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MINISTRY OF WORKS, TRANSPORT AND COMMUNICATION

COMMUNICATION SECTOR

DIGITAL TANZANIA PROGRAMME

RESETTLEMENT POLICY FRAMEWORK (RPF)

FINAL REPORT

18th November 2019

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Abbreviations and Acronyms

BDA	Big Data Analytics
BPM	Business Process Management
CERT	Computer Emergency Response Team
CRP	Compensation and Resettlement Plan
DCDO	District Community Development Officer
DED	District Executive Director
DHs	District Hospitals
DIT	Dar es Salaam Institute of Technology
DMO	District Medical Officer
DTP	Digital Tanzania Programme
EBRD	European Bank for Reconstruction and Development
e-GA	e-Government Agency
ESIA	Environmental and Social Impact Assessment
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
GOVNET	Government Communication Network
GPSA	Government Procurement Services Authority
HLIs	Higher Learning Institutions
ICT	Information Communication Technology
ICTC	Information and Communications Technology Commission
IDA	International Development Association
IPC	Institutional Project Coordinator
LGA	Local Government Authority
MDAs	Ministries Departments and Agencies
M&E	Monitoring and Evaluation
MEO	Mtaa Executive Officer
MHCDGEC	Ministry of Health, Community Development, Gender, Elderly, and Children
MITI	Ministry of Industry, Trade and Investment
MNH	Muhimbili National Hospital
MoCLA	Ministry of Constitutional and Legal Affairs
MoEST	Ministry of Education, Science and Technology
MoF	Ministry of Finance
MSD	Medical Store Department
MWTC	Ministry of Works, Transport and Communication
NGOs	Non-Governmental Organizations
NICTBB	National ICT Broadband Backbone
NPKI	National Public Key Infrastructure
NSOC	Network Security Operation Centre
NTFPs	Non-Timber Forest Products
PAPs	Project Affected Persons
PLUPM	Participatory Land Use Planning and Management
PDO	Project Development Objective
PEA	Preliminary Environmental Assessment
PIU	Project Implementation Unit

PO-PSMGG	President’s Office Public Service Management and Good Governance
PO-RALG	President’s Office Regional Administration and Local Government
PPRA	Public Procurement Regulatory Authority
RAMD	Record and Archive Management Department
RAP	Resettlement Action Plan
RCIP	Regional Communication Infrastructure Program
RCIP-TZ	Regional Communications Infrastructure Program – Tanzania
RITA	Registration Insolvency and Trusteeship Agency
RPF	Resettlement Policy Framework
SCDP	Stakeholder Consultation and Disclosure Plan
SOP	Series of Projects
TCRA	Tanzania Communications Regulatory Authority
ToR	Terms of Reference
TPC	Tanzania Postal Corporation
TRA	Tanzania Revenue Authority
TRC	Tanzania Railway Corporation
TTC	Tanzania Telecommunications Corporation
UDOM	University of Dodoma
UDSM	University of Dar es Salaam
UCSAF	Universal Communication Access Fund
UNFCC	United Nations Framework Convention on Climate Change
URT	United Republic of Tanzania
VC	Video Conference System
VCI	Vocational Training Institutions
VEO	Village Executive Officer
VPO-DoE	Vice President's Office – Division of Environment
WB	World Bank
WEO	Ward Executive Officer

Executive Summary

Project Background

The Government of the United Republic of Tanzania through the Ministry of Works, Transport and Communication (MWTC) is preparing the proposed Digital Tanzania Programme (DTP) intended for financing support from the World Bank (WB). The Project Development Objective of the proposed DTP is to increase access to affordable, high quality internet services for government, businesses and citizens and to improve the government's capacity to deliver digital public services. The DTP builds on the very successful Regional Communications Infrastructure Program-Tanzania (RCIP-TZ) that has been completed. The programme is expected to be implemented in two major phases with a five years period each phase; Phase I (2018-2022) and Phase II (2021-2026) covering four main components. These components are Digital Economy Acceleration, Universal Digital Connectivity, Digital Government Platform, and Project Management. Specific sub-projects will be proposed and implemented under each major component. The primary implementing agency for DTP will be the Ministry of Works, Transportation and Communication (MWTC) in close collaboration with the President's Office-Public Service Management and Good Governance (PO-PSMGG).

Project Components

DTP is classified under three major components namely Digital Economy Acceleration, Universal Digital Connectivity and Digital Government Platform which focus to promote industrialization, better and improved government services, creation of youth employment for social economic development hence economic growth. In addition, a fourth Component will support project management related activities as described below.

- *Component 1: Digital Ecosystem.* The Digital Economy Acceleration pillar would seek to create an enabling digital ecosystem to allow the productive use of ICTs in Tanzania to grow. The aim is to strengthen the enabling environment, or ecosystem, upon which Digital Tanzania can be built, and to boost the factors for future acceleration. The focus will be placed on:
 - ICT Policy, Regulatory and Fiscal Reform and Implementation;
 - Cybersecurity, Privacy Protection and Data Exchange; and
 - Digital Youth.
- *Component 2: Universal Digital Connectivity.* This pillar would seek to close the gaps in access and further drive down the price of internet access. The aim is to ensure that all Tanzanians have the opportunity to connect to the global network and that all government institutions, in particular, benefit from access to high-performance internet connectivity. The main focus will be on:
 - Connected Government;
 - Connectivity for Higher Education and Vocational Training; and
 - Rural broadband for development.
- *Component 3: Digital Government Platforms and Services.* The aim of this pillar will be to accelerate digitally driven economic and social development for innovation, job creation and service delivery to the citizen. This will be accomplished through building of the core infrastructure and capacity necessary to support digital public service delivery and to enhance the efficiency of the government's internal operations. A shared digital public service delivery platform will be established with focus on:

- Shared Digital Public Services Delivery Platform;
- Strengthening Institutional Capacity to Deliver Digital Services
- Digital services and productivity platforms.
- Establishment of One stop Service Centers-OSSC; and
- Development of Digital Economy

Component 4: Project Management: consist of support to project management functions.

Objective of the RFP

The objective of this RFP is to provide a screening process, for DTP sub-project activities, to ensure that where land acquisition for the project activities is inevitable, resettlement and compensation activities for lost land, livelihoods and other properties should be conceived and executed in a sustainable manner. The RFP establishes resettlement objectives and principles, organizational arrangements, and mechanisms for any resettlement operation, and guide implementers to execute a fair compensation to Project Affected Persons (PAPs).

Project Activities and Safeguards

The proposed DTP will support sub-projects and activities that are likely to generate some detrimental and site-specific environmental and social impacts. However, the exact nature of sub-projects (or their location, core areas of impacts, extent, magnitude and duration of impacts caused by the various types of subproject activities are yet to be specified to a detailed level where a Resettlement Action Plan (RAP) can be developed for approval under the national regulations. Where potential resettlement may occur, relevant provisions in the national legislative requirements and the World Bank Operational Policy (OP/4.12) on Involuntary Resettlement will apply.

Taking into account potential impacts of the project and with due regard to World Bank environmental and social safeguards policies, the proposed DTP has been assigned a Category B. In relation to resettlement issues, the main safeguards policy triggered is OP/BP4.12 (Involuntary Resettlement).

Specific costed RAPs will be prepared as necessary through the RFP process for sub-projects which may result in land acquisition and/or involuntary resettlement as, in some cases, small pieces of land may be required to install towers, facilities, energy solutions and other telecom network equipment. The exact network routing and specific location of the project activities that may result in involuntary resettlement is not known at this time. When specific planning information becomes available and the land areas are identified, sub-project resettlement and compensation plans will be subsequently prepared consistent with this policy framework and will be submitted to the Bank for approval before any land acquisition, compensation, resettlement, or any other impact on livelihood occurs.

Sub-projects Screening

Sub-projects under the proposed DTP will be subjected to a step by step screening process in order to determine whether a particular subproject will result in physical or economic displacements, and therefore whether a RAP is required and if so, how to prepare and implement one. The screening process will ensure that subprojects intended for DTP funding comply with the requirements of OP 4.12 and Tanzanian statutory requirements for land acquisition. Subproject screening will be used to identify the types and nature of potential impacts related to the activities proposed under the DTP and to provide adequate measures to address the impacts. Screening for resettlement issues shall form part of an overall environmental and social screening.

Resettlement Tools

It is expected that the DTP activities will strive to minimize or avoid land acquisition or cause any type of resettlement in particular sub-projects under Components 2 and 3. Should land acquisition be inevitable, the following tools should be used to guide the process:

- Resettlement Planning;
- Stakeholders consultations and disclosure;
- Baseline socio-economic survey/census;
- Valuation and compensation;
- Grievance redress mechanism; and
- Monitoring and evaluation and audit.

Stakeholders Engagement

During the development of this RPF, the Consultant conducted thorough stakeholders' consultations with key implementing agencies that will be directly responsible for the DTP. Although DTP is expected to cover the whole country from the national to local levels, given the limited duration of the assignment, consultations were done in Dar es Salaam and Dodoma mainly with the implementing, coordinating, and operating public and private institutions at national level.

The main stakeholders consulted included:

(i) Ministries

- President's Office Regional Administration and Local Government (PO-RALG);
- President's Office Public Service Management and Good Governance (PO-PSMGG);
- Vice President's Office-Division of Environment (VPO-DoE);
- Ministry of Works, Transport and Communication (MWTC);
- Ministry of Industry, Trade and Investment (MITI);
- Ministry of Education, Science and Technology (MOEST);
- Ministry of Lands, Housing, and Human Settlement Development (MLHSD);

(ii) Government agencies and/or authorities

- Information and Communications Technology Commission (ICTC);
- Universal Communications Services Access Funds (UCSAF);
- e-Government Agency (e-GA);
- Tanzania Telecommunications Corporations (TTC);
- Public Procurement Regulatory Authority (PPRA);
- Registration, Insolvency and Trusteeship Agency (RITA);
- Tanzania Revenue Authority (TRA);
- Tanzania Communications Regulatory Authority (TCRA);
- Tanzania Postal Corporation (TPC);

(iii) Environmental regulator

- National Environment Management Council (NEMC);

(iv) Higher learning institutions

- University of Dodoma (UDOM);
- University of Dar es Salaam (UDSM);
- Dar es Salaam Institute of Technology (DIT);

(v) National hospital

- Muhimbili National Hospital (MNH);
- (vi) Private companies providing network
- Vodacom, Airtel, Tigo/MIC, and Halotel.
- (vii) Registered e-waste dealers
- Chilambo General Trade Company Ltd

Stakeholders Key Concerns

Stakeholder' key issues specifically in relation to land acquisition, resettlement and compensation are:

- Land speculation for the installation of ICT infrastructures;
- Land acquisition is envisaged, but there will not be a significant resettlement;
- Changes in livelihood activities due to land acquisition;
- Compensation should be paid for any land take, damage to other utilities and facilities, or interruption of services;
- Potential loss of livelihoods due to damage to crops, properties and other assets;
- Potential loss of access to business premises due to relocation e.g. removal of vendors in areas where fiber cables will be laid;
- Awareness and demarcation of project site(s) should be provided in order to avoid land speculations;
- DTP may consider renting/purchasing land owned by the village government;
- Inadequate public awareness: local communities were not aware of RCIP TZ; and
- Communities should be fully engaged from the design phase through project implementation (public engagement).

Glossary/Definition of Terms

Unless the context dictates otherwise, the following terms shall have the following meanings: -

“Associated projects” means any activity which is directly dependent on a World Bank funded project, or any activity which a World Bank project is dependent upon, regardless of financing source.

“Census” means a field survey carried out to identify and determine the number of Project Affected Persons (PAP), their assets, and potential impacts; in accordance with the procedures, satisfactory to the relevant government authorities, and the World Bank Safeguard Policies. The meaning of the word shall also embrace the criteria for eligibility for compensation, resettlement and other measures, emanating from consultations with affected communities and the Local Leaders.

“Compensation” means the payment in kind, cash or other assets given in exchange for the taking of land, or loss of other assets, including fixed assets thereon, in part or whole.

“Cut-off date” is the date of commencement of the census of PAPs within the project area boundaries. This is the date on and beyond which any person whose land is occupied for project use, will not be eligible for compensation.

“Environmental and Social Management Framework (ESMF)” is a safeguard instrument (document) which establishes a mechanism to determine and assess future potential environmental and social impacts of the project funded activities in the DTP construction program and other activities associated with this project regardless of funding agency. The framework sets out mitigation, monitoring and institutional measures to be taken during design, implementation and operation of the project activities to eliminate adverse environmental and social impacts, offset them, or reduce them to acceptable levels. This instrument has been prepared as a separate and stand-alone document to be used in conjunction with this RPF.

“Project Affected Persons” (PAPs) means persons who, for reasons of the involuntary taking or voluntary contribution of their land and other assets under the project, result in direct economic and or social adverse impacts, regardless of whether or not the said Project affected persons physically relocate. These people may have their:

- standard of living adversely affected, whether or not the Project Affected Person must move to another location ;
- right, title, interest in any house, land (including premises, agricultural and grazing land) or any other fixed or movable asset acquired or possessed, temporarily or permanently, adversely affected;
- access to productive assets adversely affected, temporarily or permanently; or
- business, occupation, work or place of residence or habitat adversely affected.

“Involuntary Displacement” means the involuntary taking of land resulting in direct or indirect economic and social impacts caused by:

- loss of benefits from use of such land;
- relocation or loss of shelter;

- loss of assets or access to assets; or
- loss of income sources or means of livelihood, whether or not the project affected person has moved to another location.

"Involuntary Land Acquisition" is the taking of land by government or other government agencies for compensation, for the purposes of a public project against the will of the landowner. The landowner may be left with the right to negotiate the amount of compensation proposed. This includes land or assets for which the owner enjoys uncontested customary rights.

"Land" refers to agricultural and/or non-agricultural land and any structures thereon whether temporary or permanent and which may be required for the Project.

"Land acquisition" means the taking of or alienation of land, buildings or other assets thereon for purposes of the Project.

"Rehabilitation Assistance" means the provision of development assistance in addition to compensation such as land preparation, credit facilities, training, or job opportunities, needed to enable project affected persons to improve their living standards, income earning capacity and production levels; or at least maintain them at pre-project levels.

"Resettlement and Compensation Plan", also known as a *"Resettlement Action Plan (RAP)"* or *"Resettlement Plan"* - is a resettlement instrument (document) to be prepared when subproject locations are identified. In such cases, land acquisition leads to physical displacement of persons, and/or loss of shelter, and /or loss of livelihoods and/or loss, denial or restriction of access to economic resources. RAPs are prepared by the party impacting on the people and their livelihoods. RAPs contain specific and legally binding requirements to be abided by to resettle and compensate the affected party before implementation of the project activities causing adverse impacts.

"Resettlement Policy Framework" is prepared when project activity locations are not known at the time of project preparation, and it is unknown as to whether or not OP4.12 will be triggered. The RPF is an instrument to be used throughout the project's implementation, which sets out the objectives and principles, organizational arrangements, and funding mechanisms for any resettlement. The RPF provides guidelines for preparation of a Resettlement Action Plan if it is determined during project implementation that OP4.12 is triggered.

"Replacement cost" means replacement of assets with an amount sufficient to cover full replacement cost of lost assets and related transaction costs. In terms of land, this may be categorized as follows;

"Replacement cost for agricultural land" means the pre-project or pre-displacement, whichever is higher, value of land of equal productive potential or use located in the vicinity of the affected land, plus the costs of:

- preparing the land to levels similar to those of the affected land;
- any registration, transfer taxes and other associated fees;

"Replacement cost for houses and other structures" means the prevailing cost of replacing affected structures of the quality similar to or better than that of the affected structures, in an area and. Such costs shall include:

- building materials
- transporting building materials to the construction site;

- any labour and contractors' fees; and
- any registration costs.

"Resettlement Assistance" means the measures to ensure that project affected persons who may require to be physically relocated are provided with assistance such as moving allowances, residential housing or rentals whichever is feasible and as required, for ease of resettlement during relocation,

"The Resettlement Policy Framework (RPF)" has been prepared as an instrument to be used throughout the DTP implementation. The RPF will be publicly disclosed in impacted areas to set out the resettlement and compensation policy, organizational arrangements and design criteria to be applied to meet the needs of the people who may be affected by the program. The Resettlement Action Plans ("RAPs") for the DTP will be prepared consistent with the provisions of this RPF.

"Resettlement Action Plan": see Resettlement and Compensation Plan above

"Vulnerable Groups" refers to:

- widows, the disabled, marginalized groups, low income households and informal sector operators;
- incapacitated households – those no one fit to work and;
- child-headed households and street children

This group is among other things, characterised by low nutrition levels, low or no education, lack of employment or revenues, old age, ethnic minority and/or gender bias.

1. INTRODUCTION

1.1 Project Background

The Government of the United Republic of Tanzania (URT) through the Ministry of Works, Transport and Communication (MWTC) is preparing the proposed Digital Tanzania Programme (DTP) intended for financing support from the World Bank (WB). The programme aims to assist the country to harness its digital potential by ensuring that all citizens have access to high quality, low cost connectivity, that public services are easily accessible online and that the digital economy is driving growth, innovation and job creation.

The proposed DTP builds on the very successful Regional Communications Infrastructure Program – Tanzania (RCIP-TZ) that has been completed. The RCIP-TZ development objectives were to (i) lower prices for international capacity and extend the geographic reach of broadband networks; and (ii) improve the government’s efficiency and transparency through eGovernment applications.

The Project Development Objective (PDO) of the proposed DTP is to increase access to affordable, high quality internet services for government, businesses and citizens and to improve the government's capacity to deliver digital public services. The programme will be implemented in two phases with a five years period each phase; Phase I (2018-2022) and Phase II (2021-2026). The programme is envisioned to equip citizens and businesses with the capability to use technology for livelihoods improvement and thrive in the current and future digital economy.

As part of the preparations for DTP, and in compliance with the World Bank’s environmental and social safeguard policies, the existing Environmental and Social Management Framework (ESMF) and Resettlement Policy Framework (RPF) for RCIP-TZ have to be updated and used for DTP as appropriate. This document is an updated RPF prepared in line with Terms of Reference (ToR) included in *Annex I*). This updated RPF is intended to address the needs of the environment and communities who may be affected by the DTP. On the other hand, the ESMF that has been prepared alongside this RPF, provides guidelines for the management, assessment and mitigation of environmental and social concerns that meet National and World Bank requirements (such as Environmental and Social Impact Assessments (ESIAs) and Environmental and Social Management Plans (ESMPs).

1.2 Objective of the Resettlement Policy Framework

The objective of this RPF is to provide a tool for the screening of DTP’s sub-projects and activities, to ensure that where land acquisition for the project activities is inevitable, resettlement and compensation activities for lost land, livelihoods and other properties should be conceived and executed in a sustainable manner and are consistent with the requirements of applicable Tanzanian legislations and World Bank OP4.12 on Involuntary Resettlement. The RPF establishes resettlement objectives and principles, organizational arrangements, and mechanisms for any resettlement operation, and guide implementers to execute a fair compensation to Project Affected Persons (PAPs). Specifically, the RPF is to;

- a) Provide the legal and regulatory framework, to identify gaps between national legislation and regulatory requirements related land acquisition and World Bank OP4.12 and suggest the mechanisms to bridge such gaps;
- b) Outline the institutional framework i.e. suggests an organizational structure responsible for resettlement activities, and propose mechanism to enhance its institutional capacity;

- c) Preparation of principles and methods to be used in valuing losses, and a description of eligibility and entitlements;
- d) Provide guidance on main activities involved in site selection, site preparation, and relocation;
- e) Outline implementation arrangements including schedule and grievance redress mechanism;
- f) To develop principles, strategy and plan for monitoring of resettlement activities, and to set frame work for project evaluation and impact assessment;
- g) Estimate cost and identify possible sources of funding.;
- h) Outline principles and objectives governing resettlement preparation and implementation;
- i) Provide an estimated population displacement and likely categories of displaced persons, to the extent feasible;
- j) Provide eligibility criteria for defining various categories of displaced persons;
- k) Provide a description of the process for preparing and approving resettlement plans; and
- l) Outline a description of the implementation process, linking resettlement implementation to civil / construction works.

The frameworks will include criteria for the selection of sites for the construction activities of the projects under the Program and for the design of environmental and social impact mitigation measures. A Resettlement Action Plan (RAP) will be required for any subproject that triggers the OP 4.12 and in accordance with the relevant Tanzanian legislations and World Bank OP 4.12.

1.3 Approach and Methodology

1.5.1 Desk Survey

Updating of this RPF relied on an analysis based on available information – under RCIP-TZ, review of DTP proposed sub-projects and the recent Audit Report for Environmental and Social Compliance for project activities implemented under the RCIP-TZ. The content and structure of the RPF has been updated to reflect the DTP requirements as prescribed by the ToR in *Annex I*. The update also addressed national and World Bank requirements for social safeguards that might have been introduced since the RCIP-TZ safeguard documents were prepared in 2009. A list of such new requirements have been included in the reference list of this updated RPF for the DTP.

In addition, relevant national policies, guidelines and legislations pertaining to resettlement issues were reviewed. WB Safeguard Policies were also consulted to establish what elements of DTP would trigger a Safeguard and its implications.

1.5.2 Stakeholders Consultations

The DTP covers a wide range of stakeholders across the country from national to local levels. This include government Ministries, Departments and Agencies (MDAs), regional and local government authorities (LGAs), private sector institutions and villages and communities across the country. Given the time limitation for the assignment, high level stakeholders' consultations was undertaken in Dar es Salaam and Dodoma primarily focusing on MDAs and implementing partners responsible for coordination, support and implementation of DTP.

Chapter 8 presents further details on stakeholders' consultations and public involvement. Minutes of meetings among the relevant institutions and of consultations were recorded and annexed to this RPF as appropriate (see *Annex II*). Signatures of all consulted stakeholders is included in *Annex III*.

1.5.3 Public Disclosure of Updated RPF

The MWTC will disclose the updated ESMF and RPF in print media and websites as per the requirements of the World Bank. Disclosure of draft documents will be done by sending out of invitations, organization of venues for public hearings, and being present as discussant at all public hearings.

1.4 Structure of the RPF

This report is organized into ten substantive chapters and annexes as follows:

- Chapter 1: Introduction;
- Chapter 2: Project Description and Organization;
- Chapter 3: Legislative and Institutional Framework Governing Land, Resettlement and Compensation;
- Chapter 4: Screening and Approval of Sub-projects/RAPs
- Chapter 5: Guiding Principles, Eligibility and Entitlement;
- Chapter 6: Resettlement Tools and Instruments;
- Chapter 7: Implementation and Management of Resettlement and Compensation;
- Chapter 8: Stakeholders Consultation and Disclosure;
- Chapter 9: Estimated Budget;
- Chapter 10: References; and
- Annexes.

2. PROJECT DESCRIPTION AND ORGANIZATION

2.1 Rationale of the DTP

The proposed DTP will follow on, scale up and complete some of the pilot programs that begun under RCIP Tanzania, and which would also introduce some new areas of work that embraces the enabling aspect of industrialization, employment, provision of government services to citizen and steady economic growth.

The proposed DTP is geared to address existing challenges that includes but not limited to Information and Communication Technology (ICT) infrastructure deficiency, systems integration impediments, scope for e-services, inadequate infrastructure to secure transactions, increasing electronic waste products and technical capacity for MDAs/LGAs to customize electronic systems. In addition, the project intends to broaden the achievements realized in other initiatives done by the Government that includes National ICT Broadband Backbone (NICTBB), RCIP, TANZICT, and Public Service Reform Programme (PSRP)-II.

In addition, the Government has decided to move its operations to Dodoma (around 450km from Dar es Salaam) at the central part of the country. The move imposes several requirements in area of ICT infrastructure, platform and applications that will ensure reliable communication between the capital city and business city (Dar es Salaam). Thus, there is a need for a well digitized platform that will enable sustainability of Government communications and service delivery offered through ICT. In order to support the Government, the Digital Tanzania is geared to establish necessary ICT infrastructure for connecting Government institutions and deployment of several information systems for enhancing service provision.

2.2 Project Components, Subcomponents and Implementing Agencies

DTP is classified under three major components namely Digital Economy Acceleration, Universal Digital Connectivity and Digital Government Platform which focus to promote industrialization, better and improved government services, creation of youth employment for social economic development hence economic growth. In addition, a fourth Component will support project management related activities as summarized in *Table 2-1*. The table also outlines implementing agencies.

- *Component 1: Digital Ecosystem.* The Digital Economy Acceleration pillar would seek to create an enabling digital ecosystem to allow the productive use of ICTs in Tanzania to grow. The aim is to strengthen the enabling environment, or ecosystem, upon which Digital Tanzania can be built, and to boost the factors for future acceleration. The focus will placed on:
 - ICT Policy, Regulatory and Fiscal Reform and Implementation;
 - Cybersecurity, Privacy Protection and Data Exchange; and
 - Digital Youth.
- *Component 2: Universal Digital Connectivity.* This pillar would seek to close the gaps in access and further drive down the price of internet access. The aim is to ensure that all Tanzanians have the opportunity to connect to the global network and that all government institutions, in particular, benefit from access to high-performance internet connectivity. The main focus will be on:
 - Connected Government;

- Connectivity for Higher Education and Vocational Training; and
 - Rural broadband for development.
- *Component 3: Digital Government Platforms and Services.* The aim of this pillar will be to accelerate digitally driven economic and social development for innovation, job creation and service delivery to the citizen. This will be accomplished through building of the core infrastructure and capacity necessary to support digital public service delivery and to enhance the efficiency of the government's internal operations. A shared digital public service delivery platform will be established with focus on:
 - Shared Digital Public Services Delivery Platform;
 - Strengthening Institutional Capacity to Deliver Digital Services; and
 - Digital services and productivity platforms.
- *Component 4: Project Management:* consist of support to project management functions.

Table 2-1: DTP components, subcomponents and implementing agencies

Component	Subcomponents	Description	Implementing Agency
Component 1: Digital Ecosystem	1.1 Legal, Regulatory and Fiscal Reform and Implementation (Enabling Environment)	a) ICT Professional Development (Establish ICT Professional Recognition and Development framework, Develop and implement Registration and accreditation system, establish collaborative professional programmes with professional associations and other relevant bodies, establish mechanisms for CPD for ICT Professionals (inclusive of Cyber Security Experts)	MWTC/ICTC/POPSMGG
		b) Scanning of Regulatory Environment , i.e. Legal Framework and optimization utilization of existing Infrastructure , Development of guidelines and standards deployment and utilization of National ICT Broadband Infrastructure	MWTC/TTC
	1.2 Industrialization ,ICT Development and services	c) Enhancing the National Addressing and postcode system	MWTC/PO-RALG
		d) Develop and Support Implementation of National ICT Master Plan, National e-Government Master Plan and Preparation of National Broadband Strategy	MWTC / POPSMGG/eGA
		e) ICT for Industrialization and Competiveness (Assessment on ICT industry for economy acceleration, Nurture ICT industry to support Industrialization, Promote ICT SME's, promoted and support production of local ICT Products and Services (localization), e-Waste Management)	MWTC, ICTC/MIT
		f) e-Schools Development Programme	MOEST & PO-RALG & USCAF
	1.3 Cybersecurity and Data Protection	g) Cyber Security (National Public Key Infrastructure (NPKI)	MWTC /TPC/ TCRA/ICTC
		h) Operationalization of National Cyber security strategy and plans, Support development of Cyber-security regulations	MWTC/POPSMGG/eGA
	1.4 Digital Youth Development program	i) Digital Youth Development Program (Institute Youth internship and incubation programmes in Higher Learning Institutions (HLI) & Vocational Training Institutions (VCI's), Capacitate HLI's &VCI's for youth incubation, Institute programmes for youth involvement in creating innovative solutions, Create collaboration framework/mechanism between HLI and ICT related firms, Establish mechanisms for ICT Industry to absorb Practical training students, establish youth mentorship and skill development programmes, establish digital youth forums)	MWTC /ICTC

Component	Subcomponents	Description	Implementing Agency
Component 2: Digital Connectivity	2.1 Connected Government	a) GovNet Connectivity (Expansion of GovNet to all MDAs and LGAs + International Connectivity) focusing on optimization of existing Networks (i.e. NICTBB & Consortium Network etc.)	POPSMGG/eGA/MWTC /TTC/PO-RALG
		b) up video conference system	MWTC/TTC
	2.3 Rural Broadband for Development	c) Rural broadband connectivity and Rural ICT Development	UCSAF
Component 3: Digital Government Platforms and Services	3.1 Government Cloud and Shared Infrastructure	a) Enterprise Architecture Capacity Building and Implementation Support	POPSMGG/eGA
		b) Enhancing Government Cloud (GovCloud) and Data center Based Infrastructure	POPSMGG/eGA/MWTC
	3.2 Digital Literacy and Capacity Building	c) Government ICT Cadre Training Program	POPSMGG/eGA and MWTC
		d) Citizen Digital Literacy/Awareness Program	POPSMGG/eGA, MWTC
	3.3 Digital Services and Productivity platforms	e) Enhancing Tax collection Systems	POPSMGG/MoF/MWTC /eGA
		f) Scaling up of Birth, Death Registration System	POPSMGG/eGA/RITA/MCLA
		g) Scaling up of Telemedicine System	POPSMGG/eGA/MoH/MNH
		h) Scaling of eProcurement System	POPSMGG/eGA/MoF
		i) Establishment of One Stop Service Centres (OSSC)	POPSMGG/MWTCS/PO-RALG /TPC
Component 4: Project Management	Project management functions (project coordination, procurement, FM, Safeguards, Communications, Capacity Building, Monitoring and Evaluation etc.		POPSMGG/MWTC

2.3 Proposed Specific Projects for DTP

In summary, the following specific projects have been proposed for implementation.

