



**THE REVOLUTIONARY GOVERNMENT OF ZANZIBAR
MINISTRY OF EDUCATION AND VOCATIONAL TRAINING**

**ZANZIBAR IMPROVING QUALITY OF BASIC EDUCATION (ZIQUE)
PROJECT**

RESETTLEMENT POLICY FRAMEWORK (RPF)

January 2023

EXECUTIVE SUMMARY

ES1: Project Background

The evolutionary Government of Zanzibar (RGoZ) through the Ministry of Education and Vocational Training (MoeVT), has initiated the Zanzibar Improving Quality of Basic Education (ZIQUE) project, to be supported by the World Bank. ZIQUE seeks to strengthen teaching and learning in basic education by supporting the roll-out of the new competency-based curriculum by focusing on high-quality teaching and learning materials; improving the learning environment; and providing regular, targeted and effective support to teachers. The aim of the project is therefore to improve learning outcomes and support student progression through the learning cycle. The proposed project shall address some of the most critical challenges to achieving quality basic education (primary and lower secondary) in Zanzibar.

The proposed ZIQUE project has four components to be implemented within six years from 2023/24 to the 2028/2029 financial year. The four main components of the project include: (i) Supporting the effective roll-out of the new curriculum in basic education; (ii) Strengthening teacher effectiveness; (iii) Supporting conducive learning environments; and (iv) Systems strengthening and project management.

The MoEVT, through the existing Project Implementing Unit (PIU) which is currently responsible for the ZISP Project, will be the implementing agency with responsibility for the oversight, implementation and monitoring and evaluation of the Project. The Zanzibar Institute of Education (ZIE) will be responsible for developing the syllabus based on the new curriculum and overseeing the textbook preparation process with support from providers and technical assistance as needed. It will also, in collaboration with the Zanzibar Examination Council (ZEC) oversee the implementation of the National Learning Assessment, with the support of technical assistance (Component 1). Designated Ministry departments will implement and oversee the delivery of continuous professional development, coaching and monitoring tools (to be further defined during project preparation) (Component 2). The MoEVT's engineering department will be responsible for overseeing school construction activities and monitoring contractors as needed as well as developing the school construction strategy and inclusive school design plans (Component 3). MoEVT may seek private providers, the State University of Zanzibar or other academic institutes to support the development of the new curricula textbooks and deliver training.

ES2: Rationale for Resettlement Policy Framework

The ZIQUE project is likely to use the existing land/spaces within schools; however, in case the project requires additional land then the RPF will guide the involuntary land acquisition process. It is for this reason that an RPF has been prepared. The Resettlement Policy Framework (RPF) has been prepared along with the Environmental and Social Management Framework (ESMF) and Stakeholder Engagement Plan (SEP) to ensure that the ZIQUE project is implemented in an environmentally and socially sustainable manner.

The Resettlement Policy Framework for the ZIQUE project is based on Zanzibar laws and legislation related to land acquisition and resettlement. Since the project will be financed by World Bank it must also comply with the WB's Involuntary Resettlement Policy as described in Environmental and Social Standard No. 5 (ESS5). It must be noted that by signing the Loan Agreement the Government agrees to abide by the applicable World Bank Environmental and Social Safeguards and other international treaties. Whenever there is a difference between local regulations and WB policies, whichever is more stringent and/or more favourable to the affected people will prevail.

ES3: Legal Framework

The RPF takes into account the existing institutional and regulatory framework within the context of Zanzibar's legal instruments. The following laws are relevant to land acquisition, property ownership, expropriation and other issues related to resettlement and compensations in Zanzibar.

- i. Zanzibar Constitution, 1984 (sec 17)
- ii. The Land Tenure Act (1992)/Land Tenure (Amendment) Act (2003)
- iii. The Land Tribunal Act (1994)/Amendment Act, No 1 of 2008
- iv. The Valuers Registration Act (2015)
- v. The Land Adjudication Act (1989)
- vi. The Registered Land Act (1989)
- vii. The Land Surveyor's Act (1989)
- viii. Land Transfer Act (1993)
- ix. Town planning Act 1955
- x. Conservation Act 2010
- xi. Zanzibar Environmental Management Act No. 3 of 2015
- xii. Zanzibar Public and Environmental Health Act (2012)
- xiii. Occupational Safety and Health Act No.8 of 2005
- xiv. Regional Administration Act of 2014
- xv. Local Government Authority Act of 2014
- xvi. Labour Relations Act, 2004
- xvii. The Ancient Monuments Preservation Act (2002)

ES4: Eligibility and Entitlements

Generally, PAPs will be eligible for compensation provided that they were present in a project area before the cut-off date. In cases where prohibited crops (e.g. Marijuana, mirungi) are present the owners shall not be considered eligible for compensation. In this case, he may not have the courage to come forward to let himself identify as the owner of the illegal crops found in the project sites. The following Categories of PAPs are entitled to compensation;

- (i) All PAPs losing land with or without legal/traditional land rights,
- (ii) Tenants and sharecroppers whether registered or not;
- (iii) PAPs with buildings, crops, plants, or other valuable objects attached to the land;
- (iv) PAPs losing business, income, and salaries.

The compensation for land to eligible PAPs will be as follows:

- (i) Titled PAPs will be fully compensated.
- (ii) Untitled PAPs who are the legitimate owners of either plot with a house within or adjacent to a plot will be compensated.
- (iii) Untitled PAPs who are not the legitimate owners of the land plot but use or cultivate the land they occupy only impromptu will also be eligible for crop or income compensation, and other assistance required to restore their living conditions.
- (iv) PAPs with legally titled houses that need to be displaced will be compensated for both the land and structure at full replacement value and assisted to relocate to a new house with adequate access to services.
- (v) PAPs with no legally titled houses that need to be displaced will be compensated at the full replacement cost of the housing structure and will receive assistance to relocate to new adequate housing with access to services.

