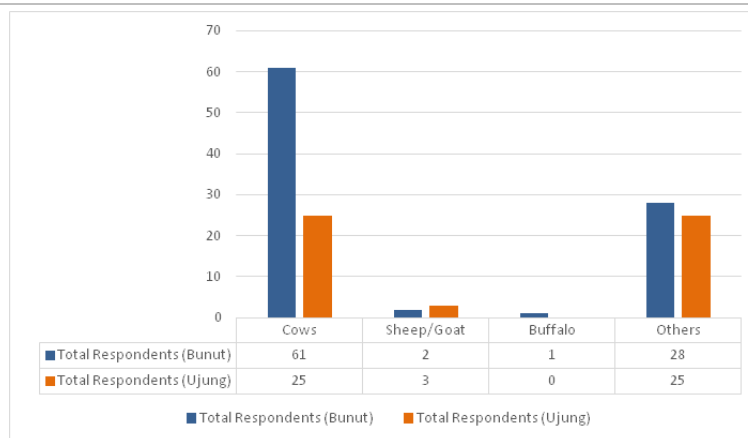
Location of Bathroom



Estimation of House Value in IDR

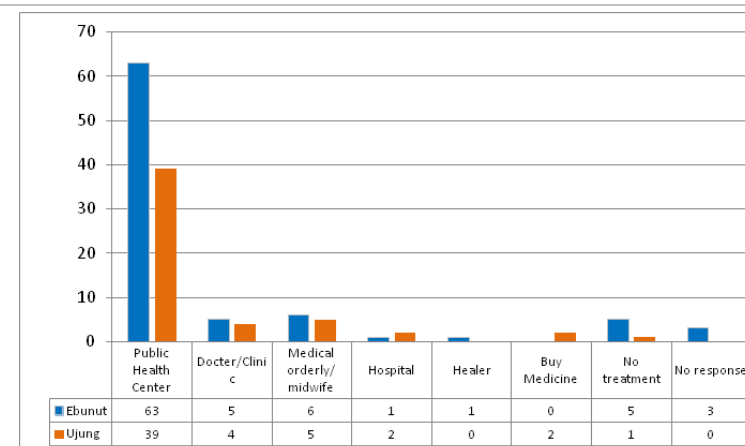
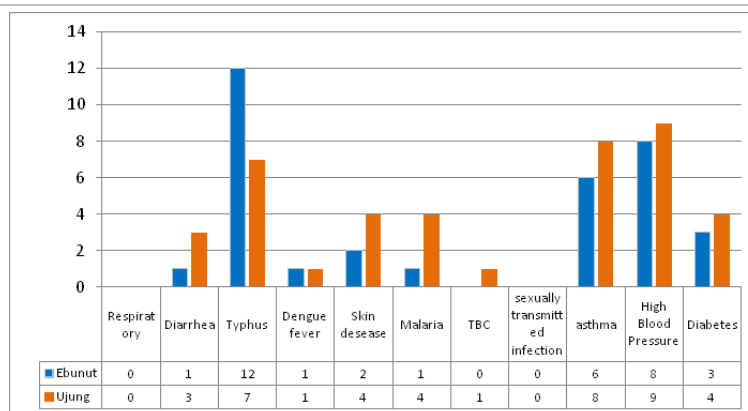


Ownership of Non-House Assets



Total Respondents with Livestock

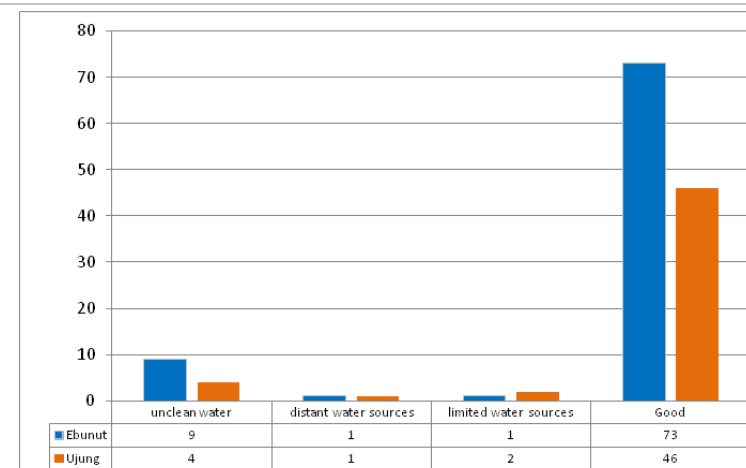
Average Value of Livestock



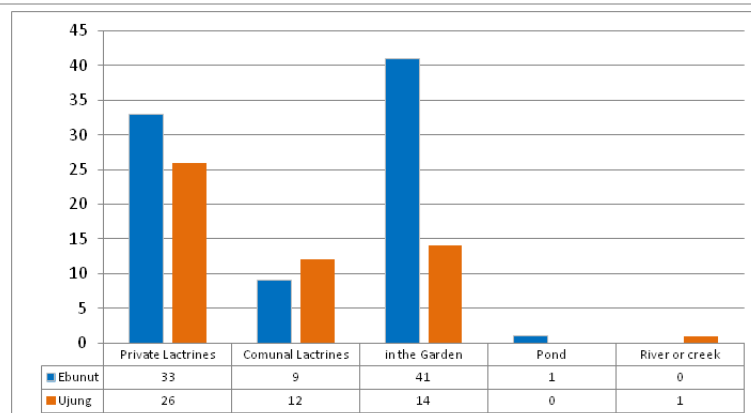
Prevalence of Illness

Medical Reference

Utilization	Bunut			Ujung		
	Well	Pump wells	Refill water (packaging)	Well	Pump wells	Refill water (packaging)
Drinking	39	12	33	4	14	35
Cooking	60	24	0	10	43	0
Bath	58	26	0	10	43	0
Washing	59	25	0	10	43	0

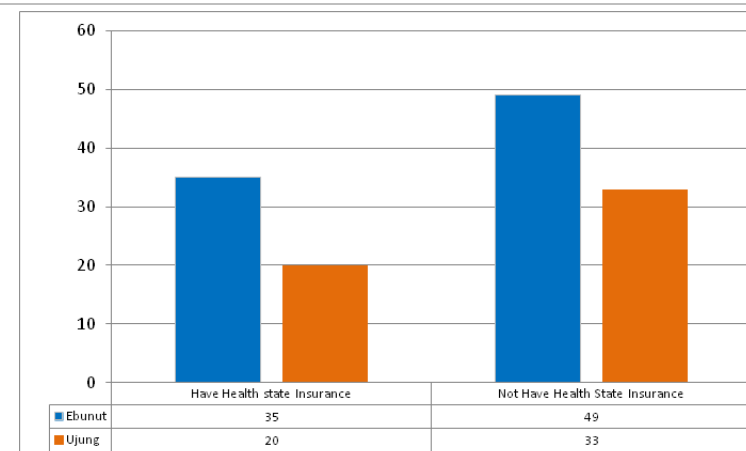


Water Source



Waste Disposal

Water Issues



Social Insurance Ownership

Appendix 6 List of PAH and Member of Household

No. of HH	No of Pop	Head of Household and Member		Age	Amount of Household	Status in the Household	Sub-Village	Sex	Marital Status	Level of Education
1	1	Kamaruddin		51	2	Head of HH	Ebunut	Male	married	Senior High School
	2		Indah	53		wife	Ebunut	Female	married	Elementary School
	3		Fa'izatul Muawanah	13		child	Ebunut	Female	single	Not graduated from elementary school
2	4	Murdiyanto		29	1	Head of HH	Ebunut	Male	married	Diploma
	5		Nirawati	22		wife	Ebunut	Female	married	Junior High School
3	6	Atim		49	2	Head of HH	Ebunut	Male	married	Elementary School
	7		Milayip	46		wife	Ebunut	Female	married	Not graduated from elementary school
	8		Salman Efendi	18		child	Ebunut	Male	single	Senior High School
4	9	Muhlis		43	1	Head of HH	Ebunut	Male	married	Junior High School
	10		Erni	36		wife	Ebunut	Female	married	Elementary School
5	11	Iyah		60	5	Head of HH	Ebunut	Male	married	Not graduated from elementary school
	12		Kinak Nurimah	60		wife	Ebunut	Female	married	Elementary School
	13		Nurlimah	25		child	Ebunut	Female	single	Senior High School
	14		Neneng Perwati	22		child	Ebunut	Female	separate	Junior High School
	15		Yusuf	17		child	Ebunut	Male	single	Junior High School
	16		Ana	7		others	Ebunut	Female	single	Not graduated from elementary school
6	17	Ramli		32	3	Head of HH	Ebunut	Male	married	Senior High School
	18		Ayati Miati	27		wife	Ebunut	Female	married	Senior High School
	19		Muhammad Pabian Maulana	10		child	Ebunut	Male	single	Not graduated from elementary school
7	20	Khaeroni		27		wife	Ebunut	Female	married	Junior High School
	21		Saskia Mita Juni Lestari	10		child	Ebunut	Female	single	Elementary School
	22		Ganep*	31	2	Head of HH	Ebunut	Male	married	Never attend schools
8	23	Segap		60	1	Head of HH	Ebunut	Male	married	Never attend schools

No. of HH	No of Pop	Head of Household and Member		Age	Amount of Household	Status in the Household	Sub-Village	Sex	Marital Status	Level of Education
	24		Hawiyah	59		wife	Ebunut	Female	married	Never attend schools
9	25	Loyep		58		wife	Ebunut	Female	married	Never attend schools
	26		KAYOK*	61	1	Head of HH	Ebunut	Male	married	Never attend schools
10	27	Tanem		24	3	wife	Ebunut	Female	married	Junior High School
	28		ERLAN EFENDI*	25		Head of HH	Ebunut	Male	married	Not graduated from elementary school
	29		VIRA ERLANTA	7		child	Ebunut	Female	single	Elementary School
	30		NOVLAN PURNADITA	2		child	Ebunut	Male	single	Never attend schools
11	31	Inaq Rumane		76	0	Head of HH	Ebunut	Female	widowed	Never attend schools
12	32	Suti		59	3	Head of HH	Ebunut	Male	married	Not graduated from elementary school
	33		Miasip	52		wife	Ebunut	Female	married	Not graduated from elementary school
	34		Peje Ajai	18		child	Ebunut	Male	single	Not graduated from elementary school
	35		Susiyanti	16		child	Ebunut	Female	single	Elementary School
13	36	Seriati		39	3	wife	Ebunut	Female	married	Never attend schools
	37		Danem*	41		Head of HH	Ebunut	Male	married	Not graduated from elementary school
	38		Rahman	23		child	Ebunut	Male	single	Never attend schools
	39		Kamarudin	13		child	Ebunut	Male	single	Not graduated from elementary school
14	40	Leme		50	3	Head of HH	Ebunut	Male	married	Not graduated from elementary school
	41		Riman	32		wife	Ebunut	Female	married	Elementary School
	42		Ahmad Sujane F	8		child	Ebunut	Male	single	Not graduated from elementary school
	43		Joji	15		others	Ebunut	Male	single	Elementary School
15	44	Amaq Nuralip		52	1	Head of HH	Ebunut	Male	married	Never attend schools
	45		Inaq Nuralip	51		wife	Ebunut	Female	married	Never attend schools
16	46	Lorup		47	4	Head of HH	Ebunut	Male	married	Elementary School
	47		GANING	39		wife	Ebunut	Female	married	Elementary School
	48		SUKMAJAYA	18		child	Ebunut	Male	single	Senior High School
	49		MAULIA PEBRIANA	7		child	Ebunut	Female	single	Elementary School
	50		AFFA NAHDIA RAPANDA	4		child	Ebunut	Female	single	Never attend schools

No. of HH	No of Pop	Head of Household and Member		Age	Amount of Household	Status in the Household	Sub-Village	Sex	Marital Status	Level of Education
17	51	Sidik		51	5	Head of HH	Ebunut	Male	married	Not graduated from elementary school
	52		Salip	46		wife	Ebunut	Female	married	Never attend schools
	53		Heri Susianto	15		child	Ebunut	Male	single	Elementary School
	54		Jutriani	8		child	Ebunut	Female	single	Not graduated from elementary school
	55		Lukman Hakim	5		child	Ebunut	Male	single	Not graduated from elementary school
	56		Laksaman Gunawan Saputra	19		child	Ebunut	Male	married	Not graduated from elementary school
18	57	Supardan		30	4	Head of HH	Ebunut	Male	married	Not graduated from elementary school
	58		Manim	36		wife	Ebunut	Female	married	Never attend schools
	59		Rista Feri	2		child	Ebunut	Female	single	Never attend schools
	60		Rio Martin	4		child	Ebunut	Male	single	Never attend schools
	61		Jamil	12		child	Ebunut	Male	single	Elementary School
19	62	Ena Dewi Epitamala		23		wife	Ebunut	Female	married	Junior High School
	63		Nurite*	25	2	Head of HH	Ebunut	Male	married	Never attend schools
	64		Wilia Rahmaisti	5		child	Ebunut	Female	single	Never attend schools
20	65	Inaq Cinggit		67	1	Head of HH	Ebunut	Female	widowed	Never attend schools
	66		Sarini	19		child	Ebunut	Female	single	Not graduated from elementary school
21	67	Driye		57	1	Head of HH	Ebunut	Male	married	Never attend schools
	68		Inaq Nawari	52		wife	Ebunut	Female	married	Never attend schools
22	69	Seniah		71	2	Head of HH	Ebunut	Male	married	Never attend schools
	70		Genep	57		wife	Ebunut	Female	married	Never attend schools
	71		Ria	14		child	Ebunut	Male	single	Elementary School
23	72	Asih		45		wife	Ebunut	Female	married	Never attend schools
	73		Butuh*	49	5	Head of HH	Ebunut	Male	married	Never attend schools
	74		Ayuni	17		child	Ebunut	Female	married	Elementary School
	75		Ena Saputri	13		child	Ebunut	Female	single	Elementary School

No. of HH	No of Pop	Head of Household and Member		Age	Amount of Household	Status in the Household	Sub-Village	Sex	Marital Status	Level of Education
	76		Supriyadi	12		child	Ebunut	Male	single	Elementary School
	77		Diki Wahyudi	4		child	Ebunut	Male	single	Never attend schools
24	78	Gacip		51	2	Head of HH	Ebunut	Male	married	Never attend schools
	79		Rembak	50		wife	Ebunut	Female	married	Never attend schools
	80		Agus Adi Saputra	16		child	Ebunut	Male	single	Senior High School
25	81	Iwan Dahlan		28	3	Head of HH	Ebunut	Male	married	Junior High School
	82		Pina Wati	27		wife	Ebunut	Female	married	Junior High School
	83		Seftia Aura	6		child	Ebunut	Female	single	Not graduated from elementary school
	84		Adriana Salsabila	3		child	Ebunut	Female	single	Never attend schools
26	85	Melina		20		wife	Ebunut	Female	married	Junior High School
	86		Lanam Jayadi*	22	3	Head of HH	Ebunut	Male	married	Elementary School
	87		Dimas Depalenaja	3		child	Ebunut	Male	single	Never attend schools
	88		Kantuk	80		others	Ebunut	Male	widower	Never attend schools
27	89	Genah		38	3	Head of HH	Ebunut	Male	married	Never attend schools
	90		Munirah	36		wife	Ebunut	Female	married	Never attend schools
	91		Kasta Riana	11		child	Ebunut	Female	single	Elementary School
	92		Nurul Hikmah	4		child	Ebunut	Female	single	Never attend schools
28	93	Minip		46	1	Head of HH	Ebunut	Female	married	Never attend schools
	94		Tirna Putri Renata	2		others	Ebunut	Female	single	Never attend schools
29	95	Singgit		33	3	Head of HH	Ebunut	Male	married	Never attend schools
	96		Ariyatin	32		wife	Ebunut	Female	married	Elementary School
	97		Muhammad Siki	7		child	Ebunut	Male	single	Elementary School
	98		Nur Halimah	1		child	Ebunut	Female	single	Never attend schools
30	99	Riane		63	1	Head of HH	Ebunut	Female	married	Never attend schools
	100		Isah	63		husband	Ebunut	Male	married	Never attend schools
31	101	Ramdan		24		child	Ebunut	Male	married	Senior High School
	102		Wasar*	75	4	Head of HH	Ebunut	Male	married	Never attend schools