- i. Rural connectivity: scaling up/extending communication services to 350 (with estimated that a population of 2.5 Million people) throughout the country.
- ii. Extension of Government Communication Network (GOVNET): to enhance and improve resource sharing and Informational flow and communications within and between Government institutions. Therefore, the GovNet extension is requested to reach 336 government institutions (26 Regions, 28 Regional Hospitals and 185 LGAs and 97 District Hospitals).
- iii. Scaling up of Birth and Death Registration System (BRS4G) – to be implemented by RITA. The project envisage to scale up the BRS4G system to cover 187 councils, 3,500 wards and 1,160 health facilities (health centres and Hospitals), a total of 4,766 registration sites.
- iv. Scaling up telemedicine: objective of the project is to improve health care delivery and health services by using Information and Communication Technologies (ICT). The scope of the project covers the acquisitions of telemedicine system and equipment, improving necessary ICT infrastructure for the system to operate, capacity building and review of business operations. The project will be implemented in 24 District Hospitals (DHs) and one referral hospital (MNH) with the following three areas for concentration; e-referral, e-radiology and e-consultation.
- v. Scaling up Video Conferencing (VC) system: Deployment of the VC system is to improve Government efficiency, increase productivity, improve collaborations, and lower costs in the Government operations. The VC system extension is requested to reach 14 ministries (Tanzania mainland) remaining in RCIP Phase I, 38 LGAs and 6 MDAs.
- vi. e-School Programme: The project will provide National eSchool Platform that will integrate and enhance various initiatives to support integration of ICT in Secondary education. The project will also geared at enriching and localisation of e-education learning content.
- vii. Enhancing government Cloud-Based Infrastructure (Infrastructure as a Service): the cloud-based infrastructure (shared public service delivery platform) will be based in the existing Government Data Center currently operated by eGA.
- viii. National Public Key Infrastructure (NPKI): the objective of the project is to promote a trust infrastructure for secure transactions in terms of confidentiality and integrity protection, non-repudiation of transactions and messages in the internet and mobile environment where business is conducted. This Project will cover both Government sector and private sector in the country and will be divided into 9 zones for the registration Authorities (Tanzania Postal Corporation – TPC – 16 regional offices).
- ix. Enhancing national addressing and postcode system (C1): main objective of the programme is customization of the national addressing and post code system through an enhanced spatial database and also the optimization of the retrieval and usage of data for service delivery. Further, the system will eliminate the manual process for data collection and capturing.

- x. Establishment of One Stop Service Centres (OSSC) or “Huduma Pamoja Centres”: The main objectives of the Huduma Pamoja Centres are to bring all services in a one roof arrangement in a bid to save time and enhance efficiency in public service provision. The centres will be a key platform for public service delivery and collection and payments of various fees and taxes/levies citizens and businesses pay to the Government through the Government Payment Gateway (GePG). It is therefore proposed that, establishment of OSSC at central and local government service delivery points, as for the citizens to get various government services from one location. The OSSCs will be established by construction of new offices, or use of or customization of existing structures.

2.4 Project Activities

Activities to be involved in individual projects will vary from one project to another depending on the stage of the project whether new or extension, the nature of the project and its complexity and specific requirement of users. However, the major activities will include but not limited to the following:

- Feasibility study and detailed design;
- Procurement of ICT equipment and software, installation;
- Systems design, development, testing and commissioning;
- Development of guidelines, regulation, laws and policies for enforcement and better use;
- Capacity building for trainers and users, creation of public awareness and sensitization; and
- Monitoring and evaluation.

2.5 DTP Institutional and Implementation Coordination

The primary implementing agency for DTP will be the Ministry of Works, Transportation and Communication (MWTC) in close collaboration with the President's Office-Public Service Management and Good Governance (PO-PSMGG). The MWTC will coordinate the overall project implementation through a Project Coordination set up, that is, Project Implementation Unit (PIU). A Project Coordinator, reporting to the Director of ICT, will coordinate and support various institutions in the execution of the project. The PIU will comprise members from both Ministries. The MWTC has set up a Steering Committee to oversee the program, and a Technical Team for project implementation composed of Permanent Secretaries, Chief Executives or Directors from relevant sector stakeholders that will be meeting regularly to discuss and help resolve program implementation issues.

However, the direct implementation of the proposed program, resides with the relevant aforementioned institutions *Table 2-1* above that are supported. Each participating institution will appoint an Institutional Project Coordinator (IPC) who chairs the Project Implementation Group, where the coordinators of the various end-users are represented.

The institutional and implementation arrangement will involve the following key MDAs:

- Ministry of Works Transport and Communication (MWTC) - in collaboration TCRA/ICTC and UCSAF will also be responsible for coordination of *National Public Key Infrastructure (NPKI), Enhancing the Web based Spatial Database for the National Addressing and Postal System as well as projects under MWTC*;
- President's Office-Public Service Management and Good Governance (PO-PSMGG) in collaboration with e-GA will be responsible for implementation of Components 2 and 3. Further, PO-PSMGG will have responsibility of executing Component 1 and Component 4 activities related to support e-Government implementing;

- President's Office-Regional Administration and Local Government (PO-RALG) - in collaboration with LGAs, e-GA will implement GOVNET (Component 2) and will have responsibility to support Component 1, 2 and 3 activities implemented at Local Government level;
- Ministry of Health, Community Development, Gender, Elderly, and Children (MHCDGEC) - in collaboration with Muhimbili National Hospital (MNH) will be responsible for implementation of Scaling up of Telemedicine System (i.e. Component 3 Sub-Project);
- Ministry of Constitution and Legal Affairs (MCLA) - in collaboration with RITA will be responsible for Scaling up of Birth and Death Registration System (BRS4G) (i.e. Component 3 Sub-Project);
- Ministry of Industry Trade and Investment (MITI); and
- Public Procurement Regulatory Authority (PPRA).

2.6 Land Acquisition Impacts and Safeguards Triggered

The impacts due to involuntary resettlement from development projects, may give rise to economic, social and environmental risks resulting in production systems being dismantled, people facing impoverishment when their productive assets or income sources are lost, people being relocated to environments where their productive skills may be less applicable and the competition of resources increases. Further, it may lead to community institutions and social networks being weakened; kin groups being dispersed; and cultural identity, traditional authority, and the potential for mutual help being diminished or lost.

The proposed DTP will support sub-projects and activities that are likely to generate some detrimental and site-specific environmental and social impacts. However, the exact nature of sub-projects (or their location, core areas of impacts, extent, magnitude and duration of impacts caused by the various types of subproject activities are yet to be specified to a detailed level where a Resettlement Action Plan (RAP), Environmental and Social Impact Assessment (ESIA) and or an Environmental and Social Management Plan (ESMP) can be developed for approval under the national regulations.

The physical components of the DTP will mostly be limited to the rollout of access networks in rural areas and of construction of a government network. The exact network routing and specific location of the project activities that may result in involuntary resettlement is not known at this time. In some cases, small pieces of land may be required to install towers, facilities, energy solutions and other telecom network equipment. In certain situations, the installation might require the acquisition of land. The project may also require construction or remodelling of datacenter facilities.

Based on the nature of the sub-projects envisaged under DTP, it is likely that certain sub-project activities such as the laying of ducts and construction of other ancillary infrastructure, e.g., access routes will lead to either land acquisition, restriction to or loss of access to economic assets and resources and therefore, ultimately to the land acquisition and compensation - and, possibly, resettlement of people. Where potential resettlement may occur, relevant provisions in the national legislative requirements and the World Bank Operational Policy (OP) 4.12 on Involuntary Resettlement will apply.

Taking into account potential impacts of the project and with due regard to World Bank environmental and social safeguards policies, the proposed DTP has been assigned a Category B. In relation to resettlement issues, the main safeguards policy triggered is OP/BP4.12 (Involuntary Resettlement). In view of the fact that a RPF was prepared for the RCIP-TZ in 2009, the same has been updated to be used under the DTP. The updating has taken into account changes in the regulatory

environment, lessons learnt and the scope of activities under DTP which may be different from RCIP in some cases.

The DTP is not required to prepare a Resettlement and Compensation Plan at this stage since the sub-projects and areas affected have not yet been identified. Specific costed RAPs will be prepared as necessary through the RPF process for sub-projects which may result in land acquisition and/or involuntary resettlement. When specific planning information becomes available and the land areas are identified, sub-project resettlement and compensation plans will be subsequently prepared consistent with this policy framework and will be submitted to the Bank for approval before any land acquisition, compensation, resettlement, or any other impact on livelihood occurs.

Therefore, at this preliminary stage, the DTP is required to develop this RPF which is to be disclosed as a separate and stand-alone document from the ESMF. The disclosure will be in English and must be made available in locations accessible to the public, locally in impacted areas, at World Bank country offices, and at the Infoshop of the World Bank (in compliance with the World Bank's Public Consultation and Disclosure Policy) and the date for disclosure must precede the date for appraisal of the project.

3. LEGISLATIVE AND INSTITUTIONAL FRAMEWORK GOVERNING LAND, RESETTLEMENT AND COMPENSATION

3.1 Land Tenure and Ownership in Tanzania

Land tenure and ownership in Tanzania is governed by statutes such as the 1977 Constitution, National Land Act No. 4 of 1999, Village Land Act No. 5 of 1999, Land Acquisition Act 1967, and Land Ordinance, 1923 Cap. 113. Land in Tanzania is owned by the state (vested in the President as a trustee). For the purpose of management of land under the land Act No. 4 of 1999 and all other laws applicable to land, public land in Tanzania is either:

- *General land*: described as consisting of all land, which is neither village land nor reserved land. All urban land falls under this category, except land, which is covered by laws constituting reserved land, or that which is considered hazard land. General land is governed by the Land Act and, hence, is under the control and jurisdiction of the Commissioner for Lands. This ministerial key person has delegated much of the powers to local government land officers. Property rights can be created over general land in terms of a granted Rights of Occupancy for a period of 33, 66 or 99 years confirmed by a Certificate of Title. Longstanding occupation of land except on government land is recognized as conferring property rights. In the case of land acquisition all occupiers of land irrespective of whether they have a granted right of occupancy or not, are eligible to compensation. Granted rights of occupancy carry conditions including land development and the payment of land rent. Failure to abide with these conditions can lead to the loss of the right.
- *Village land*: is defined as being the land falling under the jurisdiction and management of a registered village. As Tanzania consists of a vast countryside with only a few urban areas, most land in the country is village land. Village land is held under customary tenure and the government can issue customary certificates of tenure to individuals or communities where the village is surveyed and has a Certificate of Village Land. Customary tenure is akin to freehold.
- *Reserved land*: is defined as land being reserved areas including environmental protection areas, such as national parks, forest reserves, wildlife reserves, and marine parks as well as areas intended and set aside for spatial planning and (future) infrastructure development.

The Commissioner for Lands can convert land from one category to the other. By far the majority of land occupiers have no certificates of title, in part because land has to be surveyed before it can be issued with a title. However, there is a lot of “*de facto*” recognition of property rights for the majority of land occupiers.

3.2 National Policies

3.2.1 National Land Policy, 1995

The policy provides guidance and directives on land ownership and tenure rights and taking of land and other land based assets. The overall aim of the policy is to promote and ensure a secure land tenure system in Tanzania that protects the rights in land and resources for all its citizen. It stipulates organization and procedures for valuing assets and delivery of compensation.

The land policy stipulates that all land is public land, vested in the president as a trustee, and that this should be entrenched in the Constitution. Further, the policy provides that a dual system of tenure, which recognizes both customary and statutory right of occupancy as being equal in law be established. The policy establishes that the land has value, which right and interests of citizens in land shall not be taken without due process of law and that full, fair and prompt compensation shall be paid, when land is acquired. The compensation should be paid to any person whose right of occupancy or recognized long-standing occupation or customary use of land is revoked or otherwise interfered with to their detriment by the State under the Land Act of 1999.

According to the policy, the administration of village land is vested in the village councils. Village councils have to consent before any alienation of village land is affected. In case of land allocations, village councils shall report to respective village assemblies. The land in the towns is governed by either City, Municipal or Town Council.

In principle, the Minister responsible for land is the sole authority in land issues. However, the policy involves public and private institutions whose functions are associated with lands i.e. local authorities, communities, non-governmental organizations and community based development organizations to participate and co-operate with the minister at different levels during the implementation of the policy and utilization of land.

To address the problem of multiple land allocation, and its resultant disputes, the Commissioner for Lands, is the delegated sole authority for administration of land. She/he may appoint officers to administer on her/his behalf.

3.3 Applicable National Legislations and Regulations

3.3.1 Land Act No. 4 of 1999

Section 3 (1)(f) of the Land Act provides that "interest in land has value and that value must be taken into consideration in any transaction affecting land". Thus, acquisition of land will amount to compensate owners for bare land in addition to unexhausted improvements. Sub-paragraph (g) of the same section provides that full, fair and prompt compensation has to be paid to any person whose right of occupancy is affected or interfered with to their detriment.

Further, Section 156 of the Land Act requires that compensation be payable to any person for any damage caused for the affected land, buildings, trees and crops as a result of creation of communal right of way or a wayleave.

3.3.2 Village Land Act No. 5 of 1999

The Village Land Act of 1999 confers the management and administration of village lands to Village Councils, under the approval of the Village Assemblies. However, the Minister of Lands is entitled to decide on the amount of land, which can be owned, by a single person or commercial entity. Section 9 and 11 of the Village Land Regulations states that compensation shall include the market value of the land and the unexhausted improvements, which shall be assessed by a qualified Valuer. In Section 13 of the Village Land Regulations, it states that compensation shall also include disturbance allowance, transport allowance, accommodation allowance and loss of profits.

3.3.3 Land Acquisition Act No. 47 of 1967

The Land Acquisition Act 1967 is the principal legislation governing the compulsory acquisition of land in Tanzania. Sections 3-18 of the Land Acquisition Act 1967 empower the President to acquire

land, and provide the procedures to be followed when doing so. The President is empowered to acquire land in any locality provided that such land is required for public purposes.

The procedures provided by the Land Acquisition Act include the investigation of the land to see if it is suitable for the intended purpose; notification to the landowners to inform them of the decision to acquire their land before the President takes possession; and payment of compensation to those who will be adversely affected. The law restricts compensation to un-exhausted improvements on the land excluding the land or such improvements as land clearing and fencing. The Land Act 1999 has rectified this latter situation.

If land is required for public purpose the President is required to give a six weeks' notice to those with an interest in the land in question but, if the situation so demands, the notice can be shortened without the need to give explanation. After the expiration of the notice period, the President is entitled to enter the land in question even before compensation is paid.

Section 11 and 12 of the Act allows for the person whose land is acquired is entitled to be compensated if they so deserve. The persons entitled to compensation are those interested or claiming to be interested in such land; or persons entitled to sell or convey the same or as the government may find out after reasonable inquiries.

3.3.4 Local Government (District Authorities) Act No. 7 of 1982 and Local Government (Urban Authorities) Act No. 8 of 1982

The Act stipulates the functions of District/Urban councils. The Act enables local authorities to enact by-laws regarding soil protection, agriculture, natural resource exploitation, etc. Issues of land are included in the Act as objectives of functions and therefore part of the mandates of local government in their respective areas. These are relevant legislations since the construction activities in some of the DTP sub-projects such as installation of towers in greenfield sites may involve, amongst others:

- Vegetation clearance activities, earth works activities – this will expose the soil thus making it to susceptible to wind and water erosion
- Expansion/extraction of construction materials thus causing loss trees.

3.3.5 National Land Use Planning Commission Act No 3 of 1984

The Act established a National Land Use Planning Commission (NLUPC) as the principal advisory organ of the government in all matters related to land use. Among other things, the Commission recommends measures to ensure that the government policies, including those for development and conservation of land, take adequate account of their effects on land use, seek the advancement of scientific knowledge of changes in land use and encourage development of technology to prevent, or minimize adverse effects that endanger human man's health and welfare. The Act also specifies standards, norms and criteria for the protection of beneficial uses and the maintenance of the quality of the land. In addition, the Act established Participatory Land Use Planning and Management (PLUPM), which are explicitly recognized in the Land Policy of 1995.

3.3.6 Graves (Removal) Act No. 9 of 1969

The Act provides for the removal of graves from land required for public purposes. The Act provides for compensation for expenses incurred in the removal, transportation, reinstatement and re-internment of the grave or dead body and any placatory or expiatory rites or other ceremony accompanying such removal and reinternment.

3.3.7 Land (Assessment of the Value of Land for Compensation) Regulations of 2001

A qualified and authorized Valuer must conduct the valuation of the affected properties. Section 34 of the Act states that 'where a right of occupancy includes land which is occupied by persons under customary law, and those persons are to be moved or relocated, they must be compensated for loss of interest in the land and for other losses'. They also have the right to reap crops that are sown before any notice for vacating that land is given.

The regulations provide criteria for the assessment of compensation on land, as per market value for real property; disturbance allowance is calculated as a percentage of market value of the acquired assets over twelve months; and transport allowance calculated at the cost of 12 tons hauled over a distance not exceeding 20 km. The other criteria include loss of profit on accommodation based on business audited accounts and accommodation allowance equivalent to the rent of the acquired property per month over a 36-month period.

3.4 World Bank Involuntary Resettlement Policy (OP 4.12)

The World Bank's Operational Policy on Involuntary Resettlement (OP/BP 4.12) is triggered in situations involving involuntary taking of land (includes anything growing on or permanently affixed to land, such as buildings and crops), impacts on or loss of assets, loss of income sources or means of livelihood (whether or not the affected person must relocate), and involuntary restrictions of access to legally designated parks and PAs. The policy covers direct economic and social impacts that are caused by the involuntary taking of land resulting in relocation, loss of shelter, loss of assets or access to assets; or loss of income sources or means of livelihood.

The policy aims to avoid involuntary resettlement to the extent feasible, or to minimize and mitigate its adverse social and economic impacts. Where involuntary resettlement and acquisition of land or other assets is unavoidable, it promotes participation of Project Affected People (PAP) in resettlement planning and implementation, and its key economic objective is to assist PAPs in their efforts to improve or at least restore their incomes and standards of living after displacement.

The WB OP4.12 prescribes compensation and other resettlement measures to achieve its objectives and requires that borrowers prepare adequate resettlement planning instruments. At time of project screening of potential environmental and social impacts, a RPF is prepared where the project impacts are unknown at the time of project preparation. The RPF will guide preparation of RAPs when project locations are known and WB OP4.12 is triggered.

This policy will be triggered when DTP project activities e.g. site selection for installation of facilities and telecom towers cause involuntary taking of land and other assets resulting in: (a) relocation or loss of shelter, (b) loss of assets or access to assets (c) loss of income sources or means of livelihood, whether or not the affected persons must move to another location.

In case DTP activities especially Components 2 and 3 involve involuntary displacement of households and businesses, the RPF developed under DTP will be used by MWTC and the respective implementing partners (refer *Table 2-1* above) to effect resettlement voluntary and or involuntary. It will be the duty of the implementing agency to design, document and disclose a participatory process for preparing a RAP before implementation of resettlement begins. If RAP will be prepared, then it has to be developed by using WB best practices and approaches along with national legislative requirements and guidelines.

3.5 Gap Assessment between National Legislations and World Bank OP 4.12

Tanzania does not possess a National Resettlement Policy and subsequent legislation, and thus to ensure compliance and consideration for the adverse impacts of resettlement, use of existing laws relevant to land and property is employed. Notably, there are some differences particularly in the understanding of how the various PAPs are handled. *Table 3-1* overleaf presents a gap analysis in a matrix format between the requirements under Tanzania law and the Bank's OP/BP 4.12. Where gaps have been identified, OP/BP 4.12 standards will apply.

Table 3-1: Comparison on resettlement elements between the WB OP 4.12 and Tanzanian legislations

Types of affected/lost assets	Tanzanian law	World Bank OP/BP 4.12	Comparison/Gaps
<i>Landowners</i>	<p>The 1967 Land Acquisition Act, the 1999 Land Act, and the 1999 Village Land Act state clearly that landowners, with or without formal legal rights, are entitled to full, fair, and prompt compensation. They also get a disturbance allowance, transport allowance, accommodation allowance, and loss of profit if they were in actual occupation of the appropriated property.</p> <p>Lost assets are limited to “unexhausted improvements,” that is, the land and developments on the land. The law does not cover economic and social impacts of relocation, and as such, socioeconomic surveys are not part of the land appropriation process.</p>	<p>Displaced persons are classified into three groups:</p> <p>(i) Those who have formal legal rights including customary and traditional rights;</p> <p>(ii) Those who do not have formal legal rights to the land, but have a claim to such land or assets provided that such claims are recognized under the law of the country; and</p> <p>(iii) Those who have no legal rights they are occupying.</p> <p>Landowners under cat. (i) & (ii) are among the PAP entitled to full, fair, and prompt compensation as well as other relocation assistance.</p> <p>Socioeconomic impacts to PAPs are taken into consideration during RAP preparation.</p>	<p>There is no gap between Tanzania law and OP/BP 4.12 as far as those with formal legal rights and those without formal legal rights are concerned.</p> <p>However, the lost assets in Tanzania are restricted to land and developments on land, and, where relevant, loss of profits. The lost assets under OP/BP 4.12 are much broader than land and include loss of access to livelihoods and standard of living and the policy seeks to improve them or at least to restore them to pre displacement levels.</p>
<i>Land tenants/squatters</i>	<p>According to the law, this category of persons is not eligible for any form of compensation because of lack of ownership.</p>	<p>Renters and tenants of residential properties are eligible for relocation assistance. Renters of businesses are also eligible for relocation and other assistance. In addition, compensation for the loss of income during transition.</p>	<p>OP/BP 4.12 recognizes a wider spectrum of PAPs. The Tanzania spectrum is limited to those who can prove proprietary rights and does not include tenants.</p>
	<p>Squatters may be paid compensation on the whim of the government. In addition, those occupying land for over certain amount of time are entitled to compensation. In some cases, however, they are not paid.</p>	<p>Land users within legal rights to that land, including squatters fit in category (iii) above and are provided resettlement assistance as well as other relocation assistance in lieu of compensation for the land they occupy.</p>	<p>OP/BP 4.12 includes those occupying land without legal title to that land among the PAP entitled to resettlement assistance as well as other assistance in lieu of the land they occupy. Under Tanzanian law, such people are not entitled to any assistance.</p>
<i>Land users</i>	<p>Not entitled to compensation for land, entitled to compensation for crops and sometime provided with other land of equal size and quality.</p>	<p>OP/BP 4.12 includes displaced persons who have no recognizable legal right or claim to the land they are occupying.</p>	
<i>Owners of no permanent</i>	<p>Tanzanian law makes no differentiation between owners of permanent and no permanent buildings.</p>	<p>Under OP/BP 4.12, permanent and no permanent buildings need to be compensated</p>	<p>The gap between Tanzania law and OP/BP 4.12 is about eligibility and</p>

Types of affected/lost assets	Tanzanian law	World Bank OP/BP 4.12	Comparison/Gaps
<i>buildings</i> <i>Owners of permanent buildings</i>	As long as ownership can be proved, compensation is payable. Determination of compensation is based on the market value of the property. In practice though, the depreciated replacement cost approach is used, meaning that PAP do not get the full replacement cost of lost assets.	for. Where, however, the displaced persons have no recognizable legal rights to land, they are to be provided with resettlement and other assistance in lieu of compensation for the land they occupy plus compensation for assets. Cash compensation levels should be sufficient to replace lost land and other assets at full replacement cost in local markets.	hinges upon formal/informal ownership. While in Tanzania compensation is based on market value, determined using the depreciated replacement cost approach for developments on land, OP/BP 4.12 requires that compensation should be sufficient to replace lost land and other assets at full replacement cost.
<i>Timing of compensation payments</i>	Tanzanian law requires that compensation be full, fair, and prompt. Prompt means it should be paid within six months, failure to do so incurs an interest rate equivalent to the average rate offered by commercial banks on fixed deposits. Legally, compensation for the appropriated land does not have to be paid before taking possession, but in current practice, it is usually paid before existing occupiers are displaced.	OP/BP 4.12 displaced persons are provided prompt and effective compensation at full replacement cost for losses of assets directly attributable to the project. Taking of land and related assets may take place only after compensation has been paid and, where applicable, resettlement sites and moving allowances have been provided to the displaced person(s).	In terms of timing, both Tanzanian laws and OP/BP 4.12 require that compensation be paid promptly. This, however, in Tanzania rarely happens in practice, as can be seen in many projects that have involved large-scale land appropriation. Furthermore, OP/BP is more stringent than Tanzanian law in that it requires that compensation (and where applicable allowance) be paid prior to the taking of land and related assets.
<i>Calculation of compensation and valuation</i>	According to the 2001 Land Assessment of the Value of Land for Compensation Regulations as well as the 2001 Village Land Regulations, compensation for loss of any interest in land shall include the value of unexhausted improvements, a disturbance allowance, transport allowance, accommodation allowance, and loss of profits. The basis for assessment of any land and unexhausted improvement for purposes of compensation is the market value of such land. The market value is arrived at by the use of comparative method evidenced by actual recent	OP/BP 4.12 requires that the displaced persons be provided with prompt and effective compensation at full replacement cost for losses of assets attributable direct to the project. The replacement cost method is used to determine the amount sufficient to replace lost assets and cover transaction costs. Depreciation is not to be taken into account when applying this method. For losses that cannot easily be valued or compensated in monetary terms (example, access to public services, customers and	Tanzania law provides for the calculation of compensation on the basis of the market value of the lost land and unexhausted improvements, plus a disturbance and accommodation allowance and loss of profits where applicable. Since depreciation is applied under Tanzanian laws, the amount paid in most cases does not amount to that required to replace the lost assets. Furthermore, other types of assets

Types of affected/lost assets	Tanzanian law	World Bank OP/BP 4.12	Comparison/Gaps
	<p>sales of similar properties, or use of the income approach, or the replacement cost method if the property is of special nature and not saleable. In practice, for land, an attempt is made to establish market value from recent sales, but these are usually not transparent. As for unexhausted improvements in terms of buildings and other civil infrastructure, the depreciated replacement cost approach is used.</p>	<p>suppliers, or to fishing, grazing, or forest areas), attempts are made to establish access to equivalent and culturally acceptable resources and earning opportunities.</p>	<p>(besides land and its developments) are not considered i.e. access to public services, customers and suppliers, or to fishing, grazing, or forest areas.</p>
<i>Relocation and resettlement</i>	<p>Tanzanian laws do not provide for relocation and resettlement. However, there are a few cases where the government has provided both compensation and alternative land, but this has been done at its discretion. In general, however, the government feels that it has discharged its duty once compensation is paid, and it is up to the displaced persons to resettle and re-establish themselves elsewhere.</p>	<p>OP/BP 4.12 stipulates that where project impacts include physical relocation, measures should be taken to ensure that the displaced persons are: (i) provided with assistance (such as a moving allowance) during relocation and (ii) provided with residential housing, or housing sites, or, as required, agricultural sites for which a combination of productive potential, location advantages, and other factors are at least equivalent to the advantages lost.</p>	<p>Tanzanian law provides for a transport allowance for 3 tons of luggage for up to 20 kilometers from the appropriated land, provided the displaced person was living on that land. In lieu of housing, an accommodation allowance is made in the form of rent for 36 months at rates available within 20km from the appropriated land. Occasionally, in a discretionary manner, alternative land is awarded instead of cash.</p>
<i>Completion of resettlement and compensation</i>	<p>Under the law, the government can take possession of the appropriated land at the end of the notice to acquire period, before paying compensation. However, current practice is that possession usually occurs after payment of compensation (including 36months house rent), with displaced persons given time to vacate the land, which is usually as soon as possible.</p>	<p>OP/BP 4.12 stipulates that it is necessary to ensure that economic and physical displacement does not take place before necessary measures for resettlement are in place. In particular, taking possession of land and related assets may occur only after compensation has been paid and, where applicable, resettlement sites and a moving allowance have been provided to the displaced persons. OP 4.12 is also triggered for the involuntary restriction of access to legally designated parks</p>	<p>The 1967 Land Acquisition Act allows the government to appropriate the land before paying compensation which is not consistent with OP/BP 4.12. Current practice endeavors to pay compensation before taking possession of the land.</p>

Types of affected/lost assets	Tanzanian law	World Bank OP/BP 4.12	Comparison/Gaps
		and protected areas resulting in adverse impacts on the livelihoods of the displaced persons. REGROW is not expected to impose any restriction of access to legally designated areas, since it is operating in Protected Areas designated as such many years ago. However, since REGROW is strengthening PA management's ability to reduce illegal activities within the priority PAs, a Process Framework was prepared, targeted towards supporting communities to find alternative livelihoods that do not conflict with conservation outcomes.	
<i>Livelihood restoration and assistance</i>	There are no legal provisions requiring the government to restore livelihood or to provide assistance toward the restoration of such livelihoods. Indeed, compensation is not payable in the case of restrictions to access to areas of livelihood opportunities. Moreover, there are no provisions that require the government to pay special attention to vulnerable groups or indigenous peoples.	OP/BP 4.12 requires that the resettlement plan or policy include measures to ensure that the displaced persons are (i) offered support after displacement for a transitional period, based on a reasonable estimate of the time likely to be needed to restore their livelihood and standard of living and (ii) are provided with development assistance in addition to compensation measures, such as land preparation, credit facilities, and training or job opportunities.	There are no transitional measures provided under Tanzanian law and practice; nor are there provisions for compensation as a result of restrictions to access to livelihood. Tanzanian law does not make provisions requiring the government to pay special attention to vulnerable groups in the administration of compensation.
<i>Consultation and disclosure</i>	There are few provisions related to consultation/disclosure in Tanzanian law. The notice, under the 1967 Land Acquisition Act, informs landowners about the president's need to appropriate their land and their right to object. The 1999 Land Act allows displaced persons to fill in forms requiring that their land be valued and state their opinion as to what their assets are worth. Since resettlement is not provided for legally, there are no provisions about informing the displaced persons about their options and rights; nor are they offered choice among feasible resettlement	OP/BP 4.12 requires that displaced persons are (i) informed about their options and rights pertaining to resettlement and (ii) consulted on, offered choices among, and provided with technically and economically feasible resettlement alternatives.	The provisions in OP/BP 4.12 requiring consultation and disclosure have no equivalent in Tanzanian law and practice.