Since the exact nature and locations of projects are unknown, the likely displaced (economically or physically) persons herein referred to as PAPs have not been identified. However, impacts could occur due to physical and/or economic resettlement affecting the eligible groups defined below. Economic resettlement may give rise to the following types of impacts on affected households of which may need compensation based on existing market rates;

- i. Loss of land
- ii. Loss of buildings and structures
- iii. Loss of Communal Infrastructure/Shared Property Resources
- iv. Loss of Income and Livelihood

- v. Loss of allowances
- vi. Temporary use of land
- vii. Construction impacts

ES5: Stakeholder Engagement

When involuntary resettlement occurs, there shall be adequate consultation and involvement of the local communities, Shehias, District/municipal land officers, and the affected persons. The consultation may involve public meetings, and interviews. Specifically, the affected persons must be informed about the intentions to use the earmarked sites for the Project activities, facilities and structures. The affected persons must be made aware of:

- i. Their options and rights about resettlement and compensation;
- ii. Specific technically and economically feasible options and alternatives for resettlement;
- iii. Process of and proposed dates for resettlement and compensation;
- iv. They should be communicated on the cut off dates;
- v. Effective compensation rates at replacement cost for loss of assets and services; and
- vi. Proposed measures and costs to maintain or improve their living standards.

The methodology and procedures to be adopted will be determined according to the situation and specific issues to be addressed and the location where the sub-project will be implemented. RAP reports will be disclosed through public gatherings in respective project sites. Where there will be no RAP required the Due Diligence report should be prepared to present land acquisition procedures taken and statuses of compensation payments.

A Grievance Redress Mechanism (GRM) that is transparent, objective and unbiased will consider both environmental and social grievances. The GRM will operate through the ZIQUE Grievances Committees that will be established for each school. Grievances that cannot be addressed at this level will be elevated to the ZIQUE Project Management Team.

ES6: RAP Development and Implementation

The main objective of the implementation of RAP is to improve or at least restore the social and livelihood resources of the PAPs at their pre-project level. The process of implementation should ensure that this objective is achieved over a reasonable time with allocated resources. Project subcomponent 3 (The support for conducive learning environments) may require additional land in case of the limited area within school compounds. The potential need for a RAP will be determined during the screening of the proposed site or where there is expansion onto new land. When displacement impacts are identified during the screening process, the first step should be to determine if alternative sites exist which would avoid or minimize resettlement. Where this is not possible, the need to develop a RAP will be determined.

MoEVT, through the consultant, will be responsible for preparing the RAP. A participatory approach will be used in accomplishing this task. It is the best way of ensuring successful completion and acceptance of the RAPs and addressing issues related to the RAPs. Once the RAP has been prepared, it will be shared with the MoEVT to ensure alignment with this RPF. The RAP will then be shared with the World Bank for clearance before the commencement of the RAP implementation. The Institutions will take the lead in the implementation of the RAP, while MoEVT will monitor the activities to determine if the implementation is aligned with the requirements of the RAP.

ES7: Monitoring and Evaluation

Monitoring of the RAP, its implementation and delivery of institutional and financial assistance to the PAPs have been designed as an integral part of the overall functioning and management of the Project.

The ZIQUE Safeguard Unit should have a clear M&E plan at hand which should be implemented effectively to track the process, delivery and impact indicators on land acquisition and resettlement. It will also help to provide feedback to stakeholders on progress made in RAP implementation and make prompt alterations where necessary.

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LIST OF ABBREVIATIONS AND ACRONYMS

EIA	Environment Impact Assessment
ESMF	Environment and Social Management Framework
GBV	Gender Based Violence
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
M&E	Monitoring and Evaluation
MoEVT	Ministry of Education and Vocational Training
NGO	Non-Governmental Organizations
PAP	Project Affected Persons
PIU	Project Management Team
RAP	Resettlement Action Plan
RPF	Resettlement Policy Framework
SEP	Stakeholders Engagement Plan
URT	United Republic of Tanzania
WB	World Bank
ZIQUE	Zanzibar Improving Quality of Basic Education

CHAPTER ONE: INTRODUCTION AND PROJECT DESCRIPTION

1.1 Introduction

The Revolutionary Government of Zanzibar (RGoZ), through the Ministry of Education and Vocational Training (MoEVT), has initiated the Zanzibar Improving Quality of Basic Education (ZIQUE) project, to be supported by the World Bank. The proposed ZIQUE project has four components to be implemented within six years from the 2023/24 to 2028/2029 financial year. The four main components of the project include: (i) Supporting the effective roll-out of the new curriculum in basic education (US\$12 million); (ii) Strengthening teacher effectiveness (US\$15 million); (iii) Supporting conducive learning environments (US\$15 million); and (iv) Systems strengthening and project management (US\$8 million).

The Zanzibar Improving Quality of Basic Education Project seeks to strengthen teaching and learning in basic education by supporting the roll-out of the new competency-based curriculum by focusing on high-quality teaching and learning materials; improving the learning environment and providing regular, targeted and effective support to teachers. The Project is therefore aiming at improving the learning outcomes and supporting student progression through the learning cycle. The proposed project shall address some of the most critical challenges to achieving quality basic education (primary and lower secondary) in Zanzibar.