No. of HH	No of Pop	Head of Household and Member		Age	Amount of Household	Status in the Household	Sub-Village	Sex	Marital Status	Level of Education
	103		Menang	49		wife	Ebunut	Female	married	Never attend schools
	104		Rena Herwati	22		child	Ebunut	Female	married	Elementary School
	105		Rendyani	12		child	Ebunut	Female	single	Junior High School
32	106	Mainah		49	1	Head of HH	Ebunut	Female	widowed	Never attend schools
	107		Yeni	4		child	Ebunut	Female	single	Never attend schools
33	108	Anim		50	2	Head of HH	Ebunut	Female	separate	Never attend schools
	109		Ririn Yeni	22		child	Ebunut	Female	single	Junior High School
	110		Bobo Rahman	17		child	Ebunut	Male	single	Not graduated from elementary school
34	111	Inaq Rasek		59	3	Head of HH	Ebunut	Female	separate	Never attend schools
	112		Kurnia Ayuningsih	20		child	Ebunut	Female	single	Junior High School
	113		Marsel Irawan Ferdaut	9		child	Ebunut	Male	single	Not graduated from elementary school
	114		Arsil	3		child	Ebunut	Male	single	Not graduated from elementary school
35	115	Asin		57	2	Head of HH	Ebunut	Female	widowed	Never attend schools
	116		Marta Heri Abdul H	16		child	Ebunut	Male	single	Junior High School
	117		Juni Iskandar	14		child	Ebunut	Male	single	Elementary School
36	118	Nuralip		29		wife	Ebunut	Female	married	Elementary School
	119		Arip*	27	3	Head of HH	Ebunut	Male	married	Junior High School
	120		Argawira	8		child	Ebunut	Male	single	Elementary School
	121		Kasih Malia	1		child	Ebunut	Female	single	Never attend schools
37	122	Kalun		65	2	Head of HH	Ebunut	Female	widowed	Never attend schools
	123		Cenah	31		child	Ebunut	Female	separate	Not graduated from elementary school
	124		Maenah	7		others	Ebunut	Female	single	Elementary School
38	125	Lebak		40	3	Head of HH	Ebunut	Male	married	Not graduated from elementary school
	126		Nawi	39		wife	Ebunut	Female	married	Elementary School
	127		Leni	21		child	Ebunut	Female	single	Elementary School
	128		Maisya	6		child	Ebunut	Female	single	Elementary School
39	129	Rahmat Panye		48	4	Head of HH	Ebunut	Male	married	Senior High School

No. of HH	No of Pop	Head of Household and Member		Age	Amount of Household	Status in the Household	Sub-Village	Sex	Marital Status	Level of Education
	130		Bandeng	72		wife	Ebunut	Female	married	Elementary School
	131		Dewi Anjani	20		child	Ebunut	Female	single	Diploma
	132		Ninda Raihanun	15		child	Ebunut	Female	single	Senior High School
	133		Yurico Mandalika	2		child	Ebunut	Female	single	Never attend schools
40	134	Alam		35	2	Head of HH	Ebunut	Male	married	Elementary School
	135		Yin	30		wife	Ebunut	Female	married	Elementary School
	136		Desta Amara Lased	8		child	Ebunut	Male	single	Not graduated from elementary school
41	137	Lalu Sukalam		50	2	Head of HH	Ebunut	Male	married	Not graduated from elementary school
	138		DEWI	24		wife	Ebunut	Female	married	Junior High School
	139		LALU KURNIAWAN	1		child	Ebunut	Male	single	Never attend schools
42	140	Manuh		44		wife	Ebunut	Female	married	Never attend schools
	141		Cungak*	60	2	Head of HH	Ebunut	Male	married	Never attend schools
	142		Salman	11		child	Ebunut	Male	single	Junior High School
43	143	Rendep		47	2	Head of HH	Ebunut	Male	married	Not graduated from elementary school
	144		SANIP	44		wife	Ebunut	Female	married	Not graduated from elementary school
	145		JULIANTO	22		child	Ebunut	Male	single	Senior High School
44	146	Suprayadi		26	2	Head of HH	Ebunut	Male	married	Senior High School
	147		Tuti Karlina	24		wife	Ebunut	Female	married	Senior High School
	148		Elvina Adizap	0		child	Ebunut	Female	single	Never attend schools
45	149	Miasip		41		wife	Ebunut	Female	married	Elementary School
	150		MIYIP*	48	3	Head of HH	Ebunut	Male	married	Elementary School
	151		WAHIDIN	14		child	Ebunut	Male	single	Elementary School
	152		ASHARADIN	9		child	Ebunut	Male	single	Elementary School
46	153	Koleh		50	2	Head of HH	Ebunut	Male	married	Never attend schools
	154		Inaq Suprayadi	47		wife	Ebunut	Female	married	Elementary School
	155		Ernawati	17		child	Ebunut	Female	single	Junior High School
47	156	Inaq Miasip		61	0	Head of HH	Ebunut	Female	widowed	Never attend schools

No. of HH	No of Pop	Head of Household and Member		Age	Amount of Household	Status in the Household	Sub-Village	Sex	Marital Status	Level of Education
48	157	Nur Cahaya		33	4	Head of HH	Ebunut	Male	married	Senior High School
	158		Dewi Sartika	28		wife	Ebunut	Female	married	Senior High School
	159		Wasiah	7		child	Ebunut	Female	single	Not graduated from elementary school
	160		Yola	1		child	Ebunut	Male	single	Not graduated from elementary school
	161		Minggah	50		old man	Ebunut	Male	widower	Not graduated from elementary school
49	162	Senum		40	4	Head of HH	Ebunut	Male	married	Elementary School
	163		Anum	30		wife	Ebunut	Female	married	Not graduated from elementary school
	164		Serin	20		child	Ebunut	Male	single	Senior High School
	165		Rinawati	13		child	Ebunut	Female	single	Elementary School
	166		Novi Datul Hasanah	7		child	Ebunut	Female	single	Not graduated from elementary school
50	167	Lebar		63	3	Head of HH	Ebunut	Male	married	Not graduated from elementary school
	168		Seniah	29		wife	Ebunut	Female	married	Not graduated from elementary school
	169		Linda Cahyani	22		child	Ebunut	Female	single	Junior High School
	170		Windra Rastra Maulana	10		child	Ebunut	Male	single	Not graduated from elementary school
51	171	Genep		47	4	Head of HH	Ebunut	Male	married	Not graduated from elementary school
	172		Ramin	47		wife	Ebunut	Female	married	Not graduated from elementary school
	173		Farhan	15		child	Ebunut	Male	single	Junior High School
	174		Rahmi	16		child	Ebunut	Female	single	Elementary School
	175		Rohini	6		child	Ebunut	Female	single	Not graduated from elementary school
52	176	Rabok		59	2	Head of HH	Ebunut	Male	married	Not graduated from elementary school
	177		Raim	59		wife	Ebunut	Female	married	Not graduated from elementary school
	178		Sudar	12		child	Ebunut	Male	single	Not graduated from elementary school
53	179	Upik		70	1	Head of HH	Ebunut	Male	married	Not graduated from elementary school
	180		Inaq Daman	50		wife	Ebunut	Female	married	Never attend schools
54	181	Aye		30	2	Head of HH	Ebunut	Male	married	Elementary School
	182		Ayunisari	28		wife	Ebunut	Female	married	Elementary School
	183		Fatma Widya	10		child	Ebunut	Female	single	Not graduated from elementary school

No. of HH	No of Pop	Head of Household and Member		Age	Amount of Household	Status in the Household	Sub-Village	Sex	Marital Status	Level of Education
55	184	Satriawan		32	3	Head of HH	Ebunut	Male	married	Junior High School
	185		Anik Lumirah Dewi	25		wife	Ebunut	Female	married	Not graduated from elementary school
	186		Anisa	10		child	Ebunut	Female	single	Not graduated from elementary school
	187		Elsa Yolanda	1		child	Ebunut	Female	single	Not graduated from elementary school
56	188	Feri Susanto		20	1	Head of HH	Ebunut	Male	married	Elementary School
	189		Nurmini	26		wife	Ebunut	Female	married	Junior High School
57	190	Natip		41	2	Head of HH	Ebunut	Male	married	Not graduated from elementary school
	191		Muliatrip	42		wife	Ebunut	Female	married	Not graduated from elementary school
	192		Hasnul Hotimah	10		child	Ebunut	Female	single	Not graduated from elementary school
58	193	Muni		64		Head of HH	Ebunut	Female	widowed	Never attend schools
	194		Rida	20		child	Ebunut	Female	married	Junior High School
	195		Kafin	1		others	Ebunut	Male	single	Never attend schools
	196		Ridi	25		others	Ebunut	Male	married	Elementary School
59	197		Rusmin	74		wife	Ebunut	Female	married	Never attend schools
	198		SALIM*	74	5	Head of HH	Ebunut	Male	married	Never attend schools
60	199	Maesarah		20		wife	Ebunut	Female	married	Senior High School
	200		Amaq Riski*	20	2	Head of HH	Ebunut	Male	married	Elementary School
	201		Muhammad Riski	0		child	Ebunut	Male	single	Never attend schools
61	202	Janum		39	6	Head of HH	Ebunut	Male	married	Elementary School
	203		Riyamin	39		wife	Ebunut	Female	married	Elementary School
	204		Imelda Dra Cinta	12		child	Ebunut	Female	single	Not graduated from elementary school
	205		Rendi Karnuawan	10		child	Ebunut	Male	single	Not graduated from elementary school
	206		Rozya	8		child	Ebunut	Male	single	Not graduated from elementary school
	207		Ramdy Suhartono	7		child	Ebunut	Male	single	Never attend schools
	208		Bagas Pratama	3		child	Ebunut	Male	single	Never attend schools
62	209	Lengke		57	0	Head of HH	Ebunut	Male	widower	Never attend schools
63	210	Terang		71	1	Head of HH	Ebunut	Male	married	Never attend schools

No. of HH	No of Pop	Head of Household and Member		Age	Amount of Household	Status in the Household	Sub-Village	Sex	Marital Status	Level of Education
	211		ATRI	66		wife	Ebunut	Female	married	Never attend schools
64	212	Murdan		29	2	Head of HH	Ebunut	Male	married	Senior High School
	213		Asmawati	27		wife	Ebunut	Female	married	Elementary School
	214		Bymas Kuntala	6		child	Ebunut	Male	single	Elementary School
65	215	Yanti		29	5	wife	Ebunut	Female	married	Junior High School
	216		Janim*	36		Head of HH	Ebunut	Male	married	Elementary School
	217		Wiwik Karlina	20		child	Ebunut	Female	single	Junior High School
	218		Meri Julia Sapitri	16		child	Ebunut	Female	single	Junior High School
	219		Aulia Raudatul	9		child	Ebunut	Female	single	Not graduated from elementary school
	220		Muhammad Abdul Muzamil	1		child	Ebunut	Male	single	Never attend schools
66	221	Kartubi		47	2	Head of HH	Ebunut	Male	married	Not graduated from elementary school
	222		Narti	45		wife	Ebunut	Female	married	Not graduated from elementary school
	223		Rendi Darmansyah	16		child	Ebunut	Male	single	Senior High School
67	224	Resi Sambudi		29	4	Head of HH	Ebunut	Male	married	Junior High School
	225		Munasa	29		wife	Ebunut	Female	married	Junior High School
	226		Widia Lastari	8		child	Ebunut	Female	single	Elementary School
	227		Risti	5		child	Ebunut	Female	single	Never attend schools
	228		Rizki	0		child	Ebunut	Female	single	Never attend schools
68	229	Sanip		36		wife	Ebunut	Female	married	Elementary School
	230		Janem*	42	2	Head of HH	Ebunut	Male	married	Elementary School
	231		Muhammad Japarudin	15		child	Ebunut	Male	single	Elementary School
69	232	Malah		50	2	Head of HH	Ebunut	Male	married	Not graduated from elementary school
	233		Geci	37		wife	Ebunut	Female	married	Not graduated from elementary school
	234		Jepri	16		child	Ebunut	Male	single	Senior High School
70	235	Sumiati		71		wife	Ebunut	Female	married	Never attend schools
	236		Rati*	75	1	Head of HH	Ebunut	Male	married	Never attend schools

No. of HH	No of Pop	Head of Household and Member	Age	Amount of Household	Status in the Household	Sub-Village	Sex	Marital Status	Level of Education
71	237	Satim	62	3	wife	Ebunut	Female	married	Never attend schools
	238	MASIM*	61		Head of HH	Ebunut	Male	married	Never attend schools
	239	SULTAN WIRAGUNA	12		others	Ebunut	Male	single	Junior High School
	240	LENI UTARI UTAMA PUTRI	11		others	Ebunut	Female	single	Elementary School
72	241	Minim	34		wife	Ebunut	Female	married	Never attend schools
	242	Mudin*	32	3	Head of HH	Ebunut	Male	married	Not graduated from elementary school
	243	Melia	6		child	Ebunut	Female	single	Elementary School
	244	Az Zahri	2		child	Ebunut	Male	single	Never attend schools
73	245	Seni	47	4	Head of HH	Ebunut	Male	married	Never attend schools
	246	Cede	47		wife	Ebunut	Female	married	Never attend schools
	247	Mahni	42		wife	Ebunut	Female	married	Never attend schools
	248	menim	9		child	Ebunut	Female	single	Elementary School
	249	Mundi	2		child	Ebunut	Male	single	Never attend schools
74	250	Sunardi	23		others	Ebunut	Male	married	Senior High School
	251	Amaq Nopi*	55	4	Head of HH	Ebunut	Male	married	Never attend schools
	252	Inaq Nopi	48		wife	Ebunut	Female	married	Never attend schools
	253	Nopi Susanti	21		child	Ebunut	Female	married	Senior High School
	254	Viona Elisa	4		others	Ebunut	Female	single	Never attend schools
75	255	Alisah	35		wife	Ebunut	Female	married	Elementary School
	256	Junaidi*	30	3	Head of HH	Ebunut	Male	married	Elementary School
	257	Anggun Deftiana	10		child	Ebunut	Male	single	Elementary School
	258	Juliyati	0		child	Ebunut	Female	single	Never attend schools
76	259	Madip	28	2	Head of HH	Ebunut	Male	married	Elementary School
	260	Sainah	24		wife	Ebunut	Female	married	Not graduated from elementary school
	261	Ajis	6		child	Ebunut	Male	single	Elementary School
77	262	Ayu	29	2	Head of HH	Ebunut	Male	married	Elementary School

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	263		Ningsih	27		wife	Ebunut	Female	married	Elementary School
	264		Aria Saputra	7		child	Ebunut	Male	single	Elementary School
78	265	Abdul Latif		34	4	Head of HH	Ebunut	Male	married	Senior High School
	266		Endang Kurniati	21		wife	Ebunut	Female	married	Elementary School
	267		Pika Khusnul Aprilia	8		child	Ebunut	Female	single	Elementary School
	268		Fajar Septiono Putra	3		child	Ebunut	Male	single	Never attend schools
	269		Fazira Marisa Patin	1		child	Ebunut	Female	single	Never attend schools
79	270	Ning Purwanto		52	2	Head of HH	Ujung	Male	married	Not graduated from elementary school
	271		Mirasih	42		wife	Ujung	Female	married	Not graduated from elementary school
	272		Feby Oktavia	11		child	Ujung	Female	single	Senior High School
80	273	Junaidi		33	3	Head of HH	Ebunut	Male	married	Not graduated from elementary school
	274		Sani	26		wife	Ebunut	Female	married	Elementary School
	275		Muhammad Sadri	10		child	Ebunut	Male	single	Elementary School
	276		Inaq Aya	65		old woman	Ebunut	Female	widowed	Never attend schools
81	277	Nana Kartina		29		wife	Ujung	Female	married	Senior High School
	278		Hamzanwadi*	31	1	Head of HH	Ujung	Male	married	Senior High School
82	279	Adip		50	3	Head of HH	Ujung	Male	married	Not graduated from elementary school
	280		Sani	53		wife	Ujung	Female	married	Never attend schools
	281		Herman Saputra	18		child	Ujung	Male	single	Junior High School
	282		Muliana	12		child	Ujung	Female	single	Elementary School
83	283	Yuli		15	1	others	Ujung	Female	single	Elementary School
	284		Nurilam	50		others	Ujung	Female	separate	Never attend schools
84	285	Jume		42	4	Head of HH	Ujung	Male	married	Not graduated from elementary school
	286		Yanip	32		wife	Ujung	Female	married	Not graduated from elementary school
	287		Dede Irawan	12		child	Ujung	Male	single	Not graduated from elementary school
	288		Mardianti	12		child	Ujung	Female	single	Not graduated from elementary school
	289		Suci Apriani	0		child	Ujung	Female	single	Not graduated from elementary school