Types of affected/lost assets	Tanzanian law	World Bank OP/BP 4.12	Comparison/Gaps
	alternatives.		
<i>Grievance mechanism and dispute resolution</i>	<p>Under s. 13 of the 1967 Land Acquisition Act, if dispute or disagreement regarding any of the matters listed below is not settled by the parties concerned within six weeks from the date of the publication of notice that the land is required for a public purpose, the minister or any person holding or claiming any interest in the land may institute a suit in the High Court of Tanzania for the determination of the dispute.</p> <p>(i) The amount of compensation; (ii) The right to appropriate the land; (iii) The identity of persons entitled to compensation; (iv) The application of section 12 to the land; or (v) Any right privilege or liability conferred or imposed by this act.</p> <p>In practice, the government tries to resolve grievances through public meetings of the affected persons.</p>	<p>OP/BP 4.12 requires that displaced persons, their communities, and any host communities receiving them are provided with timely and relevant information, consulted on resettlement options, and offered opportunities to participate in planning, implementing, and monitoring resettlement.</p> <p>Appropriate and accessible grievance mechanisms must be established for these groups.</p>	<p>The law in Tanzania does not provide for the establishment of grievance resolution mechanisms specific to particular resettlement cases.</p>

Source: Adapted from Resettlement Management Framework for the Second Water Sector Support Project (WSSP – II), TASAF II Resettlement Policy Framework (2011), RPF for RICP-TZ (2009), RPF for the Resilient Natural Resources Management for Tourism and Growth Project (REGRO) (2017)

3.6 Bridging the Gaps

In this Framework, compensation will be made following the constitutional provisions and where these provisions are not adequate or not in line with the requirements of OP/BP 4.12; the World Bank's Operational Policies will prevail and will be applied. The framework will use the best of both national legislation and Bank OP/BP 4.12 to ensure that compensation is fair and equitable and the PAPs are not, in any way, placed in a worse position socially and economically, than their position before their land was acquired for the DTP sub-project activities.

3.7 Institutional Arrangement for Land Administration and Compensation

Tanzania has no policy on involuntary resettlement, but land Acts stipulate the various actors in land and natural resources administration and management including acquisition of land, access, use and management of public resources. Taking this and requirement of the World Bank OP 4.12 into consideration, two institutional frameworks comes into play in the development and implementation of the RPF - Central Government Ministries, Department and Agencies and Local Government Authorities as described in the following sub-sections.

3.7.1 Ministry of Lands, Housing and Human Settlement Development

The Ministry of Lands, Housing and Human Settlement Development (MLHHSD) is responsible for policy, regulation and coordination of matters pertaining to land in Tanzania and administers the various land acts: Land Acquisition Act, the Land Act and the Village Land Act. The Ministry is responsible for land use planning, management and land delivery activities specifically surveying and demarcating land/parcel/farms, and provision of land ownership and tenancy in both rural and urban areas.

- *Minister Responsible for Lands / Land Use Planning*

Established under the Land Policy and the Land Act (Section 8) as the sole authority over all land matters. The Land Act poses to Minister the duty of policy formulation and implementation of Land Policy and Act. The Minister is directed to perform a number of functions (delegated to the Commissioner for Lands) including issuing permit for using land (other than village or reserved land). The Minister is empowered to designate any Body or Organ as a planning authority (Section 7 (4)) and to declare any area of land to be a planning area (Section 8(1)).

- *Commissioner for Lands*

Established under the Land Policy and Land Act as sole authority responsible for land administration. Land Act (Section 9-11) impose the Commissioner for land as the principal administrative officer and professional officer and advisor to the government in land matters (land allocation, acquisition, registration and land management in general) at all levels. All instances of acquisition of land for public purposes and the need for resettlement and/or compensation have to be referred to the Commissioner. The Commissioner may appoint officers at the appropriate levels of government to administer land other than village land. Has power to delegate the powers to officers at Local Authority or public organization all who work and comply to directives of the Commissioners. In addition, a reform was made recently whereby Commissioners for Lands were appointed in designated zones throughout the country. They will be responsible for land management/administration matters in their respective zones.

- *National Land Use Planning Commission*

Established under Section 6 &7 of the Land Use Planning Act, as the principal advisory organ of the Government on all matters related to land use. The Commission is comprised of various environmental stakeholders to ensure oversee the best use of land use planning.

- *Survey and Mapping Division*

The Surveys and Mapping Division also provides land survey services to government agencies, maintains geodetic survey control networks, prepares and maintains cadastral and topographic maps for the entire country. The Director of Surveys is responsible for coordinating all public sector mapping activities and for maintaining records of all maps, plans and land surveys, which are conducted by government agencies.

- *National Land Advisory Council*

Established under the Land Act (Section 17) to advice Minister on Land Policy and institutional framework and organizational structure for land matters.

- *Land Allocations Committee*

Under the Land Act (Section 12) Land Allocation Committees are to be established at central, urban and district authorities to perform duties related to advise of application of Rights of Occupancy.

- *Chief Government Valuer*

Land (Assessment of the Value of Land for Compensation) Regulations, 2001 (Regulation 6) directs that every assessment of the value of land and unexhausted improvement is verified and endorsed by the Chief Valuer of the Government or Representative.

- *Qualified (Registered) Valuer*

Land (Assessment of the Value of Land for Compensation) Regulations, 2001 (Regulation 5) directs that every assessment of the value of land and unexhausted improvement is done by a qualified Valuer. Valuers are government employees or individuals or companies registered as service providers in the lands sector and conduct surveys, property valuation etc.

3.7.2 Local Government Authorities

The Local Government system in Tanzania is based on the decentralization policy and is enshrined in the Regional Administration Act (1997), Local Government (District Authorities) Act No. 7, 1982, and the Local Government (Urban Authorities) Act No. 8, 1982. Relevant to this RPF is the former, governing District authorities. Administratively, Tanzania is divided into three levels of Local Governments whereby each level has statutory functions with respect to development planning. The three levels with respect to District authorities are District Councils, Ward Office, and Village Council.

The District Councils are responsible for planning, financing and implementing development programmes and the law within their areas of jurisdiction. The Council is comprised of:

- i. District technical and supporting Departments including:
 - Land and Natural Resources (including environment) with sections /units for physical planning, surveying, valuation;
 - Community Development (community mobilization, communication and sensitization);

- Planning (budget planning, investment planning and has a Monitoring and Evaluation (M&E) unit);
 - Public Health, which includes a District Medical Officer
- ii. Land Tribunals (District and Ward levels) for handling and resolving land-related disputes and grievances;
- iii. Various multi-disciplinary, multi-sectoral technical teams and committees of Councillors provided for in the legislation responsible for budgeting, social issues, environmental management, security, planning development projects at local government levels. These are:
- Finance, Administration and Planning Committee;
 - Education, Health and Water Committee; and
 - Economic Affairs, Works and Environment Committee.

In addition, there are other standing committees for Resettlement and Compensation and Grievance Redress. These are the most relevant for the RPF and any subsequent RAPs. Their composition and responsibilities are provided in *Table 3-2* below.

Table 3-2: Existing Committees at LGAs involved in resettlement and compensation

Unit	Responsibilities	Members
Resettlement and Compensation Committee	<ul style="list-style-type: none"> - Oversight management and coordination of RAP implementation activities - Coordination with municipalities, districts, government agencies and other stakeholders - Review of periodic progress monitoring reports on RAP implementation in accordance with RAP guidelines - Coordinate management of compensation process including providing compensation payments, awareness/training on managing compensation - Ensure compensation is consistent with RAP guidelines - Overseeing establishment and preparation of resettlement sites/homes and other relocation assistance agreed - Maintaining records of PAPs, compensation payments, and monitoring reports - implements measures to prevent land speculation or influx of ineligible persons 	<ul style="list-style-type: none"> - Regional Commissioner (Chair) - Representative of District Commissioner - Representative of respective district Authorities: District Land officer, District Valuer, Community Development Officer, Town Planning - Representative of a local leaders (Ward executive officer, village chairman and village executive officer) - Representative of PAPs (nominated by residents to represent the community/village)
Grievances Redress Committee	<ul style="list-style-type: none"> - Address entitlement issues and other disputes and concerns among PAPs and other stakeholders. - Advice PAPs and other stakeholders on redress mechanisms which cannot be resolved - Refer unresolved disputes to Community 	<ul style="list-style-type: none"> - District Commissioner (Chair) - Representative of respective district Authorities: district lands, planning and community development departments - Representative from implementing

Unit	Responsibilities	Members
	Social Committee (CSC) - Liaise with other authorities and Resettlement Committee	agency - Representative of PAPs (nominated by residents to represent the community/village)

It should be noted here that, in these committees, gender balance is maintained, a good representation of women is required. Local governments are not replicated at the regional level. Regional authorities provide technical advice and support and exercise supervision to the Municipal councils. Regional and District Commissioners are responsible for co-ordinating and managing central government affairs.

4. SCREENING AND APPROVAL OF SUB-PROJECTS/RAPs

As described in *Section 2.6* above, the World Bank's OP4.12 Involuntary Resettlement will be triggered because the sub-projects to be implemented under DTP may require the involuntary acquisition of land and/or other assets. Since the location of these areas are presently unknown, the preparation and disclosure of this RPF is a conditionality for appraisal of the DTP. However, during implementation of DTP, in a process defined below, the identification of these areas will be made. When that happens, land will be acquired and people will be affected. At that stage, OP4.12 calls for the preparation of individual RAPs that must be consistent with this RPF.

To address the impacts under this policy, resettlement and compensation plans must include measures to ensure that displaced persons are:

- informed about their options and rights pertaining to resettlement and compensation;
- consulted on, offered choices among, and provided with technically and economically feasible resettlement and compensation alternatives;
- experiencing losses of assets and access attributable to the subproject(s); and
- provided prompt and effective compensation at full replacement cost for losses of assets and access, attributable to the project.

4.1 Screening Process

The first stage in the process of preparing the individual resettlement and compensation plans is the screening process to identify the land/areas that are being impacted. The resettlement and compensation plans will contain the analysis of alternative sites undertaken during the screening process. This entails a step by step process that the DTP will take to determine whether the subproject will result in physical or economic displacements, and therefore whether a RAP is required and if so, how to prepare and implement one. The screening process will ensure that subprojects intended for DTP funding comply with the requirements of OP 4.12 and Tanzanian statutory requirements.

Subproject screening will be used to identify the types and nature of potential impacts related to the activities proposed under the DTP and to provide adequate measures to address the impacts. Screening for resettlement issues shall be part of the environmental and social screening, as is detailed in the ESMF as well. Sub-projects screening will be incorporated into the sub-project application form. The goal is to identify and consider resettlement issues as early as possible. The screening checklist/form is presented in *Annex IV* and is based on the same format to be used in the implementation of the ESMF. This is to ensure that the process for screening remains simple and concise.

The list of sub-projects that have potential resettlement issues will then be subjected to a comprehensive sensitization and consultation process with the potentially impacted communities and the outcome of this process would be documented for each site. The list and the outcome of the consultative process for each site/sub-project on the list would then be sent to the respective local government council in the jurisdiction mandated to confirm, approve, disapprove, refer for further consultation and/or take a final decision on each proposed site/sub-project. Carrying out the screening process in this way is designed to give it the integrity and transparency it needs to allow all stakeholders to have confidence in the process.

Once sub-projects have been approved using this consultative process, the chosen locations will be the subject of a study and the preparation of a document as follows: a socio-economic study (this study will include determination of impacts) and preparation of individual RAPs. Sub-project screening and RAP processes will include technical assistance from World Bank to ensure proper implementation.

During screening there must be adequate consultation and involvement of the local communities and the affected persons. Specifically, the affected persons must be informed about the intentions to use the earmarked sites for the proposed DTP activities, facilities and structures.

The aim of public consultations at the screening stage will be to:

- disseminate concepts for proposed project activities with a view to provoking project interest amongst the communities;
- promote sense of ownership for the project and resettlement activities;
- invite contributions and participation on the selection of project sites;
- determine communities' willingness to contribute in kind towards the implementation of the project; and
- determine community willingness to contribute towards long term maintenance of the project facilities.

4.2 Preparation of Sub-Project RAP

A RAP shall be prepared by the implementing agency preferably with the support of technical service providers, for sub-projects that have been determined to result in potential involuntary resettlement and/or land acquisition. When a RAP is required, the implementing agency shall submit completed studies along with their RAP's sub-project application to the Resettlement Committee for appraisal, and subsequently to the World Bank. Detailed guidelines for preparing a RAP and an abbreviated RAP is presented in *Annex V*.

The basic elements of a RAP, as outlined in the OP 4.12 includes but not limited to the following:

- Identification of project impacts and affected populations;
- Baseline socio-economic data and census
- Legal framework for land acquisition and compensation;
- Compensation framework;
- Description of resettlement assistance and restoration of-livelihood activities;
- Detailed budget;
- Implementation schedule;
- Description of organizational responsibilities;
- Framework for public consultation, participation, and development planning;
- Description of provisions for redress of grievances; and
- Framework for monitoring, evaluation, and reporting.

The final list of sites approved by the local government councils, the process of selection of the sites, and the RAP are all subject to final review and approval by the World Bank in order to ensure compliance with Bank safeguards. At its sole discretion the World Bank may delegate through the Government to the implementing agencies this responsibility to ensure compliance with the provisions in this RPF after it is satisfied that effective monitoring of this process is in place.

5. GUIDING PRINCIPLES, ELIGIBILITY AND ENTITLEMENT

This chapter provides the main principles and concepts governing resettlement/compensation i.e. a description of eligibility for compensation and entitlements under relevant laws and WB policy principles for valuation and compensation.

5.1 Experience and Lessons from the RCIP Compliance Audit

In 2017, the MWTC in collaboration with the World Bank commissioned a compliance environmental audit for the RCIP which was at the final stages of completion. The objective was to assess compliance with safeguards policies of the Bank as per requirements outlined in the ESMF and RPF that were prepared for the project. A total of 118 tower stations sites in 26 regions; 63 Govnet sites; and 24 LGA sites in 6 regions were sampled and audited. The key audit findings and conclusions in relation to land acquisition and resettlement issues have been taken into consideration in this RPF. Further, the environmental and social experience will be fully considered during design, construction and operation of the proposed DTP's sub-project activities that will trigger.

5.1.1 Audit Key Findings in Resettlement Related Issues

- Land speculation was rampant in the sites implemented by Tigo/MIC, Vodacom and Airtel. This is a serious observation that must be followed up;
- Service providers or project operators were not acquainted with ESMF and RPF documents and their requirements. Neither, they had any contractual obligation to adhere to the ESMF nor the RPF. However, through ESIA the contractors committed themselves to sound environmental practices as condition of Environmental Certificates; and
- Major impacts that are common to many sites visited include land speculation.

The audit key recommendations in relation to land acquisition and resettlement issues are:

- All land leases to be endorsed by respective village authority. The services provider should be made to have a contractual obligation to give a copy of the purchase or lease agreement to the land owner;
- Special contract clause should be included to ensure all contractors or service providers implement the recommendations of the ESMP and/or adhere to the requirements of the ESMF and RPF; and
- Adequate community awareness to be ensured before project implementation commences in the respective areas.

5.2 Principles Guiding Resettlement of PAPs

The RPF follows the guiding principles for any activity that causes negative impact on affected persons in relation to implementation of the proposed DTP's sub-projects. These principles should be taken into account whenever communities living in the areas proposed for projects may be impacted by implementing activities, whether a permanent or temporary impact:

- i. Resettlement/relocation and compensation planning and implementation activities, and the compensation of PAPs and other relevant stakeholders, will be undertaken with continuous consultation throughout the process;
- ii. PAPs will be informed about their rights and options pertaining to displacement, compensation and resettlement/relocation, and about grievance mechanisms available to them;

- iii. Displacement of people, property and livelihoods is to be minimized as much as possible, by employing alternative technologies of project infrastructure in such a manner so as to minimize the need to acquire land and property, and to cause as little disturbance and disruption as possible;
- iv. All possible means will be used to ensure that no people are harmed in any way by construction activities and project outcomes;
- v. PAPs who meet agreed eligibility criteria will be entitled to compensation and relocation measures. Lack of legal rights to land and assets occupied or used will not preclude a PAP from entitlement to resettlement/relocation and compensation measures;
- vi. Compensation, resettlement/relocation and rehabilitation measures will be as fair to all parties concerned;
- vii. Compensation, resettlement/relocation and rehabilitation entitlements will be provided in accordance with Tanzanian law and procedures as a minimum, but will include additional measures to meet World Bank requirements where appropriate;
- viii. Where compensation in cash is provided for loss of assets (including housing and other structures), for loss of access to assets, or for damage caused to assets, it will be provided on the basis of market value or replacement cost (whichever is the highest) and will include necessary additional costs incurred to achieve full restoration;
- ix. Specific and additional assistance will be provided for particularly vulnerable people, namely women-headed households, widows, orphans, the elderly and handicapped people; and
- x. Pre-construction and construction work on each particular affected site will not commence until PAPs have been satisfactorily compensated and/or relocated.

5.3 Categories of PAPs

Project Affected Persons or household (PAPs) are directly affected, socially and/or economically, temporarily or permanently by a project, as a result of:

- i. the appropriation of land and other assets causing (relocation or loss of shelter);
- ii. loss of assets or access to assets; and
- iii. loss of income sources or means of livelihood, whether or not of the affected person; and persons must move to another location).

Although it is known that OP4.12 will be triggered, and the exact nature and locations of sub-projects are unknown, the following types of PAPs will be used in identifying groups of PAPs for the purpose of determining impacts:

- i. *Affected individuals*: are individuals whose assets may be lost, including land, property, other assets, and/or access to natural and/or economic resources as a result of activities related to sub-project(s). The individual PAPs could be:
 - Affected property owners – are owners of land or owners of structures for business, residential or other purpose.
 - Affected tenants: these are people who do not own property but rent house, premises or land for the respective purposes; This category of PAPs is classified in different sub-categories including residential tenants, business tenants, or farm tenants
 - Affected encroachers and other opportunistic land occupiers – are persons who do not own land that they occupy or use and non-bone fide occupants and intruders of lands reserved for public or other uses. Encroachers in urban area may occupy land for residential / commercial purposes.

- Affected squatters - include persons or groups who have settled in place with and without official title to their land.
- ii. *Affected households*: are groups of PAPs in one household and where one or more of its members are directly affected by the DTP sub-project activities. These include members like the head of household, male, and female members, dependent relatives, tenants, etc. A household is affected if one or more of its members is affected by sub-project activities, either by loss of property, land, loss of access, or otherwise affected in any way by project activities. This provides for:
- any members in the households, men, women, children, dependent relatives and friends, tenants.
 - vulnerable individuals who may be too old or ill to farm along with the others.
 - relatives who depend on one another for their daily existence.
 - relatives who may not eat together but provide housekeeping and other domestic chores, and
 - other vulnerable people who cannot participate for physical or cultural reasons in production, consumption, or co-residence.
- iii. *Affected local community* – A community is affected if project activities affect their socio-economic and/or social-cultural relationships or cohesion. For example project activities could lead into such improvement of socio-economic welfare that class-consciousness arises coupled with cultural erosion etc.
- iv. *Vulnerable groups*: people such as those who are elderly, infirm, orphans, terminally ill; children; those stricken with HIV/AIDS; women-headed households; unemployed women living alone; unemployed youth; etc. Households headed by women or children that depend on sons, brothers, and others for supports are especially vulnerable. Similarly, households with elderly or terminally ill persons are eligible for additional support.

Further, PAPs can be classified into three broad groups as:

- Those who have formal legal rights to the land they occupy;
- Those who do not have formal legal rights to land, but have a claim to land that is recognized or recognizable under the national, local, or traditional laws including those measures put in place by the draft land policy; or
- Those who have no recognizable legal right or claim to the land they occupy.

5.4 Types of Losses due to Land Acquisition

Generally, however, the DTP sub-projects are individually not expected to result in major impacts of people, land, property, including people’s access to natural and other economic resources. Notwithstanding, land acquisition, compensation, and resettlement of people may be necessary for some of the sub-projects. The severity of impact, determines what the resettlement measures will be. For example, in the installation of cables or building structures, the impact would be linear, whereas the installation of a mast, only a very small portion of the land may be impacted as presented in *Table 5-1*.

Table 5-1: Nature of impacts

	Activity	Nature of Impact	Resettlement Measure
1.	Installation of masts and towers	Small plot	Replace land and/or pay compensation
2.	Installation of fixed line cables and connectors	Limited linear impact, along existing roads	Pay compensation, if not in public right of way
3.	Construction of landing stations	Plot for building	Replace land and/or pay compensation;
4.	Equipment housing (e.g. shelters, cabinets, auxiliary power units)	Plot for infrastructure	Replace land and/or pay compensation; Compensate for other assets
5.	Road infrastructure (mostly feeder roads)	Linear impact	Replace land and/or pay compensation

Likely categories of impacts/loss that may occur include:

- *Loss of assets or access to assets*

Loss of land and/or property if any activity will acquire land as the land in question will be under use of some sort, communally, or individually. This may cause loss of rights to pieces of land, and/or un-exhausted improvements on the land i.e. built structures and crops.

Loss of land: mainly residential land or commercial land. Because urban agriculture and livestock keeping are widely practised, affected land could also be agricultural land or grazing ground. Land could belong to private individuals, local institutions, or community/ public land. The land could either be grown with crops, or built with structures or open land used for recreation or not developed/used. Ownership could mainly be under either statutory rights of occupancy or customary rights of occupancy and the affected people will lose these land rights (owner; lease holder; informal user of the land).

Loss of house structures: the built structures could be residential houses /dwelling, residential and commercial houses, house annexed structures (e.g. kitchens, boundary wall / live fences, pit latrines, house foundations, stores, cottage industries, livestock pens/sheds etc.) or commercial structures (shop, stall); or house supply structures: water source/supply (well, pump, water line), electricity supply (underground, overhead etc.). Loss of buildings and structures will affect (owner; tenant; informal user of the structure) individual, institution or community.

Loss of structures only (not land): encroachers and squatters may suffer loss of fixed structures but not land on which they are built.

Relocation of movable assets and property: these include privately own machinery, mobile structures, and graves

Loss of agricultural assets: farm properties mainly constitute standing crops permanent crops, trees, seasonal crops and vegetable gardens.

- *Loss of income sources or means of livelihood of persons using the land or assets*

The person affected could be title holder/ owner; tenant/lease holder; squatter/informal dweller.

- Loss of income sources: through loss of business premise or cash crops
- Loss of means of livelihood: through loss of farming, grazing area
- Loss of rental accommodation or loss of business premises: residential or business tenants will incur loss of rental accommodation or loss of business premises as in many places people rent premises for business or residential purposes

- *Natural assets*

These are unused farmland and natural vegetated / forested areas - these sections are usually not inhabited, however, the benefits accrued will be lost to the communities that use them.

- *Involuntary restrictions of access to resources, property or asset*

In other areas, restrictions that prevent / limit access to resources, property or asset will also result in adverse impacts on livelihoods and wellbeing of affected persons.

5.5 Eligibility

Identification of those meeting the eligibility criteria is to be confirmed, through relevant socio-economic surveys and asset and legal verification surveys. Information on special groups, such as those that are vulnerable, will also be identified through the surveys, and confirmed through the consultation process.

The Land Act of 1999 confers eligibility for compensation to:

- The holder of the granted right of a right of occupancy, which is compulsorily acquired by the President for public purposes. So where the President acquires a piece of land that was granted to an occupier in order to build a road or a school or other public structures, compensation must be paid to the one who was occupying it through a right of occupancy;
- The holder of a granted of right of occupancy which has been revoked;
- The holder of a granted customary right of occupancy in respect of land which is declared to be hazardous land;
- The occupier of land in any peri-urban area where the President acquires such land;
- The Land (Compensation Claims) Regulations, 2001 provides further that any person occupying land is eligible to apply for claim for compensation. This recognizes that when making a decision as to who is eligible to get compensation it must be borne in mind that there are people who may not have the title to a piece of land but have acquired interests and rights over that piece of land because of the following reasons:
- A person has occupied land which legally belongs to another person for more than twelve years under the Law of Limitation Act, 1971 acquires all the rights over that piece of land, and therefore also has the right to compensation;

The adjudication function on village lands is assigned to the village government. The village government has administrative control over village land and acts as a liaison between the government and village residents. Within villages, various committees of the village government control land use. Villagers hold rights of occupancy and use for an indefinite (that is, unlimited) period. Village lands do not have to be titled for rights of users and occupants to be recognized and are not subject to rental

payment (refer *Table 3-1* for further details on Comparison of the Tanzania Laws and World Bank OP4.12).