The MoEVT, through the existing Project Implementing Unit (PIU) which is currently responsible for the ZISP Project, will be the implementing agency with responsibility for the oversight, implementation and monitoring and evaluation of the Project. The Zanzibar Institute of Education (ZIE) will be responsible for developing the syllabus based on the new curriculum and overseeing the textbook preparation process with support from providers and technical assistance as needed. It will also, in collaboration with the Zanzibar Examination Council (ZEC) oversee the implementation of the National Learning Assessment, with the support of technical assistance (Component 1). Designated Ministry departments will implement and oversee the delivery of continuous professional development, coaching and monitoring tools (to be further defined during project preparation) (Component 2). The MoEVT's engineering department will be responsible for overseeing school construction activities and monitoring contractors as needed as well as developing the school construction strategy and inclusive school design plans (Component 3). MoEVT may seek private providers, the State University of Zanzibar or other academic institutes to support the development of the new curricula textbooks and deliver training.

1.2 Applicability of Resettlement Policy Framework (RPF)

The proposed Project will support activities that are likely to generate site-specific impacts that might include the resettlement of Project Affected Persons (PAPs). However, since the exact location of the sub-projects (and therefore land acquisition requirements and associated extent of physical and or economic displacement etc.) are not yet known whereby a Resettlement Action Plan (RAP) can be developed for approval under the national regulations and WB requirements, a Resettlement Policy Framework (RPF) has been prepared. Where potential involuntary land take or restrictions on land use may occur associated with the expansion and improvement of schools regardless of the source of financing during project implementation, relevant provisions in the national legislative requirements and the World Bank Environmental and Social Standards on Involuntary Resettlement will apply.

1.3 Nature of Resettlement Impacts

The proposed project activities are likely to result in the involuntary resettlement (physical and/ or economic) of people where new space for expansion is going to be required. Most of the project subcomponents are unknown, in terms of exact locations, the nature of the restrictions on land use and the likely numbers of PAPs.

Displacement will result from the involuntary taking of land for expansions and to a lesser extent for the upgrading of existing infrastructures. The additional land requirements for expansion of existing infrastructure/space will be site specific depending on the available land within the existing school boundaries and the extent of any upgrades required. In particular, physical resettlement will be avoided where possible when selecting sites for expansions.

1.4 The objective of the RPF

The objectives of RPF are:

- i) to avoid or minimize involuntary resettlement by exploring project design alternatives;
- ii) to mitigate unavoidable adverse impacts from involuntary resettlement in accordance with the applicable law;
- iii) to assist the improvement of livelihoods and standards of living of displaced persons; and
- iv) to ensure that resettlement activities are planned and implemented with appropriate disclosure of information, meaningful consultation, and informed participation.

CHAPTER TWO : LEGAL FRAMEWORK

The Resettlement Policy Framework for the ZIQUE project is based on Zanzibar laws and legislation related to land acquisition and resettlement. Since the project will be financed by World Bank it must also comply with the WB's Involuntary Resettlement Policy as described in Environmental and Social Standard No. 5 (ESS5). It must be noted that by signing the Loan Agreement the Government agrees to abide by the applicable World Bank Environmental and Social Safeguards and other international treaties. Whenever there is a difference between local regulations and WB policies, whichever is more stringent and/or more favourable to the affected people will prevail.

2.1 Laws and Regulations

The Zanzibar Constitution recognizes universally acknowledged human rights, including those about private ownership and its protection. The Constitution creates a foundation for the legislative basis of possession of the immovable property and recognizes the land use right of ownership of property placed/grown on the particular piece of land, whilst facilitating the payment of relevant compensation. In certain cases of public need, the State may take private lands into state ownership or take actions that otherwise affect private land. The RPF takes into account the existing institutional and regulatory framework within the context of Zanzibar's legal instruments. The following laws are relevant to land acquisition, property ownership, expropriation and other issues related to resettlement and compensations in Zanzibar.

2.1.1 Land Acquisition Decree Cap 95

This is the principle legislation guiding land acquisition in Zanzibar enacted under the colonial British rule. Though not in use, the act has not been revoked or amended. Several of its provisions are found in the new land acts enacted from the late 1990s onwards. In general, the Land Acquisition Act does not cover all aspects of resettlement affecting people who are displaced from their old settlements, but certain sections in the act are still relevant to-date:

- The Act--sections 4 to 10--stipulates and emphasizes prior notification. The Act directs the District Commissioner to serve public notices and notices in the government gazette of land likely to be acquired for any public purpose or company, and the government or company to serve notice to occupiers of any property, building, garden, etc., prior to entry for purpose of survey, marking boundaries, etc. Section 2 demands payment for damages done to standing crops, trees, fences or buildings during survey, marking boundaries etc.
- Section 9 calls for compensation for acquired property by government or a company. Claims for compensation by all with interests in land should be made to the District Commissioner.

The responsibility of the District Commissioner pertaining to decisions on disputes as to the sufficiency of amounts paid for damages or for acquisition of property is repealed by the Land Tribunal Act, 1994 which confers the responsibility to the Land Tribunal established by the Act as the only lawful body that currently deals with all matters of land disputes.

2.1.2 The Registered Land Act, 1989

This Act was designed to avoid disputes on boundaries through having a land register and a map (registry) of land in question. The Act calls for establishment of a Land Registry in each "Land Registration District" showing all land parcels and leases, whether public or private land; particulars of the Occupant or Proprietor; and conditions and duties affecting his/her Right of Occupancy.

The Act confers to the registered Proprietor of land exclusive rights of occupancy of that land, together with all rights and privileges. The rights are coupled with duties requiring the Proprietors of land to

maintain in good order any fences, hedges, stone pillars, walls or other marks, which demarcate its boundaries. In Zanzibar and elsewhere in Tanzania, the boundaries of Rights of Way of roads, electricity transmission lines etc. are not clearly marked. Thus, failure to abide by this law has led to extensive encroachment into the Right of Way (RoW), costly enforcement on the part the roads authorities and electricity companies, and constant disputes with the offenders. The Land adjacent to the sea (foreshore) is deemed public land and shall not be included in any parcel (public or private).