No. of HH	No of Pop	Head of Household and Member		Age	Amount of Household	Status in the Household	Sub-Village	Sex	Marital Status	Level of Education
85	290	Lumut		52	1	Head of HH	Ujung	Male	married	Never attend schools
	291		Inaq Rohan	49		wife	Ujung	Female	married	Never attend schools
86	292	Miasri		67	0	Head of HH	Ujung	Female	widowed	Not graduated from elementary school
87	293	H. Sulaiman Kurniawan		71	7	Head of HH	Ujung	Male	married	Not graduated from elementary school
	294		Melihat	69		wife	Ujung	Female	married	Never attend schools
	295		Ahyar	36		child	Ujung	Male	single	Not graduated from elementary school
	296		Rusnawati	32		child	Ujung	Female	single	S1/D4
	297		Samsu Rijan	29		child	Ujung	Male	single	Junior High School
	298		Megawati	16		child	Ujung	Female	single	Diploma
	299		Bq. Neli Murniati	23		child	Ujung	Female	single	Senior High School
	300		Dani Saputra	17		child	Ujung	Male	single	Junior High School
88	301	Zainuddin		29	2	Head of HH	Ujung	Male	married	Senior High School
	302		Baiq Wini Hariyati	24		wife	Ujung	Female	married	Senior High School
	303		Hanifa Nidaul Qori	1		child	Ujung	Female	single	Never attend schools
89	304	Rahip		52	4	Head of HH	Ujung	Male	married	Never attend schools
	305		Sudiati	42		wife	Ujung	Female	married	Never attend schools
	306		Toni Sudiarta	24		child	Ujung	Male	single	Senior High School
	307		Tawabib Ramadhan	16		child	Ujung	Male	single	Senior High School
	308		Kifian Airlangga	12		child	Ujung	Male	single	Junior High School
90	309	Lalu Muridun		43	4	Head of HH	Ebunut	Male	married	Junior High School
	310		Sriyatin	30		wife	Ebunut	Female	married	Junior High School
	311		Uyan Hariyadi	23		child	Ebunut	Male	single	Senior High School
	312		Adarean Saputra	16		child	Ebunut	Male	single	Junior High School
	313		Reza Ambara	11		child	Ebunut	Male	single	Not graduated from elementary school
91	314	Riasip		29	1	Head of HH	Ujung	Male	married	Senior High School
	315		Mirayim	30		wife	Ujung	Female	married	Senior High School
92	316	Jamal Mirdat		31	3	Head of HH	Ujung	Male	married	Senior High School

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	317		Ristianah	24		wife	Ujung	Female	married	Elementary School
	318		Dimas Alunk Prajuda	8		child	Ujung	Male	single	Elementary School
	319		Gilang Apriantara	2		child	Ujung	Male	single	Never attend schools
93	320	Suman		36		wife	Ebunut	Female	married	Never attend schools
	321		Senang*	37	2	Head of HH	Ebunut	Male	married	Never attend schools
	322		Muhammad Kamiludin	20		child	Ebunut	Male	single	Junior High School
94	323	Minarti		50		wife	Ebunut	Female	married	Elementary School
	324		Abdul Kadir*	52	1	Head of HH	Ebunut	Male	married	Junior High School
95	325	Warte		49	3	Head of HH	Ujung	Male	married	Junior High School
	326		ATUN	46		wife	Ujung	Female	married	Elementary School
	327		Mira Septiastuti	22		child	Ujung	Female	single	Senior High School
	328		Azwar Maulana	10		child	Ujung	Male	single	Elementary School
96	329	Junaidi		46	3	Head of HH	Ebunut	Male	married	Never attend schools
	330		Asi Nurianti	44		wife	Ebunut	Female	married	Not graduated from elementary school
	331		Muhamad Johari Saputra	8		child	Ebunut	Male	single	Elementary School
	332		Akila Aprilia Salsabila	3		child	Ebunut	Female	single	Never attend schools
97	333	Datre		57	2	Head of HH	Ujung	Male	married	Never attend schools
	334		Munipah	55		wife	Ujung	Female	married	Never attend schools
	335		Milasri	29		child	Ujung	Female	separate	Elementary School
98	336	Rohani		34		wife	Ujung	Female	married	Junior High School
	337		Sidik*	41	3	Head of HH	Ujung	Male	married	Junior High School
	338		Tia Rosiana	14		child	Ujung	Female	single	Junior High School
	339		Jasmiah Agustin	7		child	Ujung	Female	single	Elementary School
99	340	Marte		42	2	Head of HH	Ujung	Male	married	Not graduated from elementary school
	341		Nurhayati	37		wife	Ujung	Female	married	Not graduated from elementary school
	342		Muhamad Irfan Saputra	12		child	Ujung	Male	single	Junior High School
100	343	Kenem		48	0	Head of HH	Ujung	Female	widowed	Never attend schools

No. of HH	No of Pop	Head of Household and Member		Age	Amount of Household	Status in the Household	Sub-Village	Sex	Marital Status	Level of Education
101	344	Kami		41		wife	Ujung	Female	married	Elementary School
	345		Paino*	50	1	Head of HH	Ujung	Male	married	Elementary School
102	346	Juasti		29	2	Head of HH	Ujung	Male	married	Not graduated from elementary school
	347		Rina Astuti	28		wife	Ujung	Female	married	Junior High School
	348		Muhamad Rofan Ardinata	2		child	Ujung	Male	single	Never attend schools
103	349	Sumardi		37	2	Head of HH	Ujung	Male	married	Elementary School
	350		Opik	21		child	Ujung	Male	single	Senior High School
	351		Revi Mariska	2		child	Ujung	Female	single	Never attend schools
104	352	Kartini		47		wife	Ujung	Female	married	Never attend schools
	353		Amsah*	57	3	Head of HH	Ujung	Male	married	Never attend schools
	354		Inaq Demi	79		old woman	Ujung	Female	widowed	Never attend schools
	355		Restiana	15		child	Ujung	Female	single	Senior High School
105	356	Suani		34		wife	Ujung	Female	married	Elementary School
	357		Jamaludin*	39	4	Head of HH	Ujung	Male	married	Elementary School
	358		Rizki Zazria	12		child	Ujung	Female	single	Elementary School
	359		Rifki Ramdani	7		child	Ujung	Male	single	Elementary School
	360		Fikri Alus Takbira	1		child	Ujung	Male	single	Never attend schools
106	361	Martini		30		wife	Ujung	Female	married	Diploma
	362		Sudirto*	41	3	Head of HH	Ujung	Male	married	Senior High School
	363		Putri Salsabila	12		child	Ujung	Female	single	Elementary School
	364		Narip	67		others	Ujung	Male	widower	Never attend schools
107	365	Dasam		63	2	Head of HH	Ujung	Male	married	Never attend schools
	366		Gupuh	52		wife	Ujung	Female	married	Never attend schools
	367		Sapril Mutalib	17		child	Ujung	Male	single	Senior High School
108	368	Erlina		36		wife	Ujung	Female	married	Senior High School
	369		Pujiburrahman*	38	3	Head of HH	Ujung	Male	single	Junior High School

No. of HH	No of Pop	Head of Household and Member		Age	Amount of Household	Status in the Household	Sub-Village	Sex	Marital Status	Level of Education
	370		Riki Prayanto	18		child	Ujung	Male	single	S1/D4
	371		Desta Manggrayani	15		child	Ujung	Female	single	Senior High School
109	372	Minalim		39		wife	Ujung	Female	married	Never attend schools
	373		Ahmad Diyangse	42	4	Head of HH	Ujung	Male	married	Elementary School
	374		Muhammad Nilhakim	13		child	Ujung	Male	single	Junior High School
	375		Muhammad Rabi	6		child	Ujung	Male	single	Elementary School
	376		Hikmah Cahaya Putri	1		child	Ujung	Female	single	Never attend schools
110	377	Atri		55	1	Head of HH	Ujung	Male	married	Never attend schools
	378		Hj Nurul Khotimah	41		wife	Ujung	Female	married	Elementary School
111	379	Sri Azmi		26	3	wife	Ujung	Female	married	Junior High School
	380		Satriawan*	32		Head of HH	Ujung	Male	married	Senior High School
	381		Rizki Saputra	6		child	Ujung	Male	single	Elementary School
	382		Nabila	2		child	Ujung	Female	single	Never attend schools
112	383	Sahmin		42	0	Head of HH	Ujung	Female	widowed	Elementary School
113	384	Manap		35	4	Head of HH	Ujung	Male	married	Elementary School
	385		ilim	31		wife	Ujung	Female	married	Elementary School
	386		nurdiana	12		child	Ujung	Female	single	Junior High School
	387		widia sapitri	7		child	Ujung	Female	single	Elementary School
	388		oktopiana	4		child	Ujung	Female	single	Never attend schools
114	389	Lalu Ratmaji		33	3	Head of HH	Ujung	Male	married	Senior High School
	390		Nayim	35		wife	Ujung	Female	married	Senior High School
	391		Melsi Ratna Oktavia	11		child	Ujung	Female	single	Elementary School
	392		Mario Aji Dinata	6		child	Ujung	Male	single	Elementary School
115	393	Gasip		62	1	Head of HH	Ujung	Male	married	Never attend schools
	394		Kemin	72		wife	Ujung	Female	married	Never attend schools
116	395	Saruati		57	4	Head of HH	Ujung	Female	separate	Never attend schools
	396		Suriani	26		child	Ujung	Female	single	Senior High School

No. of HH	No of Pop	Head of Household and Member		Age	Amount of Household	Status in the Household	Sub-Village	Sex	Marital Status	Level of Education
	397		Sahri Ramdan	21		child	Ujung	Male	married	Senior High School
	398		Nurmaenah	18		others	Ujung	Female	married	Senior High School
	399		Sarah Humairoh	1		others	Ujung	Female	single	Never attend schools
117	400	Sukarni		47	1	wife	Ujung	Female	married	Elementary School
	401		Selamat*	43		Head of HH	Ujung	Male	married	Elementary School
118	402	Ririn Indah Sari		28		wife	Ujung	Female	married	Junior High School
	403		Sahran Efendi*	29	3	Head of HH	Ujung	Male	married	Elementary School
	404		Heru Efendi	10		child	Ujung	Male	single	Not graduated from elementary school
	405		Fauzan Khairi	1		child	Ujung	Male	single	Not graduated from elementary school
119	406	Baiq Ernawati		40		wife	Ujung	Female	married	Not graduated from elementary school
	407		Lalu Jaya Usman*	51	4	Head of HH	Ujung	Male	married	S1/D4
	408		Baiq Devi Asmayani Mustika	16		child	Ujung	Female	single	Junior High School
	409		Baiq Noviza Zahrah Mustika	11		child	Ujung	Female	single	Not graduated from elementary school
	410		Baiq Risa Rahma Mustika	4		child	Ujung	Female	single	Never attend schools
120	411	Juli		39		wife	Ujung	Female	married	Never attend schools
	412		Ware*	42	3	Head of HH	Ujung	Male	married	Never attend schools
	413		Jaka Jaya Putra	15		child	Ujung	Male	single	Elementary School
	414		Arya Jaya	8		child	Ujung	Male	single	Not graduated from elementary school
121	415	Abdul Mutalib		41	4	Head of HH	Ujung	Male	married	Diploma
	416		Sudiani	31		wife	Ujung	Female	married	Senior High School
	417		Lobi Martiagaza Abdul	18		child	Ujung	Male	single	Senior High School
	418		Robi Destiagaza Abdul	7		child	Ujung	Male	single	Elementary School
	419		Mayda Althafunisa Abdul	2		child	Ujung	Female	single	Never attend schools
122	420	Deme		42	4	Head of HH	Ujung	Male	married	Junior High School
	421		Lase	39		wife	Ujung	Female	married	Elementary School

No. of HH	No of Pop	Head of Household and Member		Age	Amount of Household	Status in the Household	Sub-Village	Sex	Marital Status	Level of Education
	422		Wahijan Pranata	18		child	Ujung	Male	single	Junior High School
	423		Annisa Dewi Ratnasari	15		child	Ujung	Female	single	Elementary School
	424		Nurhikma	10		child	Ujung	Female	single	Not graduated from elementary school
123	425	Demek		31	2	Head of HH	Ujung	Male	married	Not graduated from elementary school
	426		Kini	27		wife	Ujung	Female	married	Elementary School
	427		Diswa Hisyam	2		child	Ujung	Male	single	Not graduated from elementary school
124	428	Ambare		38	1	Head of HH	Ujung	Male	married	Junior High School
	429		Kartini	35		wife	Ujung	Female	married	Elementary School
125	430	Masnun		30	3	Head of HH	Ujung	Female	married	Junior High School
	431		Irfansah	10		child	Ujung	Male	single	Elementary School
	432		Farelzi	6		child	Ujung	Male	single	Never attend schools
	433		Natasa Permatasari	2		child	Ujung	Female	single	Never attend schools
126	434	Sriane		33		Head of HH	Ujung	Male	married	Elementary School
	435		Ernita Dewi	23		wife	Ujung	Female	married	Junior High School
	436		Muhlizan	5		child	Ujung	Male	single	Never attend schools
127	437	Salam		33	4	Head of HH	Ujung	Male	married	Senior High School
	438		Sri Ayuningsih	38		wife	Ujung	Female	married	Senior High School
	439		Salsa Bila Mariska	17		child	Ujung	Female	single	Senior High School
	440		Nisa Oktaviana	15		child	Ujung	Female	single	Junior High School
	441		Muhammad Aska	4		child	Ujung	Male	single	Never attend schools
128	442	Demung		52	3	Head of HH	Ujung	Male	married	Not graduated from elementary school
	443		Nurhayati	42		wife	Ujung	Female	married	Never attend schools
	444		Muhamad Supardi	28		child	Ujung	Male	married	Senior High School
	445		Parmanto Aji Santoso Megaranto	19		child	Ujung	Male	single	Junior High School
129	446	Rahman		31	2	Head of HH	Ujung	Male	married	Elementary School
	447		Sumayani	29		wife	Ujung	Female	married	Senior High School

No. of HH	No of Pop	Head of Household and Member		Age	Amount of Household	Status in the Household	Sub-Village	Sex	Marital Status	Level of Education
	448		Nafiza Zaskia Rahman	6		child	Ujung	Female	single	Never attend schools
130	449	Inaq Andep (Bolan)		69	2	old woman	Ujung	Female	widowed	Never attend schools
	450		Putra Hermawan	23		others	Ujung	Male	married	Senior High School
	451		Nurhayati	22		others	Ujung	Female	married	Senior High School
131	452	Man		27	2	Head of HH	Ujung	Male	married	Junior High School
	453		Miatri	29		wife	Ujung	Female	married	Junior High School
	454		Aina Atalita	2		child	Ujung	Female	single	Never attend schools
132	455	Khadijah		39		wife	Ujung	Female	married	Not graduated from elementary school
	456		Lalu Patanah Rahman*	45	5	Head of HH	Ujung	Male	married	Elementary School
	457		Adul	18		child	Ujung	Male	single	Senior High School
	458		Tamin	17		child	Ujung	Male	single	Senior High School
	459		Nahrul	16		child	Ujung	Male	single	Junior High School
	460		Khairul	8		child	Ujung	Male	single	Elementary School
133	461	Lalu Agus Jayadi		34	2	Head of HH	Ujung	Male	married	Elementary School
	462		Baiq Mis Patriani	9		child	Ujung	Female	single	Elementary School
	463		Lalu David Kusuma Jayadi	4		child	Ujung	Male	single	Never attend schools
134	464	Muniati Amni		21		wife	Ujung	Female	married	Not graduated from elementary school
	465		Suhardi*	27	2	Head of HH	Ujung	Male	married	Never attend schools
	466		Anis Zarifah	5		child	Ujung	Female	single	Never attend schools
135	467	Milatre		29	2	Head of HH	Ujung	Male	married	Junior High School
	468		Sopiani	21		wife	Ujung	Female	married	Not graduated from elementary school
	469		Febrian	3		child	Ujung	Male	single	Not graduated from elementary school
136	470	Minasri		57		old woman	Ujung	Female	widowed	Never attend schools
	471		Miasih	30		wife	Ujung	Female	married	Never attend schools
	472		Tirah*	50	3	Head of HH	Ujung	Male	married	Junior High School