WB policy further states that any person occupying land, whether they have legal title, have been granted customary use rights, or have no title or customary use but occupy land prior to cut off date, they are entitled to compensation. Thus, the Bank's OP 4.12 suggests the following three criteria for eligibility:

- a. Those who have formal rights to land (including customary and statutory rights of occupancy recognized under the Laws of each respective country);
- b. Those who do not have formal legal rights to land at the time the census begins but have a claim to such land or assets provided that such claims are recognized under the laws of the country or become recognized through a process identified in the resettlement and compensation plan; and
- c. Those who have no claim to land they are occupying or using.

Those covered under a) and b) above are to be provided compensation for land they lose, and other assistance in accordance with the policy. Persons covered under c) above are to be provided with resettlement assistance in lieu of compensation for the land they occupy or use, and other assistance, as necessary, to achieve the objectives set out in this policy, if they occupy or use the project area prior to a cut-off date established by the MWTC's PIU and acceptable to the Bank. Persons who encroach on the area after the cut-off date are not entitled to compensation or any other form of resettlement assistance. All persons included in a), b) or c) above are to be provided with compensation for loss of assets other than land.

Therefore, it is clear that all affected persons irrespective of their status or whether they have formal titles, legal rights or not, are eligible for some kind of assistance if they occupied the land before the entitlement cut-off date. The entitlement cut-off date refers to the time when the census of persons and their property in the area is carried out, i.e. the time when the project area has been identified and when the socio-economic study is taking place. Thereafter, no new cases of affected people will be considered. Persons who encroach the area after the socio-economic study (census and valuation) are not eligible for compensation or any form of resettlement assistance.

5.6 Entitlement

The potential resettlement may affect a range of households, business operators, institutions and individual community members. The impacts, manifest at individual and group level requiring a definition of a unit of entitlement. The unit of entitlement is thus varied depending on the category of the affected persons in the course of implementation of DTP's sub-projects. Examples of units of entitlement include:

- for compensation against the loss of land – the unit of entitlement is the landholder;
- for privately held assets and resources – the unit of entitlement is the owner/ household head. Safeguards have been put in place to ensure equitable distribution of compensation among household members (*Sections 6.4 and 6.5*);
- for the loss of contract of rent – the unit of entitlement is the individual who rented farm land
- for loss of employment – the unit of entitlement is the individual directly affected; and
- for rehabilitation assistance – the unit of entitlement is the household. Where household subsistence and survival strategies may be disrupted through the loss of land or the

relocation of business enterprises, rehabilitation measures may be extended to an adult household member or members other than the household head to support the restoration and diversification of household livelihoods.

The entitlements require a process of public consultation and disclosure. The WB OP 4.12 emphasises that displaced people must be informed of their rights and consulted on options. It specifically states to “Consult project-affected persons, host communities and local Non-Governmental Organizations (NGOs), as appropriate. The consultation process should provide opportunities to participate in the planning, implementation, and monitoring of the resettlement program, especially in the process of developing and implementing the procedures for determining eligibility for compensation benefits and development assistance (as documented in a resettlement plan).

5.7 Cut-off Date and Methods to Determine

It is necessary to determine, and publicly declare a cut-off date, to define eligibility and thus entitlements. Property inventories with other relevant socio-economic surveys, and fixing a cut-off-date after proper consultation and an announcement, are instrumental to avoid unnecessary and sometimes fraudulent claims for compensation. After the property inspection and survey exercise is completed, no further claims will be accepted.

When the respective local council approves the sub-project, the PIU, respective district and local authorities, will meet to discuss and agree on a programme of implementation. They will also choose tentative cut-off dates. Cut-off dates tend to coincide with the date of the initial census. The dates would then be communicated to the community through their respective representative in the Village Council or District Councillors.

The entitlement cut-off date is usually the time when the assessment of persons and their property in the sub-project area is carried out, i.e. the time when the sub-project area has been identified and when the site-specific socio-economic study is taking place. Thereafter, no new cases of affected people will be considered. The establishment of a cut-off date is required to prevent opportunistic invasions/rush migration into the chosen land areas thereby posing a major risk to the sub-project. Therefore, establishment of a cut-off date is of critical importance. The PIU will play a crucial role in identifying users of land since most of them would have acquired their customary rights to use the land from their local customary heads or Village Government.

Where there are clearly no identified owners or users of land or assets, the respective Regional Lands Board, District Authorities, and Village government will notify the community leaders and representatives to help to identify and locate the land users. These leaders and representatives will also be charged with the responsibility to notify their members about the established cut-off date and its significance. The user(s) will be informed through both formal notification in writing and by verbal notification delivered in the presence of the community leaders or their representatives.

5.8 Forms of Compensation and Calculations

Individual and household compensation will be made in cash, in kind, and/or through assistance as per the entitlement matrix provided in *Table 5-2* overleaf. The type of compensation will be an individual choice of the PAP. If the total loss of land that was used for subsistence farming is more than 20% of the holding, land for land replacement must be offered, and is preferable to in-kind compensation (but ultimately PAP's choice):

- i. Cash payments: compensation will be calculated in Tanzania shillings. Rates will be adjusted for inflation. Compensation may include items such as land, houses, among others;
- ii. In-kind: compensation can include buildings, building materials, seedlings, agricultural inputs, and financial credits for equipment; and
- iii. Assistance: it may include disturbance allowance, moving allowance, transportation, and/or labour, title fees, or other related costs.

Compensation payments raise issues regarding inflation, security, and timing that must be considered. One reason for providing in-kind compensation is to reduce inflationary pressures on the costs of goods and services. Local inflation may still occur, thus market prices will be monitored during the compensation period to allow for adjustments in compensation values. The question of security, especially for people who will be receiving cash compensation payments, needs to be addressed by the local administration. Local banks and microfinance institutions should work closely with the local administration at this level to encourage the use of their facilities, which will positively affect the growth of the local economies. Each recipient in consultation with the district, local, and traditional administrations, will decide upon the time and place for in-kind compensation payments.

5.9 Replacement Cost

The rate of compensation for lost assets must be calculated at full replacement cost, that is, the market value of the assets plus transaction costs. With regard to land, structures, and businesses, the replacement costs are:

- i. Agricultural land: The market value of land of equal productive use or potential located in the vicinity of the affected land, plus the cost of preparation to levels similar to or better than those of the affected land, plus the cost of any registration and transfer taxes;
- ii. Land in urban areas: The market value of land of equal size and use, with similar or improved public infrastructure facilities and services preferably located near the affected land, plus the cost of any registration and transfer taxes; and
- iii. Household and public structures: The cost of purchasing or building a new structure, with an area and quality similar to or better than those of the affected structure, or of repairing a partially affected structure, including labour and contractors' fees and any registration and transfer taxes. In determining the replacement cost, depreciation of the asset and the value of salvage materials are not taken into account, nor is the value of benefits to be derived from the project deducted from the valuation of an affected asset.

Table 5-2: Entitlement matrix to be used in the RAPs

Land and Assets	Types of Impact	Person(s) Affected	Compensation/Entitlement/Benefits
Agricultural land	<ul style="list-style-type: none"> Land under cultivation Less than 20% of land holding affected Land remains economically viable. 	Farmer/title holder	<ul style="list-style-type: none"> Cash compensation for affected land equivalent to replacement value
		Tenant/lease holder	<ul style="list-style-type: none"> Cash compensation for the harvest or product from the affected land or asset, equivalent to average market value of last 3 years, or market value of the crop for the remaining period of tenancy/lease agreement, whichever is greater.
	<ul style="list-style-type: none"> Greater than 20% of land holding lost Land does not become economically viable. 	Farmer/Title holder	<ul style="list-style-type: none"> Land for land replacement where feasible, or compensation in cash for the entire landholding according to PAP's choice. Land for land replacement will be in terms of a new parcel of land of equivalent size and productivity with a secure tenure status at an available location, which is acceptable to PAPs. Transfer of the land to PAPs shall be free of taxes, registration, and other costs. Relocation assistance (transport allowance + assistance in re-establishing economic trees + allowance up to a maximum of 12 months while short- term crops mature)
		Tenant/Lease holder	<ul style="list-style-type: none"> Cash compensation equivalent to average of last 3 years' market value for the mature and harvested crop, or market value of the crop for the remaining period of tenancy/lease agreement, whichever is greater. Relocation assistance (transport allowance + assistance in re-establishing economic trees + allowance up to a maximum of 12 months while short- term crops mature)
	Commercial Land	<ul style="list-style-type: none"> Land used for business partially affected Limited loss 	Title holder/business owner
Business owner is lease holder			<ul style="list-style-type: none"> Loss of Profit (Net profit/p.m. x 36 months)
<ul style="list-style-type: none"> Assets used for business severely affected If partially affected, the remaining assets become insufficient for business purposes 		Title holder/business owner	<ul style="list-style-type: none"> Land for land replacement or compensation in cash according to PAP's choice. Land for land replacement will be provided in terms of a new parcel of land of equivalent size and market potential with a secured tenure status at an available location which is acceptable to the PAP. Transfer of the land to the PAP shall be free of taxes, registration, and other costs. Relocation assistance (transport + disturbance allowance) Loss of Profit (Net profit/p.m. x 36 months)
		Business person is a lease holder	<ul style="list-style-type: none"> Loss of Profit (Net profit/p.m. x 36 months)
Residential Land	<ul style="list-style-type: none"> Land used for residence partially affected, 	Title holder	<ul style="list-style-type: none"> Cash compensation for affected land
		Rental/lease holder	<ul style="list-style-type: none"> Relocation assistance (disturbance allowance)

Land and Assets	Types of Impact	Person(s) Affected	Compensation/Entitlement/Benefits
	limited loss • Remaining land viable for present use.		
	• Land and assets used for residence severely affected • Remaining area insufficient for continued use or becomes smaller than minimally accepted under zoning law(s)	Title holder	• Land for land replacement or compensation in cash according to PAP's choice. • Land for land replacement shall be of minimum plot of acceptable size under the zoning law(s) or a plot of equivalent size, whichever is larger, in either the community or a nearby resettlement area with adequate physical and social infrastructure systems as well as secured tenure status. • When the affected holding is larger than the relocation plot, cash compensation to cover the difference in value. • Transfer of the land to the PAP shall be free of taxes, registration, and other costs. • Relocation assistance (transport, accommodation and disturbance allowance)
		Rental/lease holder	• Refund of any lease/ rental fees paid for time/use after date of removal • Assistance in rental/lease of alternative land/property • Relocation assistance (transport, accommodation and disturbance allowance)
Buildings and structures	• Structures are partially affected • Remaining structures viable for continued use	Owner	• Cash compensation for affected building and other fixed assets • Cash assistance to cover costs of restoration of the remaining structure
		Rental/lease holder	• Cash compensation for affected assets (verifiable improvements to the property by the tenant). • Disturbance allowance
	• Entire structures are affected or partially affected • Remaining structures not suitable for continued use	Owner	• Cash compensation for entire structure and other fixed assets without depreciation, or alternative structure of equal or better size and quality in an available location which is acceptable to the PAP. • Right to salvage materials without deduction from compensation • Relocation assistance (transport, accommodation and disturbance allowance) • Rehabilitation assistance if required (assistance with job placement, skills training)
		Rental/lease holder	• Cash compensation for affected assets (verifiable improvements to the property by the tenant) • Relocation assistance (transport, accommodation and disturbance allowance) • Assistance to help find alternative rental arrangements • Rehabilitation assistance if required (assistance with job placement, skills training)
		Squatter/informal dweller	• Cash compensation for affected assets (verifiable improvements to the property by the squatter) • Right to salvage materials without deduction from compensation • Relocation assistance (transport, accommodation and disturbance allowance)

Land and Assets	Types of Impact	Person(s) Affected	Compensation/Entitlement/Benefits
			<ul style="list-style-type: none"> • Alternatively, assistance to find accommodation in rental housing or in a squatter settlement scheme, if available) • Rehabilitation assistance if required assistance with job placement, skills training)
		Street vendor (informal without title or lease to the stall or shop)	<ul style="list-style-type: none"> • Loss of Profit (Net profit/p.m. x 36 months) • Relocation assistance (transport and disturbance allowance) • Assistance to obtain alternative site to re- establish the business.
Standing crops	Crops affected by land acquisition or temporary acquisition or easement	PAP (whether owner, tenant, or squatter)	<ul style="list-style-type: none"> • Cash compensation equivalent to average of last 3 years market value for the mature and harvested crop.
Trees	Trees lost	Title holder	<ul style="list-style-type: none"> • Cash compensation based on type, age and productive value of affected trees plus 10% premium
Temporary Acquisition	Temporary acquisition	PAP (whether owner, tenant, or squatter)	<ul style="list-style-type: none"> • Cash compensation for any assets affected (e.g. boundary wall demolished, trees removed)

6. RESETTLEMENT TOOLS AND INSTRUMENTS

This chapter presents the main tools, instruments and respective methodologies that should be used in the sub-project RAPs.

6.1 Resettlement Planning

It is expected that the DTP activities will strive to minimize or avoid land acquisition or cause any type of resettlement in particular sub-projects related to Components 2 and 3. These activities such as construction of communication towers may result in land acquisition, impact on assets, impact on economic livelihood, and/or relocation. Thus, it is envisaged that the implementing agencies (refer *Section 2.2 & Table 2-1*) will comply to the Bank's requirements with regards to land acquisition and resettlement should land acquisition be unavoidable. The WB will provide technical assistance, and MWTC will receive WB review, comments and approval prior to implementing any resettlement activities throughout the DTP project implementation.

Therefore, if OP4.12 is triggered in any activity, the direct implementing agency will be required to prepare and implement a RAP, subject to World Bank review and clearance. The RAP will serve to consider the rights and interests of the PAPs; and it has to be fully implemented before the proposed sub-project activities are carried out.

Annex V describes the requirements for the RAP in detail. In general, the RAP contains the following information (as presented in *Section 4.2 and Annex V*):

- Baseline Census;
- Socio-Economic Survey;
- Specific Compensation Rates and Standards;
- Entitlements related to any additional impacts;
- Site Description;
- Programs to Improve or Restore Livelihoods and Standards of Living;
- Detailed Cost Estimates and Implementation Schedule;
- Grievance Mechanism; and
- Monitoring and Evaluation.

6.2 Public Consultation and Engagement

If the MWTC decides to implement a sub-project activity that requires a RAP, the direct implementing agency (refer *Section 2.2*), in collaboration with the respective District/Township/Municipal/City Community Development Officer will be responsible for conducting thorough consultations with the PAPs in their communities. Public consultation meetings are to be held in all of the affected villages/*mitaa* in the proposed project site and as well as with other interested parties. Other stakeholders to be involved might include TCRA, TCAA, TANROADS, eGA, PO-RALG etc. The objectives of the consultations will be to introduce the sub-project, community sensitization, awareness creation and clarify valuation and compensation process.

It is essential that the affected persons are made aware of, and understand during the preparation of the RAP:

- Their options and rights pertaining to resettlement/relocation and compensation;
 - Specific technically and economically feasible options and alternatives for resettlement/relocation sites;
-

- The process of and proposed dates for resettlement/relocation and compensation;
- Effective compensation rates at full replacement cost for loss of assets and services;
- Proposed measures and costs to maintain or improve their living standards;
- Grievance and redress mechanism.

The results of the consultation process will be summarized in a table, including the responses to the PAP concerns and presented in a Social Economic Impact Assessment (SIA) report and included in RAP as part of informing RAP preparation. The consultations will examine among other things:

- Acceptable alternatives;
- Conditions under which the impacts will be socially adequate;
- Measures required to guarantee that the affected people will enhance or at least restore their livelihoods and living standards;
- Preferences regarding forms of compensation assistance;
- Measures to mitigate impacts and arrangements for addressing conflicts that might occur; and
- Institutional and organizational arrangements by which displaced people can communicate their concerns to project authorities, express grievances and participate throughout planning, implementation and monitoring of the RAP.

6.3 Baseline Socio-economic Survey/PAPs Census

An important aspect of preparing a RAP is to establish appropriate and accurate baseline socio-economic data and census to identify the persons who will be affected by the individual subproject, to determine who will be eligible for compensation and assistance, and to discourage inflow of people who are ineligible for these benefits (refer *Section 5.7* on cut-off date).

Socio-economic information on the communities within and surround proposed project area is collected typically with the use of questionnaires and secondary documentation collected. The aim is to understand the PAPs socio-economic status to mitigate against further negative impacts. In addition, a census to record the details of the PAPs and their household is to be undertaken. Therefore, a household survey is done concurrently to gather information on the socio-economic profile of the PAPs for planning and monitoring purposes. Information to be collected in both the PAP census and household surveys are given in the *Table 6-1* below.

Table 6-1: Typical content of PAP census and household survey

Household information should include:	PAP Census ¹ information should include:
<ul style="list-style-type: none"> • Household head and structure • Household size • Gender structure • Age structure • Ethnicity and religion • Migratory status • Occupation • Income and expenditure levels • Education level • Health status • Marital status 	<ul style="list-style-type: none"> • The PAP's valuation reference number (indicating the proponent-location-sequential number) • The PAP's name • The date of the census • Location of affected property: plot number (or Land Registration No.), house number, street name, village or town • A sketch is drawn of the property, indicating affected portions, cropped area, fallow land, open and covered buildings, etc. • A photograph of the property is taken with the PAP in the foreground holding a large piece of paper indicating his reference number

In summary, the census consolidates information that 1) provides initial information on the scale of impacts; 2) gives an indication of further socioeconomic research needed to quantify losses to be compensated and, if required, to design appropriate development interventions; and 3) establishes indicators that can be measured at a later date during monitoring and evaluation. An illustrative example of a census survey and land asset inventory form is provided in *Annex VI*.

6.4 Valuation and Compensation of PAPs

Although the subproject locations have not been identified, it can be concluded that the DTP sub-projects may cover several types of land, including urban, peri-urban and rural segments. For all the three segments (urban, peri-urban and rural) land and assets will be valued and compensated for according to the following guidelines and as appropriate for each segment:

- The DTP will compensate for assets and investments (including labour, crops, buildings, and other improvements) according to the provisions of the resettlement plan;
- Eligibility for compensation will not be valid for new persons occupying/using the project sites after the cut-off date, in accordance with this policy;
- Compensation cost values will be based on replacement costs, as of the date that the replacement is to be provided or at the date of project identification, whichever is higher;
- The market prices for cash crops will have to be determined based on the values as determined by each country's respective agency. This is often the Ministry of Agriculture but differ from country to country; and
- PAPs who lose farmland allotted by the village under customary tenure will be provided an equivalent plot. However, since the Bank's OP4.12 makes no distinction between statute and customary rights, a customary land owner or a user of state owned land will be compensated for land, assets and investments including loss of access, at replacement costs.

Asset Inventory

¹ Ministry Valuation Form No 1

The Asset Inventories will be used to determine and negotiate entitlements, while the census information is required to monitor homestead re-establishment. For each individual or household affected, the Ward official² in collaboration with the Valuer and project management team will complete a compensation dossier containing necessary personal information on the affected party and those that s/he claims as household members, total landholdings, inventory of assets affected, and information for monitoring their future situation.

This information will be confirmed and witnessed by the village/*mtaa* leader, and Compensation and Resettlement Committee (refer *Section 3.7.2 Resettlement Committee* in *Table 3-2*). Dossiers will be kept current and will include documentation of lands surrendered. Each individual will be provided a copy of the dossier at the time of negotiations. This is necessary so that the resettlement process pertaining to each individual PAP can be monitored over time. All claims and assets will be documented in writing. The information obtained from the inventories and census will be entered into a computerized database to facilitate resettlement/relocation planning, implementation and monitoring.

Earnings Approach

Throughout Earnings Approach is to be used to assess market value for compensation in compliance with the Regulations made under S179, the Land (Assessment of the Value of Land for Compensation) Regulations, 2001. The earnings approach, estimates the production capacity of an averaged tended crop that is normally found in the area. Adjustments are made to arrive at fair market value. Compensation will cover lost production until crop is again producing at same level when impact occurred.

Direct Comparison Method

For buildings, Direct Comparison Method will be applied to arrive at the market values of the different housing. The resultant income will be compared with results of a Replacement Cost. The highest value will be taken as a base for compensation.

The basic principle governing compensation is that of none of the PAPs should be made worse but be better off. The element of compulsory acquisition of land is well treated in most legislation worldwide including Tanzania emphasizing the right to receive a fair and prompt compensation to those who occupy land that is subject to acquisition by the state for declared objectives.

In case there is an affected land or asset(s) belonging to a woman (and not to the head of the household), in households with both man and woman present, such land or asset(s) should be registered under the woman's name and she will be entitled to compensation separate from other household asset(s).

A registered Valuer will be responsible for preparing the Asset Inventory and to calculate the compensation entitlements. Before valuation exercise, the Valuer will sensitize PAPs that compensation is to replace the lost asset(s) and not to buy luxury goods. In addition, the Valuer will notify the affected households (include both man and woman) on the compensation process, list of affected assets and compensation amount for each affected asset(s). This will ensure that all household members, including women, are properly informed of asset replacement amount(s). It is preferred that the Valuer is independent i.e. not employed by the district or project implementer directly rather procured for the specific activity. However, the Valuer will carry out his/her work by involving the District Community Development Officer (DCDO), Land Officer, Surveyor and District Valuer.

² This is part of the current administrative role in their area of jurisdiction.

6.4.1 Residential Buildings, Structures and Fixtures

All affected structures will be valued and compensated in the form of cash equal to cost of building a new structure equivalent to replacement of lost asset. Valuation will be conducted by a registered Valuer - either government employee or private contractor. PAPs will have the option of reconstructing their new structures on alternative land either in the vicinity or away from the site as per their individual preferences.

Compensation will be paid for structures such as houses, farm buildings, latrines, fences and any other affected assets. Current market prices or replacement cost, whichever is higher, for construction materials will be determined. The registered Valuer will survey the prices for the calculation of compensation from the current local market or replacement cost, whichever is higher, for the construction materials and labour.

6.4.2 Annual and/ or Seasonal Crops

In case there will be seasonal and/or annual crops such as rice, maize, beans, millet and groundnuts in and around the proposed project areas, Tanzanian laws do not consider such crops to be compensated. Compensation for annual/ seasonal crops shall be calculated based on the average yield recorded in the impacted area for the last five years and the current local market prices for different crops grown on the farmers' land. The owners of the crops should be allowed to harvest their produce before the implementation of the project within the time limit granted. The compensation will start and end as per the project plan.

6.4.3 Perennial Crops and Trees

Trees have recognized local market values, depending upon the species and age. Compensation for trees is calculated based on the growth stage of the tree, using the local current price per m³³. Subsistence trees (predominantly mango) are to be compensated on a combined replacement market/subsistence value. Trees are classified into three categories: small (saplings), medium (mature trees), and large (for poles).

For trees that have already started giving yields, compensation is to be calculated considering the annual production of each tree, multiplied by the current local market price and the total number of plants, as well as including the costs for the development of the perennial trees.

If households are resettled, they will be compensated for the commercial/food value of the trees they leave behind. Owners will be allowed to take the plantation of trees within the time limit granted according to the proclamation and those that cannot be moved will be compensated.

6.4.4 Land

Preference should be given to land-based resettlement strategies for displaced persons whose livelihoods are land-based. These strategies may include resettlement on public land, or on private land acquired or purchased for resettlement. Whenever replacement land is offered, resettlers are provided with land for which a combination of productive potential, locational advantages, and other factors is at least equivalent to the advantages of the land taken. The lack of adequate land for compensation should be demonstrated and documented. Non-land-based options built around opportunities for employment or self-employment should be provided in addition to cash compensation for land and other assets lost.

³ The Valuation Division in the Ministry of Lands, Housing, and Human Settlements Development (MLHHSD) has developed crop compensation rates. These rates are reviewed every year. Compensation assessment must be approved by Chief Government Valuer. These procedures will be followed before compensation to affected people is effected

Payment of cash compensation for lost assets may be appropriate where (a) livelihoods are land-based but the land taken for the project is a small fraction (e.g. less than 20% of productive area) of the affected asset and the residual is economically viable; (b) active markets for land, housing, and labor exist, displaced persons use such markets, and there is sufficient supply of land and housing; or (c) livelihoods are not land-based. Cash compensation levels should be sufficient to replace the lost land and other assets at full replacement cost in local markets.

The labour, material and equipment cost for preparing land improvement structures/works such as clearing, levelling, drainage ditches etc. is calculated on what has already been included in the cost to the farmer. The compensation shall be based on the current local market prices or at cost of replacement, whichever is higher.

6.4.5 Reserved Grazing Land

The compensation for grass is calculated considering the grass productivity of the grazing land and the local current market price of the grass. The productivity will be calculated by considering the current carrying capacity of the grazing land in practice. This is the current carrying capacity of the grazing land will give us the equivalent grass yield by using the conventional conversion factor of livestock unit to grass yield. It is expected that communal land would be compensated based on land-for-land exchange that would then continue to be managed as current situation. Alternatively, the compensation of grassland would be calculated based on sustainable yield and production.

6.4.6 Transportation of Removable Property

Compensation for removable property will be based on the current market price of labour, material and transportation costs required to remove, transfer and replant the property.

6.4.7 Cemeteries and Sacred Sites

The Graves (Removal) Act of 1969 refers directly to grave removal. As a general principle, however, the exhumation and re-burial of individual graves within the project area will be avoided as much as possible if unavoidable, only commence following the resettlement of associated families. When this occurs, the project will:

- (i) Identify all existing graves within the project area;
- (ii) Make exhumation and re-burial arrangements with Local Entities (District Government and health officials) and individuals will arrange for reburial ceremonies of the deceased.

In consultation with the village government, identify land for the purposes of preparing such land as a formal cemetery. All reburial will take place within the designated cemeteries. The government rate for payment of the grave will be applied.

The procedure for relocating the graves will be handled by RAP implementing agency who will fund the district authorities to conduct the exercise under the supervision of District Medical Officer (DMO). The DMO exists in the current administrative set up under District Health and Social Welfare Department. As stated in the district authorities' legislation, the DMO is responsible for ensuring graves are exhumed, transported and buried to a different site as part of their mandate. According to the Graves (Removal) Act of 1969, the family of the deceased will be provided with ceremonial cost allowance, as compensation, which will be determined by the registered Valuer and communicated to the PAPs during sensitization meetings for the development of the RAP. Any additional costs that might arise in the relocation and/or ceremony will be borne by Ministry responsible for initiating land acquisition.

Compensation for sacred sites (e.g., proprietary rights and reconstruction) is determined through negotiation with the appropriate parties. Sacred sites include but are not restricted to altars, initiation centres, ritual sites etc. Sacred sites include such sites or places/features that are accepted by local laws including customary practice, tradition and culture as sacred. To avoid any possible conflicts between individuals and/or communities, homesteads and village government, the use of sacred sites for any project activities is not permitted under the DTP.

6.4.8 Businesses or Employment

During the actual relocation process there could be a small amount of disruption to businesses required to relocate over very short distances. Such disruption can be minimized or eliminated if the businesses are allowed to build the replacement structure before abandoning the old structures. In case of businesses and commercial structures that may suffer temporary loss of income in the relocation process, they will be compensated through payment of disturbance allowance for the period required for re-establishing their businesses.

In highly unlikely cases where, PAPs suffer permanent loss of income they become eligible for cash compensation equal to 36 months of average affected income from the establishment and skill enhancement and income restoration programme. As a part of their local government responsibility, the District Community Development department, whose current administrative role in assisting communities in their jurisdiction, will be asked to support the PAPs who will be affected by the project. With assistance from the Resettlement field staff, they will take a responsibility of supporting affected people in developing their skills in entrepreneurship and managing compensation money. Compensation for businesses (such as flourmills, kiosks, coffee shop and local eating and drinking places) will be estimated based on the daily or monthly income of the affected parties if any.