2.1.3 The Land Survey Act, No 9 of 1989

The Act makes provisions for regulating and making of land surveys and for the registration and conduct of the Surveyors. Section 14 of the Act demands that Surveyors give reasonable notice to the owners or occupiers of the land prior to survey activities. Section 15 directs payments of compensation to the owner of any crops or trees cut or damaged in the survey exercise.

2.1.4 Land Tenure Act, No.12 of 1992; Amendment, Act No. 15 of 2003

In this Act, **Section 5 subsection (2)** - gives the President of Zanzibar (or the Minister on behalf of the President) powers to impose right of use of land (easements) on any parcel of land and building/construction in respect of Right of Way, installation, support and clearance necessary for the establishment, maintenance and operation of roads, drainage, electric transmission lines classified in the public interest. In this case the authority is only used if the affected people along the project route reject the areas through which the road, drainage or transmission lines will pass. **Section 5(4)** requires the Government to pay compensation for the persons or communities concerned that is equal to the fair market value of land and any improvements thereon. Zanzibar land acts do not have legal provisions for grant of public land to the person entitled to compensation but take into account that land has value and should be taken into consideration affecting that interest. This means if one acquires land, one will have to compensate owners for bare land in addition to unexhausted improvements. **Section 6** demand that any land that is acquired, and there is a dispute or disagreement relating to boundaries, right of use of land, compensation etc. shall be referred to the Land Adjudication Act or the Land Tribunal. The Act under Section 6B considers it an offence (and imposes penalties) by any person to destroy or misuse land by erecting structures or buildings, dumping, digging holes or changing uses of the land, giving out all or part of the grant to other persons contrary to the Act. Under this Act, trees can be owned and held separately from a right of occupancy in land. The Amendment, Act 2008 recognizes the rights of persons holding '3 Acres' plots.

Easements and Compensations: Section 2 states that, easements may be imposed on any parcel of land and building by Order from the appropriate Minister where such action shall be necessary for the public interest e.g. for the establishment of water mains, right of way, electric transmission lines, and telegraph and telephone lines. It also directs indemnities (compensation) to be paid to the persons or communities concerned for the above easements. Compensation should be equal to the fair market value of the land and any improvements made to the parcels in question (section 4).

However, Section 63 (1) states that, "No compensation for the fair market value of the land shall be payable by the Government on termination of the right of occupancy". Therefore, in line with this RPF RAP developer shall report the values of unexhausted improvement, land and crops for each affected person, but no compensations on land will be made.

Right of ownership of trees: Part IV section 19(1) recognize that trees can be owned and held separately from a right of occupancy in land. The ownership interest in the trees shall be registered in the name of the owner of the interest and included as part of the registration of the land on which the trees are located. Section 22 stipulate that the right to trees in the urban areas shall belong to the Municipality in question if the trees are ornamental and to the Ministry of Agriculture, or its successor ministry, if the trees are economic unless included as a registered right of occupancy.

Grievance Resolution: Section 6 require that petitions on land disputes in relation to boundaries, right of use of land, dissatisfaction with compensation etc. to be taken to the Land Tribunal. However, under

Section 6B it is an offence (and imposes penalties) for any person to destroy or misuse land by erecting structures or buildings, dumping, digging holes or changing uses of the land, giving out all or part of the grant to other persons contrary to the provisions of this Act.

To comply with this act, all provisions will be considered and all affected people whose houses, properties or trees are to be affected by the BIG Z sub projects will be compensated accordingly.

2.1.5 The Land Transfer Act, No. 8 of 1994; Amendment Act, No. 10 of 2007

Permanent transfer or long-term (3 years and over) lease of land takes place in Zanzibar only with approval of the Land Transfer Board. Special emphasis is put on the '3 Acres' plots. The Act is designed to prevent transactions that may result in depriving land owners of sufficient resources to support themselves, their dependents and future generations. The Act also aims at preventing improper change of uses of the land in question.

2.1.6 The Land Tribunal Act, No. 7, 1994; Amendment Act, No 1 of 2008

Land Tribunal Act establishes the Land Tribunal to deal with all matters of land disputes in Zanzibar. The Act demands that the Tribunal preside over any land that is acquired and there is a dispute or disagreement relating to any of the eighteen matters listed, (a) to (r), in the Act. Such matters relevant to the cable project include:

- a. Action involving claims to a right of occupancy and/or possession in respect of any Land
- b. Demarcation of Land which is connected to activities related to the subdivision of parcels and any matter for which demarcation or surveying must be carried out
- c. The use, development and capacity of land
- d. Land valuation and issues involving compensation of land
- e. Removal from possession or eviction from land
- f. All other matters relating to land

The Land Tribunal (Amendment) Act, No.1 of 2008, allows for appeal on the decision of the Land Tribunal in that any party who is aggrieved by the decision of the tribunal has the right to appeal to the High Court.

2.1.7 The Land Tenure Act, No. 12 of 1992 (Land Allocations Regulations 2008)

The Land Allocations Regulations 2008 states the means through which land is allocated and way in which land is certified. According to the Land Allocations Regulations 2008 (40.b), a right of occupancy holder is, in the event of his land being declared as abandoned, eligible for fair compensation for the developments made on the land prior to the date of termination of rights to occupancy and the redistribution of the said portion.

2.1.8 The Land Survey Act No. 9 (1990)

The Act makes provisions for regulating and making of land surveys and for the registration and conduct of the Surveyors. Section 14(3) of the Act demands that Surveyors give reasonable notice to the owners or occupiers of the land prior to survey activities.