No. of HH	No of Pop	Head of Household and Member		Age	Amount of Household	Status in the Household	Sub-Village	Sex	Marital Status	Level of Education
	473		Putri Sapina	7		child	Ujung	Female	single	Not graduated from elementary school
137	474	Malim		37	2	Head of HH	Ebunut	Male	married	Elementary School
	475		Mainim	36		wife	Ebunut	Female	married	Junior High School
	476		Muhamad Farid	5		child	Ebunut	Male	single	Never attend schools

*Head of Household

Number of Household : 137

Number of PAP : 476

Appendix 7 List of PAH Whose Source of Income Depend on Land

1. Primary Source of Income - FARMER

No.	Name	Sub Village	Age	Source of Income Status	Income (IDR/Month)
1	Kamaruddin	Ebunut	51	Freelance	300,000
2	Iyah	Ebunut	60	Freelance	200,000
3	Leme	Ebunut	50	Freelance	67,000
4	Driye	Ebunut	57	Freelance	600,000
5	Seniah	Ebunut	71	Freelance	150,000
6	Gacip	Ebunut	51	Freelance	2,780,000
7	Iwan Dahlan	Ebunut	28	Freelance	83,000
8	Riane	Ebunut	63	Freelance	300,000
9	Asin	Ebunut	57	Freelance	1,300,000
10	Nuralip	Ebunut	29	Freelance	83,000
11	Lalu Sukalam	Ebunut	50	Freelance	500,000
12	Manuh	Ebunut	44	Freelance	292,000
13	Rendep	Ebunut	47	Freelance	83,000
14	Senum	Ebunut	40	Freelance	200,000
15	Muni	Ebunut	64	Freelance	83,000
16	Terang	Ebunut	71	Freelance	500,000
17	Seni	Ebunut	47	Freelance	1,300,000
18	Lumut	Ujung	52	Freelance	800,000
19	H. Sulaiman Kurniawan	Ujung	71	Freelance	417,000
20	Rahip	Ujung	52	Freelance	1,200,000
21	Junaidi	Ebunut	46	Seasonal Workers	500,000
22	Datre	Ujung	57	Freelance	500,000
23	Rohani	Ujung	34	Seasonal Workers	500,000
24	Marte	Ujung	42	Freelance	83,000
25	Juasti	Ujung	29	Freelance	83,000
26	Sumardi	Ujung	37	Freelance	83,000
27	Dasam	Ujung	63	Freelance	75,000
28	Atri	Ujung	55	Freelance	850,000
29	Manap	Ujung	35	Freelance	1,200,000

No.	Name	Sub Village	Age	Source of Income Status	Income (IDR/Month)
30	Deme	Ujung	42	Freelance	1,700,000
31	Sriane	Ujung	33	Freelance	40,000
Average					543,613

2. Secondary Source of Income - FARMER

No	Name	Sub Village	Age	Source of Income Status	Income (IDR/Month)
1	Inaq Rumane	Ebunut	76	Seasonal Workers	292,000
2	Amaq Nuralip	Ebunut	52	Freelance	500,000
3	Lorup	Ebunut	47	Freelance	250,000
4	Ena Dewi Epitamala	Ebunut	23	Freelance	200,000
5	Kartubi	Ebunut	47	Freelance	700,000
6	Resi Sambudi	Ebunut	29	Freelance	50,000
7	Abdul Latif	Ebunut	34	Freelance	900,000
8	Ning Purwanto	Ujung	52	Freelance	1,250,000
9	Demek	Ujung	31	Freelance	150,000
10	Rahman	Ujung	31	Freelance	292,000
Average					458,400

3. Primary Source of Income – FARM LABOR

No	Name	Sub Village	Age	Source of Income Status	Income (IDR/Month)
1	Khaeroni	Ebunut	27	Seasonal Workers	120,000
2	Minip	Ebunut	46	Seasonal Workers	250,000
3	Anim	Ebunut	50	Seasonal Workers	100,000
4	Inaq Rasek	Ebunut	59	Seasonal Workers	300,000
5	Kalun	Ebunut	65	Seasonal Workers	300,000
6	Rabok	Ebunut	59	Seasonal Workers	500,000
7	Madip	Ebunut	28	Seasonal Workers	400,000

No	Name	Sub Village	Age	Source of Income Status	Income (IDR/Month)
8	Suman	Ebunut	36	Seasonal Workers	250,000
9	Masnun	Ujung	30	Seasonal Workers	583,000
10	Rahman	Ujung	31	Freelance	500,000
Average					330,000

4. Secondary Source of Income – FARM LABOR

No	Name	Sub Village	Age	Source of Income Status	Income (IDR/Month)
1	Mainah	Ebunut	49	Seasonal Workers	208,000
2	Malim	Ebunut	37	Seasonal Workers	292,000
Average					250,000

5. Primary Source of Income – CATTLEMENT

No.	Name	Sub Village	Age	Source of Income Status	Income (IDR/Month)
1	Atim	Ebunut	49	Freelance	833,000
2	Inaq Rumane	Ebunut	76	Freelance	200,000
3	Seriati	Ebunut	39	Freelance	667,000
4	Lorup	Ebunut	47	Freelance	667,000
5	Ena Dewi Epitamala	Ebunut	23	Freelance	2,729,000
6	Singgit	Ebunut	33	Freelance	667,000
7	Lebak	Ebunut	40	Freelance	417,000
8	Lebar	Ebunut	63	Freelance	458,000
9	Janum	Ebunut	39	Freelance	250,000
10	Sanip	Ebunut	36	Freelance	1,000,000
11	Sumiati	Ebunut	71	Freelance	608,000
12	Ayu	Ebunut	29	Freelance	833,000

No.	Name	Sub Village	Age	Source of Income Status	Income (IDR/Month)
13	Warte	Ujung	49	Freelance	1,583,000
14	Saruati	Ujung	57	Freelance	167,000
15	Juli	Ujung	39	Freelance	817,000
16	Khadijah	Ujung	39	Freelance	150,000
17	Muniati Amni	Ujung	21	Freelance	483,000
Average					737,000

6. Secondary Source of Income - CATTLEMAN

No	Name	Sub Village	Age	Source of Income Status	Income (IDR/Month)
1	Kamaruddin	Ebunut	51	Freelance	333,000
2	Iyah	Ebunut	60	Seasonal Worker	375,000
3	Ramli	Ebunut	32	Freelance	875,000
4	Khaeroni	Ebunut	27	Freelance	230,000
5	Suti	Ebunut	59	Seasonal Worker	333,000
6	Leme	Ebunut	50	Freelance	1,500,000
7	Sidik	Ebunut	51	Seasonal Worker	250,000
8	Supardan	Ebunut	30	Seasonal Worker	417,000
9	Inaq Cinggit	Ebunut	67	Freelance	917,000
10	Driye	Ebunut	57	Freelance	50,000
11	Genah	Ebunut	38	Freelance	417,000
12	Minip	Ebunut	46	Seasonal Worker	375,000
13	Nuralip	Ebunut	29	Freelance	417,000
14	Alam	Ebunut	35	Freelance	250,000
15	Rendep	Ebunut	47	Freelance	417,000
16	Suprayadi	Ebunut	26	Seasonal Worker	250,000
17	Koleh	Ebunut	50	Seasonal Worker	250,000

No	Name	Sub Village	Age	Source of Income Status	Income (IDR/Month)
18	Nur Cahaya	Ebunut	33	Seasonal Worker	250,000
19	Senum	Ebunut	40	Freelance	583,000
20	Lebar	Ebunut	63	Freelance	458,000
21	Genep	Ebunut	47	Seasonal Worker	250,000
22	Aye	Ebunut	30	Seasonal Worker	250,000
23	Terang	Ebunut	71	Freelance	417,000
24	Malah	Ebunut	50	Freelance	292,000
25	Seni	Ebunut	47	Freelance	353,000
26	Madip	Ebunut	28	Freelance	1,000,000
27	Junaidi	Ebunut	33	Freelance	917,000
28	Adip	Ujung	50	Seasonal Worker	250,000
29	Jume	Ujung	42	Seasonal Worker	250,000
30	Datre	Ujung	57	Freelance	833,000
31	Rohani	Ujung	34	Freelance	667,000
32	Juasti	Ujung	29	Freelance	417,000
33	Dasam	Ujung	63	Freelance	1,300,000
34	Manap	Ujung	35	Freelance	1,000,000
35	Demung	Ujung	52	Freelance	415,000
Average					501,657

Appendix 8 Proposed Candidates for Training and Job (Priority: Female: 20-40 Years Old)

Female	118
Male	19

No	Name	Age	Status in the Household	Sub-Village	Sex	Marital Status	Level of Education	Head of Household	Remark
1	Kamaruddin	51	Head of HH	Ebunut	Male	married	Senior High School	Kamaruddin	There is no 20 - 40 Years Old of Household Member
2	Nirawati	22	wife	Ebunut	Female	married	Junior High School	Murdiyanto	
3	Salman Efendi	18	child	Ebunut	Male	single	Senior High School	Atim	There is no 20 - 40 Years Old of Household Member
4	Erni	36	wife	Ebunut	Female	married	Elementary School	Muhlis	
5	Nurlimah	25	child	Ebunut	Female	single	Senior High School	Iyah	
6	Ayati Miati	27	wife	Ebunut	Female	married	Senior High School	Ramli	
7	Khaeroni	27	wife	Ebunut	Female	married	Junior High School	Ganep	
8	Segap	60	Head of HH	Ebunut	Male	married	Never attend schools	Segap	There is no 20 - 40 Years Old of Household Member
9	Loyep	58	wife	Ebunut	Female	married	Never attend schools	KAYOK	There is no 20 - 40 Years Old of Household Member
10	Tanem	24	wife	Ebunut	Female	married	Junior High School	ERLAN EFENDI*	Has 1 child below 5 years old

No	Name	Age	Status in the Household	Sub-Village	Sex	Marital Status	Level of Education	Head of Household	Remark
11	Inaq Rumane	76	Head of HH	Ebunut	Female	widowed	Never attend schools	Inaq Rumane	There is no 20 - 40 Years Old of Household Member
12	Suti	18	child	Ebunut	Male	single	Not graduated from elementary school	Peje Ajai	There is no 20 - 40 Years Old of Household Member
13	Seriati	39	wife	Ebunut	Female	married	Never attend schools	Danem	
14	Riman	32	wife	Ebunut	Female	married	Elementary School	Leme	
15	Amaq Nuralip	52	Head of HH	Ebunut	Male	married	Never attend schools	Amaq Nuralip	
16	GANING	39	wife	Ebunut	Female	married	Elementary School	Lorup	Has 1 child below 5 years old
17	Laksaman Gunawan Saputra	19	child	Ebunut	Male	married	Not graduated from elementary school	Sidik	There is no 20 - 40 Years Old of Household Member
18	Manim	36	wife	Ebunut	Female	married	Never attend schools	Supardan	Has 2 children below 5 years
19	Ena Dewi Epitamala	23	wife	Ebunut	Female	married	Junior High School	Nurite	
20	Sarini	19	child	Ebunut	Female	single	Not graduated from elementary school	Inaq Cinggit	There is no 20 - 40 Years Old of Household Member
21	Driye	57	Head of HH	Ebunut	Male	married	Never attend schools	Driye	There is no 20 - 40 Years Old of Household Member
22	Genep	57	wife	Ebunut	Female	married	Never attend schools	Seniah	There is no 20 - 40 Years Old of Household Member
23	Ayuni	17	child	Ebunut	Female	married	Elementary School	Butuh	There is no 20 - 40 Years Old of Household Member

No	Name	Age	Status in the Household	Sub-Village	Sex	Marital Status	Level of Education	Head of Household	Remark
24	Gacip	16	child	Ebunut	Male	single	Senior High School	Agus Adi Saputra	There is no 20 - 40 Years Old of Household Member
25	Pina Wati	27	wife	Ebunut	Female	married	Junior High School	Iwan Dahlan	Has 1 child below 5 years old
26	Melina	20	wife	Ebunut	Female	married	Junior High School	Lanam Jayadi	Has 1 child below 5 years old
27	Genah	36	wife	Ebunut	Female	married	Never attend schools	Munirah	Has 1 child below 5 years old
28	Minip	46	Head of HH	Ebunut	Female	married	Never attend schools	Minip	Has 1 child below 5 years old
29	Singgit	32	wife	Ebunut	Female	married	Elementary School	Ariyatin	Has 1 child below 5 years old
30	Riane	63	Head of HH	Ebunut	Female	married	Never attend schools	Riane	There is no 20 - 40 Years Old of Household Member
31	Rena Herwati	22	child	Ebunut	Female	married	Elementary School	Wasar	
32	Mainah	49	Head of HH	Ebunut	Female	widowed	Never attend schools	Mainah	Has 1 child below 5 years old
33	Ririn Yeni	22	child	Ebunut	Female	single	Junior High School	Anim	
34	Kurnia Ayuningsih	20	child	Ebunut	Female	single	Junior High School	Inaq Rasek	Has 1 child below 5 years old
35	Asin	57	Head of HH	Ebunut	Female	widowed	Never attend schools	Asin	There is no 20 - 40 Years Old of Household Member
36	Nuralip	29	wife	Ebunut	Female	married	Elementary School	Arip	Has 1 child below 5 years old
37	Cenah	31	child	Ebunut	Female	separate	Not graduated from elementary school	Kalun	
38	Nawi	39	wife	Ebunut	Female	married	Elementary School	Lebak	
39	Dewi Anjani	20	child	Ebunut	Female	single	Diploma	Rahmat Panye	

No	Name	Age	Status in the Household	Sub-Village	Sex	Marital Status	Level of Education	Head of Household	Remark
40	Yin	30	wife	Ebunut	Female	married	Elementary School	Alam	
41	DEWI	24	wife	Ebunut	Female	married	Junior High School	Lalu Sukalam	
42	Manuh	44	wife	Ebunut	Female	married	Never attend schools	Cungak	There is no 20 - 40 Years Old of Household Member
43	JULIANTO	22	child	Ebunut	Male	single	Senior High School	Rendep	
44	Tuti Karlina	24	wife	Ebunut	Female	married	Senior High School	Suprayadi	Has 1 child below 5 years old
45	Miasip	41	wife	Ebunut	Female	married	Elementary School	MIYIP	There is no 20 - 40 Years Old of Household Member
46	Ernawati	17	child	Ebunut	Female	single	Junior High School	Koleh	There is no 20 - 40 Years Old of Household Member
47	Inaq Miasip	61	Head of HH	Ebunut	Female	widowed	Never attend schools	Inaq Miasip	There is no 20 - 40 Years Old of Household Member
48	Dewi Sartika	28	wife	Ebunut	Female	married	Senior High School	Nur Cahaya	Has 1 child below 5 years old
49	Anum	30	wife	Ebunut	Female	married	Not graduated from elementary school	Senum	
50	Seniah	29	wife	Ebunut	Female	married	Not graduated from elementary school	Lebar	
51	Ramin	47	wife	Ebunut	Female	married	Not graduated from elementary school	Genep	There is no 20 - 40 Years Old of Household Member
52	Rabok	59	Head of HH	Ebunut	Male	married	Not graduated from elementary school	Rabok	There is no 20 - 40 Years Old of Household Member