6.4.9 Damage Caused During Construction Work

Construction activities may also cause temporary or permanent damage to land and assets that cannot be identified or quantified during RAP preparation. An example might be construction workers trampling crops or vegetables while accessing particular construction sites. Thus, wherever possible, the construction team/contractor will repair the damage to the satisfaction of the affected person. Affected persons with a claim should be required to complete a Compensation Claim Form and submit it to the construction team/contractor. The construction team/contractor will then negotiate the required compensation measures, which may include repairing the damage or payment of compensation in cash or kind. Payment of compensation should be effected within one month of submission of the claim form. It will be the responsibility of the implementing agency that contractor cater for any damage and have necessary policies to demonstrate this. The cost of damage caused by the contractor will be borne by the contractor not the implementing agency.

6.4.10 Community Facilities

Community facilities such as worshipping places (churches and mosques), wells, dispensaries, and water pump and sanitary facilities may need to be relocated to allow a sub-project to be effectively implemented. The DTP subproject implementing agency will ensure that the local community derives maximum value from the subsequent re-construction works, preference ought to be given to local labour in order to help PAPs and other local people the opportunity to benefit from wages for their labour. Precaution has to be taken during the agreement and payments to minimise conflict among the beneficiaries.

As PAPs will be relocated at short distances from the project sites, they may continue to have access to social and public services and facilities that they currently use, which exist in the project area. This applies to water supplies, schools, health services, shops, transport services and other community services, such as religious groups. PAPs should continue to use the available social services in the project area, the implementing agency will ensure comparable community facilities will be available.

6.4.11 Compensation for Loss of Income (Rental Accommodation, Business Profit, Crops)

Payment to displaced person the loss of profit allowance whereas a business or income generating operation is affected by land acquisition. The regulation require the loss of profit allowance to be calculated as the net monthly profit of the business carried out on the affected property, as evidenced by audited accounts, where available, multiplied by 36 months (i.e. Net Profit/p.m. x 36 Months).

Another alternative payment mode is payment of half of turnover for 6 months. Whereas the property owner lose rental income (due to displacement of house or business premise tenants), he/she is paid lump sum cash payments of 6 months' rent per tenant.

NOTE:

- Many of the affected businesses could be small enterprises without proper records so the Valuer could substitute the loss of profit allowance with lose of accommodation allowance.
- Loss of income or food sources in respect of small plot farmers could be covered by cash compensation paid for standing crops and trees.

6.4.12 Relocation Allowances

(i) Disturbance allowance:

This is transitional assistance - provided to eligible property owner is paid in addition to the compensation value of the affected assets/properties. Disturbance is paid in the following situations:

- In the case of an individual property/land owner whose property/land is being acquired for the proposed project or
- Where an earmarked project site has been subsequently abandoned in favor of another site and the landowner of the abandoned site was required to relinquish his interest over the land.
- Where during the course of executing the proposed project an individual's interest in land suffered proven physical damage/disturbance. Disturbance shall be assessed as a percentage of the value of the property acquired as provided by the Land Act No. 4 of 1999.

The Valuer calculate disturbance allowance accordingly by multiplying the assessed value of the affected "estate" (i.e. land not assets) by the average percentage rate of interest offered by commercial banks on twelve month fixed deposits. These amounts, in cash, are to be paid to each property owner.

(ii) Accommodation allowance

This is cash allowance provided to displaced people who lose houses and other structures. The allowance will enable them to cover cost for renting similar houses or structures for a period of three years while re-establishing themselves elsewhere. The Valuer will calculate accommodation allowance by multiplying the assessed monthly market rent (applied value bands based on a market survey of rental properties in the respective project coverage areas) for the affected building or part of the building by 36 months (i.e. Rent/p.m. x 36 Months).

(iii) Transport allowance

Provided to eligible property owners who will need to relocate (even if only over a very short distance) their movable properties and assets – furniture, equipment, and business goods to a new location. The transport allowance paid in cash – only to PAPs, who are to physically move, is the equivalent of the prevailing cost of hauling 12t of goods by rail or road over a distance of 20km from the point of displacement. Transport allowances shall be actual cost of transporting 12tons of luggage rail or road (whichever is cheaper) within 20 Kilometres from the point of displacement (i.e. 12tons x Actual Cost/ton/km x 20km). In addition, the transport allowance package will include additional allowance covers for PAPs transporting to and from their banks to collect compensation money. The allowance will be calculated as part of transport allowance.

6.4.13 Vulnerable Groups

Affected households that are particularly vulnerable to DTP sub-projects implementation will be identified through socio-economic surveys (census) of the affected population, and in consultation with the implementing agency. Specific vulnerable groups such as female headed households; children headed households; HIV/AIDS infected people/ disabled; elderly; youth and orphans will require assistance based on need and level of vulnerability. However, in addition to other compensation and rehabilitation measures, these households will be supported through the following measures:

- in addition to their compensation package, vulnerable households will receive an additional allowance equivalent to the cost of three months' rent. This does not affect their accommodation allowance or any other allowances
- priority registration for employment on the Project's works;
- advice regarding Project impacts, compensation alternatives and risks, and resettlement options, including advice on alternative subsistence and livelihood strategies as offered by the DTP
- skills/training enhancement;
- the village government as part of its administrative duties may organize self-help group/ NGO to assist vulnerable persons in ensuring their replacement houses are constructed
- land preparation where possible; and
- credit facilities where possible.

Apart from the above assistance, the project should look into some ways of supporting groups based on the nature of the vulnerability.

6.4.14 Labour

The value of labour invested in preparing agricultural land will be compensated for at the average wage in the community for the same period of time. The labour cost for preparing replacement land is based on costs for clearing the land and ploughing. Labour costs will be paid in the relevant currency per the prevailing labour law. The rate used for land compensation is to be updated to reflect values at the time compensation is paid.

In certain cases, assistance may have to be provided to land users, in addition to compensation payments. For example, if a farmer is notified that his/her land is needed after the agriculturally critical date (critical date, may be different in parts of each country and across climate zones) when s/he will no longer have enough time to prepare another piece of land, assistance will be provided in form of labour intensive village hire, or mechanized clearing so that replacement land will be ready by the sowing dates. The farmer will still continue to receive his/her cash compensation so that s/he can pay for sowing, weeding and harvesting.

6.5 Compensation Process

After the valuation of the affected people's properties (*Section 6.4* above) the Valuer prepares a compensation schedule based on the national format prescribed for a valuation report⁴. The endorsed payment schedule by the Government Chief Valuer is counter-signed for approval by relevant authorities before implementation, including:

- i. Ward or *Mtaa* Executive Officers (WEO/MEO)
- ii. Authorized land officer (informing the Director of the LGA).
- iii. District Commissioner
- iv. Regional Commissioner for final approval

The implementing agency will implement the RAP, in collaboration with the District Resettlement and Compensation Committee presented in *Section 3.7.2* above). If the implementing agency does not have internal capacity, they shall procure a Consultant to provide these services. The cost of RAP implementation will be borne by the implementing agency. The implementing agency is to prepare a time schedule that indicates how the resettlement activities are linked to the implementation of the overall project. The schedule should also include target dates for the achievement of expected benefits to PAPs, resettlement sites and terminating the various forms of assistance.

Meetings need to be arranged with affected individuals and/or households to discuss the compensation process, to explain all compensation options and types, and identify the suitable payment method for the PAP and particular needs for assistant. Each PAP is to be presented with a contract listing all property and land being surrendered/acquired, and the types of compensation (cash and/or in-kind) selected and expected timeframe to vacate/relocate. A PAP selecting in-kind compensation will have an order form, which is signed and witnessed. The compensation contract will be read aloud in the presence of the affected party and the representative of the Implementing Agency, Ward Officer and Village Executive Officer prior to signing. Then based on the payment schedule the affected people will be paid.

Current practice in Tanzania is that the compensation payments are deposited into bank accounts directly to avoid speculations, theft, amongst others, to ensure safety of households' compensation money. The PAPs without bank accounts will be required to open one. For households with both man and woman present, they will be required to open a joint bank account. The potential PAPs will be sensitized to open joint accounts during sensitization meetings and that the institution responsible for triggering OP4.12 will be required to have an individual to follow up on the opening of joint accounts. The government, through institutions responsible, will facilitate the opening of the bank account.

The compensation package payable to the PAPs should be able to cover for bank fees for 3 to 5 years. The PAPs should be have a choice on what bank to use. The implementing agency will be responsible for payment. The payment will be done in two forms. Those whose entitlement is less than 300,000 Tshs will be paid in cash while those who are entitled to more than 300,000 Tshs will be paid through

⁴ Valuation Report or known as Valuation Form No 2 includes the compensation schedule which has 2 main parts: Part 1: Summary of reference number, name and total compensation cost for each PAP and Part 2: Itemized valuation of each property/asset and each allowance entitled for each PAP with their picture

a cheque deposited into their bank account. The CDOs will provide training on how to properly use compensation money and arrange for training sessions, which will bring bank officials to provide education on how to operate a bank account.

After receiving their compensation, the PAP will be required to vacate the area before the contractors can start the construction activities or implement the desired interventions. Therefore, the implementation schedule prepared needs to be incorporated in the contractor's and project implementation schedules. The contractor will be required to demolish all the structure and remove all salvages. The PAPs will sign a contract between with the project management agreeing on the timeframe to vacate which will depend on availability of alternative accommodation or readiness of new home. All handing over of property such as land and buildings and compensation payments will be made in the presence of the affected party and the Village Executive Officer (VEO).

6.6 Resettlement Sites and Relocation

In instances where PAPs need to be resettled, the project implementer is to offer displaced persons choices among feasible resettlement options, including adequate replacement housing or cash compensation where appropriate; and provide relocation assistance suited to the needs of each group of displaced persons. This includes:

- The preparation of land: clearing of grass and bush may be necessary for the construction of houses at relocation sites, and in the case of new fields for cultivation, the soil may have to be tilled and sowed.
- Construction of new houses and structures (if approved as part of project budget and was agreed as method of payment): once the site has been allocated and the area cleared, the new houses and structures will be built. This again has an implication on the timing of physical relocation.

New resettlement sites built for displaced persons must offer improved living conditions and provide for the same social and cultural institutions that the PAP functions in. The displaced persons' preferences with respect to relocating in pre-existing communities and groups will be taken into consideration.

7. IMPLEMENTATION AND MANAGEMENT OF RESETTLEMENT AND COMPENSATION

7.1 Institutional Coordination for Implementation

The proposed role(s) of the institutions involved in the implementation and management of resettlement/RAP is presented in Table 7-1 below.

Table 7-1: Institutional coordination and roles

Institution	Role in the RPF and RAP(s)
The MWTC and direct implementing agency(ies) (refer Section 2.2 above)	<ul style="list-style-type: none"> • Decision on the proposed subprojects • Screening of proposed activity to determine if WB OP4.12 is triggered. • Coordination, preparation, and implementation of the RAPs • Procuring a consultant for preparation of RAP, and M&E of RAP implementation • Responsible for the disbursement of financial support for any RAP through the Regional and District Authorities. • Providing funds for compensation payments • Initiate and ensure smooth RAP implementation • Provides notification on land acquisition • Oversee resettlement • Prepares budget for compensation and support to PAPs which is to be financed by the Ministry of Finance and Planning • Coordinate with relevant agencies in settlement of grievances • Monitor and evaluate the implementation of RAP • Endorses the valuation assessment for compensation payment • Endorse RAP • Ensure compensation is paid or resettlement is undertaken as agreed • Endorses the allocated land to PAPs in case of resettlement • Provides notification on land acquisition
World Bank Technical/ safeguards Advisory/	<ul style="list-style-type: none"> • Reviews, comments and endorse RAP(s) (if prepared)
Ministry of Lands, Housing and Human Settlement Development (MLHSD)	<ul style="list-style-type: none"> • Endorses the valuation assessment for compensation payment (Chief Government Valuer) • Ensure compensation is paid or resettlement is undertaken as agreed • Endorses the allocated land to PAPs in case of resettlement
Ministry of Finance and Planning (MFP)	<ul style="list-style-type: none"> • Disbursing compensation funds to the implementing agency • Ensuring funds are appropriately utilised
Implementing Agency focal person/project management team/ Consultant (if required -	<ul style="list-style-type: none"> • Preparation of the RAP including identification of resettlement impacts, collaboration with respective District CDO for sensitization and consultation, assessment of potential resettlement site (refer to <i>Annex V</i> for detailed contents of a RAP) • Asset inventory and valuation (done by a registered Valuer as part of the

Institution	Role in the RPF and RAP(s)
determined on a case by case basis by PIU)	<ul style="list-style-type: none"> consultants team) • Consulting Regional Commissioners Office, District Executive Director and Technical Departments, Ward Office and Village Council
Regional Commissioners Office	<ul style="list-style-type: none"> • Verifies and endorses the compensation packages • Ensures security is maintained and grievances are addressed
District Authority Technical departments (e.g. Land, Community Development)	<ul style="list-style-type: none"> • Coordinate RAP implementation at the local level • Provides support to PAPs and relevant authorities during RAP implementation using the existing administrative structure and technical department staff • Support in public consultation and participation • Support in grievance redress
Resettlement and Compensation Committee	<ul style="list-style-type: none"> • (refer to <i>Table 3.2</i> of roles from <i>Section 3.7.2</i>) • Ensure that resettlement is transparently and objectively handled when implemented.
Grievance Redress Committee	<ul style="list-style-type: none"> • Refer <i>Table 3.2</i> of roles from <i>Section 3.6.2</i>
Ward Office	<ul style="list-style-type: none"> • Participate in the asset inventory and valuation exercise • Signs off valuation forms prepared during valuation
Village Council	<ul style="list-style-type: none"> • Assists to organise village assemblies and/or meetings with PAPs for consultation and engagement • Verifies PAP and affected assets during asset inventory and valuation • Local liaison and PAP witness during the compensation process and any handing over of assets.
CSOs (to be identified during RAP preparation if needed)	<ul style="list-style-type: none"> • Provides advise to PAPs on various issues including proper use of compensation money received • Participate in planning, follow up and monitor the implementation of the RAP. • To ensure fairness and appropriate handling of RAPs and where relevant, monitor the process. These players maintain a close line of communication with the PAPs and serve as advocates in most instances.

7.2 Resettlement Action Plans

The process of preparing the resettlement action plans, in line with the requirements will involve the following:

- establishment of the cut of date and carrying out of a census to identify PAPs;
- census will generate information about the PAPs, their entitlements regarding compensation, resettlement and rehabilitation assistance as required;
- disturbances, especially those affecting income-earning activities, shall be properly recorded for the sake of compensation or asset replacement.
- based on the census and inventory of losses, and in consultation with the PAPs, a time phased action plan with a budget for provision of compensation, resettlement, and other assistance as required, shall be prepared.

The MWTC and other implementing agencies through the Environmental Specialist shall make sure that following the census, a comprehensive RAP is prepared for each project activity that triggers resettlement. In this undertaking, the PIU may employ a private consultant to provide Valuation services required for the RAPs. This assignment shall be financed by the DTP.

In case of involuntary resettlement, approval of the new pieces of land to be used for resettlement shall be sought from the Government in consultation with local communities and affected individuals. To ensure transparency of procedures, PAPs shall be informed of the method of valuation used to assess their assets. All payments of compensation, resettlement assistance and rehabilitation assistance, as the case may be, shall be made in the presence of the PAPs in question and the local leaders.

7.3 Timeframes

The following key timeframes shall apply unless otherwise agreed between the implementing agency and Environmental Specialist, the Resettlement Committee and the PAPs; provided however, that no agreement to waive the timeframes shall adversely affect the rights or interests of PAPs, under this Framework:

- the inventory shall be completed at most four months prior to the commencement of work;
- the Resettlement Plan shall be submitted to implementing agency for approval immediately after completion of inventory;
- compensations shall be paid within 6 months as per Tanzanian statutory requirements; and
- civil works shall commence after compensation, resettlement and rehabilitation activities have been effected.

Comprehensive time frames shall be drawn up and agreed upon by all parties including the PAPs. Compensation payments for acquired land and affected assets and resettlement of households as described above, must be completed as a condition for the taking away of land and before commencement of the civil works under the project. Adequate time and attention shall be allowed for consultation of both the displaced and host communities before bringing in the new comers. The actual length of time will depend on the extent of the resettlement and compensation and will have to be agreed upon by all parties.

7.4 Linking Resettlement Implementation to Civil Works

PAPs will need to be compensated, in accordance with this RPF and subsequent Resettlement and Compensation Plan, before work on that road segment can begin. For activities involving land acquisition or loss, denial or restriction to access of resources, it is required that provisions be made, for compensation and for other assistance required for relocation, prior to displacement. The assistance includes provision and preparation of resettlement sites with adequate facilities. In particular, land and related assets may be taken away only after compensation has been paid and resettlement sites and moving allowances have been provided to PAPs. For project activities requiring relocation or resulting in loss of shelter, the resettlement policy further requires that measures to assist the project affected persons are implemented in accordance with the individual RAPs.

In the Implementation Schedule of each RAP, details on resettlement and compensation must be provided. The schedule for the implementation of activities, as agreed between the Project Planning team and PAPs must include:

- target dates for start and completion of civil works,
- timetables for transfers of completed civil works to PAPs,
- dates of possession of land that PAPs are using (this date must be after transfer date for completed civil works to PAPs and for payments of all compensation) and;
- the link between RAP activities to the implementation of the overall sub project.

When approving recommendations for resettlement during screening, PAPs must confirm that the resettlement plans contain acceptable measures that link resettlement activity to civil works, in compliance with this policy. Proper timing and coordination of the civil works shall ensure that no affected persons will be displaced (economically or physically) due to civil works activity, before compensation is paid and before any project activity can begin.

7.5 Capacity Needs

It is recognized that institutional capacity in resettlement process are below standard at national and district level in particular if it involves international compliance. The project, however, recognizes the importance of building capacity in institutions responsible for resettlement process as indicated in this document. It is therefore emphasized that there should be a budget for capacity building in some specialized areas at national and district level, in collaboration with other development partners, and ensure that enabling environments is achieved in all targeted areas.

In most cases, the district officers have limited experience on RAP development and implementation especially in compliance with WB requirements. Technical advisory services to the District needs to be provided to ensure that the requirements of the OP4.12 are fulfilled. Financial support to enable them to cover additional administrative costs to be budgeted for. The district Community Development department should have an active participation throughout the process.

Likewise, the respective Ward office will need to be supported technically to assist the Valuer and project management team will complete a compensation dossier containing necessary personal information on the affected party and those that she/he claims as household members, total landholdings, inventory of assets affected, and information for monitoring their future situation.

The respective village council will need financial support, a suitable office space with stationary and means of transport to assist in organising village assemblies, meetings, coordinate verification of affected assets and act as local liaison during the compensation process.

On the side of the implementing agency, the RCIPTZ audit noticed that service providers or project operators were not acquainted with ESMF and RPF documents and their requirements. The proposed capacity building training (refer ESMF document) will include compliance and implementation of the WB safeguards including on resettlement and compensation. In addition, a Safeguard Specialist/Environmental Specialist or dedicated person with requisite qualifications and experience should be recruited to support and oversee compliance with the EMSF and RPF throughout the project.

7.6 Monitoring, Evaluation and Audit

In order to assess whether the goals of the resettlement and compensation plan are being met, a monitoring plan will be required. This monitoring plan will indicate parameters to be monitored, institute monitoring milestones and provide resources including responsible persons or institutions to carry out the monitoring activities.

The arrangements for monitoring the resettlement and compensation activities will fit the overall monitoring programme of the entire DTP, which will fall under the overall responsibility of the different executing agencies. The executing agencies, with support from the Environmental Specialist, will institute an administrative reporting system that:

- alerts project authorities on the necessity and procedures for land acquisition for the project activities and the need to incorporate land acquisition, resettlement, loss of assets and impact on livelihood provisions in the design technical specifications and budgets;
- provides timely information about the asset valuation and negotiation process,
- maintains records of any grievances that require resolution;
- documents timely completion of project resettlement obligations (i.e. payment of the agreed-upon sums, construction of new structures, etc.) for all permanent and temporary losses, as well as unanticipated, additional construction damage; and
- updates the database with respect to changes that occur on the ground as resettlement and compensation activities are being implemented.

Internal and external monitoring is proposed for the RAPs (in an event that OP4.12 is triggered). If a RAP will be prepared, the implementing agency will be required, as part of RAP, to engage an independent Consultant, assisted by the Planning Department at the district level, to undertake monitoring of the resettlement/relocation. Monitoring will specifically take place through measurement against the pre-resettlement/relocation database. The Grievance Redress Mechanism (as described in *Section 7.7* below) will also be monitored and reported.

The M&E will regularly report to the implementing agency, District Executive Director (DED), and the World Bank. The district's reporting system requires that all documents/reports of project(s) implemented in the district be submitted to the DED, and form part of the district Council's meetings and agendas. The M&E unit will prepare simple formats for reporting on the monitoring indicators including data collected and method used, time required for follow up and responsible institution/unit/person. The implementing agency will be responsible for monthly reporting. The reports will be collated by the Monitoring & Evaluation Department.

7.6.1 Evaluation

Periodic evaluations will be made in order to determine whether the PAPs have been paid in full and before implementation of the sub project activities; and whether the PAPs enjoy the same or higher standard of living than before.

This framework is suggesting that where appropriate and where it is determined to be cost effective, the office of the District Administration shall be structured to host the monitoring and evaluation component of the project/program. This will take the form of giving the districts the mandate to carry out independent monitoring of the implementation of the resettlement and compensation plans at periodic intervals of quarterly or half yearly (as circumstances dictate) during the program life.

The objective will be to make a final evaluation in order to determine:

- if affected people have been paid in full and before implementation of the subproject , and
- if the people who were affected by the subproject have been affected in such a way that they are now living a higher standard than before, living at the same standard as before, or they are they are actually poorer than before.

There will be a final evaluation of the implementation of the RAP. On both occasions, a comprehensive socio-economic monitoring of the PAPs will be conducted. The results of these surveys will be compared to the baseline information obtained from the census survey to gauge the effectiveness of the resettlement process over time and livelihood standards. The Consultant will

provide recommendations if any further actions are needed. Socio-economic monitoring will verify, among others:

- Effectiveness of the Rehabilitation assistance;
- Income and living standards of PAPs (before and after rehabilitation);
- Effectiveness of various institutional arrangements made for the project;
- Quality of interaction between implementation agency and affected communities;
- Opinions and perception of local communities regarding the project and resettlement; and
- Issues such as change in quality of life among affected PAPs, disruption in lifestyles, etc.
- General issues related to the adequacy of the compensation and resettlement exercise.

7.6.2 Monitoring and Evaluation Indicators

A number of objectively verifiable indicators shall be used to monitor the impacts of the compensation and resettlement activities. These indicators will be targeted at quantitatively measuring the physical and socio-economic status of the PAPs, to determine and guide improvement in their social wellbeing. Therefore, monitoring indicators to be used for the RAP will have to be developed to respond to specific site conditions. As a general guide, *Table 7-2* below provides a set of indicators which can be used.

Table 7-2: Types of verifiable indicators

	Monitoring	Evaluation
1.	Outstanding compensation or resettlement contracts not completed before next agricultural season.	Outstanding individual compensation or resettlement contracts.
2.	Communities unable to set village-level compensation after two years.	Outstanding village compensation contracts.
3.	Grievances recognized as legitimate out of all complaints lodged.	All legitimate grievances rectified
4.	Pre- project production and income (year before land used) versus present production and income of resettlers, off-farm-income trainees, and users of improved mining or agricultural techniques.	Affected individuals and/or households compensated or resettled in first year who have maintained their previous standard of living at final evaluation.
5.	Pre- project production versus present production (crop for crop, land for land).	Equal or improved production per household.

Internal Monitoring of RAPs will focus on:

- Progress in relation to monitoring indicators which are provided in *Annex VII*
- Delivery and usage of compensation and relocation entitlements including who used at the household level,
- Reconstruction of new houses and commercial structures,
- Compensation awarded for fruit trees,
- Construction/ relocation of community infrastructure,
- Shifting of cultural and religious sites to new locations,
- Reported grievances and action taken,
- Meetings between officials and PAPs

An independent Consultant who will be procured by the implementing agency will conduct external monitoring of the process. The Consultant, besides reviewing the issues being covered under the internal monitoring will also assess/evaluate:

- Adequacy of compensation;
- Capacity and adequacy of project staff and training programmes;
- Effectiveness of the grievance mechanisms;
- Transparency of entire process;
- Consultation and participation with stakeholders, especially vulnerable PAPs;
- Employment opportunities created and availed;
- Access to social services like water, health care, housing and education;
- Changes in livelihoods, standard of living, and incomes among PAPs;
- Specific opportunities for vulnerable groups; and
- Effectiveness of livelihood measures undertaken.

6.3.3 Audits

External Audit shall be commissioned and funded by the implementing agency to evaluate the implementation of the resettlement action plans in routine annual audits. Without undue restrictions, the audits may include assessment of:

- Resettlement conditions where relevant;
 - Consultation on compensation options, process and procedures;
 - Adequacy of compensation; and
 - Adequacy of specific measures targeting vulnerable people.
- Audit will provide recommendations and mitigation measures, where needed, to ensure PAPs are not worse off.

7.7 Grievances Redress Mechanism

At the time that the individual RAPs are approved and individual compensation contracts are signed, affected individuals and households will have been informed of the process for expressing dissatisfaction and to seek redress. The grievance procedure will be simple and will be administered as far as possible, at local levels to facilitate access by PAPs.

All grievances concerning non-fulfilment of contracts, levels of compensation, or seizure of assets without compensation shall be addressed to the Local Leader. All attempts shall be made to settle grievances amicably.

It has to be noted that in the local communities, people take time to decide to complain when aggrieved. Therefore, the grievance procedures will ensure that the PAPs are adequately informed of the procedure, before their assets are taken. The grievance redress mechanisms is designed with the objective of solving disputes at the earliest possible time, which will be in the interest of all parties concerned and therefore, it implicitly discourages referring such matters to a Tribunal for resolution.

In Tanzania, there is an administrative procedure to sort out grievances by using existing government structures starting with ten by ten cell leaders⁵ at a grassroots level to the national level. This RPF grievance redress mechanism is building on the existing legal procedures and processes and does not intend to replace existing legal processes but will be based on consensus, seek to resolve the issues quickly in order to expedite the receipt of compensation, without resorting to expensive and time-consuming legal actions.

⁵ Village administration is comprised of ten cell leaders from hamlets/sub-villages, which collectively makes up a village. The ten cell leaders are part of the existing administrative system in Tanzania and are residents who were democratically elected to represent others residents grouped as a street or ten households.

The affected people will select a representative to represent them in a Grievance Committee, (GC) and Resettlement and Compensation Committee (RCC). During community sensitization meetings, PAPs should be notified (e.g. handed a letter of notification that is explained to those who cannot read by a trusted person) about such a mechanism. The responsible implementing agency/PIU will be required to engage with the communities and provide clear guidance on how to use the mechanism, so that dissatisfied/ aggrieved persons can bring up their claims and concerns related to the implementation of the DTP's sub-projects. A sample of grievance intake form is provided in *Annex VIII*.

Under the grievance procedure, a dissatisfied PAP is informed about the procedure to register a complaint in the first instance to the ten cell leader, through a designated local representative. The project-affected people will select their own representatives to voice their dissatisfaction of their entitlements.

There is ten cell leader who is closer to the households, any aggrieved person is supposed to report his /her problem to the ten cell leaders. In case the ten cell leader is not able to sort out the problem then the aggrieved person will approach the hamlet leaders, if the hamlet leader fails the case will be taken to the village leaders. At this stage there is a Village Council made of 25 five members (seven women and the rest are males). This committee has several sub-committees who have different functions such as land, natural resources, planning/finance, infrastructure, social services. The aggrieved person will be sent to the relevant committee, which the problem is more relevant. In case the village government cannot solve the problem the aggrieved person will be directed to go to the Ward Development Council.

If the ward cannot help within 14 days then the complainant will seek assistance of the District Executive Director or to the District Commissioner for action by the Grievance Redress Committee and Resettlement and Compensation Committee. If he/she fails to address the grievance, the complainer can go ahead and see the Regional Secretariat.

When the complaints reach the District Office, the DTP focal person who liaise with the LGAs, will receive the grievances and report them to the PIU. All grievance reported and progress of addressing them are to be reported to the World Bank safeguard Advisor and the MWTC's PIU for the DTP.