Compensations: Part III, Section 15 directs payments of compensation to the owner of any crops or trees cut or damaged in the survey exercise. Also Part 16(2) states that, compensation shall be payable for any damage done to any land by reason of the exercise of the powers contained in subsection (1) of this section i.e. survey activities, enter on and pass over any land whether private or public, causing as little inconvenience to the owner or occupier of such land as is necessary in the execution of his duties.

Grievance Resolution: Section 15 states that, if any question arises as to the amount of compensation to be paid, or the right of a claimant to recover compensation, and they have failed to reach agreement (between the Director and all persons concerned); such question should be determined by a Magistrate

on application made to him by the Director or any person authorized by him in that behalf, or by any person claiming to be entitled to compensation under the provisions of this section. Also Section 16(3 and 4) of this Act clarifies that, “Where a surveyor is a Government employee, compensation shall be assessed in accordance with the provisions of section 15”; and “Where the surveyor is not a Government employee, any compensation payable shall be subject to agreement between the surveyor and the aggrieved party or parties”.

2.1.9 Zanzibar Environmental Management Act, 2015

The Zanzibar Environmental Management Act (ZEMA) No. 3 of 2015 was enacted to replace the former Environmental Management for Sustainable Development Act of 1996. The Act was established to address the environmental management priorities set in the ZEP, 2013. This Act also establishes Environmental Advisory committee Section 7, and Zanzibar Environmental Management Authority (ZEMA) as a government agency for all environmental aspects (section 14). Amongst the other, the Act gives to every person the general obligations to protect environment as well as right and duty to a clean, safe and a healthy environment. Part IX, Section 39 states that “A person shall not carry out or cause to be carried out; any activity which is likely to have significant impact on the environment and society without Environmental and Social Impact Assessment Certificate issued by the Authority under this Act which shall be carried out before construction phase of any activity following all procedures as specified in this Act. The Act has set criteria for determining activities which require an environmental impact Assessment certificate i.e. all activities which;

- a) use major amounts of resources, either living or non-living; (b) result in the production of waste which would be in large quantity or hazardous nature;
- b) modify the environment on a large scale
- c) influence population shifts in major ways
- d) affect environmentally sensitive areas or
- e) embody such other characteristics as may prescribed under this

In addition to that, the Act requires ESIA to be conducted by experts or firm whose qualifications are prescribed by Regulations made under this Act. This project will conform to all requirements of this actAct taking into account the environmental, socio-economic issues, and resettlement initiatives identified along with requirements for compliance throughout the project’s life cycle.

2.1.10 Labour Relations Act, 2004

The Labor Relations Act, describes for the fundamental labor rights at workplace. It emphasizes establishment of basic employment standards, provision of a framework for collective bargaining, and prevention and settlement of disputes and other labour related matters. Section 5 of the Act prohibits employment of children under the age of fourteen years. A child at the age of 14 year and above may only be employed for light works, which are not likely to cause harm to the child’s health and development, and does not prejudice the child’s attendance at school, participation in vocational orientation or training programmes approved by the competent authority or the child’s capacity to benefit from the instruction received. The act also prohibits employment of a child under the age of eighteen years in any work site where work conditions may be considered hazardous. The construction of the System C project shall ensure that no children under 18 shall be employed.

2.1.11 Zanzibar Local Government Authority Act of 2014

The Act specifies on establishment of the Local Government Authority structures with their jurisdictional areas, powers and functions in order to promote self-governance and enhance the participation of people and communities in maintaining law and order; and promote democratic, transparent and accountability in a local government. It covers all matters related to the social, culture, economic, and environment within the defined boundaries of the local government authorities. In the context of environment, the Act has emphasized on the local powers prevent and control public nuisance and ensure sustainable management of land and natural resources. Section 26 (1) of the Act specifies

general functions of the council which include maintenance of environmental sanitation, promotion of tourism and other investment opportunities available in their areas, control environmental pollution and prevent private nuisance.

Others include supervising and ensuring measures to combat epidemic diseases; control extraction of stone, sand, wood, and other forms of natural resources, undertake afforestation and urban forestry initiatives, manage, and control and regulate the use of land as defined and allotted under the land use plan, and deal with cross cutting issues of HIV/AIDS, climate change, disaster management, and population issues. Section 63 (a) provides powers to an authorized officer of local government authority to enter any premise and check if the development has been approved with a permit. Sections 83 and 84 of the Act specify offence under nuisance and unauthorized land use, respectively. The project proponent should comply with all the requirements within the jurisdiction of the local government council in terms of land acquisition, necessary public works and permits, environmental clearance, prevention of public and private nuisance, and other activities that require certification and permits, etc.

2.1.12 The Ancient Monuments Preservation Act, 2002

The Act was established to protect and preserve the ancient monuments and antiquity in Zanzibar. The Act refers an antiquity as any movable object which the Minister, by reason of its archaeological or historical associations may think it necessary to protect against injury, removal or dispersion. While a monument is any structure, erection, or memorial, or any tumulus or place of interment, or any cave, rock-sculpture, inscription of monolith, which is of archaeological, historical or artistic interest, or any remains thereof including the site of monument; portion of land adjoining the site of monument (as may be required for fencing or covering in or otherwise preserving such monument); and the means of access to and convenient inspection of monument. Section 4(1) gives powers to The Minister shall establish the Authority to manage and supervise the ancient moments or antiquity as he deems necessary. Under Section 8(1) allows the Minister to acquire monument or antiquity under the provisions of the Land Acquisition Act for public purposes especially when the protected monument or antiquity is in danger of being destroyed, injured or allowed to fall into decay except for monument which is periodically used for religious observances; or any monument or antiquity which is the subject of a subsisting agreement.

