

**World Bank Inspection Panel Investigation and Report**  
**Land Management and Administration Project (LMAP), Cambodia**  
**March 9, 2011**  
**U.S. Position**

The United States is deeply concerned about the denial of the Boeung Kak Lake (BKL) residents' land claims and their forced eviction from the BKL area in Phnom Penh. The United States appreciates the Inspection Panel's thorough investigation into these events and concurs with the findings of serious violations of Bank policies on project appraisal, supervision and resettlement. The United States welcomes Management's belated yet proactive response to the evictions, and calls on Management to continue and strengthen efforts to assist those evicted, using all available options and influence to achieve this end. This cannot be business as usual.

This case shows starkly that land titling must be accompanied by due process in resolving conflicts and that a fair and transparent system must have the strong backing of all levels of government. Both aspects were integral to the success of this project. However, as the Inspection Panel found, the emphasis in this case appears to have been on producing land titles without adequate protection for households with disputed or unclear land claims.

The United States agrees with the Panel that the failings of this project contributed in part to the harm suffered by the BKL area residents. The residents were denied access to the process of adjudication of their property claims, and they were displaced in violation of the agreed policies for involuntary resettlement. The critical issue of adjudicating private claims on land claimed by the state was not effectively managed by the Bank. Regrettably, these failures and the human tragedy that has unfolded may overshadow the many positive achievements of the project.

The lessons from this and other problematic land management/titling projects should be clear: the need for better risk assessment and mitigation measures, multiple sources of information, stronger results framework and monitoring and evaluation systems, clear understandings of responsibilities and commitments to the requirements of Bank policies by all parties, and close supervision. These lessons must be incorporated into projects under preparation and, wherever possible, applied to ongoing operations. Therefore, the United States requests Management to describe the steps they are taking in this regard so we can avoid a repeat of the mistakes in this case.