No	Name	Age	Status in the Household	Sub-Village	Sex	Marital Status	Level of Education	Head of Household	Remark
53	Inaq Daman	50	wife	Ebunut	Female	married	Never attend schools	Upik	There is no 20 - 40 Years Old of Household Member
54	Ayunisari	28	wife	Ebunut	Female	married	Elementary School	Aye	
55	Anik Lumirah Dewi	25	wife	Ebunut	Female	married	Not graduated from elementary school	Satriawan	Has 1 child below 5 years old
56	Nurmini	26	wife	Ebunut	Female	married	Junior High School	Feri Susanto	
57	Muliatrip	42	wife	Ebunut	Female	married	Not graduated from elementary school	Natip	There is no 20 - 40 Years Old of Household Member
58	Rida	20	child	Ebunut	Female	married	Junior High School	Muni	
59	Rusmin	74	wife	Ebunut	Female	married	Never attend schools	SALIM	There is no 20 - 40 Years Old of Household Member
60	Maesarah	20	Head of HH	Ebunut	Male	married	Elementary School	Amaq Riski	Has 1 child below 5 years old
61	Riyamin	39	wife	Ebunut	Female	married	Elementary School	Janum	Has 1 child below 5 years old
62	Lengke	57	Head of HH	Ebunut	Male	widower	Never attend schools	Lengke	There is no 20 - 40 Years Old of Household Member
63	ATRI	66	wife	Ebunut	Female	married	Never attend schools	Terang	There is no 20 - 40 Years Old of Household Member
64	Asmawati	27	wife	Ebunut	Female	married	Elementary School	Murdan	
65	Yanti	29	wife	Ebunut	Female	married	Junior High School	Janim	Has 1 child below 5 years old
66	Narti	45	wife	Ebunut	Female	married	Not graduated from elementary school	Kartubi	There is no 20 - 40 Years Old of Household Member

No	Name	Age	Status in the Household	Sub-Village	Sex	Marital Status	Level of Education	Head of Household	Remark
67	Munasa	29	wife	Ebunut	Female	married	Junior High School	Resi Sambudi	Has 1 child below 5 years old
68	Sanip	36	wife	Ebunut	Female	married	Elementary School	Janem	
69	Geci	37	wife	Ebunut	Female	married	Not graduated from elementary school	Malah	
70	Sumiati	71	wife	Ebunut	Female	married	Never attend schools	Rati	There is no 20 - 40 Years Old of Household Member
71	Satim	62	wife	Ebunut	Female	married	Never attend schools	MASIM	There is no 20 - 40 Years Old of Household Member
72	Minim	34	wife	Ebunut	Female	married	Never attend schools	Mudin	Has 1 child below 5 years old
73	Cede	47	wife	Ebunut	Female	married	Never attend schools	Seni	There is no 20 - 40 Years Old of Household Member
74	Nopi Susanti	21	child	Ebunut	Female	married	Senior High School	Amaq Nopi	
75	Alisah	35	wife	Ebunut	Female	married	Elementary School	Junaidi	Has 1 child below 5 years old
76	Sainah	24	wife	Ebunut	Female	married	Not graduated from elementary school	Madip	
77	Ningsih	27	wife	Ebunut	Female	married	Elementary School	Ayu	
78	Endang Kurniati	21	wife	Ebunut	Female	married	Elementary School	Abdul Latif	Has 2 children below 5 years
79	Mirasih	42	wife	Ujung	Female	married	Not graduated from elementary school	Ning Purwanto	There is no 20 - 40 Years Old of Household Member
80	Sani	26	wife	Ebunut	Female	married	Elementary School	Junaidi	

No	Name	Age	Status in the Household	Sub-Village	Sex	Marital Status	Level of Education	Head of Household	Remark
81	Nana Kartina	29	wife	Ujung	Female	married	Senior High School	Hamzanwadi	
82	Herman Saputra	18	child	Ujung	Male	single	Junior High School	Adip	There is no 20 - 40 Years Old of Household Member
83	Nurilam	50	others	Ujung	Female	separate	Never attend schools	Nurilam	There is no 20 - 40 Years Old of Household Member
84	Yanip	32	wife	Ujung	Female	married	Not graduated from elementary school	Jume	Has 1 child below 5 years old
85	Inaq Rohan	49	wife	Ujung	Female	married	Never attend schools	Lumut	There is no 20 - 40 Years Old of Household Member
86	Miasri	67	Head of HH	Ujung	Female	widowed	Not graduated from elementary school	Miasri	There is no 20 - 40 Years Old of Household Member
87	Rusnawati	32	child	Ujung	Female	single	S1/D4	H. Sulaiman Kurniawan	Has 1 child below 5 years old
88	Baiq Wini Hariyati	24	wife	Ujung	Female	married	Senior High School	Zainuddin	
89	Toni Sudiarta	24	child	Ujung	Male	single	Senior High School	Rahip	
90	Sriyatin	30	wife	Ebunut	Female	married	Junior High School	Lalu Muridun	
91	Mirayim	30	wife	Ujung	Female	married	Senior High School	Riasip	
92	Ristianah	24	wife	Ujung	Female	married	Elementary School	Jamal Mirdat	Has 1 child below 5 years old
93	Suman	36	wife	Ebunut	Female	married	Never attend schools	Senang	
94	Minarti	50	wife	Ebunut	Female	married	Elementary School	Abdul Kadir	There is no 20 - 40 Years Old of Household Member

No	Name	Age	Status in the Household	Sub-Village	Sex	Marital Status	Level of Education	Head of Household	Remark
95	Mira Septiastuti	22	child	Ujung	Female	single	Senior High School	Warte	
96	Asi Nurianti	44	wife	Ebunut	Female	married	Not graduated from elementary school	Junaidi	There is no 20 - 40 Years Old of Household Member
97	Milasri	29	child	Ujung	Female	separate	Elementary School	Datre	
98	Rohani	34	wife	Ujung	Female	married	Junior High School	Sidik	
99	Nurhayati	37	wife	Ujung	Female	married	Not graduated from elementary school	Marte	
100	Kenem	48	Head of HH	Ujung	Female	widowed	Never attend schools	Kenem	
101	Kami	41	wife	Ujung	Female	married	Elementary School	Paino	There is no 20 - 40 Years Old of Household Member
102	Rina Astuti	28	wife	Ujung	Female	married	Junior High School	Juasti	Has 1 child below 5 years old
103	Opik	21	child	Ujung	Male	single	Senior High School	Sumardi	
104	Kartini	47	wife	Ujung	Female	married	Never attend schools	Amsah	There is no 20 - 40 Years Old of Household Member
105	Suani	34	wife	Ujung	Female	married	Elementary School	Jamaludin	Has 1 child below 5 years old
106	Martini	30	wife	Ujung	Female	married	Diploma	Sudirto	
107	Sapril Mutalib	17	child	Ujung	Male	single	Senior High School	Dasam	There is no 20 - 40 Years Old of Household Member
108	Erlina	36	wife	Ujung	Female	married	Senior High School	Pujiburrahman	
109	Minalim	39	wife	Ujung	Female	married	Never attend schools	Ahmad Diyangse	Has 1 child below 5 years old

No	Name	Age	Status in the Household	Sub-Village	Sex	Marital Status	Level of Education	Head of Household	Remark
110	Hj Nurul Khotimah	41	wife	Ujung	Female	married	Elementary School	Atri	There is no 20 - 40 Years Old of Household Member
111	Sri Azmi	26	wife	Ujung	Female	married	Junior High School	Satriawan	Has 1 child below 5 years old
112	Sahmin	42	Head of HH	Ujung	Female	widowed	Elementary School	Sahmin	There is no 20 - 40 Years Old of Household Member
113	ilim	31	wife	Ujung	Female	married	Elementary School	Manap	Has 1 child below 5 years old
114	Nayim	35	wife	Ujung	Female	married	Senior High School	Lalu Ratmaji	
115	Gasip	62	Head of HH	Ujung	Male	married	Never attend schools	Gasip	There is no 20 - 40 Years Old of Household Member
116	Suriani	26	child	Ujung	Female	single	Senior High School	Saruati	
117	Sukarni	47	wife	Ujung	Female	married	Elementary School	Selamat	There is no 20 - 40 Years Old of Household Member
118	Ririn Indah Sari	28	wife	Ujung	Female	married	Junior High School	Sahran Efendi	Has 1 child below 5 years old
119	Baiq Ernawati	40	wife	Ujung	Female	married	Not graduated from elementary school	Lalu Jaye Usman	Has 1 child below 5 years old
120	Juli	39	wife	Ujung	Female	married	Never attend schools	Ware	
121	Sudiani	31	wife	Ujung	Female	married	Senior High School	Abdul Mutalib	Has 1 child below 5 years old
122	Lase	39	wife	Ujung	Female	married	Elementary School	Deme	
123	Kini	27	wife	Ujung	Female	married	Elementary School	Demek	Has 1 child below 5 years old
124	Kartini	35	wife	Ujung	Female	married	Elementary School	Ambare	

No	Name	Age	Status in the Household	Sub-Village	Sex	Marital Status	Level of Education	Head of Household	Remark
125	Masnun	30	Head of HH	Ujung	Female	married	Junior High School	Masnun	Has 1 child below 5 years old
126	Ernita Dewi	23	wife	Ujung	Female	married	Junior High School	Sriane	
127	Sri Ayuningsih	38	wife	Ujung	Female	married	Senior High School	Salam	Has 1 child below 5 years old
128	Muhamad Supardi	28	child	Ujung	Male	married	Senior High School	Demung	
129	Sumayani	29	wife	Ujung	Female	married	Senior High School	Rahman	
130	Nurhayati	22	others	Ujung	Female	married	Senior High School	Inaq Andep (Bolan)	
131	Miatri	29	wife	Ujung	Female	married	Junior High School	Man	Has 1 child below 5 years old
132	Khadijah	39	wife	Ujung	Female	married	Not graduated from elementary school	Lalu Patanah Rahman	
133	Lalu Agus Jayadi	34	Head of HH	Ujung	Male	married	Elementary School	Lalu Agus Jayadi	
134	Muniati Amni	21	wife	Ujung	Female	married	Not graduated from elementary school	Suhardi	
135	Sopiani	21	wife	Ujung	Female	married	Not graduated from elementary school	Milatre	Has 1 child below 5 years old
136	Miasih	30	wife	Ujung	Female	married	Never attend schools	Tirah	
137	Mainim	36	wife	Ebunut	Female	married	Junior High School	Malim	

Appendix 9 Resettlement Monitoring Status

Date: as per November 18, 2019

Sub Village: Ebunut

No.	Head of Household	Payment Status of Assistant		Resettlement Assistant			Moving Location Option		
		Done	Not Yet	Done	Ongoing	Not Yet	HPL 94	Own Place	Not Yet Determined
1	A.PEN / ATIM	✓		✓			✓		
2	PAPUK SESEP	✓		✓				✓	
3	MUHLIS	✓			✓		✓		
4	ABDUL LATIP / A. PIKA								✓
5	MURDIANO	✓		✓				✓	
6	NALEK / A. KADIR	✓		✓				✓	
7	KAYOK / A. KAYEP	✓			✓		✓		
8	GENEP / A. MITA	✓		✓			✓		
9	AQ IMAH / IAH	✓			✓		✓		
10	RAMLI / A. ABI	✓		✓				✓	
11	MARJAN / A. REMAN	✓		✓			✓		
12	ARIP / A. DERMAWAN	✓			✓		✓		
13	JANIM/I. AWAN	✓			✓		✓		
14	MENAH / I. REPAN	✓			✓		✓		
15	LEDEP / A. ANDI	✓			✓		✓		
16	MINIP / I. TEREP	✓			✓		✓		
17	LEBAK / A. LENI	✓			✓		✓		
18	MIYIP / A. NINING	✓		✓				✓	
19	CUNGAH / A. RASIK / Rabok	✓		✓				✓	
20	SENEG / A. KAMIL	✓		✓				✓	
21	ADI / A. VINA	✓		✓				✓	
22	KOLEH / A. SUPRIYADI	✓		✓				✓	
23	KONDE / A. ASI								✓
24	ASIN / I. MERTA								✓
25	MERANI / I. ASIP	✓		✓				✓	
26	NUR CAHYA / A. WASIH	✓		✓				✓	
27	A. ISAH	✓		✓			✓		
28	PAK KADUS BUNUT	✓		✓			✓		
29	L. MURIDUN / B. YAN	✓		✓				✓	
30	SENUM / A. LANEM	✓		✓			✓		
31	SIDIK / AQ AWAN	✓			✓		✓		
32	I. SIDIK / KENEM	✓			✓		✓		
33	A. DIMAS	✓			✓		✓		
34	A. KAS / GANDI	✓			✓		✓		
35	A. AYU / BUTO	✓				✓			✓


No.	Head of Household	Payment Status of Assistant		Resettlement Assistant			Moving Location Option		
		Done	Not Yet	Done	Ongoing	Not Yet	HPL 94	Own Place	Not Yet Determined
36	A. IWAN / SEPI	✓			✓		✓		
37	A. IWAN / LEME	✓		✓			✓		
38	NURITE / A. WILI	✓		✓			✓		
39	A. NURALIP / MAHMUD	✓			✓		✓		
40	SUPARDAN / A.RIO	✓			✓		✓		
41	I. DAMAN / NENG	✓			✓		✓		
42	ALAM / A. DESTA	✓			✓		✓		
43	A. GENEP / SENTAH		✓						✓
44	BASAR / A.DAN		✓						✓
45	A. KAHAR / KALAM		✓						✓
46	IQ CENGGET	✓		✓			✓		
47	SINGGIT / A. SIKI	✓			✓		✓		
48	AM AQ EKA		✓						✓
49	AM AQ LIA / NURALIP	✓			✓		✓		
50	FERI SUSANTO	✓		✓			✓		
51	AM AQ AYE	✓		✓			✓		
52	AM AQ WULAN	✓				✓	✓		
53	AM AQ NOPI	✓			✓		✓		
54	AM AQ UYUN	✓		✓			✓		
55	AM AQ VIRA	✓		✓			✓		
56	AM AQ ARYA	✓		✓			✓		
57	AM AQ NISA	✓			✓		✓		
58	AM AQ FATMA	✓		✓				✓	
59	AM AQ GENONG	✓			✓			✓	
60	AM AQ RANJA	✓							✓
61	DONI KUSUMA	✓				✓	✓		
62	INAQ RUMANE	✓				✓	✓		
63	AM AQ LINDA	✓		✓					
64	AM AQ NATIP	✓				✓	✓		
65	AM AQ RESEK	✓				✓	✓		
66	AM AQ MUTI	✓				✓	✓		
67	AM AQ ANGGUN	✓		✓			✓		
68	AM AQ ANIA	✓		✓			✓		
69	AM AQ KINCIH	✓		✓			✓		
70	AM AQ AZIZ/MADIP	✓		✓			✓		
71	AM AQ MENDAH	✓		✓				✓	
72	AM AQ RISKI	✓		✓				✓	
73	A. SUHAILI / GACIP	✓		✓				✓	
74	A. MANIM / MASIM	✓		✓				✓	
75	A. ASUL / MALIM	✓		✓				✓	
76	A. JUKI / LENGKE	✓		✓			✓		
77	JANIM / A. IWIK	✓		✓			✓		
78	A. AMEL / JANUM	✓		✓			✓		
79	JANEM/ A. JAPAR	✓		✓			✓		

No.	Head of Household	Payment Status of Assistant		Resettlement Assistant			Moving Location Option		
		Done	Not Yet	Done	Ongoing	Not Yet	HPL 94	Own Place	Not Yet Determined
80	A. RESI / MALNI	✓		✓			✓		
81	A. WIDIAH / RESI	✓			✓		✓		
82	A. ASANI	✓		✓				✓	
83	I. BERUK	✓		✓				✓	
84	A. TERASIH	✓		✓				✓	
85	A. BIMAS / MURDAN	✓		✓				✓	
86	RANIP / RABOK	✓			✓		✓		
87	KYAI RAHIM	✓			✓		✓		
88	RAHIM	✓			✓		✓		
89	Ramdan	✓		✓				✓	
90	Nuralip	✓		✓			✓		
91	Muridun	✓		✓				✓	
92	Ating	✓		✓				✓	
93	Hidayati		✓			✓	✓		
94	Novi / Iq Viona		✓		✓				✓
95	L Muridun	✓			✓				✓

Source: ITDC, 2019


Appendix 10 Complaints Handling Manual

 		DOC. NO.		VER.				
		B1 - GENE - PMD - 3100 - 8008 - A		A				
		SHEET : 1 of 32						
PROCEDURE		MANDALIKA URBAN TOURISM INFRASTRUCTURE PROJECT						
		Active Date:/...../.....						
<p style="text-align: center;"> INDONESIA TOURISM DEVELOPMENT CORPORATION MANDALIKA URBAN AND TOURISM INFRASTRUCTURE PROJECT AIIB LOAN No. L0069A </p> <p style="text-align: center; font-size: 1.2em; color: #0070C0;">COMPLAINTS HANDLING MANUAL</p>								
VER	DATE	DESCRIPTION	Prep. By	Checked By	Approved By			
A	December 3, 2019	First issue for review						
B	January 20, 2020	Final Draft						
VER	DATE	DESCRIPTION	APPROVED					
			PMO	MD				

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REVISION SUMMARY

REV.	DATE	DESCRIPTION OF CHANGE


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List of Acronyms

CHM	Complaints Handling Manual
CMC	Construction Management Consultant
CMS	Communications Management System
DBOM	Design Build Operate and Maintain
DC	Design Consultant
ESHS	Environment Social Health and Safety
GOI	Government of Indonesia
ITDC	Indonesia Tourism Development Corporation
LAPOR	Layanan Aspirasi dan Pengaduan Online Rakyat (Online People's Aspirations and Complaints Service)
PMC	Project Management Consultant
PMO	Project Management Office

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1. Introduction

This Complaints Handling Manual (CHM) outlines the procedures aiming to establish, implement and maintain effective and transparent course of action for the reasonable and prompt handling of the complaints or grievances that may arise during project development and will lay out procedures in record keeping of the issues, corresponding measures undertaken towards their successful resolution.