Section 11 directs that A place of worship or tomb maintained by an Authority under this Act shall not be used for any purpose inconsistent with its character; and when the Authority has, under section 4 of this Act, purchased or taken a lease of any protected monument, or has accepted a gift or bequest thereof, or has accepted the guardianship thereof, and such monument or any part thereof is periodically used for religious worship or observances by any community, the Authority shall make due provision for the protection of such monument or such part thereof from pollution or desecration.

Part III, Section 14 prohibit persons to conduct any research of ancient monuments by way of exploring, searching on the earth surface, diving or otherwise, and transfer objects or part thereof within the boundary of Zanzibar, without the permit issued by the order of the Minister which allows so to do together with other conditions. Also Part V section 21 (1) states that “No person shall be allowed to export outside Zanzibar anything to be translated as antiquity under this Act without written permission of the Authority by the order of the Minister and for the conditions as deem necessary under this Act”

Section 25 require that any person who discovery any antiquity, including a researcher who possesses a permit issued under this Act, to give notice to the Authority and to explain the exactly place where he found it and the way he found it, and that person shall surrender that object forthwith to the Authority, if he so required to do. However, no one is allowed to destroys, removes, injures, alters, defaces or imperils a protected monument or antiquity.

Section 27(1) require the Authority by the permission of the Minister to pay compensation to a person who discovered an antiquity under this Act. The compensation to be paid should be equivalent to the value of that object or shall surrender it to the person who discovered it. The value of that object shall

be reached by consensus of both parties concerned or otherwise shall be determined by two mediators. Implementation of this project will adhere to all provisions of this Act.

Overall, the Zanzibar laws and regulations consider that compensation for lost assets, including structures, trees and standing crops, should be based on the current market price without depreciation. Laws provide that the principle of replacement cost compensating at market value is reasonable and legally acceptable. The laws also identify the types of damages eligible for compensation and indicate that compensation is to be given both for the loss of physical assets and for the loss of income. Income loss due to loss of harvest and business closure will be compensated to cover the net loss. The legislation emphasizes on consultation and notification, to ensure that the PAPs participate in the process.

2.2 International Requirements

As mentioned before, just like any other World Bank (WB) funded projects, the proposed Zanzibar Improving Quality of Basic Education Project is required to abide by the existing Bank Environmental and Social Standards (ESS) which set out the obligatory requirements that apply to the Borrower and projects. These standards have been designed to support Borrowers' projects in addressing poverty and promoting shared prosperity.

ESS5 is particularly relevant and important to the context of the ZIQUE project. This standard recognizes that project-related land acquisition and restrictions on land use can have adverse impacts on communities and persons. Land acquisition or restrictions on land use may cause physical displacement (relocation, loss of residential land or loss of shelter), economic displacement (loss of land, assets or access to assets, leading to loss of income sources or other means of livelihood), or both. The term "involuntary resettlement" refers to these impacts. Resettlement is considered involuntary when affected persons or communities do not have the right to refuse land acquisition or restrictions on land use that result in displacement.

The applicability of ESS5 is established during the environmental and social assessment screening as described in ESS1 which entails determining all project's potential environmental and social risks and impacts; examining project alternatives; identifying ways of improving project selection, siting, planning, design and implementation to apply the mitigation hierarchy for adverse environmental and social impacts and seek opportunities to enhance the positive impacts of the project with full engagement of all key stakeholders per ESS10.

According to the World Bank ESS5, in all projects that are expected to have involuntary resettlement, but where the exact location of the project is not known, the borrower should have in place a Resettlement Policy Framework that conforms to World Bank requirements. Once the exact location of the project is known, one or more site-specific Resettlement Action Plan(s) consistent with the provisions of the RPF should be developed and approved by the Bank.

2.3 The Gaps between Zanzibar Legislation and World Bank requirements

The main difference between Zanzibar legislation and the WB policies is that it is under Zanzibar legislation the land is government property but the citizen and as well as investors are only given a land use permit. In this case, the valuation is done only for the properties on that particular portion of land under consideration, especially when it comes to the acquisition of land for public purposes. The WB policy requires emphasis on both the compensation of affected assets and on the general livelihood restoration for PAPs. However, both World Bank WB policy and local legislation recognize compensation for loss of customary owned assets at replacement cost. They also provide special allowances to cover PAPs expenses during the resettlement process or cover the special needs of severely affected or vulnerable PAPs. Detailed differences between World Bank policy and Zanzibar law are shown in Table 2.1.

Table 1: Comparison of Zanzibar Laws and World Bank ESS5 Regarding Compensation and Resettlement

Theme	World Bank ESS5	Zanzibar Legislation	Evaluation	Gap filling measures
General	<p>This ESS applies to permanent or temporary physical and economic displacement resulting from the following types of land acquisition or restrictions on land use undertaken or imposed in connection with project implementation.</p>	<p>The Zanzibar’s Land Tenure Act, No.12 of 1992; Amendment, Act No. 15 of 2003 entrenches several rights relevant to the objectives of WB: ESS5</p> <p>For instance:</p> <ul style="list-style-type: none"> (i) Section 5(4) requires the Government to pay compensation for the persons or communities concerned that is equal to the fair market value of land and any improvements thereon. (ii) Zanzibar land acts do not have legal provisions for grant of public land to the person entitled to compensation but consider that land has value and should be taken into consideration affecting that interest. This means if one acquires land, one will have to compensate owners for bare land in addition to unexhausted improvements. 	<p>While the WB: ESS5 objectives are not word for word written into the Zanzibari legislations related to land acquisition and tenure, the overall shared picture and objective is the same when the enumerated rights and jurisprudence thereon are seen against the objectives of the WB: ESS5.</p> <p>Under s. 5(4), the land tenure act is the legal instrument setting out the broad aspirations of the people and the government of Zanzibar in all aspects related to land acquisition. Directs the developers to ensure person compensations to replace the impacted land. Further local laws do not specify on improvements or restoration of livelihoods & standards of living of displaced persons.</p>	<p>ZIQUE to ensure that resettlement issues are fully recognized and dealt with at the project planning and design stages in order to avoid or minimize displacement. This is particularly important in a context of land scarcity.</p> <p>Ensure that levels of compensation, assistance and benefits are in line with international standards.</p> <p>Ensure that all affected land users found on the ground during the census “cut -off date” receive appropriate assistance and benefits, including unauthorized occupants (“squatters”), laborer’s and persons affected by the loss of access to resources that support their livelihoods.</p>