In case the Regional Secretariat does not solve the problem, the matter will be taken to the PO-RALG through MWTC steering committee. If the complaint is not solved by the PO-RALG, the complainant can take the matter to the court of law. It is recommended that the parties take the matters to a Court of law seeking legal redress using the provisions of the Land Acquisition Act 1967 (Act No. 47). The Act stipulates inter alia, that if such disputes or disagreement is not settled by the parties concerned within 6 weeks from the date of the publication of the notice that the land is required for public purpose, the Minister or any person holding or claiming any interest in the land may institute a suit in the Court of law for the determination of the dispute [Section 13 (1)]. In case of disputes and disagreements that cannot be settled by the parties using the administrative structures.

While this will be DTP's grievance redress mechanism, an aggrieved person is free to use other mechanism including placing his/her grievance at the World Bank's website.

7.7.1 Consensus, Negotiations and Conflict Resolution

Consensus and negotiations are central to addressing grievances. In general, people are aware of their rights, their commitments to the country as citizens and their allegiance to village and family issues.

For this reason, many Government funded community projects have been implemented without obstacles from project affected persons.

However some projects have been known to stall due to delays in disbursement of compensation. Prior negotiations, between Government representatives and project beneficiaries, are therefore crucial to the success or failure of the project. As a guiding principle emphasis shall be placed on simplicity and proximity of the conflict resolution mechanisms to the affected persons and the following shall be noted:

- a) Negotiation and agreement by consensus will provide the best avenue to resolving any grievances expressed by the individual landowners or households affected by community projects. These grievances shall be channelled through the Local Chiefs or leaders.
- b) The Project Planning teams shall ensure that the main parties involved achieve any consensus freely. The relevant government representative shall clearly advise the general public, as to who is responsible for the activity and the procedure for handling grievances or compensation claims.
- c) Grievances shall be addressed during the verification and appraisal process. If a suitable solution is not found, the Project Planning teams shall defer consent of the project and the concerned project activities shall not be allowed to proceed.
- d) Grievances for which solutions have not been found shall be referred back to the community for discussion where the Local Leader and District Administration will redress the matter of concern to assist the claimants. The mediation process will be implemented according to traditional methods of mediation/conflict resolution. The resolution will then be documented on the relevant consent forms and verified.

8. STAKEHOLDERS CONSULTATIONS AND DISCLOSURE

8.1 Engagement Process

Stakeholder’s engagement and disclosure are a requirement in the national EIA regulations as well as World Bank safeguard policies. The process of stakeholder engagement is based on the following key principles: to provide information to all stakeholders over different media platforms, including interviews, seminars, print and digital media, promoting dialogue between all stakeholders and civil society players if needed; and promoting access to project information by availing it to all stakeholders at all levels.

During the development of this RPF, the Consultant conducted a thorough stakeholders consultations with key implementing agencies that will be directly responsible for the DTP project in order to solicit their concerns, key issues, understand their experiences and lessons they learnt while implementing RCIP-TZ, and to use the results of the consultations to update the ESMF for the DTP.

Summary of the stakeholders engaged is presented in *Table 8-1*. During consultations different stakeholders brought up several issues and concerns some of which would and or may be addressed by the DTP as indicated in detailed minutes (see *Annex II*). Signatures of the consulted parties are found in *Annex III*.

Table 8-1: Summary of the consulted stakeholders

Consultation Date	Participants	Designation	Department/Unit	Institution
23.04.2017	Sutte Masuha	Assistant Director, ICT	Directorate of ICT	PO-RALG
24.04.2018	Munaku, M	Director, ICT	Directorate of ICT	MWTC
	Stephen Wangwe	Assistant Director, Communication Systems		MWTC
24.04.2018	Jasson Ndaguzi	Coordinator of Telecom Engineer	Technical Services	Information and Communications Technology Commission (ICTC)
24.04.4.2018	Odilo J. Majengo	Director of Trade Promotion and Marketing	Directorate of Trade Promotion and Marketing	Ministry of Industry, Trade and Investment (MITI)
25.04.2018	Priscus Kiwango	Director ICT Systems	Directorate of ICT	PO-PSMGG
	Arnold Matoyo	Assistant Director of ICT		
25.04.2018	Justinian Anatory	Dean of Students	School of Informatics	University of Dodoma (UDOM)
	Mselle, L	Dean of Students	School of Virtual Education	UDOM

Consultation Date	Participants	Designation	Department/Unit	Institution
27.04.2018	Ally Mape	Assistant Director of ICT	ICT and Learning	Ministry of Education, Science and Technology (MOEST)
27.04.2018	Albert Richard	Head of Operations	Operations	Universal Communications Services Access Funds (UCSAF)
27.04.2018	Suzan Nchulla	Principle Health Officer	Pollution Prevention and Control	Vice President's Office-Division of Environment (VPO-DoE)
02.05.2018	Cesil N. Francis	Chief Technical Officer	Technical Department	Tanzania Telecommunications Corporations (TTC)
02.05.2018	Peter Shilla	Director of Information System	Information System	Public Procurement Regulatory Authority (PPRA)
	Bernard Ntelya	Manager, System Support and Administration		
	Fanuel Yengayengwa	System Administrator		
02.05.2018	Shabani Pazi	Ag. Director, ICT	ICT	Ministry of Lands, Housing, and Human Settlement Development (MLHHS D)
	Alexander K. Kalaba	Principle, ICT	ICT	MLHHS D
02.05.2018	Benjamini Dotto	Director of Central Infrastructure and Operations	Central Infrastructure and Operations	e-Government Agency (e-GA)
03.05.2018	Elvis Raphael	Infrastructure Manager	Infrastructure	Halotel Tanzania
	Benedict Amandus	Procurement Manager	Procurement	
04.05.2018	Charles Kossam	ICT Officer	ICT	Muhimbili National Hospital (MNH)
04.05.2018	Cuthibert Simalenga	Director of ICT	ICT	Registration, Insolvency and Trusteeship Agency (RITA)
	Cliff Marajali	Principle, ICT		
	Robby Otaigo	Senior, ICT Officer		
04.05.2018	Jerome Albou	Chief ICT Officer	Department of ICT	MIC Tanzania Limited/Tigo
	Revocatus Nkata	Senior Regulatory Affairs Officer	Regulatory	
	Nyamala Kachecheba	Network Program Manager	Networking	
	Emanuel Manga	Site Roll Out Manager	Planning and Engineering	
	Semvua Kisenge	Senior Manager Planning		
	Thomas Chang'a	Environmental Engineer		
04.05.2018	David Mbogela	Network Planning Engineer	Networking	Vodacom Tanzania

Consultation Date	Participants	Designation	Department/Unit	Institution
	Livingstone Kimaro	Network Planning Engineer		
07.05.2018	Ombeni Mzana	Head of ICT Services	ICT Services	Dar es Salaam Institute of Technology (DIT)
07.05.2018	Charles Palapala	Director of ICT	ICT	Tanzania Revenue Authority (TRA)
	Lazaro Swai	Management Officer Productivity Services		
	Violet Kazimoto	Ag. Management System and Production		
07.05.2018	David Mtake	Manager of Computerize and Information Systems	Computing System	Tanzania Postal Corporation (TPC)
08.05.2018	Charles Tarimo	ICT Manager	ICT and Management	University of Dar es Salaam (UDSM)
	Bakari Rashid	Systems Administrator		
09.05.2018	Nchege Mazoya	Environmental and Regulatory Officer	Corporate, Communication and Regulatory	Airtel Tanzania
09.05.2018	Carlos Mbuta	Principal Officer	Information, Communication, and Outreach	National Environment Management Council (NEMC)
10.05.2018	Lucas Mwalongo	Deputy Director, Industry Analysis and Tariff Regulations	Consumers and Industrial Affairs	Tanzania Communications Regulatory Authority (TCRA)
11.05.2018	Gideon R. Chilambo	Managing Director	Management	Chilambo General Trade Co. Ltd

Source: Fieldwork, April-May, 2018

8.2 Summary of Stakeholder Issues Related to Land Acquisition and Resettlement

Stakeholder' key issues specifically in relation to land acquisition, resettlement and compensation is presented below. *Annex II* presents overall detailed minutes for all consultations conducted.

- Land speculation for the installation of ICT infrastructures;
- Land acquisition is envisaged, but there will not be a significant resettlement;
- Changes in livelihood activities due to land acquisition;
- Compensation should be paid for any land take, damage to other utilities and facilities, or interruption of services;
- Potential loss of livelihoods due to damage to crops, properties and other assets;
- Potential loss of access to business premises due to relocation e.g. removal of vendors in areas where fiber cables will be laid;
- Awareness and demarcation of project site(s) should be provided in order to avoid land speculations;
- DTP may consider renting/purchasing land owned by the village government;
- Inadequate public awareness: local communities were not aware of RCIP TZ; and
- Communities should be fully engaged from the design phase through project implementation (public engagement).

8.3 Stakeholders Consultation During DTP

Public consultation and participation are essential because they provide an opportunity for informing the stakeholders about the proposed project. Public consultation and participation create a sense of ownership for the project, providing an opportunity for people to present their views and values and allowing consideration and discussion of sensitive social mitigation measures and trade-offs. Public consultation and participation will afford the PAPs an opportunity to contribute to both the design and implementation of the program activities. In so doing, the likelihood for conflicts between and among the affected and with the management committees will be reduced.

In recognition of this, particular attention shall be paid to public consultation with PAPs, households and homesteads (including host communities) when resettlement and compensation concerns are involved. As a matter of strategy, public consultation shall be an on-going activity taking place throughout the entire project cycle. Hence, public consultation shall take place during the:

- project inception and planning;
- screening process;
- feasibility study;
- preparation of project designs;
- resettlement and compensation planning;
- drafting and reading/signing of the compensation contracts;
- payment of compensations;
- resettlement activities; and
- implementation of after-project community support activities.

Public consultation and participation shall take place through local meetings, radio and television programmes, request for written proposals/comments, completion of questionnaires/application forms, public readings and explanations of the project ideas and requirements.

Public documents shall be made available in appropriate languages at the national, local and homestead levels and at suitable locations including the official residences/offices of village governments and village elders. Public consultation measures shall take into account the low literacy levels prevalent in the rural communities, by allowing enough time for discussions, consultations, questions, and feedback.

During the course of DTP, consultations should be carried out with all key stakeholder groups (see *Table 8-2 below*). The MWTC and other implementing agencies will develop a Stakeholder Consultation and Disclosure Plan (SCDP) during the delivery of the DTP. The plan should provide guidance for the long-term participation of all stakeholders. Capacity building at systemic, institutional and individual level - is one of the key strategic interventions of the DTP project and will target all stakeholders that have the potential to be involved in brokering, implementing and/or monitoring management agreements related to activities in and around selected project areas.

For sub-projects that can be developed in indigenous territories, a translator must be used so that the entire audience can be informed about the project. Concerns and suggestions must be included in the

consultation process for the environmental and social evaluation so that they can be considered in the final evaluation.

Table 8-2: Key stakeholder groups in the DTP

	Level	Categories/Types
1.	Ministries, Departments and Agencies	Agencies outlined in Sections 2.2 and 7.2, as well as other relevant government and public sector agencies.
2.	Local government authorities	Regional secretariats, Municipals, Township and District councils, district-level committees, Ward, <i>Mtaa</i> and village councils.
3.	Public and private sector operators	Lead private sector companies, such as major telecommunications operators.
4.	Non-government organizations	International and local stakeholder groups, including environmental NGOs, Community-based Organizations (CBOs), Unions.
5.	Academic, vocational training institutions and research institutions	Environmental research groups, universities, and technical institutes.
6.	Communities	Local communities, Project Affected Persons (PAPs), vulnerable and marginalized groups, and other local groups.

8.4 Proposed Disclosure Plan for the RPF

For projects such as DTP, the World Bank procedures require that the RPF be prepared and publicly disclosed prior to project appraisal. This allows the public and other stakeholders to comment on the possible environmental and social impacts of the project, and the appraisal team to strengthen the frameworks as necessary, particularly measures and plans to prevent or mitigate any adverse environmental and social impacts.

Toward this end, this document will be publicly released through the World Bank’s InfoShop and in public locations in Tanzania. The documents should be made available in English in compliance with the World Bank’s Public Consultation and Disclosure Policy.

The RPF document, after the approval from the World Bank and GoT, it will be made available to the respective district authorities where sub-projects will be implemented. The district authorities will distribute the document to the local administration level including the relevant wards. The ward will pass over the information to the village government of the affected communities. Other interested parties like existing NGOs, CBOs and Faith organisation and Civil Society, will also access the document. In addition, the RPF will be disclosed in country office; at regional and district level and World Bank info shop.

8.5 Disclosure of Sub-project RAPs

The individual RAPs prepared for sub-projects under DTP will also need to be disclosed to the public. Copies of the reports should be made available to communities and interested parties in accessible locations through local government authorities, (e.g., local councils, district offices), implementing agencies and the World Bank. This will ensure record keeping of all activities implemented under the

RPF and ensure that third-party audits have adequate information when undertaking annual or compliance environmental audits.

9. ESTIMATED BUDGET

The RPF recommends a lump sum amount of \$70,000 to cover costs associated with the preparation, implementation and monitoring of RAPs. This is an estimate based on the fact that resettlement costs will not be significant since existing ROWs will be used and new land will not be acquired in most cases. Since it is highly unlikely that RAPs will be required, a specific amount has not been allocated. The proposed lump sum amount will cover the preparation, implementation and monitoring of RAPs.

Individual RAPs will be funded like any other project activity eligible under the DTP funding will be processed and effected through the programme's financial processing arrangements. In general, the cost burden of compensation will be borne by the respective implementing agency for RAPs. The RAP for a sub-project would include an itemized, indicative budget and the implementing agency will finance this budget through the administrative and financial management rules and manuals like any other activity eligible for payment under the DTP. This budget will be subject to the approval by the implementing agency.

The implementing agency will have to finance the resettlement compensation because they will be impacting on the people's livelihoods. Disbursements based on budgetary requirements, established by the RAPs in consultation with PAPs and local leaders, will be made through the relevant District administration. Training costs for the Environmental/Safeguards Specialist on RPF implementation are included in the ESMF budget.

10. REFERENCES

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ANNEXES

Annex I: Terms of Reference for the Assignment

THE UNITED REPUBLIC OF TANZANIA



MINISTRY OF WORKS, TRANSPORT AND COMMUNICATION DIGITAL TANZANIA PROGRAMME

Terms of Reference (TOR) for the Update of an Environmental and Social Management Framework (ESMF) and Resettlement Policy Framework (RPF)

1. BACKGROUND

The Government of the United Republic of Tanzania (URT) through Ministry of Works, Transport and Communication (MWTC) is preparing the proposed Digital Tanzania Programme intended for financing support from the World Bank (WB). The programme aims to assist the country to harness its digital potential by ensuring that all citizens have access to high quality, low cost connectivity, that public services are easily accessible online and that the digital economy is driving growth, innovation and job creation.

Across the globe, digital technologies are rapidly transforming the way people, businesses and governments communicate and access information and how they transact and deliver services. Tanzania has the opportunity to embrace this trend, taking proactive steps to ensure that its citizens, businesses and institutions are equipped to participate, innovate and flourish in an increasingly online, digital-first environment. This vision will require a long-term commitment to making the investments and policy reforms needed to increase connectivity, spur private sector ICT investment and innovation, develop a new generation of digital leaders and creatively using technology to improve the efficiency and impact of public services.

Digital Tanzania

The proposed project builds on the very successful Regional Communications Infrastructure and eGovernment Program - (RCIPTZ) that is in final stages of completion. The RCIP TZ development objectives were to (i) lower prices for international capacity and extend the geographic reach of broadband networks; and (ii) improve the government's efficiency and transparency through eGovernment applications.

The Project Development Objective of the proposed Digital Tanzania is to increase access to affordable, high quality internet services for government, businesses and citizens and to improve the government's capacity to deliver digital public services.

This program will follow a phased, Series of Projects (SOPs) approach. Phase I will focus on strengthening Tanzania's core Digital Foundations – closing the connectivity gap, increasing market competitiveness and investment, and strengthening the digitally enabled service delivery infrastructure and capacity within government. This phase planned to be implemented in five year from 2018-2022. The programme will involve significant collaboration with education sector initiatives and with private industry to strengthen digital skills development, in order to equip citizens and businesses with the capability to use technology to improve their livelihoods today and to thrive in the digital economy of tomorrow.

Tanzania Digital Foundations Project targets three core enablers of digital development components: (i) Digital Ecosystem: strengthening the laws, policies, regulations, and institutional and human capacity needed to promote ICT infrastructure investment, market competitiveness, digital engagement, job creation, and innovation; (ii) Digital Connectivity: ensuring access to affordable, high quality Internet services for all citizens and critical government institutions; and (iii) Digital Platforms and Services: building the technical capacity, institutions, and IT infrastructure for the Government to deliver services to citizens and conduct its own business digitally.

Component 1 (Digital Ecosystem): aimed to make Tanzania a more attractive and competitive place to invest and innovate while ensuring that no one is excluded from the benefits of digital technologies. To draw on the terminology of WDR16 Digital Dividends, component 1 addresses mainly the “analog complements” to the digital revolution, specifically regulations, institutions and skills. The aim is to strengthen the enabling environment, or ecosystem, upon which Digital Tanzania can be built, and to boost the factors for future acceleration. Subcomponents would include:

- 1.1: ICT Policy, Regulatory and Fiscal Reform and Implementation
- 1.2: Cybersecurity, Privacy Protection and Data Exchange
- 1.3: Digital Youth

Component 2 (Digital Connectivity): aimed to ensure that all Tanzanians have the opportunity to connect to the global network and that all government institutions, in particular, benefit from access to high-performance internet connectivity. Government funds would be used to leverage private sector investment, using the “cascade approach”. Subcomponents would include:

- 2.1: Connected Government
- 2.2: Connectivity for Higher Education and Vocational Training
- 2.3: Rural broadband for development

Component 3 (Digital Platforms and Services): aimed to build the core infrastructure and capacity necessary to support digital public service delivery and to enhance the efficiency of the government's internal operations. By establishing a shared digital public service delivery platform, the Government can significantly reduce the cost and time taken to develop and maintain new digital services, utilizing a “Whole of Government” philosophy. Subcomponents would include:

- 3.1: Shared Digital Public Services Delivery Platform
- 3.2: Strengthening Institutional Capacity to Deliver Digital Services
- 3.3: Digital services and productivity platforms

2. ENVIRONMENTAL MANAGEMENT AND SOCIAL SAFEGUARDS

Taking into account potential impacts of the project and with due regard to World Bank environmental management and social safeguards policies, the proposed project has been assigned a Category B. The safeguards policies triggered are OP/BP 4.01 (Environmental Assessment) and OP/BP4.12 (Involuntary Settlements). In view of the fact that an ESMF and a RPF were prepared for the Regional Communications Infrastructure Project - Tanzania (RCIP) in 2009, it is now proposed to update both documents, to be used under the Digital Tanzania Programme, taking into account changes in the regulatory environment, lessons learnt and the scope of activities under Digital Tanzania which may be different from RCIP in some cases. In the course of updating the ESMF and RPF, it should be determined whether any other World Bank Safeguards Policies (and more specifically Policies OP/BP 4.04 on Natural Habitats, OP/BP 4.36 on Forests and OP/BP 4.11 on Physical Cultural Resources) would also need to be triggered. If so, this would need to be reflected in the documents accordingly.

The exact network routing and specific location of the project activities that may result in involuntary resettlement is not known at this time. It is expected that some of project activities may require tree cutting for aerial installation or trenching for underground installation of cable. In some cases small pieces of land may be required to install towers, plant repeater stations, energy solutions and other telecom network equipment. In certain situations, the installation might require the acquisition of land. The project may also require construction or remodeling of datacenter facilities. Mitigation measures will need to be proposed to ensure that all sites are reinstated to their original conditions as far as possible after aerial cable installation or trenching or other project activities.

Environmental considerations of enhanced applications of digital technologies need to be looked into to safeguard quality of the environment. Assessment of capacity to handle waste arising from obsolete technologies as well as the governing policy and institutional frameworks is crucial in determining whether the available upstream and downstream measures to prevent and control environmental degradation are adequate. Integrated *e-waste* management strategies have the potential of minimizing adverse health and environmental effects of improper management of such waste. These include: establishing and promoting appropriate electronic product standards at national level for imported products; establishment of *e-waste* management systems; promoting environmentally sound management practices of *e-waste* at all levels; development of *e-waste* management infrastructure including recovery on pilot scale; promoting private sector participation in *e-waste* management; and enhancing public information dissemination and awareness, to mention a few.

3. OBJECTIVE OF THE ASSIGNMENT

The objective of the study is to update the existing RCIP Environmental and Social Management Framework (ESMF) and Resettlement Policy Framework (RPF) for the Digital Tanzania project. As part of the preparation of the project, the Government of Tanzania and the World Bank require preparation of an ESMF to provide guidelines for the management, assessment and mitigation of environmental and social concerns that meet National and World Bank requirements (such as Environmental Impact Assessments and Environmental and Social Management Plans). The preparation of an RPF to address the needs of people who may be affected by the project will also be undertaken.

4. SCOPE OF WORK

Task 1: Update the RCIP TZ Environmental and Social Management Framework (ESMF)

The ESMF provides the guidelines for the preparation of all mitigation plans (such as Environmental Impact Assessments (EIA) and Environment and Social Management Plans (ESMP) to respond to the anticipated Economic and Social impacts arising from the project once the network routing/design and project details are determined.

The ESMF sets out guidance in selection, preparation and implementation of project activities in order to avoid or minimize environmental and social risks, identification of environmental & health concerns and adverse impacts and enhance social and environmental performance of the project. This will be accomplished through identification of the likely environmental and social concerns during project planning and implementation; and development and application of appropriate criteria selection to gauge the severity of impacts to health and the environment arising from specific projects. The development and application of proper selection criteria for specific projects, planning that takes into consideration environmental and social criteria, sound implementation and monitoring, proper disclosure of project-related information, public consultations with various relevant stakeholders and beneficiaries feedback.

For the preparation of the ESMF the consultant will undertake an analysis based on available information - under RCIP TZ, including the recent Audit Report for Environmental and Social Compliance for project activities implemented under the RCIP Tanzania, and follow up field visits where necessary, to achieve the objectives of the assessment. The consultant will review and take into account the environmental and social outcomes of the RCIP TZ Project. The update should also address the Bank requirements for environmental and social safeguard documents that have been introduced since the RCIP safeguard documents were prepared in 2009. For social safeguards this includes strengthening emphasis on public consultation and grievance redress mechanisms. For the ESMF this includes addressing potential impact on women and vulnerable groups.

These activities shall be carried out in due consultation with Ministry of Works, Transport and Communication (MWTC), Universal Communication Service Access Fund (UCSAF), President's Office- Regional Administration and Local Government (PO-RALG), President's Office, Public Service Management (PO-PSMGG), Vice President's Office, Ministry of Lands, Urban Development and Human Settlement and National Environmental Management Council (NEMC), which is responsible for approving Environmental and Social Management Plans.

To achieve this objective the consultant will carry out the following tasks through field investigations, desk studies and public consultations:

- (i) Prepare a brief description of the project focusing on project activities that could generate positive and negative impacts on biophysical and socioeconomic environments.
- (ii) Review existing ESMF as well as Environmental and Social Compliance audit developed under RCIP Tanzania should provide the prerequisite information, assess any existing environmental and social database for Tanzania, and collect additional data as necessary from any possible source including field visits for RCIP Tanzania project sites and baseline studies, with emphasis on aspects of biophysical and social environments that could be affected by project activities. The ESMF should also update socio-economic information on the project area. This will include but not limited to demographic composition, rural vs. urban areas, type of economic activities prevalent in the project areas, income level, education level, migration trends, gender, employment rate, youth, etc.
- (iii) Compile a summary of key domestic legislative, regulatory and administrative regimes within which the proposed project will operate, with a focus on requirements that will apply to the planning, approval and implementation of projects; research and summarize World Bank

- policy requirements governing environmental and social assessment, compensation and resettlement, protection of physical cultural property, and requirements for public consultations and disclosure. This will include a review the World Bank safeguards policies to be triggered under the project. Identify any potential gaps between national requirement and the Bank policies and propose mitigation measure to meet the gaps.
- (iv) Screen potential environmental and social risks/impacts related to both construction and operation phases of the project, and recommend feasible measures to avoid, minimize and mitigate any adverse impacts and hence maximize environmental and social benefits of project activities.
 - (v) Review the project scope with the aim of confirming that the project is abide to national land laws, local government procedures and appropriate operational guidelines.
 - (vi) Establish a clear understanding of the institutional requirements, roles and responsibilities for adopting and implementing the ESMF. Importantly, this should include a thorough review of the authority and capability of institutions at different levels (e.g. local, district, regional, and national) and their capacity to manage and monitor ESMF implementation.
 - (vii) Identify and describe the required instruments and procedures for identification, managing and monitoring environmental risks and social concerns related to projects, such as environmental and social assessments, management plans (e.g. ESMP and RAP) and respective monitoring instruments to be deployed once project sites/locations are known.
 - (viii) Develop a Generic Environmental and Social Management Plan and recommend feasible and cost-effective measures to prevent or reduce significant negative impacts. Estimate the impacts and costs of those measures, and of the institutional and training requirements to implement them. Prepare a management plan including proposed work programs, budget estimates, schedules, staffing and training requirements and other necessary support services to implement the mitigating measures. For sub-projects, whose locations are unknown, the consultants will (i) develop a checklist and recommend typical impact assessment methodologies, to be annexed to the report, of typical impacts and mitigation measures. The consultants shall also describe institutional arrangements, including roles and responsibilities of different parties involved for screening, review, approval, implementation and monitoring of sub-projects envisioned under the project.
 - (ix) Develop an Environmental and Social Monitoring Plan, with relevant and measurable indicators to monitor the implementation of mitigating measures and impacts of the project during construction and operation. Include in the plan an estimate of capital and operating costs and a description of other inputs (such as training and institutional strengthening) needed to carry it out.
 - (x) ESMF should include a detailed discussion of public consultations with different stakeholders; as well as feedback/ grievance redress mechanism. The ESMF should include a section on public disclosure, which will detail how this document will be shared with different stakeholders in a meaningful, constructive and engaging way.
 - (xi) Update any relevant sections of the RCIP ESMF inadvertently missed in the above activities.

Task 2: Update the RCIP Tanzania Resettlement Policy Framework (RPF)

Tasks 2 of the assignment deals with updating the Resettlement Issue Framework developed under RCIP Tanzania in 2009, which will require the consultant to undertake the following tasks during preparation:

- (i) Review existing RPF as well as Environmental and Social Compliance audit developed under RCIP Tanzania.
- (ii) Describe the project and its components for which land acquisition or Right of Way (RoW) may be required for the network installation, and provide an explanation of why a resettlement plan cannot be prepared in advance of network determination. Identify various types of potential impacts such as loss of assets, loss of income sources and livelihoods arising from project activities.
- (iii) Review the legal framework governing acquisition of Right of Way for ICT facilities and valuation for losses suffered by project affected persons as a result of the establishment of RoW for ICT facilities. A review of World Bank operational policy on involuntary resettlement will be undertaken. The RPF will discuss discrepancies between national and Bank instruments, and summarize what laws and regulations may apply to different categories of affected people and propose how such gaps may be bridged.
- (iv) Describe principles and objectives governing preparation and implementation of land acquisition, compensation and resettlement. The resettlement objectives are to move (or deprive from resources) as few people as possible consistent with the requirements of the project, and that general principles of doing no harm, of avoiding or minimizing resettlement are to be followed in all project activities. Provide eligibility criteria for defining various categories of affected persons. Define the criteria that are to be used to identify the eligibility for compensatory measures for each category of affected people, whether losses are partial or total.
- (v) Outline methods to be used by stakeholders in valuing assets eligible for compensation under the World Bank's regulations or under local laws. Explanation on the methods for *inventorying* assets, *assigning values* to each type of asset, and *coming to agreements* with each affected person or group on the total profile of losses and compensation. The RPF to discuss the WB OP 4.12 concept of full replacement value and elements that constitute it. The RPF will present an "entitlement matrix" which shows the types of affected people, the types of losses, and the forms and amounts of compensatory actions that will be taken for each type. The entitlement matrix will be used to ensure transparency and clarity on how compensations are calculated for different types of impact. The RFP is to detail the manner in which affected people are meaningfully consulted, compensated fully and fairly for their losses, and assisted in their efforts to improve their livelihoods and standards of living or at least to restore them. In case the loss of livelihoods is expected, propose actions that can be applied to restore and improve one's livelihoods.
- (vi) Since it is impossible to estimate exactly eventual human displacement/loss of income to be caused by the proposed activities, the Consultant should prepare a draft budget for resettlement activities including budget lines for monitoring, public consultations and a grievance redress mechanism. The Consultant is expected to also draft templates for the evaluation and consultation processes, classification and description of the likely population to

be affected or deprived of income. Different categories of those affected may include, for example, those losing lands for cultivation or those losing housing or those losing both, those losing temporary access or those losing permanent rights, business or residential property.