1.1 Document Purpose

This manual form part of the Mandalika Urban and Tourism Infrastructure Project (MUTIP) Communication Management System (CMS) and are intended to:

- Enable ITDC to respond to issues raised by people making complaints in a timely and cost-effective way
- Boost public confidence in ITDC administrative process, and
- Provide information that can be use by ITDC to deliver quality improvements in activities and services, to stakeholders, ITDC staff in complaint handling.

This policy provides guidance to ITDC and people who wish to make a complaint on the key principles and concepts of our complaint management system.

The purpose of which is to outline the procedures for the Indonesia Tourism Development (ITDC) Project Management Office (PMO) in managing all the complaints from various stakeholders and communities (media, private and government agencies, public, project team, vendors and suppliers,) across the project.


This Complaints Handling Manual (CHM) will undergo continual improvement as and when it is fell necessary to be reviewed and revised for improvement.

The procedures shall include the following aspects:

1.2 Scope

All the Project Stakeholders or Participants including the following shall follow the Complaint Handling Procedure detailed herein.

- ITDC staff
- Design Consultant (DC)
- Project Management Consultants
- Construction Management Consultant (CMC)
- Any Other Consultant group or an individual
- Complaint Handling Team Member and the Complaint Handling Team Leader
- Investigation Team Member and Investigation Team Leader

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- Complaint Handling Reviewer
- Complaint Handling Implementer
- Design Build Operate and Maintain (DBOM) Contractor
- Contractor/Subcontractor
- Specialized Contractors
- Any other individual or organization that operate within the project

1.3 Indonesian Standards or Guidelines for Handling Complaints

MUTIP approach to manage complaints shall adopt the basic procedures from the *Layanan Aspirasi dan Pengaduan Online Rakyat (LAPOR)* or the Online People's Aspirations and Complaints Service, a one-stop complaint-handling platform set up by the Indonesian Government to manage citizens' complaints and requests via SMS, smartphone apps and a website. Annex 6 depicts the intent and procedures of the LAPOR. However, not all people can access internet or the online based system easily. ITDC commenced to open up an accessible help desk for complainants to expedite it's the process. This serves as an offline and one-gate system to collect and respond the complaints. In addition, Complaints Handling Lodge Box equipped with complaint forms and pens will be provided in ITDC Office and some other place throughout the project area that are easily accessible by Complainant.

2. Process of Complaint Handling

The Complaint Handling process of ITDC will involve three stages shown in the diagram below. ITDC have designated an officer dedicated to the tasks in receiving and handling complaints. This **Complaint Handling Team** shall follow the sequence of the following steps in receiving complains. List of complaint handling team members is shown in Annex 8. Team composition might be updated conforming to the condition and requirement*.

The three stages of Complaint handling can be expanded as shown below:

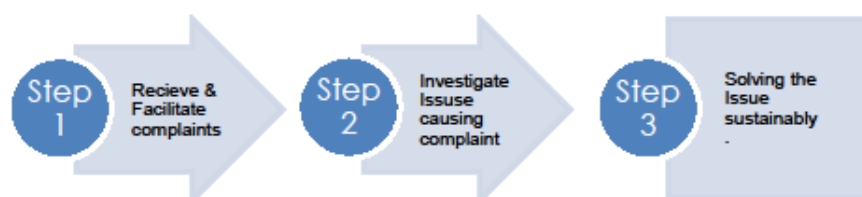



Table 1. Roles in Complaint Handling Process

Role	Responsibility
------	----------------

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The Complaints Handling Team	<ul style="list-style-type: none"> • Receive & record complaints • Identify the initial risk (perform risk assessment) • Forward the complaints to relevant division / department / unit in ITDC • Inform the complainant of complaint handling process in ITDC
The Complaints Handling Team Leader	<ul style="list-style-type: none"> • Validate the level of complaint based on risk assessment • Form an Investigation Team • Prepare recommendation for Remedial Action including the cost • Propose the implementation team
The Reviewer	<ul style="list-style-type: none"> • Review the Investigation Result • Approve the proposal for Remedial Action • Assign the implementation team
The Implementation Team	<ul style="list-style-type: none"> • Carry out the Remedial Action

2.1 Receiving Complaints


ITDC will publish the method of lodging Complaints by affected public at suitable locations at each village, like Village Headman's office, community hall as well as in ITDC offices, and provide the public with information about ITDC complaint handling process.

A community or village head, may be contacted directly to forward the grievance to ITDC on behalf of an affected party, if the party is unable to do so by themselves.

People making complaints will be:

- Provided with multiples and accessible ways to make complaints. Complainants can lodge the complaints through ITDC's website, email, smartphone application, telephone, SMS or lodge the complaints in Complaint Lodge Box in ITDC Mandalika Office.
- listened to, treated with respect by ITDC staff
- Whatever the basis of the complaint is, the Receiving officer will apologize to the complainant on behalf of ITDC for the discomfort or the difficulty to the complainant because of that activity by ITDC.

The complaint handling team shall actively involve in the complaint process where possible he will attempt to solve the issue at the earliest stage if appropriate, (Resolving issue at front line) or and identify the relevant ITDC Branch and contacting them. Also, he/she will provide the complainant with reason for his decision/s (for the front-line solution) and any

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options that can be taken by complainant if the solution is to be contested by him/her for redress or review.

Table 2. Community Contact Tools

Tools	Explanation
ITDC website	Information about the project will be uploaded to the ITDC website. The website will be referenced in all communication materials such as source of information and will be updated on a regular basis.
ITDC Office premises, Mandalika.	Public can lodge complaints using the lodgment forms available in ITDC office in Kuta, Mandalika or meet the Complaint Handling Officer of ITDC to submit it personally.
Community information line	This allows stakeholders and the community to have access to the Complaint Handling Officer. All communication material and the website will include the community information Telephone number, Email address and postal Address.

2.2 Maintaining confidentiality


ITDC considers confidentiality is very important in complaints handling mechanism. It includes maintaining the complainant's identity and confidentiality, while explaining to them the importance of confidentiality in general. ITDC will keep in mind legal requirements and ramifications of any statements made to the complainant.

ITDC shall take all reasonable steps to ensure that people making complaints is not adversely affected because a complaint has been made by them or on their behalf, and shall protect the identity of people making complaints where this is practical and appropriate. Personal information that identifies individuals will only be disclosed or used by ITDC as permitted under the relevant privacy laws, secrecy provisions and any relevant confidentiality obligations, as stipulated in the Indonesian Government Legislation Article 28(G) of the 1945 Constitution of the Republic of Indonesia and any subsequent laws.

2.3 Anonymous complaints

ITDC shall accept anonymous complaints and will carry out an investigation of the issues raised where there is enough information and evidence provided.

"Whistleblowers" or anonymous complainants when encountered shall be treated with due care and protection of their privacy identity and confidentiality. After the credibility of the complaint is verified the identification of the person will be not revealed.

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2.4 No charge

Complaining to ITDC is free.

2.5 Objectivity and fairness.

ITDC will address each complaint with integrity and in an equitable, objective and unbiased manner.

ITDC will ensure that the person handling or dealing with a complaint is different from any staff member whose conduct or service is being complained about.

Conflict of interest, whether actual or perceived, will be managed responsibly. In particular, internal reviews of how a complaint was managed will be conducted by the team other than the original decision maker.

2.6 Time of Response


The response to the complaint should be carried out as soon as possible. The complaints with higher risk (Class II Complaint) shall be responded within 1 x 24 hours. ITDC will try to have resolution for any high-risk concerned complaints within maximum two weeks after the complaint date and will resolve and closure within 45 days. The classification of complaints will be explained in the following section.

Table 2. Risk Level and the Respond Time

	Complaint Classification II		Complaint Classification I		
	Level 1	Level 2	Level 3	Level 4	Level 5
Respond Time	2 x 24 hour	2 x 24 hour	1 x 24 hour	1 x 24 hour	1 x 24 hour
Resolution Period	Within 5 days	Within 7 days	Within 14 days	Within 14 days	Within 14 days
Closure Period	7 days	14 days	28 days	45 days	45 days
TL Investigation	No need	Section Head	Division Head	Division Head	Division Head
Reviewer	-	Division Head	Division Head, MD	Division Head, MD	MD, BOD
Closure	Section Head	Division Head	MD	BOD	BOD

2.7 Classification of Complaints

ITDC considers every complaint as important and must be dealt with as soon as possible. However, the complaint handling procedure will be different based on the classification.

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ITDC classifies the complaints as follow:

Table 3. Classification of Complaint Based on the Risk Level

Classification of Complaint	Level of Risk	Thorough Investigation
I	3, 4, 5	Needed
II	1, 2	No Need

A risk associated with complaints may involve, but not limited to:


- Health and or Safety issues to workers or and general public
- loss of progress of work and cause delays to works
- Cause monetary losses to ITDC and or public
- Cause bad publicity for the project and ITDC
- Cause public discontent and disruption of works
- Cause others to join the protests

Table 4. Risk Levels and Generic Measurement

	Description	Low		Medium	High	
		Level 1	Level 2	Level 3	Level 4	Level 5
		Complaint Classification II		Complaint Classification I		
Generic	Number of Affected Person	1 person	>5 person ≤ 1 House Hold	>1 House Hold ≤ 1 Neighborhood	>1 Neighborhood	>1 Village
	Potential Loss	≤ IDR 5 million	≥ IDR 5 million ≤ IDR 25 million	≥ 25 million ≤ IDR 100 million	≥ IDR 100 million ≤ IDR 500 million	≥ IDR 500 million
Specific	Dust fall*	≤ 20%	≥ 20% ≤ 30%	≥ 30% ≤ 40%	≥ 40% ≤ 50%	≥ 50%
	Water quality*	≤ 20%	≥ 20% ≤ 30%	≥ 30% ≤ 40%	≥ 40% ≤ 50%	≥ 50%
	Noise Level*	≤ 20%	≥ 20% ≤ 30%	≥ 30% ≤ 40%	≥ 40% ≤ 50%	≥ 50%
	Property and business impacts	1 house hold	2 - 5 house hold	5 - 10 house hold	10 - 20 House Hold	>20 House Hold
	Land use and community facilities			Complaint without evidence		Complaint with evidence
	Others (the measurement will be in advance)				Public Health	Personal Security & Safety (life threatening matter)

*1 The threshold is based on GOI Environmental Standards for Air Quality, Water Quality & Noise Level as seen in ANNEX 7

Classification of complaints is aimed to determine the handling process where complaints with a medium and high risk level will go through a thorough investigation process.

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2.7.1 Complaint Related to ITDC or Not

When a complaint lodged and received by Complaint Handling Team, the team needs to determine whether it is related to ITDC or not. If it is related to ITDC, it will undergo the complaint handling work process. However, if it is not related to ITDC, it will still be recorded, but not processed.

2.7.2 Classification Based on Area of Complaint


The complaints need to be classified based on area of the complaint, so that the Complaint Handling Team can accurately forward the complaint to the most relevant personnel.

Table 5. Sample Complaint, the Area of complaint and the Relevant Team Leader and Implementer

Complaint Description	Area of Complaint	Relevant Investigation Team Leader	Relevant Implementer
Air pollution in project area due to contractor's activities	- Environment - Construction	-	The Construction Contractor
Land Acquisition	Social	Legal Officer	Corporate Director
Property and business impacts	- Social - Construction	- Head of Construction Division -	Division Head

2.8 Investigation of Complaint

When a case is referred to the Complaints Handling Team, the team will identify the risk, classify the case based on the risk assessment, record the complaints. The Complaint Handling Team Leader will then validate whether the complaints need thorough investigation or not. In the case that thorough investigation process is needed, Complaints Handling Team Leader will propose the formation of an investigation team based on the relevance and availability. The investigation team's objectives are to validate the complaints report to the site, identify the root cause and come up with viable solution. As an immediate action, the team gathers/collect the immediate cause as the pre-assumption before digging deeper into the case. Analysis shall be conducted so as to conclude the root cause in the systemic (latent)

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level whenever possible. The investigation team will make a recommendation or a proposed solution for remedial action. The entire investigation process shall be recorded as per this manual and be access restricted to ensure its confidentiality.

2.9 Complaint Handling Work Process

The work process of complaint handling captures the steps of handling complaints from receiving up to the implementation of the remedial action, including investigation and escalation. The work process has to be in a swim lane diagram format so as to make the role and the assignment of all concerned personnel visible and clear. The work process has to be reviewed regularly (at minimum once per year).