Theme	World Bank ESS5	Zanzibar Legislation	Evaluation	Gap filling measures
Defining Eligibility(PAPs Classification):	<p>According to the paragraph 10 of the ESS 5, affected persons may be classified as persons:(a)Who have formal legal rights to land or assets;</p> <p>(b)Who do not have formal legal rights to land or assets, but have a claim to land o assets that is recognized or recognizable under national law; or</p> <p>a) Who have no recognizable legal right or claim to the land /assets they occupy /use. The census must be conducted to establish the status of the affected persons.</p>	<p>The entrenched identified in policy objectives column above are buttressed by Land Acquisition Decree Cap 95 Section 2 that demands payment for damages done to standing crops, trees, fences or buildings during survey, marking boundaries etc. It prohibits discrimination of any person in any form. The legal rights themselves are therefore available to all persons affected by the project</p>	<p>Eligibility for compensation under the project can fall within the legal parameters for acquisition of land and compensation under Zanzibar’s Law.</p> <p>a property is perceived not as a thing, but rather it is a bundle of rights relative to which a subject stand against the object of property. One may not have legal title in a piece of land but will have beneficial interests, or rights of use. Under ESS5 in the project, those interests will be recognized and compensated for. So, will they be recognized under property law in Zanzibar?</p>	<p>Ensure that all users of affected lands (including unauthorized occupants or users, labourers or persons affected by the loss of access to resources) are included as affected parties in the census survey. Implement cut-off procedures based upon the date of the census survey.</p>
Planning and implementation:	<p>In ESS 5 Paragraph 20, Where land acquisition or restrictions on land use are unavoidable, the Borrower will, as part of the environmental and social assessment, conduct a census to identify the persons who will be affected by the project, to establish an inventory of</p>	<p>The Zanzibar’s Land Tenure Act, No.12 of 1992; Amendment, Act No. 15 of 2003. Sections 4 to 10 accord protection against arbitrary acquisitions of property and provide for acquisition with adequate notification, and appropriate compensation to every person. The Act directs the</p>	<p>The Land Tenure Act preconditions to expropriation of property cover items in the OP4-12 requirements. The difficulty is a practical one because the land Act does not provide the meaning of adequate and fair compensation.</p>	<p>Relocation options for displaced persons whose livelihoods are land-based.</p> <p>Affected parties to be fully compensated and relocated prior to project implementation.</p>

Theme	World Bank ESS5	Zanzibar Legislation	Evaluation	Gap filling measures
	<p>land and assets to be affected, to determine who will be eligible for compensation and assistance, and to discourage ineligible persons, such as opportunistic settlers, from claiming benefits.</p>	<p>District Commissioner to serve public notices and notices in the government gazette of land likely to be acquired for any public purpose or company, and the government or company to serve notice to occupiers of any property, building, garden, etc., prior to entry for purpose of survey, marking boundaries, The community involvement and grievance mechanism requirement criteria accord s.43 and s. 44(4) Constitution -due processes. 2.1.6</p> <p>The Land Tribunal Act, No. 7, Amendment Act, No 1 of 2008 establishes the Land Tribunal to deal with all matters of land disputes in Zanzibar. The Act demands that the Tribunal preside over any land that is acquired and there is a dispute or disagreement relating to any of the eighteen matters listed, (a) to (r), in the Act. Such matters relevant to the cable project include:</p> <p>a. Action involving claims to a right of occupancy and/or possession in respect of any Land</p> <p>b. Demarcation of Land which is connected to activities</p>	<p>While OP4-12 specifies aspects that need to be covered in the community engagement, local laws do not state the contents that would be deemed as adequate notification.</p>	<p>Cash compensation to be provided at full, non-depreciated, replacement cost for losses of assets attributable to the project.</p> <p>The valuation process will be performed through the district land offices, with official valuers; the final determination of compensation rates will be done according to the approach of the RAP; actual land and property market assessments will be done prior to determination of final replacement rates</p> <p>All affected people are aware on the established grievance redress mechanism. Including the processes and procedures of filing various types of grievances such as GBV, land issues, etc..</p>

Theme	World Bank ESS5	Zanzibar Legislation	Evaluation	Gap filling measures
		<p>related to the subdivision of parcels and any matter for which demarcation or surveying must be carried out</p> <p>c. The use, development and capacity of land</p> <p>d. Land valuation and issues involving compensation of land</p> <p>e. Removal from possession or eviction from land</p> <p>f. All other matters relating to land</p>		
Cut-off date for eligibility	<p>ESS 5 paragraph 20 states that in conjunction with the census, the Borrower will establish a “cutoff date¹” for eligibility. Information regarding the cut-off date will be well documented and will be disseminated throughout the project area at regular intervals in written and (as appropriate) nonwritten forms and in relevant local languages. This will include posted warnings that persons settling in the project area</p>	<p>The cut -off date is referred as the date at which the property identification and valuation exercise ended. Any person who encroachers on the identified area of impact after valuation date is not entitled to compensation or any resettlement assistance.</p>	<p>Both policies appreciate the significance of having a cutoff date however the timing are different eg. While the government is speaking of surveying end date, the Bank advises the cutoff date to be at the beginning of the survey</p>	<p>In BIG –Z the cut off dates will be in line with OP 4.12 guidance, the Project will use the date of the commencement of the valuation processes.</p>

¹ Cut off Dare is defined as the date the which census begins or the date on which the project area was delineated, prior to the census, provided that there has been an effective public dissemination of information on the area delineated.