- (vii) Outline the arrangements for funding any compensation for losses, including the preparation and review of cost estimates, the flow of funds, and contingency arrangements. Clearly state who the responsible agency or private entity is to pay for compensation. The RPF will describe the relationship of the RPF to the individual RAP that may be required for the project in case there is land acquisition or Right of Way or need to compensate people for losses of assets and sources of livelihoods. The RPF will describe roles of the Ministry of Lands, Housing and Human Settlements Developments, District Council under President's Office- Regional Administration and Local Government, Ministry of Works, Transport and Communication and the network developer in the process of developing RAP.
- (viii) Describe mechanisms for consultations with, and participation of displaced persons in planning, implementation and monitoring. Consultation is to be done for the Resettlement Policy Framework which sets many of the parameters by which resettlement and compensations will be carried out. Show that meaningful consultation is being carried out with a broad array of stakeholders including both borrower officials at every level. Include a requirement that the draft RPF is to be circulated to interested parties, and that further consultations will take place before finalization. The RPF should further require a record of all such consultations as an annex. For the individual RAPs, show how the people affected by the particular project activities will be consulted throughout the process of RAP formulation, as prescribed by OP 4.12.
- (ix) The RPF shall describe the mechanisms available to affected people for complaints about aspects of their treatment under this policy framework. Show how the mechanism will be accessible (in terms of language, distance, and cost) to affected people, and what recourse/appeal from the local grievance mechanism may be available.
- (x) Update any relevant sections of the RCIP RPF inadvertently missed in the above activities.

Task 3: Public Consultation on the Digital Tanzania ESMF and RPF

The Consultant will undertake consultation activities with stakeholders during preparation of ESMF and RPF to solicit views and opinions of stakeholders which will be taken into account before finalization of ESMF and RPF. Stakeholders will include relevant government departments, local government councils, private sector, non-governmental organizations and civil society members.

Task 4: Annexes

The Consultant shall complement the ESMF and the RPF Reports with detailed, additional information and resources.

As a minimum, the following Annexes are suggested:

- a) List of persons and organizations involved with the preparation of the ESMF and the RPF;
- b) References: documents, whether published or not, that were used to prepare the studies and outputs; list of related reports;
- c) Minutes of meetings among the relevant institutions and of consultations, including those undertaken to obtain the authorized views of the affected populations and local non-

governmental organizations (NGOs). The annex should also include specific formats used (such as surveys) to obtain these views;

- d) Tables, figures or detailed descriptions of data that appear in summary form in the body of the text;
- e) Table of contents, terms of reference, templates, samples and guidance for ESIA, ESMP etc.

5. ROLES OF THE CLIENT

- (i) Supervise the consultant but the quality of the work shall remain the entire responsibility of the consultant.
- (ii) Avail all available and relevant background documentation and studies.
- (iii) Making all necessary arrangements for supporting the work of the Consultant, by e.g. facilitating access to government authorities and other Project stakeholders.
- (iv) Provision of furnished office space for the duration of the assignment, in the same location where the project coordination unit will be installed.
- (v) Disclosure of draft documents, sending out of invitations, organization of venues for public hearings, and being present as discussant at all public hearings.

6. QUALIFICATIONS AND EXPERIENCES

The Consultant should have the following qualifications:

- He/She shall have a proven track record in environmental and social assessment and management projects, as well as sector-specific experience in the ICT sector. He/She shall possess at least a Master's degree or equivalent in Environmental Engineering, Environmental Science, Geography & Environmental Studies, Social Studies or related fields.
- He or she must be registered by the National Environment Management Council as Environmental Expert.
- The consultant shall have a minimum of 7 years relevant working experience in environmental and social impact assessment, with experience and knowledge in development of Environmental and Social Management Frameworks as well as Resettlement Policy Frameworks.
- The consultant shall have a demonstrable experience and knowledge of applying the World Bank's environmental and social safeguards in Tanzania, and working with local communities on land, resettlement and livelihoods issues. Previous experience of preparing similar documents for the WB or other investment agencies is an advantage.
- The Consultant shall be required to have proven capabilities in report writing in English.

7. SCHEDULE OF DELIVERABLES

There will be two main deliverables:

- i. The ESMF and
- ii. The RPF

This assignment is expected to be completed within 8 weeks, with an anticipated starting date in December 2017. A draft ESMF and a draft RPF will be expected within 6 weeks of contract signature. After the Client's and Bank's review (1 week) the advanced drafts will be disclosed, and consultations organized during week 8. The final ESMF report that has been updated based on the comments received during consultations will be delivered at the end of 8 weeks from the contractual

mobilization date. The assignment will be undertaken in Tanzania. The maximum level of input from the consultant will be 1 person month.

8. REPORTING

This overall assignment will be managed by the MINISTRY OF WORKS, TRANSPORT AND COMMUNICATION (Communication). The consultant will coordinate with the Ministry of Lands, Housing and Human Settlements Development for preparation of the Resettlement Policy Framework. All raw baseline data collected as part of this assignment shall be shared with and become the property of the Ministry of Works, Transport and Communication, to be stored by the Ministry and used in monitoring project impacts. The raw data is also to be shared with the World Bank task team.

Annex II: Consulted Stakeholder Issues and Concerns

Topics	Issues/concerns	Stakeholder who raised the concern	Mitigating or enhancement measures	Relevant framework
Experience from RCIP TZ	Inadequate of ICT specialists and equipment hinders its use/run at LGAs & MDAs. Most staff have basic skills in the use of computers, but not ICT training.	PO-RALG/MWCT/MOEST	Training staff in ICT is essential if this project is to achieve its objectives.	ESMF
	Availability of cheap and reliable internet	PO-RALG/ICTC	NA	ESMF
	Poor performance of VISAT & ADSL to transfer information	PO-RALG	Use fiber connection in DTP	ESMF
	Local community access to government information via online	PO-RALG/POPSM	Provide ICT services with high quality in DTP	ESMF
	e-Waste management is a problem	PO-RALG/MWCT/ICTC	DTP should introduce department responsible for managing e-Waste	ESMF
	Management challenges: Involved many stakeholders in coordinating RCIP TZ	MWCT/UCSAF	The DTP must have a centralized coordinating system	ESMF/RPF
		ICTC	Flow of managing process for DTP should be clear	
	Inadequate public awareness: local community were not aware of RCIP TZ	TTC	Public awareness is highly encouraged for DTP	ESMF/RPF
	Coordination: There were delays in approval and payments	e-GA/Tigo/PO-PSMGG	DTP should have proper coordination arrangements	NA
	Payment mode: All were done centrally	e-GA	Improve/enhance payment modalities	NA
	Provision of statutory permits mainly EIA certificate, aviation certificate, etc.	Airtel/Tigo/Halotel/Vodacom	Delays in obtaining permits hinder implementation of the project within the agreed time.	ESMF
	Land speculation for installing ICT infrastructures	PO-PSMGG/UCSAF	Telecom companies should avoid land speculation by engaging local authorities of the respective villages	RPF

Topics	Issues/concerns	Stakeholder who raised the concern	Mitigating or enhancement measures	Relevant framework
Social impacts - DTP	<p>Creation of a conducive ICT regulatory environment will:</p> <ul style="list-style-type: none"> • Translate increased investment in ICT sector leading to: creation of job opportunities, efficient government service delivery, better governance and improve productivity as well as healthcare service delivery. • Expansion of technical capacity and business opportunities in the ICT • Improved access to education • Increased better and affordable access to internet services • Connect agricultural producers (rural community) to markets • Government data integration and sharing programs • Enhancing government's abilities to collect and analyze information • Reduction of operation costs and integration and sharing of resources • Improvement of rural-Urban communications 	PO – RALG/UCSAF/ICTC /UDOM/PO-PSMGG/PPRA/TTC/DIT/UDSM/MITI/ Airtel/MNH/TCRA/E-waste collectors/UDSM/MO EST	<ul style="list-style-type: none"> • Ensure good ICT infrastructures (ICT and Power) and internet services • Have a good business model (infrastructures, user capacity and maintenance) 	ESMF
	<ul style="list-style-type: none"> • Easy collection of tax via electronic money transfer/e-payment/banking system 	TRA/TCRA	<p>Enforce the use of electronic transfer than cash</p> <p>Create a library/internet centre for people to pay taxes</p>	ESMF
	<ul style="list-style-type: none"> • Improvement of online business services and logistics 	MIT/e-GA/TPC	The Community will be able to apply a business license	ESMF
	<ul style="list-style-type: none"> • The e-school program should consider teaching student via ICT 	MOEST/UDSM	Digitize material via online for students to access	NA
	<ul style="list-style-type: none"> • Provision of employment via e-mobile, internet café etc. 	UCSAF/e-GA/TCRA	The project will offer employment to local people	ESMF
	Social impacts - DTP	<ul style="list-style-type: none"> • Increased of government income through e-procurement and tax • DTP will enable communities to access 	PPRA/TRA/Airtel	Establish an effective network connection to ensure e-procurement is available at all time

Topics	Issues/concerns	Stakeholder who raised the concern	Mitigating or enhancement measures	Relevant framework
	information via e-procurement			
	<ul style="list-style-type: none"> Information management 	MOEST/UDOM/DIT /TCRA/MNH	Improved stock control for medical supplies or training materials in schools (less wastage and lower costs)	ESMF
	<ul style="list-style-type: none"> Job loss or reduction of employment opportunities 	TCRA	Manual operations being replaced by automation Multiple workers being replaced by a smaller number who are able to do the same amount of work	NA
	<ul style="list-style-type: none"> Security 	TCRA/PO-PSMGG/e-GA	ICT keeps data safe from unauthorized people	ESMF
	<ul style="list-style-type: none"> Reduction of human movement: Use of ICT will reduce the need for movement of people from one location to another for online bid collection and submission 	PPRA/NEMC/TCRA	Reduction of air and land pollution caused by vehicles and improper throwing of waste done by passengers when traveling for a service	ESMF
	<ul style="list-style-type: none"> Meetings (because video/teleconference is possible) 	PO-RALAG/UDSM		
	<ul style="list-style-type: none"> Reduction of government operation cost 	e-GA	This will be done through video conference	NA
	<ul style="list-style-type: none"> Controlling physical crimes 	TCRA	Provide consumers awareness and education	ESMF
	<ul style="list-style-type: none"> Patient data can be shared easily between doctors, pharmacies and even other hospitals where they get the services. Improvement of health care network 	MNH	Improve medical personnel's skills and knowledge in managing complicated conditions by themselves before deciding to refer patients Reducing the amount of paper work and simplifying patient, referring the process	NA ESMF
	<ul style="list-style-type: none"> Increase accessing speed to medical services 	MNH	The network hospitals can be consulted and send laboratory results	ESMF
	<ul style="list-style-type: none"> Through a post code systems items will be delivered directly to the owner 	TPC	Contract motorcycle in the remote areas to deliver items to the targeted community	NA
	<ul style="list-style-type: none"> Vibration and noise Use of earth-moving equipment and heavy vehicles will generate noise and vibration The principal source of noise is associated with the operation of backup 	PO-RALG/ICTC/POPSM UCSFA/Tigo/Airtel	Contractors should use equipment and vehicles that are in good working order and well maintained. Use of noise suppression shields and mufflers and locating noise generating sources away	ESMF

Topics	Issues/concerns	Stakeholder who raised the concern	Mitigating or enhancement measures	Relevant framework	
	power generators.		from residential or other noise sensitive receptors		
	<ul style="list-style-type: none"> Changes in livelihood activities 	Airtel	Laying fiber cables/installing communication towers	ESMF/RPF	
	<ul style="list-style-type: none"> Cultural interactions 	Aitel/TCRA	It is easy to adopt good/bad things via ICT services	ESMF	
	<ul style="list-style-type: none"> The Digital youth development program should be interactive 	DIT/UDSM	Have constructive content which may attract students	NA	
		DIT/MOEST	Have good connectivity to link HLI and VTC	ESMF	
	<ul style="list-style-type: none"> e-Schools development programme 	UDSM/UDOM/DIT	Improvement of ICT knowledge to the students	NA	
		DIT/UDOM	Have enough and good infrastructure (ICT and power)	NA	
		MOEST/DIT	Alternation of ICT services like results or transfer	NA	
		UDSM	Enhancement of ICT technology in learning institutions	NA	
Environmental impacts	<ul style="list-style-type: none"> e-Waste The project will add to the increasing levels of e-waste in the country. Operations and maintenance activities may result in the generation of nickel cadmium batteries and printed circuit boards from computers and other electronic equipment as well as backup power batteries 	VPO/MOEST/ TRA /e-Waste collector/ /NEMC	e-waste will need to be temporarily stored properly (avoiding direct contact with soil, water, people)	ESMF	
		VPO/MWCT/e-GA/Airtel	Raise public awareness on e-waste management		
		VPO/Tigo//Airtel/UDSM	Contact registered e-waste collectors for disposal		
			PPRA/e-GA/RITA/TRA	Develop guidelines and enforce to manage e-waste	ESMF
			UDSM/RITA/TRA	Construct centres to extract useful e-waste	ESMF
			Tigo	Use renewable source of energy to reduce e-waste	ESMF
	<ul style="list-style-type: none"> Raise awareness on the presence of registered e-waste collectors; this will reduce land pollution and increase income via selling e-waste 	UCSAF/E-Collectors PORALG/MWCT/MI TI	Telecom companies/implementing agencies should have management tools to control e-waste	ESMF	
	<ul style="list-style-type: none"> Provide education on environment and health impacts associated with e-waste 	VPO-DoE/Vodacom	Educate local people how to control e-waste	ESMF	
		E-waste collector	Solar companies that sell solar panels to	ESMF	

Topics	Issues/concerns	Stakeholder who raised the concern	Mitigating or enhancement measures	Relevant framework
			collect unused equipment	
	<ul style="list-style-type: none"> All e-waste from ICT product should be properly controlled 	MIT/PPRA/TRA	Designate areas for collecting e-waste and disposal	ESMF
		Tigo	Management should work hand in hand with private waste handlers (licensed waste handlers)	ESMF
		Tigo/Airtel	Establish e-waste recycling plants/industries	ESMF
		Airtel/TRA	Train enough and competent expert to manage e-waste	ESMF
	The project will minimize provisions of waste (voucher)	Tigo/TCRA	Construct and encourage the use of electronic voucher	ESMF
	Clearance of vegetation and other natural environmental features: e.g. laying optical cables and construction of access road to reach the site	TTC/Airtel/Vodacom/MNH	Reduce impact of any environmental features	ESMF
			Optimization of existing network if any	ESMF
	Noise and dust emissions during construction and operations phases	Airtel/MWCT	Use dust control measures (water sprays)-construction	ESMF
		Airtel	Use electricity instead of generator to reduce noise	ESMF
			Have a proper maintenance of generators	ESMF
	Land/soil pollution caused by oil spills from the generator or release of hazardous substances to the soil	Halotel/MWTC/UCS AF/Airtel/Vodacom/NEMC	Implementing spill prevention, control of backup electric power systems or use solar power/connect with REA	ESMF
		Tigo/Halotel	Connect REA electricity with telecom towers	ESMF
		TTC/NEMC	Ensure availability of toilet facilities in each site	ESMF
		TTC	Use cost effective alternative source of energy (solar)	ESMF
	Reduction of resource needs in records storage	TCRA/PPRA/MNH	Storage of records in electronic form will reduce paper needs and building space in all beneficially entities	ESMF
	Enormous harm to human and environment due to informal recycling and disposal of e-waste	E-waste collector/DIT/UDOM	Avoid unsafe exposure in recycling operations and leaching of materials from landfills/dumps	ESMF

Topics	Issues/concerns	Stakeholder who raised the concern	Mitigating or enhancement measures	Relevant framework
			Have regulations guiding ethical and safe disposal	ESMF
		VPO/E-Waste collector	Hazardous waste should be collected and disposed of by VPO licensed waste handlers.	ESMF
Environmental impacts	Enormous harm to human and environment due to informal recycling and disposal of e-waste	E-waste collector	To avoid unsafe disposal construct a warehouse in different parts of the country to store e-waste	ESMF
		DIT/E-Waste collectors/RITA/NEM C	Engage/use a certified e-Waste collector to collect, dismantle, recycle or dispose	ESMF
		NEMC	Have a proper management of hazardous waste	ESMF
	Reduction of wastes (paper work), and pollution from transport	NEMC	Use of ICT will reduce paperwork and traveling	ESMF
	Cultural heritage resources <ul style="list-style-type: none"> Construction operations/excavation of trenches may encounter cultural and archaeological resources or chance finds. 	VPO/NEMC	Avoid any damage in the course of construction activities and immediately notify the authority	ESMF
		UDOM	Observable heritage resource should not be disturbed	ESMF
	Air emissions/pollution associated with the operation of vehicle fleets and use of diesel generators.	VODACOM/HALOT EL/Airtel/RITA/NEMC/Tigo	Use reliable power supply and avoiding the use of backup power generators as a permanent power source i.e. use solar power to reduce emissions of CO ₂	ESMF
	Soil erosion	Tigo/Vodacom/RITA	The constructor should restrict vegetation stripping to critical sites to minimize soil erosion	ESMF
Avoid ground and vegetation stripping in steep sloping areas to minimize soil erosion and the risk of landslides.			ESMF	
Land take/acquisition issues	Land acquisition is envisaged, but there will be no resettlement	UCSAF/DIT/Airtel	Operators will rent/purchase land for locating communication towers	RPF
		MWCT/Airtel/Tigo	Operators should have contracts with host/land owners to put their infrastructures	RPF
		TTC/MLHSD/Airtel	Awareness to be done by engaging local	RPF

Topics	Issues/concerns	Stakeholder who raised the concern	Mitigating or enhancement measures	Relevant framework
			authorities	
		UCSAF/RITA/MNH/TCRA/UDSM	Ensure transparency in all activities related to land acquisition	RPF
	Changes in livelihood activities due to land acquisition	Airtel/Halotel/UDSM	Laying fiber cables/Installing communication towers	RFP
		Airtel/Vodacom	Rent land for locating towers and other infrastructures will ensures income to PAPs	
	Damage to crops, properties and other assets	MLHSD/PO-RALG/NEMC	Crops/assets affected by the project should be compensated	RPF
		MOEST/UCSAF/TCRA/VPO	Provide sufficient resources and time to the persons affected by the project	RPF
	Communities should be fully engaged from the design phase through project implementation (public engagement)	MLHSD/NEMC/UDSM	Any land takes/rent for laying/installing infrastructure should involve the local authority	RPF
		MLHSD/MNH/e-GA	Any land takes/rent for laying/installing infrastructure should involve the local authority	
		MWCT/PPRA/ICTC	Consult PAPs and give opportunity to participate in planning and implementation in land take	
		NEMC/TCRA/Airtel	Raise awareness to PAPs of their rights	
	Compensation: Any land takes or damage to underground facilities and interruption of service	PO-RALG/MITI/NEMC	Any land takes during project implementation should be duly compensated for	RPF
		MLHSD/e-GA/e-waste collector	Compensation should be based on the market value of the property and assets	
		TTC/Tigo/Airtel	Land evaluation to be done under a win-win situation	
		TTC/NEMC	Pay compensation of any destruction of infrastructure	
		NEMC/TCRA	Avoid community grievances on unfair compensation	
	Avoid land speculation and provide awareness where DTP facilities will be laid	PO-PSM/UCSAF	DTP should benefit local people owning the land only	RPF
	The difficulties of getting land for laying infrastructures, especially in private land	TTC/Halotel	Provide awareness to the local communities	RPF
			Collaborate with village government to get	

Topics	Issues/concerns	Stakeholder who raised the concern	Mitigating or enhancement measures	Relevant framework
	because others are not ready to rent/sell their land		land	
	DTP may consider renting/purchasing land owned by the village government	Airtel/TTC	Locate infrastructures in the public/village land if any	RPF
		Tigo/NEMC	Land rent has socioeconomic value to the owner	RPF/ESMF
Land acquisition	Loss of livelihoods by agriculturalists	Vodacom/PPRA	Replacement costs for all losses	RPF
	Business losses: removing of vendors in areas where fiber cables will be laid	MITI/NEMC	Compensation for temporary business loss	RPF
Physical relocation/damaging of infrastructure	The project might lead to relocation/damaging of physical infrastructures such as water when laying fiber/optic cables in the way leave, etc.	TTC/Airtel	Great care should be taken to avoid any disturbances of physical infrastructures including consulting owners	RPF/ESMF
	Institutional coordination: Implementing institutions to inform the utility companies to relocate their utilities especially in way leave/ road reserve area before laying DTP infrastructures including paying a relocation fee	Airtel/TTC/ NEMC	Avoid damaging of utilities that might contribute to polluting the environment and inaccessibility of services	RPF/ESMF
Interruption of services	Excavation and removal of materials (pavement, sidewalks, soil, etc.) required for the laying of optical fiber cable may accidentally rupture pipes,	TTC/ Vodacom/Tigo	Consultation and coordination between operators and utility companies to plan the execution of work	ESMF
		TTC	Inform utility companies of laid infrastructures	ESMF
Occupational health and safety hazards	<ul style="list-style-type: none"> Trenching operations for laying of optical fiber cable Conduct rust inspection in each year to avoid falling down of infrastructures Controlling human faeces 	Vodacom/Tigo	Provide and enforce the use of adequate Personal Protective Equipment (PPE) on site	ESMF
		Vodacom/TTC	Provide occupational health and safety training to riggers who will be responsible to lay the infrastructure, provision of sanitation facilities for the guard houses in each tower	
		Airtel/Tigo	Install safety signs in all communication towers	
		Tigo/Airtel/Halotel	Each site should have a toilet for security guides	ESMF
		Tigo/Vodacom	Install health and safety signs in all	ESMF

Topics	Issues/concerns	Stakeholder who raised the concern	Mitigating or enhancement measures	Relevant framework
			sites/ towers	
	<ul style="list-style-type: none"> Occupational Health and Safety Policy (OHSP) 	Airtel	Have OHSP to guide operators	ESMF
ICT and Industrialization	DTP will promote the growth and development of industrial sector in the country, this may result into: <ul style="list-style-type: none"> Air pollution due to industrial operations Land pollution due to the availability of waste from industries 	ICTC/UCSAF	Industries should use environmental-friendly technology that will minimize/ not pollute the environment	ESMF
			Prepare hazardous waste management procedures to ensure environment is not polluted	ESMF
	The ICT will enable to control the importation of fake ICT product in the country	ICTC/POROLG/ MWCT	The DTP should collaborate with TBS to control the influx of fake ICT product in the country	NA
	Improvement of domestic ICT products will reduce the influx of fake product	ICTC	Enable industries to produce quality products to control importation of fake product/e-waste in the country	ESMF
	Integration of land system management and industrialization	MLHHS	ICT will enable planners to show different land use	NA
			ICT will help local communities to know the exact location of industries and avoid land use conflicts	RPF
			Avoidance of encroachment	RPF
	Create an enabling environment to attract ICT investors to invest in the industry	e-GA/e-waste collector	Investors to construct industries for disposing e-waste	ESMF
	Inadequate appropriate method to dispose e-waste produced by industries	e-waste collector/PPRA	Construct industries/plants for disposing e-waste	ESMF
	Empower institutions dealing with ICT to have competent and skilled manpower to drive the development of industrialization	e-GA/UDSM/DIT	Finance institutions to impart ICT knowledge that will promote industrialization	NA
ICT should help easy collection of taxes stamp/at production site/industry	TRA	Create system that will connect online tax collections	NA	
Capacity building	There is a very big shortage of ICT technicians, ICT equipment and programs such as networking, Operators of telemedicine programs, e-waste management,	PO-PSM/e-GA/MNH	Have a capacity building program to all implementing agencies	NA

Topics	Issues/concerns	Stakeholder who raised the concern	Mitigating or enhancement measures	Relevant framework
DTP design and implementation	The DTP should prepare guidelines/action plans for controlling and managing e-waste	PO-PSM/RITA	Guideline/action plan and framework to be prepared for e-waste management	ESMF
	Involve environmental experts to design how environmental issues will be addressed during project implementation	UDOM	Have an environmental specialist to manage environmental issues related to DTP	
	Coordination	e-GA	MWCT&PO-PSM should improve the project management team	NA
			Streamline the overall project implementation that will increase efficiency	
	All regulatory agencies for permit provision should be part of the implementation of DTP	Airtel/Halotel/ Tigo	Coordinate authorities to simply exercise of the permit provision	ESMF
	Adequate training of staff	MNH/RITA/PO-PSM	Most of them have no idea about the use of new technologies in regard to communication.	NA
	Post code system	TPC/TCRA TPC	Raise awareness of the postcode system	NA
			Construct system, including the use of GPS to help service provider to deliver commodities to clients	
			Implementation should be under one agency	
			Have special department to coordinate/supervise	
Construction of supportive infrastructures to the villages/areas that lack communication connectivity (road)	Tigo/Airtel/Halotel/Vodacom	Construct access road to villages that will be connected by DTP	NA	
		Rural connectivity should be aligned with REA service	ESMF	
Involvement of all stakeholders	DIT/UDOM/UDSM	Involves all stakeholders before project implementation	ESMF/RPF	
Public awareness and sensitization	Reduction of vandalism/theft of DTP infrastructures (Copper from fibers, solar panels, battery, generator, etc.)	Vodacom/TTC/Tigo/Airtel	Engage local authorities in the project implementation Including public awareness where DTP will be operated	ESMF/RPF
	Easy availability of land rent for installing communications infrastructures	Airtel/Vodacom	Creation sense of project ownership with communities	ESMF/RPF

Topics	Issues/concerns	Stakeholder who raised the concern	Mitigating or enhancement measures	Relevant framework
	Disseminate information to the public on the DTP	TTC/Tigo/RITA	Involves village government as part of implementing stakeholders	ESMF
Dematerialization	Replacement of physical production and distribution of books, and software, etc. by the delivery of digital information over the network.	UDSM/DIT	Dematerialization reduces resource consumption and waste generation	ESMF
Availability of Permits	Regulatory agencies responsible for the provision of permits/certificate (EIA, aviation, building, etc.) should consider quick provision of permits to avoid delaying project implementation	Tigo/Airtel/Vodacom / Halotel	Provide provisional environmental permit as it is being done for industries	ESMF
			MWTC should facilitate the availability of permit	ESMF/RPF
			Coordinate/inform all regulatory agencies to simplify the whole process of permit provision for DTP	
Project Sustainability	Control vandalism of project facilities (Fibers, solar panels, battery, etc.) leading to environmental pollution	UDOM/Tigo/TTC	Engage end users before implementation of the project	ESMF
	Have a component of research/technical services to make a follow-up on project implementation	UDOM	Follow up, operation and maintenance should be enhanced especially in a remote areas	ESMF
	Involvement of operators	UCSAF	Operators should be maintained to run the project after its completion	ESMF
	The Government should plan for reliable financing after implementation of project	TTC	NA	NA
	The project should provide resources for training staff that will be involved in the monitoring of project activities.	UDSM	Continue providing capacity building and establishment of infrastructures	NA
	Have human resources and infrastructures that can work on	TPC		
	Have an internal policy and procedure to ensure project sustainability	Vodacom	NA	NA
	Select IT that can be prospered after project implementation	TRA	NA	NA

Annex III: Signatures of the Consulted Parties

THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF WORKS, TRANSPORT AND COMMUNICATIONS (MWTC)
STAKEHOLDERS CONSULTATION FORM FOR UPDATING RESETTLEMENT POLICY FRAMEWORK (RPF) FOR THE PROPOSED DIGITAL TANZANIA PROGRAMME (DTP)