2.9.1 Complaint Handling

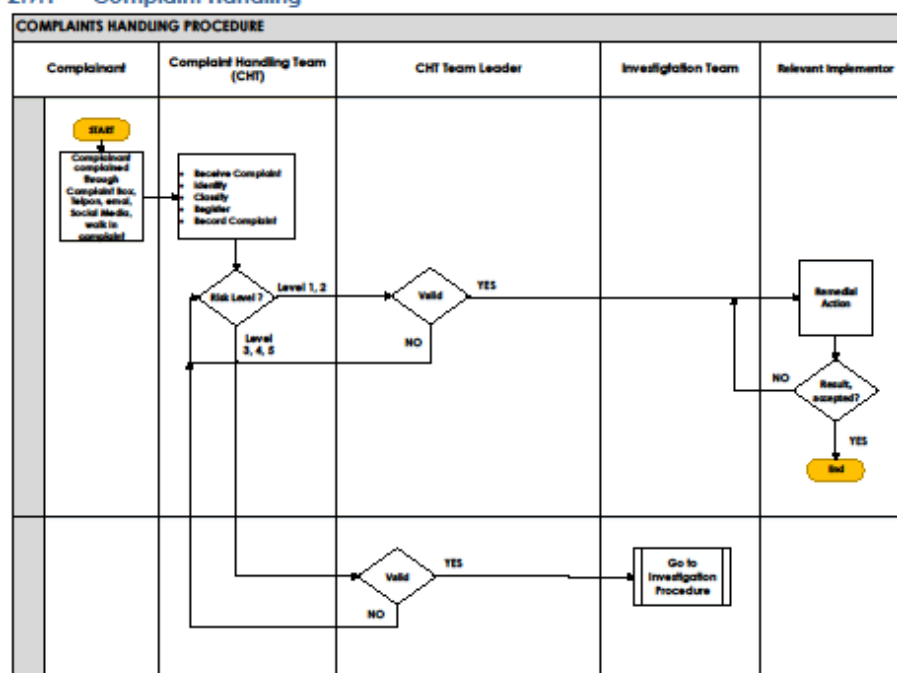



Figure 1. Complaints Handling Procedure

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2.9.2 Investigation

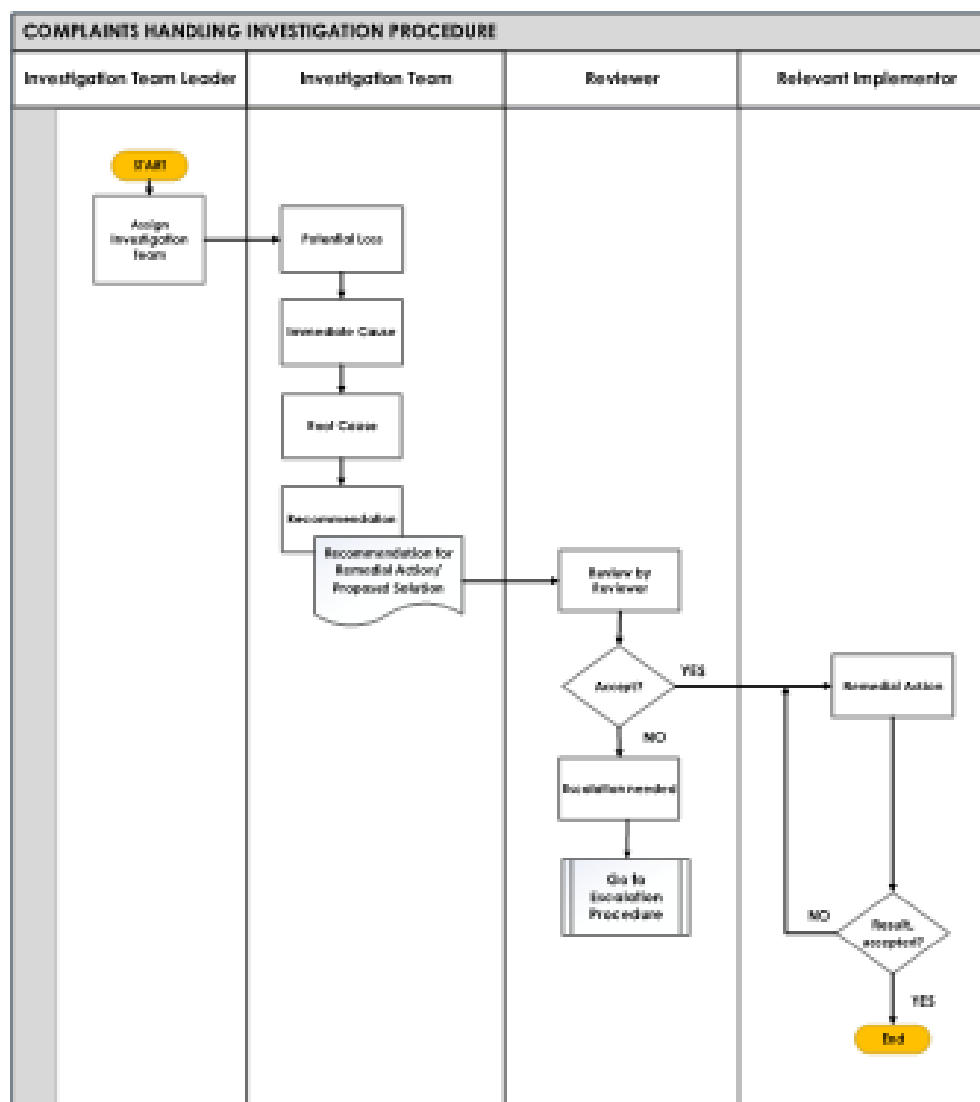



Figure 2. Complaints Handling Investigation Procedure

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2.9.3 Escalation

This procedure is still under discussion.

3. Response to complaints

3.1 Early resolution

Where possible, complaints shall be resolved immediately at first encounter with ITDC at the complaint by Complaint Handling Team on behalf of ITDC. In the case that the issue in the complaint cannot be identified and resolved immediately, complainant shall be made aware on the steps and measurements that are to be taken.

3.2 Referring complaints

ITDC staff are empowered to resolve complaints promptly and with as little formality as possible. They will adopt flexible approaches to service delivery and problem solving to enhance accessibility for people making complainants and/or their representatives. ITDC shall assess each complaint on its merits and involve people making complaints and/or their representative in the process as far as possible.

Regardless of how a complaint is received, it must be referred to the most relevant personnel as soon as they are received.


Complaints involving multiple agencies

Where a complaint involves multiple organizations, ITDC will collaborate with the other organization/s where possible, to ensure that communication with the person making a complaint and/or their representative is clear and coordinated. Subject to privacy and confidentiality considerations, communication and information sharing between the parties shall be organized to facilitate a timely response to the complaint.

Where ITDC services are contracted out, ITDC expects contractors and service providers to have an accessible and comprehensive complaint management system. If the contractors and service providers have their own complaint handling mechanism. Whichever standard is higher will prevail, except for the reporting where every contractor and service provider must follow this manual.

3.4 Complaints involving multiple parties

When similar complaints are made by related parties ITDC will arrange an effective communication platform / media with a single representative of the group.

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3.5 Managing unreasonable conduct by people making complaints

ITDC is committed to be accessible and responsive to every person who approaches ITDC with feedback or complaints. At the same time in order to perform our functions in the most effective and efficient way, ITDC requires a safe, secure and healthy environment. Any complaint that is communicated in an unreasonable conduct will not be accommodated according to this manual. In such case, personal security for both ITDC and both the complainants are the priority.

4 Escalation of Complaints

Complaints shall only be escalated when:

- The complaint cannot be resolved using the procedure in Section 2.9, within a timeframe agreed for example 45 days with the complainant, or
- The reviewer consider that the handling of the complaints needs to involve third party.

Complaints shall first be escalated to the MUTIP Communications Team as the designated complaints handling management representative for the relevant project.

The Escalation Complaint Handling procedure is still under discussion.


5 Complaints Record

ITDC will also assign a unique identifier to the complaint file. The record of the complaint will document:

- The date and time of complaint
- The name (if appropriate) and contact information of the person making a complaint
- the contact information of the person making a complaint
- issues raised by the person making a complaint and
- the outcome/s they want and any additional support the person making a complaint requires

5.1 Acknowledgement of complaints

ITDC will acknowledge each complaint in maximum 48 hours after the complaint is lodged, as stated in from table 2 in section 2.6,

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5.2 Complaint identification number

A unique identification number shall be assigned to every complaint to help tracking the complaint in the Complaints Register or Project Log Book. The complaint identification number is created using the date (Year/Month/Day) and first four letters of the complainant's surname (or say HIDR as below; whenever the Complainant does not want his contact details recorded).

For example, this is the complaint identification number for a complaint from (Pak Hidranto) on the 22nd January 2020.

2 0 0 1 2 2 H I D R


5.3 Complaints Register or Project Log Book

All complaints must be recorded in the Complaints Register or Project Log Book. This is necessary to enable efficient and systematic handling of the complaint and monitoring of its response and closure. All the complaints will be transferred to IPMS. A back up digital copy of all complaints data shall be made available in ITDC – PMO folder in company's cloud drive.

5.4 Complaint lodgment format

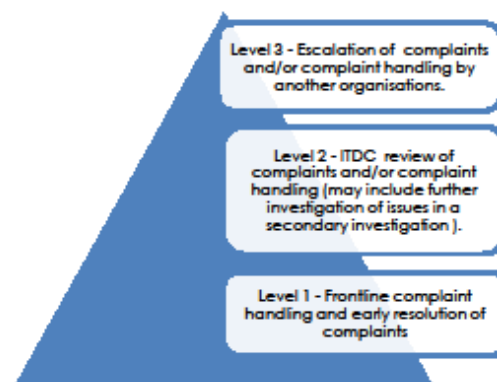
The template for lodging complaints form is attached in annexure 1.

Any new complaints made by the same Stakeholder/Complainant should be recorded separately and have their own complaint identification number.

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6 Complaint Handling Cycle

6.1 The three levels of complaint handling




ITDC aim to resolve complaints at the first level, the front line. ITDC staff, particularly Complaint Handling Team, will be adequately equipped to respond to complaints, including being given appropriate authority, training and supervision.

If the complained issue warrants investigation the Complaint Handling Team shall refer the issue to the relevant ITDC personnel (be it division, unit, section or other part of the organization. At the same time, Investigation Team will be formed followed by Reviewer. The Investigation Team Leader is responsible to ensure that these process are implemented.

The Investigation Team will perform fact findings and data gathering by visiting the location, interviewing the affected parties and other witnesses, analyze the root cause/s and propose solution/s to tackle the root cause/s sustainably.

The findings of the investigation including any cost and time implications shall be conveyed to the ITDC's concerned management for prompt implication. Where this is not possible, ITDC may decide to escalate the complaint to a more senior officer within ITDC.

This second level of complaint handling will provide for the following internal mechanisms: assessment and possible investigation of the complaint and decision/s already made, and/or facilitated resolution (where a person not connected with the complaint reviews the matter and attempts to find an outcome acceptable to the relevant parties).

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Where a Complainant is dissatisfied with the outcome of ITDC review of their complaint, they may seek an external review of our decision (by the local courts for example).

6.2 Initial assessment

After acknowledging the complaint, ITDC will confirm whether the issue/s raised in the complaint is/are within control of ITDC. ITDC will also consider the outcome/s sought by the person making a complaint and, where there is more than one issue raised, determine whether each issue needs to be separately addressed.

When determining how a complaint will be managed, ITDC will consider:

- How serious, complicated or urgent the complaint is and the level of risk involved for the person, community, and to project.
- Whether the complaint raises concern about public health and safety and/or life threatening matter
- How the person making the complaint is being affected.
- The risks involved if resolution of the complaint is delayed, and
- Whether a resolution requires the involvement of other organizations.

6.3 Addressing complaints

After assessing the complaint, ITDC will consider the most appropriate way to manage it. To manage a complaint ITDC may:


- Give the person making a complaint information or an explanation.
- Gather information from the person or area that the complaint is about, or
- Investigate the claims made in the complaint.

ITDC will keep the person making the complaint up to date on the resolving progress, particularly if there is any delay. And will communicate the outcome of the complaint using the most appropriate media. Which actions we decide to take will be tailored to suit each case and take into account any statutory requirements.

6.4 Providing reasons for decisions

Following consideration of the complaint and any investigation into the issues raised, ITDC will contact the person making the complaint and advise them:

- the outcome of the complaint and any action we took
- the reason/s for our decision

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- the remedy or resolution/s that we have proposed or put in place, and
- any options for review that may be available to the complainant, such as an internal review, external review or appeal.

If in the course of investigation, we make any adverse findings about a particular individual, we will consider all applicable laws: *Privacy and Personal Data Protection Act (PDP) of Indonesia 2019*.

6.5 Closing the complaint, record keeping, redress and review

ITDC shall keep comprehensive records about:

- The date of complaint received and resolved
- How the complaint was managed
- The outcome/s of the complaint (including whether it or any aspect of it was substantiated, any recommendations made to address problems identified and any decisions made on those recommendations, and
- Any outstanding actions that need to be followed up.

6.6 Reporting of Complaints

6.6.1 Daily reporting to MUTIP


Contractors are required to report daily on complaints received by them if any, to the following project team members:

- ITDC PMO Head
- MUTIP PMC and CMC Team Leader

The Daily Complaints Report must as a minimum address and detail of Information on complaints received.

- Types of complaints (Avoidable or Unavoidable)
- Response times
- Details of any actions undertaken or proposed or investigations occurring Daily reports should be issued regardless of the number of complaints received. If no complaints are received, Contractors are still required to issue a 'No complaints' report.

6.6.2 Complaint Format Template.

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The general format for complaint recording is annexed in Annex 1

6.6.3 Monthly reporting to MUTIP

All complaints should be compiled and reported on a monthly basis to the following project team members:

- ITDC PMO Head
- MUTIP PMC and CMC Team Leader

The Monthly Complaints Report must as a minimum address and detail:

- Number of complaints received
- Types of complaints (Avoidable or Unavoidable)
- Status of the complaints
- Issues presented
- Action taken to resolve or proposed actions
- Location of complainant
- Response time
- Investigation outstanding
- How lessons learned are being applied across the project to avoid recurrence

6.7 Accountability and learning


6.7.1 Analysis and evaluation of complaints

ITDC will ensure that complaints are recorded in a systematic way so that information can be easily retrieved for reporting and analysis.

Regular reports shall include:

- the number of complaints received,
- the outcome of complaints, including matters resolved at the front line,
- issues arising from complaints
- systemic issues identified, and
- the number of requests ITDC receive for internal and/or external review of our complaint handling.

Regular analysis of these reports will be undertaken to monitor trends, measure the quality of our Complaint handling service and make improvements. Both reports and their analysis will be provided to ITDC management for review.

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6.7.2 Monitoring of the complaint management system


ITDC will continuously monitor its complaint management system to:

- Ensure its effectiveness in responding to and resolving complaints, and
- Identify and correct deficiencies in the operation of the system.
- Monitoring may include the use of audits, complaint satisfaction surveys and online listening tools and alerts.

6.7.3 Continuous improvement


ITDC is committed to improving the effectiveness and efficiency of our complaint management system. To this end, ITDC shall:


- Support the making and appropriate resolution of complaints, Implement best practices in complaint handling,
- Recognize and reward exemplary complaint handling by staff,
- Regularly review the complaints management system and complaint data, and
- Implement appropriate system changes arising out of ITDC analysis of complaints data and continual monitoring of the system.

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Annex 1. Form for Lodging Complaint


This is the English version. Actually all the form will be in Bahasa

	
Complaint Form	
Date and Time	
Name	
Address	
Telephone No.	
Description of complaint:	
Signed by (Complainant)	

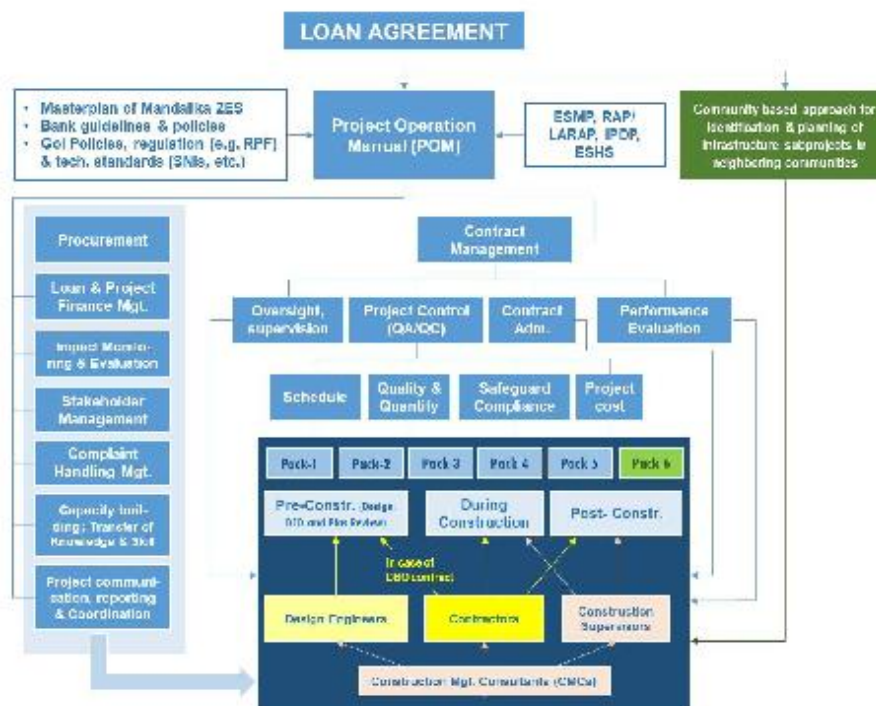
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Annex 2. Form for Complaint Handling Record

		Form CH 01
COMPLAINT RECORDING FORM		
Date and Time		
Ref. Number		
Name of Complainant		
Address of Complainant		
Contact		
Methods of Lodging Complaint		
Brief Description		
Related to ITDC or not	YES <input type="checkbox"/> NO <input type="checkbox"/>	
Related Area of Complaint		
Initial Risk:	Actual Risk:	
Next Action		
Signed by Complaint Handling Team Member	Signed by Complainant (If walk in complainant)	


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Annex 3. Implementation Framework of PMC



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Annex 4. Investigation Form

		<small>FORM 1-01/02/17</small>	
COMPLAINT INVESTIGATION FORM			
Date of Investigation			
Investigation Ref. Number			
Complaint Recording Ref. Number			
Date of Investigation			
Name of Team Leader			
Name of Team Members	1.		
	2.		
	3.		
Name of Reviewer			
Brief Description			
Potential Loss			
Immediate Cause			
Root Cause			
Leak of Management Control System			
Risk Level			
Recommendation of Remedial Action			
Review by Reviewer			
Signed by Investigation Team Leader	Reviewed by Reviewer		

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Annex 5. Sample Notice to Complainant

Dear [Complainant Name]:

This letter summarizes the results of ITDC's investigation into your allegations that [summary of the nature of the complaint].....