PUBLIC INSTITUTIONS

S/N	Date	Name	Position	Institution	Phone number	Signature
1	23/4/2018	Patte Masuhq	ADICT	PORALG	0784629842	
2	24/4/2018	Stephen Wangwe	ADCS	MWTC	0754985177	
3	-/-	Josson Ndungu	Tels Eng	ICTC	0765709122	
4	24/4/2018	PRISCUS KIWANGO	DTCS	POPSM	0786421688	
5	24/04/2018	ARVIND MATO	ADICTS	POPSM	0754267066	
6	24/04/2018	Justinian Anatory	DEAN, INFORMATI	UDOM	0782106209	
7	-	L. Mselle	Dean School of Vir: Ed. UDOM		075103078	
8	24/04/2018	Odilo J. Mjanga	DIRECTOR	MITI	0754275079	
9	24/04/2018	Ally Mape	ADCS	MST	0713411330	
10	25/4/2018	ALBERT RICHARD	UCSDF/HO	UCSDF	0750710711	
11	25/4/2018	Suzana Mchuli	PHO	VPO	0652134313	
12	02/05/2018	Cecil N. Francis	CIO	TICL Corporation	0738261200	
13	02/05/2018	Peter Shilla	DIS	PPRA	0752280787	
14	02/05/2018	Bernard Ntelya	MSSA	PPRA	0754296083	
15	02/05/2018	Fanuel Yawayana	SAD	PPRA	0753260210	
16	02/05/2018	Alexander Karabe	PICTO	MCHSD	0754762425	

THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF WORKS, TRANSPORT AND COMMUNICATIONS (MWTC)
STAKEHOLDERS CONSULTATION FORM FOR UPDATING RESETTLEMENT POLICY FRAMEWORK (RPF) FOR THE PROPOSED DIGITAL TANZANIA PROGRAMME (DTP)

PUBLIC INSTITUTIONS

S/N	Date	Name	Position	Institution	Phone number	Signature
17	02/05/2018	Shaban Pazi	Ag. DICT	WIRTA AND	0724998831	
18	02/05/2018	BENJAMIN DOTO	DUD	PGA	0755996080	
19	04/05/18	Charles Kossungu	LEAD	MNH	0622577792	
20	04/05/18	Cuthbert Simalenga	DICT	RITA	0765029435	
21	04/05/18	Cliff Mawgala	P. ICT	RITA	0754710671	
22	04/05/18	Robby Otaigo	S.ICTO / PM	RITA	0784562409	
23	7/5/18	OXIBENI MURARA	HEAD OF ICT SERVICES	DIT	0754398539	
24	7/5/18	Charter Palapala	DICT	TRA	0699210053	
25	07/05/2018	Lazaro Gwai	MOPS	TRA	0787505001	
26	07/05/2018	Violet Kazimoto	Ag. MSP	TRA	0784267277	
27	07/05/2018	David Mtaka	M/CS	TPC	0684887957	
28	8/5/2018	Babani Rashid	Systems Administration	UDSM	0767380864	
29	8/05/18	Dr Charles Kibwa	ICT Manager	UDSM	0713155585	
30	8-05-18	Carlos Mbuta	Principal officer	NEMC	0784561156	
31	10-05-18	Lucy M. Mwalongo	DESA BSA*	TCRA	075381151	

* Deputy Director Industry Analysis & Tariff Regulation

THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF WORKS, TRANSPORT AND COMMUNICATIONS (MWTC)

STAKEHOLDERS CONSULTATION FORM FOR UPDATING RESETTLEMENT POLICY FRAMEWORK (RPF) FOR THE PROPOSED DIGITAL TANZANIA PROGRAMME (DTP)

PRIVATE INSTITUTIONS

S/N	Date	Name	Position	Institution	Phone number	Signature
01	3/5/2018	BENEDICT AMANDY	PROCUREMENT MANAGER	HALOTEL	0629-1020/8	
2	3/5/2018	ELVIS RAPHAEL	INFRASTRUCTURE	HALOTEL	0629-098665	
3	4/5/2018	DEVOCATUS NKATA	SENIOR REGULATORY OFFICER TIGO LTD (TIGO)	TIGO	0713123699	
4	4/5/2018	MAMALA KACHECHEBO	NETWORK PROGRAM MANAGER (PROVID)	TIGO	0658123877	
5	4/5/2018	EMMANUEL MALIKA	HEAD OF PLANNING & ENGINEERING	TIGO	0713123830	
6	4/5/2018	SEMILLA KUSENRE	SNR. MANAGER PLANNING	TIGO	0658123458	
7	4/5/2018	THOMAS CHANGA	ENG	TIGO	0658123058	Thomas Changa
8	4/5/2018	LIVINGSTONE KIMWILI	ENG	Vodacom	0754710803	
9	4/5/2018	ISU ID MBOGATA	ENG	Vodacom	075-471207	
10	09/05/2018	Nchaye Maraga	THE OFFICER	Airtel Z	0986670164	
11	11/5/2018	GIDEON R. GHILANGA	MANAGING DIRECTOR	CHILANGA GEN. TRADE CO.	093335598	

Annex IV: Project Screening Form Template

The following form should be included in the Project’s Operational Manual.

Sub-project name:	
Sub-project location (include map/sketch):	<i>Village/Mtaa, Ward, District/Municipality/Township, Region).</i>
Type of activity :	<i>(e.g., new construction, rehabilitation, periodic maintenance)</i>
Estimated Cost (USD):	
Proposed date of commencement of work:	
Technical drawing/specifications reviewed :	<i>(circle answer): Yes No</i>

This report is to be kept short and concise.

1. Site Selection:

When considering the location of a sub-project, rate the sensitivity of the proposed site in the following table according to the given criteria. Higher ratings do not necessarily mean that a site is unsuitable. They do indicate a real risk of causing undesirable adverse environmental and social effects, and that more substantial environmental and/or social planning may be required to adequately avoid, mitigate, or manage potential effects.

Issues	Site Sensitivity			Rating
	Low	Medium	High	
Natural habitats	No natural habitats present of any kind	No critical natural habitats; other natural habitats occur	Critical natural habitats present	
Water quality and water resource availability and use	Water flows exceed any existing demand; low intensity of water use; potential water use conflicts expected to be low; no potential water quality issues	Medium intensity of water use; multiple water users; water quality issues are important	Intensive water use; multiple water users; potential for conflicts is high; water quality issues are important	
Natural hazards vulnerability, floods, soil stability/ erosion	Flat terrain; no potential stability/erosion problems; no known volcanic/seismic/flood risks	Medium slopes; some erosion potential; medium risks from volcanic/seismic/ flood/ hurricanes	Mountainous terrain; steep slopes; unstable soils; high erosion potential; volcanic, seismic, or flood risks	
Cultural property	No known or suspected cultural heritage sites	Suspected cultural heritage sites; known heritage sites in broader area of influence	Known heritage sites in project area	

Issues	Site Sensitivity			Rating
	Low	Medium	High	
Involuntary resettlement	Low population density; dispersed population; legal tenure is well-defined; well-defined water rights	Medium population density; mixed ownership and land tenure; well-defined water rights	High population density; major towns and villages; low-income families and/or illegal ownership of land; communal properties; unclear water rights	
Indigenous peoples	No indigenous population	Dispersed and mixed indigenous populations; highly acculturated indigenous populations	Indigenous territories, reserves and/or lands; vulnerable indigenous populations	

2. Checklist questions:

Physical data:	<i>Yes/No answers and bullet lists preferred except where descriptive detail is essential.</i>
Site area in ha	
Extension of or changes to existing alignment	
Any existing property to transfer to sub-project	
Any plans for new construction	

Refer to project application for this information.

Preliminary Environmental Information:	<i>Yes/No answers and bullet lists preferred except where descriptive detail is essential.</i>
State the source of information available at this stage (i.e., proponent's report, EIA, or other environmental study).	
Has there been litigation or complaints of any environmental nature directed against the proponent or sub-project?	

Refer to application and/or relevant environmental authority for this information.

Identify type of activities and likely environmental impacts:	<i>Yes/No answers and bullet lists preferred except where descriptive detail is essential.</i>
What are the likely environmental impacts, opportunities, risks, and liabilities associated with the sub-project?	

Refer to ESMF Chapter 5 – Impact, Mitigation, and Monitoring Guidelines

Determine environmental screening category:	<i>Yes/No answers and bullet lists preferred except where descriptive detail is essential.</i>
After compiling the above, determine which category the sub-project falls under based on the environmental categories A, B, and C.	

Refer to ESMF Chapter 6 – Screening and Review Process

Mitigation of Potential Pollution:	<i>Yes/No answers and bullet lists preferred except where descriptive detail is essential.</i>
Does the sub-project have the potential to pollute the environment or contravene any environmental laws and regulations?	
Will the sub-project require pesticide use?	

If so, then the proposal must detail the methodology and equipment incorporated in the design to constrain pollution within the laws and regulations and address pesticide use, storage, and handling.	
Does the design adequately detail mitigating measures?	
<i>Refer to ESMF Chapter 5 and Section 6.5 – Impact, Mitigation and Monitoring Guidelines</i>	
Environmental Assessment Report or environmental studies required:	<i>Yes/No answers and bullet lists preferred except where descriptive detail is essential.</i>
If screening identifies environmental issues that require an EIA or a study, does the proposal include the EIA or study?	
Indicate the scope and time frame of any outstanding environmental study.	
Required Environmental Monitoring Plan:	
If the screening identifies environmental issues that require long-term or intermittent monitoring (e.g., effluent, gaseous discharges, water quality, soil quality, air quality, noise), does the proposal detail adequate monitoring requirements?	
<i>Refer to ESMF Chapter 5 – Impact, Mitigation, and Monitoring Guidelines</i>	
Public participation/information requirements:	<i>Yes/No answers and bullet lists preferred except where descriptive detail is essential.</i>
Does the proposal require, under national or local laws, the public to be informed, consulted, or involved?	
Has consultation been completed?	
Indicate the time frame of any outstanding consultation process.	
<i>Refer to Chapter 3 – Relevant legislative and institutional framework</i>	
Land and resettlement:	<i>Yes/No answers and bullet lists preferred except where descriptive detail is essential.</i>
What is the likelihood of land purchase for the sub-project?	
How will the proponent go about land purchase?	
What level or type of compensation is planned?	
Who will monitor actual payments?	
<i>Refer to the Resettlement Policy Framework.</i>	
Actions:	
List outstanding actions to be cleared before sub-project appraisal.	
Approval/rejection	<i>Yes/No answers and bullet lists preferred except where descriptive detail is essential.</i>
If proposal is rejected for environmental reasons, should the sub-project be reconsidered? What additional data would be required for re-consideration?	

Recommendations:

- Requires an EIA and/or RAP to be submitted on date.
- Requires EMP, to be submitted on date.
- Does not require further environmental studies

Reviewer :

Name:

Signature:

Date:

Annex V: Resettlement Action Plan (RAP) Preparation Guideline

This template is extracted from OP 4.12 Annex A. Its full description can be found in the World Bank external website [[WB OP4.12 Annex A](#)].

The scope and level of detail of the RAP will vary depending on the magnitude and complexity of resettlement or displacement. The RAP is prepared based on the most recent and accurate information on the: (i) proposed resettlement and its impacts on displaced persons and other adversely affected groups; and (ii) legal issues affecting resettlement. The RAP covers elements that are specific to the project context.

A broad outline of the RAP, as applied to sub-projects covered under a RPF includes, but is not limited to, the following:

Description of the sub-project: General description of the sub-project and identification of sub-project area or areas.

Potential Impacts: Identification of the: (i) the sub-project components or activities that require resettlement or restriction of access; (ii) zone of impact of components or activities; (iii) alternatives considered to avoid or minimize resettlement or restricted access; and (iv) mechanisms established to minimize resettlement, displacement, and restricted access, to the extent possible, during project implementation.

Objectives: The main objectives of the resettlement program as these apply to the sub-projects.

Socio-economic studies: The findings of socio-economic studies to be conducted in the early stages of project preparation, and with the involvement of potentially affected people will be needed. These generally include the results of a census of the affected populations covering:

- (i) Current occupants of the affected area as a basis for design of the RAP and to clearly set a cut-off date, the purpose of which is to exclude subsequent inflows of people from eligibility for compensation and resettlement assistance;
 - (ii) Standard characteristics of displaced households, including a description of production systems, labour, and household organization; and baseline information on livelihoods (including, as relevant, production levels and income derived from both formal and informal economic activities) and standards of living (including health status) of the displaced population;
 - (iii) Magnitude of the expected loss, total or partial, of assets, and the extent of displacement, physical or economic;
 - (iv) Information on vulnerable groups or persons, for whom special provisions may have to be made; and
 - (v) Provisions to update information on the displaced people's livelihoods and standards of living at regular intervals so that the latest information is available at the time of their displacement, and to measure impacts (or changes) in their livelihood and living conditions.
-

There may be other studies that the RAP can draw upon, such as those describing the following:

- (i) Land tenure, property, and transfer systems, including an inventory of common property natural resources from which people derive their livelihoods and sustenance, non-title-based usufruct systems (including fishing, grazing, or use of forest areas) governed by local recognized land allocation mechanisms, and any issues raised by different tenure systems in the sub project area;
- (ii) Patterns of social interaction in the affected communities, including social support systems, and how they will be affected by the sub-project;
- (iii) Public infrastructure and social services that will be affected; and
- (iv) Social and cultural characteristics of displaced communities, and their host communities, including a description of formal and informal institutions. These may cover, for example, community organizations; cultural, social or ritual groups; and non-governmental organizations (NGOs) that may be relevant to the consultation strategy and to designing and implementing the resettlement activities.

Legal Framework: The analysis of the legal and institutional framework should cover the following:

- (i) Scope of existing land and property laws governing resources, including state-owned lands under eminent domain and the nature of compensation associated with valuation methodologies; land market; mode and timing of payments, etc;
- (ii) Applicable legal and administrative procedures, including a description of the grievance procedures and remedies available to PAPs in the judicial process and the execution of these procedures, including any available alternative dispute resolution mechanisms that may be relevant to implementation of the RAP for the sub-project;
- (iii) Relevant laws (including customary and traditional law) governing land tenure, valuation of assets and losses, compensation, and natural resource usage rights, customary personal law; communal laws, etc related to displacement and resettlement, and environmental laws and social welfare legislation;
- (iv) Laws and regulations relating to the agencies responsible for implementing resettlement activities in the sub-projects;
- (v) Gaps, if any, between local laws covering resettlement and the Bank's resettlement policy, and the mechanisms for addressing such gaps; and
- (vi) Legal steps necessary to ensure the effective implementation of RAP activities in the sub-projects, including, as appropriate, a process for recognizing claims to legal rights to land, including claims that derive from customary and traditional usage, etc and which are specific to the sub-projects.

The institutional framework governing RAP implementation generally covers:

- (i) Agencies and offices responsible for resettlement activities and civil society groups like NGOs that may have a role in RAP implementation;
- (ii) Institutional capacities of these agencies, offices, and civil society groups in carrying out RAP implementation, monitoring, and evaluation; and
- (iii) Activities for enhancing the institutional capacities of agencies, offices, and civil society groups, especially in the consultation and monitoring processes.

Eligibility: Definition of displaced persons or PAPs and criteria for determining their eligibility for compensation and other resettlement assistance, including relevant cut-off dates.

Valuation of and compensation for losses: The methodology to be used for valuing losses, or damages, for the purpose of determining their replacement costs; and a description of the proposed types and levels of compensation consistent with national and local laws and measures, as necessary, to ensure that these are based on acceptable values (e.g. market rates).

Resettlement Measures: A description of the compensation and other resettlement measures that will assist each category of eligible PAPs to achieve the objectives of OP 4.12. Aside from compensation, these measures should include programs for livelihood restoration, grievance mechanisms, consultations, and disclosure of information.

Site selection, site preparation, and relocation: Alternative relocation sites should be described and cover the following:

- (i) Institutional and technical arrangements for identifying and preparing relocation sites, whether rural or urban, for which a combination of productive potential, location advantages, and other factors is at least comparable to the advantages of the old sites, with an estimate of the time needed to acquire and transfer land and ancillary resources;
- (ii) Any measures necessary to prevent land speculation or influx of eligible persons at the selected sites;
- (iii) Procedures for physical relocation under the project, including timetables for site preparation and transfer; and
- (iv) Legal arrangements for recognizing (or regularizing) tenure and transferring titles to those being resettled.

Housing, infrastructure, and social services: Plans to provide (or to finance provision of) housing, infrastructure (e.g. water supply, feeder roads), and social services to host populations; and any other necessary site development, engineering, and architectural designs for these facilities should be described.

Environmental protection and management: A description of the boundaries of the relocation area is needed. This description includes an assessment of the environmental impacts of the proposed resettlement and measures to mitigate and manage these impacts (coordinated as appropriate with the environmental assessment of the main investment requiring the resettlement).

Community Participation: Consistent with the World Bank's policy on consultation and disclosure, a strategy for consultation with, and participation of, PAPs and host communities, should include:

- (i) Description of the strategy for consultation with and participation of PAPs and hosts in the design and implementation of resettlement activities;
- (ii) Summary of the consultations and how Papas' views were taken into account in preparing the resettlement plan; and
- (iii) Review of resettlement alternatives presented and the choices made by PAPs regarding options available to them, including choices related to forms of compensation and resettlement assistance, to relocating as individual families or as parts of pre-existing communities or kinship groups, to sustaining existing patterns of group organization, and to retaining access to cultural property (e.g. places of worship, pilgrimage centers, cemeteries); and

- (iv) Arrangements on how PAPs can communicate their concerns to project authorities throughout planning and implementation, and measures to ensure that vulnerable groups (including indigenous peoples, ethnic minorities, landless, children and youth, and women) are adequately represented.

The consultations should cover measures to mitigate the impact of resettlement on any host communities, including:

- (i) Consultations with host communities and local governments;
- (ii) Arrangements for prompt tendering of any payment due the hosts for land or other assets provided to PAPs;
- (iii) Conflict resolution involving PAPs and host communities; and
- (iv) Additional services (e.g. education, water, health, and production services) in host communities to make them at least comparable to services available to PAPs.

Grievance procedures: The RAP should provide mechanisms for ensuring that an affordable and accessible procedure is in place for third-party settlement of disputes arising from resettlement. These mechanisms should take into account the availability of judicial and legal services, as well as community and traditional dispute settlement mechanisms.

RAP implementation responsibilities: The RAP should be clear about the implementation responsibilities of various agencies, offices, and local representatives. These responsibilities should cover (i) delivery of RAP compensation and rehabilitation measures and provision of services; (ii) appropriate coordination between agencies and jurisdictions involved in RAP implementation; and (iii) measures (including technical assistance) needed to strengthen the implementing agencies' capacities of responsibility for managing facilities and services provided under the project and for transferring to PAPs some responsibilities related to RAP components (e.g. community-based livelihood restoration; participatory monitoring; etc).

Implementation Schedule: An implementation schedule covering all RAP activities from preparation, implementation, and monitoring and evaluation should be included. These should identify the target dates for delivery of benefits to the resettled population and the hosts, as well as clearly defining a closing date. The schedule should indicate how the RAP activities are linked to the implementation of the overall project.

Costs and budget: The RAP for the specific sub-projects should provide detailed (itemized) cost estimates for all RAP activities, including allowances for inflation, population growth, and other contingencies; timetable for expenditures; sources of funds; and arrangements for timely flow of funds. These should include other fiduciary arrangements consistent with the rest of the project governing financial management and procurement.

Monitoring and evaluation: Arrangements for monitoring of RAP activities by the implementing agency, and the independent monitoring of these activities, should be included in the RAP section on monitoring and evaluation. The final evaluation should be done by an independent monitor or agency to measure RAP outcomes and impacts on PAPs' livelihood and living conditions. The World Bank has examples of performance monitoring indicators to measure inputs, outputs, and outcomes for RAP activities; involvement of PAPs in the monitoring process; evaluation of the impact of RAP activities over a reasonable period after resettlement and compensation, and using the results of RAP impact monitoring to guide subsequent implementation.

Annex VI: Sample Form for Census Survey and Inventory

1 A 1 Socio-economic Household Datasheet of PAPs

Name of Interviewer		Signature
ID Code		
Name of Supervisor		(after verification of interview)
ID Code		

Village Name	
ID Code	
Number of Concession in Village	
(GPS Coordinates)	

Date:2018
 Day Month Year

Name of Head of Extended Family :	
Number of Nuclear Families in Extended Residential Group (including household of head of extended family)	

1 A 2 Household Interview

Name and Surname	Relationship to Head of Family	Sex		Place of Birth	Age	Marital Status	Residence Tenure	Ethnic Group	Religion	Educational Level	Income Earner		Economic Activities	
		M	F								Yes	No	Primary	Secondary
1.														
2.														
3.														
4.														
5.														
6.														
7.														

Relation to Head of Family : 1 HoH; 2 Spouse of HoH ; 3 Child of HoH; 4 Spouse of child of HoH ; 5 Grandchild of HoH; 6 Parent of HoH; 7; 8 9 Other (specify) ; 0 No Answer.
Marital Status: 1 Married; 2 Widowed; 3 Divorced; 4 Unmarried; 0 No Answer.
Residential Status: 1 PRP (Permanent Resident) ; 2 RA (Resident absent) ; 3 Member of non-resident HH; 4 Visitor; 9 Other (specify) ; 0 No Answer.
Occupations: -
Principle Occupation: 1. Farmer ; 2 Shepard; 3 Household ; 4 Merchant; 5 Religious leader, teacher ; 6 Artisan ; 7 Transport ; 8 Unemployed;9 Other (specify) ; 0 No Answer
Secondary Occupations: idem.
Educational Level : 1 Illiterate ; 2 Three years or less; 3 Primary School ; 4 Secondary School ; 5 Technical School ; 6 Religious School (literate in Arabic) ; 0 No Answer
Religion: 1 Muslim; 2 Christian (specify denomination); 3 Animist. 9 Other (specify); 0 No Answer

Annex x: Land asset inventory for Project Affected People

District: _____

Date: _____

Village: _____

Survey no.	Name of Head of Household	No. of Persons in household	Total land holding of Hhold (m ²)	Land to be acquired (m ²)	Land Use Type *	Loss of % total	Loss of assets			Loss of crops			Loss of other assets	Other losses			
							Structures Permanent (m ²)	Structures temporary (m ²)	Area of residential land lost (m ²)	Fruit trees lost type and number	Agricultural land lost (m ²)	Other (specify)		E.g. graveyards, wells, etc. (type and no.)	Residence (rented)	Business lost	Income loss

Annex VII: Monitoring Indicators

S/N	Component	Socio-Economic Impact	Indicators		Means of Monitoring	Frequency / Timing	Responsible Team
			Quantitative Indicator	Qualitative Indicator			
1.	Compensation	Timely and adequate compensation of the affected properties	All the affected people are compensated adequately	Less grievances/ complaints	Check the list of affected people and verify that all PAPs are compensated	The first 6 months of compensation	Compensation team
2.	Grievances	Effectiveness of the grievance mechanisms	<ul style="list-style-type: none"> - Less grievances reported to the project office - Reported grievances resolved - Less court cases reported 	Satisfaction of the PAPs	Project reports on reported and solved grievances	Every three month during the entire project	Project management and Project working group
3.	Stakeholders participation	Consultation and participation with stakeholders, especially vulnerable PAPs	<ul style="list-style-type: none"> - Number of meetings carried out in the project area - Participants according to gender 		Check the project records on the meeting minutes	Every month	Project Management
4.	Assistance to vulnerable groups	Specific opportunities for vulnerable groups	<ul style="list-style-type: none"> - Of the identified vulnerable groups in the project area, percentage of those who received any form of assistance - Number of complaints from the affected vulnerable groups 		Survey on complaints	Every month during RAP implementation	Project Management
5.	Impoverishment of the PAPs	Loss of income sources or productive assets (whether or not the affected person move to another location).	<ul style="list-style-type: none"> - Decreased/ Increased levels of poverty in the area - Number of income sources/productive assets moved or affected - Number of people who lost productive assets and managed to establish and/or replace new ones - New economic ventures establish in the villages 		Village development report which is compiled annually as part of their mandate	Yearly	<ul style="list-style-type: none"> - District Office - Village government
6.	Available community groups and networks	Loss of support networks	Number of community groups available	Loss of social networks	Village development report which is compiled annually as part of their mandate	Yearly	<ul style="list-style-type: none"> - Consultant - Village development report

S/N	Component	Socio-Economic Impact	Indicators		Means of Monitoring	Frequency / Timing	Responsible Team
			Quantitative Indicator	Qualitative Indicator			
7.	Land resource	Change of land use and/or loss of access to land within the project area	<ul style="list-style-type: none"> - Amount of land use - Amount of land available - Escalating land rent and price 	<ul style="list-style-type: none"> - Escalating prices of land - Change of land use 	Village development report which is compiled annually as part of their mandate	Yearly	<ul style="list-style-type: none"> - District Office - Consultant - Village government
8.	Property and livelihood	Loss of properties: <ul style="list-style-type: none"> - Loss of shelter - Loss of assets or access to assets - Loss of income 	<ul style="list-style-type: none"> - Number of alternative employment opportunities created and the number of affected people employed in formal/ formal sector. - Percentage of lost assets replaced - Percentage of lost structures/buildings replaced - Escalating rents of houses, shop and other business premises 	<ul style="list-style-type: none"> - Improved people's livelihood - Living standards of PAPs 	Village development report which is compiled annually as part of their mandate	Yearly	<ul style="list-style-type: none"> - District Office - Local government
9.	Food	Food security	<ul style="list-style-type: none"> - Agricultural productivity - Food shortage in the community - Reported number of months with shortage of food. 	Food intake (number of meals taken per day per household)	Household survey	Half yearly	<ul style="list-style-type: none"> - Community Development Officers - Resettlement Field Officers
10.	Housing	Types of housing	<ul style="list-style-type: none"> - Percentage of houses replaced - Quality of houses replaced based on Tanzania National Standards 	Housing situation improved or the same	<ul style="list-style-type: none"> - Household survey - Village government development report 	Half yearly & Yearly	<ul style="list-style-type: none"> - Community Development Officers - Resettlement Field Officers - Village government

Annex VIII: Sample Grievance Intake Form

Grievance Intake Form				
<i>Grievance Number</i>		Copies to forward to:		
<i>Name of the Recorder</i>		(Original)-Receiver Party		
<i>Province/District/Settlement</i>		(Copy)-Responsible Party		
<i>Date</i>				
INFORMATION ABOUT GRIEVANCE				
<i>Define The Grievance:</i>				
INFORMATION ABOUT THE COMPLAINANT			Forms of Receive	
<i>Name-Surname</i>			<input type="checkbox"/> Phone Line <input type="checkbox"/> Community/ Information Meetings <input type="checkbox"/> Mail <input type="checkbox"/> Informal <input type="checkbox"/> Other	
<i>Telephone Number</i>				
<i>Address</i>				
<i>Village/ Settlement</i>				
<i>District/ Province</i>				
<i>Signature of Complainant</i>				
DETAILS OF GRIEVANCE				
1. Access to Land and Resources a) Fishing grounds b) Lands c) Pasturelands d) House e) Commercial site f) Other	2. Damage to a) House b) Land c) Livestock d) Means of livelihood e) Other	3. Damage to Infrastructure or Community Assets a) Road/Railway b) Bridge/Passageways c) Power/Telephone Lines d) Water sources, canals and water infrastructure for irrigation and animals e) Drinking water f) Sewerage System g) Other	4. Decrease or Loss of Livelihood a) Agriculture b) Animal husbandry c) Beekeeping d) Small scale trade e) Other	5. Traffic Accident a) Injury b) Damage to property c) Damage to livestock d) Other
6. Incidents Regarding Expropriation and Compensation (Specify)	7. Resettlement Process (Specify)	8. Employment and Recruitment (Specify)	9. Construction Camp and Community Relations a) Nuisance from dust b) Nuisance from noise c) Vibrations due to explosions d) Misconduct of the project personal/worker e) Complaint follow up f) Other	10. Other (Specify)