As we discussed, ITDC takes such allegations very seriously and will not tolerate inappropriate behavior in the execution of MUTIP and all are encouraged to bring such matters to our attention at any time, without fear of any adverse action being taken against them for doing so.

As you know, ITDC has engaged a team to investigate your complaint and in my capacity as a Complaint Handling Manager, I have interviewed all the investigation reports and evidence involved, including those submitted by you and our investigation is now complete. Though we could not confirm all of your allegations, it does appear that, I can tell you that the appropriate action has been taken to ensure that such incident does not repeat itself. Should you experience any further problems, please feel free to let me know or to speak with another trusted member of management. Any future faulty action, including any retaliation, will be dealt with swiftly and severely as the circumstances dictate.


Please do not hesitate to ask questions or speak up about matters that concern you. If you feel any form of retaliation occurs, report it immediately, so it can be addressed quickly.

Thank you again for bringing this matter to our attention.

Sincerely,


[name, title, contact information]

cc: file

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Annex 6. LAPOR Layanan Aspirasi dan Pengaduan Online Rakyat (Online People's Aspirations and Complaints Service)



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LAPOR! (Layanan Aspirasi dan Pengaduan Online Rakyat) adalah sebuah sarana aspirasi dan pengaduan berbasis media sosial yang mudah di akses dan terpadu dengan 81 Kementerian/Lembaga, 5 Pemerintah Daerah, serta 44 BUMN di Indonesia. LAPOR!

Dikembangkan oleh Kantor Staf Presiden dalam rangka meningkatkan partisipasi masyarakat untuk pengawasan program dan kinerja pemerintah dalam penyelenggaraan pembangunan dan pelayanan publik.

LAPOR! Diinisiasikan oleh Unit Kerja Presiden Bidang Pengawasan dan Pengendalian Pembangunan (UKP-PPP) dalam rangka meningkatkan partisipasi masyarakat sekaligus interaksinya dengan pemerintah dalam rangka pengawasan program pembangunan dan pelayanan publik.

Hingga April 2015, LAPOR! Telah digunakan oleh lebih dari 290.000 pengguna dan menerima rata-rata lebih dari 800 laporan masyarakat per harinya. LAPOR! Menjadi cikal-bakal system aspirasi dan pengaduan masyarakat yang terpadu secara nasional.

Pelaporan


Masyarakat umum dapat mengirimkan laporan pada LAPOR! Melalui berbagai media termasuk situs <https://www.lapor.go.id/>, SMS 1708 dan juga aplikasi mobile. Laporan kemudian diverifikasi terlebih dahulu oleh administrator LAPOR! Untuk kejelasan dan kelengkapan, dan selanjutnya diteruskan keinstansi K/L/D terkait paling lambat 3 hari kerja setelah pelaporan dilakukan.

Tindak Lanjut Pelaporan

LAPOR! Akan mempublikasikan setiap laporan yang sudah diteruskan sekaligus memberikan notifikasi kepada pelapor. Instansi K/L/D diberikan waktu paling lambat 5 hari kerja untuk melakukan koordinasi internal dan perumusan tindak lanjut dari pelaporan yang diberikan oleh masyarakat umum. Apabila sudah ada rumusan tindak lanjut, maka instansi K/L/D memberikan informasi kepada pelapor pada halaman tindak lanjut laporan.

Penutupan Laporan

Laporan dianggap selesai apabila sudah terdapat tindak lanjut dari instansi K/L/D pada laporan, dan telah berjalan 10 hari kerja setelah tindak lanjut dilakukan tanpa adanya balasan dari pelapor maupun administrator LAPOR! Di halaman tindak lanjut.

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Fitur

Tracking ID LAPOR! Tracking ID LAPOR! Merupakan sebuah kode unik yang secara otomatis melengkapi setiap laporan yang dipublikasikan pada situs LAPOR! Tracking ID dapat digunakan pengguna untuk melakukan penelusuran atas suatu laporan.

Anonim dan Rahasia. Fitur anonym tersedia bagi pelapor untuk merahasiakan identitasnya, sedangkan fitur rahasia dapat digunakan untuk membatasi akses atas laporan hanya bagi pelapor dan instansi terlapor. Kedua fitur ini dapat digunakan untuk pelaporan isu-isu sensitive dan sangat privat.

Peta dan Kategorisasi. Setiap laporan dapat dilabeli dengan lokasi geografis, topik, status ketuntasan laporan, dan institusi terkait sehingga pemerintah maupun masyarakat dapat memonitor isu dengan berbagai skala dan sudut pandang. Peta LAPOR! Dipergunakan sebagai pusat informasi banjir pada saat bencana banjir besar Jakarta di tahun 2012 dan 2014 sebagai rujukan dalam rangka penyaluran bantuan kepada para korban.

Opini Kebijakan. Fitur ini dapat digunakan oleh instansi pemerintah yang terhubung sebagai sarana jajak pendapat masyarakat. Beberapa jajak pendapat yang telah dilakukan melalui fitur ini diantaranya tentang Badan Penyelenggara Jaminan Sosial Kesehatan dan Rencana Implementasi Kurikulum Baru Pendidikan 2013.


Penghargaan

Peraih tiga besar nominasi Government Web Award dalam Bubu Awards v.08, Juni 2013 menjadi salah satu inisiatif terbaik dunia yang dipresentasikan dalam ajang Open Government Partnership Summit 2013 di London

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REPORT! (Online People's Aspirations and Complaints Service) is a social media-based aspiration and complaints facility that is easily accessible and integrated with 81 Ministries / Institutions, 5 Local Governments, and 44 BUMNs in Indonesia. REPORT! developed by the Office of the President's Staff in order to increase public participation in program supervision and government performance in the implementation of development and public services.

REPORT! initiated by the Presidential Work Unit for Development Supervision and Control (UKP-PPP) in order to increase public participation as well as its interactions

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with the government in the context of overseeing development programs and public services.

Until April 2015, REPORT! has been used by more than 290,000 users and receives an average of more than 800 community reports per day. REPORT! became the forerunner of a nationally integrated system of aspirations and public complaints.

Reporting

The general public can send reports on REPORTS! through various media including the site <https://www.lapor.go.id/>, SMS 1708 and also mobile applications. The report is then verified first by the LAPOR administrator! for clarity and completeness, and then forwarded to the related K / L / D agency no later than 3 working days after reporting is done.

Follow Up Reporting

REPORT! will publish every report that has been forwarded while providing notification to the reporter. K / L / D agencies are given time no later than 5 working days to conduct internal coordination and formulation of follow-up from reporting provided by the general public. If there is already a formulation of follow-up, the K / L / D agency will provide information to the reporter on the report follow-up page.


Closing Report

A report is considered complete if there is a follow-up from the K / L / D agency on the report, and has been running 10 working days after the follow-up is done without any reply from the reporter or the LAPOR administrator! on the follow-up page.

Feature

Tracking ID REPORT! Tracking ID REPORT! is a unique code that automatically completes every report published on the LAPOR! site. Tracking IDs can be used by users to search a report.

Anonymous and Secret. Anonymous features are available for reporters to keep their identities confidential, while confidential features can be used to restrict access to reports only to reporters and reported agencies. Both of these features can be used for reporting sensitive and very private issues.


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Map and Categorization. Each report can be labeled with the geographical location, topic, report completeness status, and related institutions so that the government and the public can monitor issues at various scales and perspectives. Map REPORT! used as a flood information center at the time of Jakarta's major floods in 2012 and 2014 as a reference for the distribution of aid to victims.

Policy Opinion. This feature can be used by government agencies that are connected as a means of public opinion polling. Some of the polls that have been carried out through this feature include the Health Social Security Agency and the 2013 New Curriculum Education Implementation Plan.

Appreciation

The top three Government Web Award nominees at Bubu Awards v.08, June 2013 became one of the world's best initiatives presented at the 2013 Open Government Partnership Summit in London

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Annex 7. Government of Indonesia's Environmental Standard for Air Quality, Water Quality & Noise Level

Air Quality

The Government Regulation No.41 / 1999 prescribes measures for Air Pollution Control.

Table 1. Ambient Air Quality

PARAMETER	Indonesian Regulation		International Equivalent (US EPA)
	MEASUREMENT TIME	Concentration	Concentration
SO ₂	1 hour	900 µg / Nm ³	-
	24 hour	365 µg / Nm ³	0.14ppm
	1 year	60 µg / Nm ³	0.03 ppm
CO	1 hour	30.000 µg / Nm ³	35ppm
	24 hour	10.000 µg / Nm ³	-
NO ₂	1 hour	400 µg / Nm ³	-
	24 hour	150 µg / Nm ³	-
	1 year	100 µg / Nm ³	0,053ppm
O ₃	1 hour	235 µg / Nm ³	0,12
	1 year	50 µg / Nm ³	-
HC	3 hour	160 µg / Nm ³	-
PM ₁₀	24 hour	150 µg / Nm ³	150 µg/m ³
PM _{2,5}	24 hour	65 µg / Nm ³	35 µg/m ³
	1 year	15 µg / Nm ³	15 µg/m ³
Total Suspended Particulates	24 hour	230 µg / Nm ³	-
	1 year	90 µg / Nm ³	-
Pb	24 hour	2 µg / Nm ³	-
	1 year	1 µg / Nm ³	-
	3 month		1,5 µg/m ³
Dustfall	30 days	10 Ton / km ² / Month (Residential / Industrial)	-
Total Fluorides	24 hour	3 µg / Nm ³	-
	90 days	0,5 µg / Nm ³	-
Flour Index*	30 days	40 µg / 100cm ³ from Lined Filter Paper	-
Chlorine & Chlorine Dioxide*	24 hour	150 µg / Nm ³	-
sulphate Index*	30 days	1 mg SO ₃ / 100 cm ³ from Lead Peroxide	-

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Ambient Noise

The Minister of Environment Decree 48/ 1996 prescribes Noise level threshold presented in the following table.

Table 2. Indonesian standards for noise levels

Component	Indonesian Regulation	Internat. Equivalent (WHO)
LAND AREA	NOISE LEVEL (dB)	NOISE LEVEL (dB)
Land Usage		
• Housing and Residential	55	55 day / 45 night
• Commercial and Services	70	70 day / 70 night
• Office	65	
• Green Area	50	
• Industrial Zone	70	70 day / 70 night
• Government Area and Public Facility	60	55 day / 45 night
• Recreation	70	
• Specialize:		
- Airport		
- Train Station	60	
- Harbour	70	
- Heritage Area		
Place based on important Activity		
• Hospital / Clinic	55	
• School / Academic Institution	55	55 day / 45 night
• Worship Place	55	

Surface water and Ground water

The Government Regulation No. 82 / 2001 indicates Classification of Water Quality and Measures for Water Quality Management and Water Pollution Control.

Table 3. Indonesian classification of Water Quality

Water Quality Class	Description
Class I	Water for drinking water or for another purpose as required same water quality level as drinking water
Class II	Water for recreation facilities, freshwater fish farming, animal husbandry, water for park irrigation, and or for another purpose as required same water quality level as mentioned in this class
Class III	Water for freshwater fish farming, animal husbandry, water for park irrigation, and or for another purpose as required same water quality level as mentioned in this class
Class IV	Water for park irrigation, and or for another purpose as required same water quality level as mentioned in this class




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Table 4: Surface water quality standards

PARAMETER	UNIT	CLASS				WHO Guideline Value
		I	II	III	IV	
PHYSIC						
Temperature	°C	Deviation of 3			Deviation of 5	-
Color	TCU	15	-	-	-	15
Odor	-	Odorless	-	-	-	-
Dissolved Residue	mg/L	1000	1000	1000	2000	-
Suspended Residue	mg/L	50	50	400	400	-
ANORGANIC CHEMICAL						
pH		6-9	6-9	6-9	5-9	-
BOD	mg/L	2	3	6	12	-
COD	mg/L	10	25	50	100	-
DO	mg/L	6	4	3	0	-
Phosphate Total (P)	mg/L	0,2	0,2	1	5	-
NO3 (N)	mg/L	10	10	20	20	-
NH3-N	mg/L	0,5	(-)	(-)	(-)	-
Arsenic	mg/L	0,05	1	1	1	0,02
Cobalt	mg/L	0,2	0,2	0,2	0,2	-
Barium	mg/L	1	(-)	(-)	(-)	1,3
Boron	mg/L	1	1	1	1	2,4
Selenium	mg/L	0,01	0,05	0,05	0,05	0,04
Cadmium	mg/L	0,01	0,01	0,01	0,01	0,003
Chrome (VI)	mg/L	0,05	0,05	0,05	0,01	-
Copper	mg/L	0,02	0,02	0,02	0,2	2
Iron (Fe)	mg/L	0,3	(-)	(-)	(-)	0,3
Pb	mg/L	0,03	0,03	0,03	1	-
Manganese	mg/L	0,1	(-)	(-)	(-)	0,1
Mercury	mg/L	0,001	0,002	0,002	0,005	0,006
Zinc	mg/L	0,05	0,05	0,05	2	3
Chloride	mg/L	600	(-)	(-)	(-)	250
Cyanide	mg/L	0,02	0,02	0,02	(-)	0,07
Fluoride	mg/L	0,5	1,5	1,5	(-)	1,5
Nitrite as N	mg/L	0,06	0,06	0,06	(-)	-
Sulfate	mg/L	400	(-)	(-)	(-)	250
Free-Chlorine	mg/L	0,03	0,03	0,03	(-)	-
Sulphur as H2S	mg/L	0,002	0,002	0,002	(-)	-
MIKROBIOLOGY						
Faecal Coliform	Total/10	100	1000	2000	2000	-
Total Coliform	0mL	1000	5000	10000	10000	-
RADIOACTIVITY						
Gross A	Bq/L	0,1	0,1	0,1	0,1	-
Gross B	Bq/L	1	1	1	1	-
ORGANIC CHEMICAL						
Oil and Grease	µg/L	1000	1000	1000	(-)	-
Detergent as MBAS	µg/L	200	200	200	(-)	-

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Phenol Compound	µg/L	1	1	1	(-)	-
BHC	µg/L	210	210	210	(-)	-
Aldrin / Dieldrin	µg/L	17	(-)	(-)	(-)	-
Chlordane	µg/L	3	(-)	(-)	(-)	0,2
DDT	µg/L	2	2	2	2	1
Heptachlor Epoxide	µg/L	18	(-)	(-)	(-)	-
Lindane	µg/L	56	(-)	(-)	(-)	2
Methoxychlor	µg/L	35	(-)	(-)	(-)	20
Endrin	µg/L	1	4	4	(-)	0,6
Toxaphen	µg/L	5	(-)	(-)	(-)	-

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Annex 8. Complaint Handling Team*

No	Name	Role	Title	Phone Number
1	Made Pari Wijaya	Team Leader	Head of Operation The Mandalika	+628113867336
2	Supriadi Datuk Tumpatih	Team Member	ESHS Senior Consultant	+6287876116658
3	I Wayan Wibisana	Team Member	Operation & HSE Advisor	+6281805514153
4	Intan Astriyana Febrica	Team Member	Public Relations Officer The Mandalika	+6281907001549
5	Aulia Oktaviani	Team Member	Engineering Officer	+6282123173997
6	Deddy Roemansyah	Team Member	Litigation Officer	+6287838283823

*Team composition might be updated conforming to the condition and requirement