Theme	World Bank ESS5	Zanzibar Legislation	Evaluation	Gap filling measures
	after the cutoff date may be subject to removal.			
Grievance mechanism:	According to Paragraph 19 of ESS 5, The Borrower will ensure that a grievance mechanism for the project is in place, in accordance with ESS10 as early as possible in project development to address specific concerns about compensation, relocation or livelihood restoration measures raised by displaced persons (or others) in a timely fashion. Where possible, such grievance mechanisms will utilize existing formal or informal grievance mechanisms suitable for project purposes, supplemented as needed with project-specific arrangements designed to resolve disputes in an impartial manner.	National legislation such as the Land Tenure Act (1992), and Land Tribunal Act (1994), set out requirements and authority for dispute resolution. These laws set out the dispute resolution structure starting from the local level to the highest courts of law in Zanzibar.	The law does not however set requirements for establishment of grievance mechanisms specific for resettlement cases among affected households. In practice the government resolves grievances through public meetings of the affected persons.	In ZIQUE grievance redress mechanisms will be established for each sub project in line with ESS5, including the involvement of community representatives in monitoring and helping to resolve grievances. Grievance books/forms shall be available at schools and sheha's offices to give the community a venue for submitting grievances. The Project will also be supportive of persons making use of dispute resolution measures identified in law, and raise awareness amongst affected communities of these legal rights for dispute resolution.
Community Engagement:	In ESS 5 Paras 17 and 18, The Borrower will engage with affected communities, including host communities, through the process of stakeholder engagement	Provide for notification and consultation of the parties with an interest in a targeted piece of land. ZEMA, 2015 require that all key stakeholders to be informed	The applicable national policy provided by ZEMA corresponds with ESS5 guideline	The Project will adopt approaches to meet both the national requirements and the ESS5 requirements on disclosure of information, consultation and informed participation. ZIQUE

Theme	World Bank ESS5	Zanzibar Legislation	Evaluation	Gap filling measures
	<p>described in ESS10. Decision-making processes related to resettlement and livelihood restoration will include options and alternatives from which affected persons may choose. Disclosure of relevant information and meaningful participation of affected communities and persons will take place during the consideration of alternative project designs, and thereafter throughout the planning, implementation, monitoring, and evaluation of the compensation process, livelihood restoration activities, and relocation process. Additional provisions apply to consultations with displaced Indigenous Peoples, in accordance with ESS7.</p>	<p>and consulted as an integral part of ESIA.</p>		<p>have prepared stakeholders consultation plan together with establishment of resettlement committee.</p>

CHAPTER THREE: STAKEHOLDERS ENGAGEMENT AND CONSULTATIONS

3.1 Stakeholders Consultation during Project Preparation

During project preparation, consultation and involvement of stakeholders was done with Urban West A & Urban West B Municipalities, Zanzibar Association of Private Schools (ZAPS), and the Zanzibar Institute of Education (ZIE). Stakeholder consultations were also done with NGOs (Milele Zanzibar Foundation), Fuoni A & B schools committees, Bububu A&B and Kidichi school committees. Considering that the location of the project subcomponents is not yet known, the preliminary consultations with the communities, parents and other people in the immediate vicinity of the schools. Was carried out to discuss the project (ZIQUE) benefits as well as potential for land acquisition. Since consultation is a continuous process more relevant stakeholders will be identified and included. The initial stakeholder were made aware of;

- a) The nature of the proposed project activities, potential for involuntary resettlement;
- b) Possibility of land requirement and acquisition as well as options and rights about resettlement and compensation;
- c) Process for land acquisition, compensation types and payment modes as well as resettlement including the development of a RAP;
- d) Approach to stakeholders' engagement that will be undertaken during RAP development and implementation;
- e) Opportunities availed by the ZIQUE projects Approach to addressing livelihood restoration.

3.2 Disclosure of the RPF

The RPF will be made available to the public in an appropriate form and manner. The Bank will make the RPF available to the public per the Bank Policy on Disclosure of Information, and the MoEVT will also make the documents available to the Project Affected People (PAPs) by sending copies to the shehas of the affected shehias. The summary of the RPF will be translated into Kiswahili for better understanding by Project Affected People and stakeholders, subsequently the document will be made accessible at the ministry website <http://www.moe.go.tz/>. Once consultation of the Draft RPF is undertaken the outcomes will be presented and the RPF will be updated accordingly.

3.3 Stakeholders Consultations

A thorough stakeholder consultation exercise with interested and affected stakeholders will be conducted to solicit their concerns, and key issues and understand their experiences and lessons to be learnt while implementing the sub-projects based on the Stakeholder Engagement Plan. The process of stakeholder engagement is based on the following key principles: to provide information to all stakeholders over different media platforms, including meetings, interviews, workshops, print and digital media, promoting dialogue between all stakeholders and civil society players as needed; and promoting access to project information by availing it to all stakeholders at all levels. Simple brochures, leaflets, or booklets will be developed and distributed to affected project people during the implementation of the project.

During the implementation of the Project, stakeholders (individuals or groups) will be consulted throughout the project life cycle to foster, constructive and responsive relationships that are important for mitigating land conflicts. Stakeholders will be involved as per the nature and scale of the project sub-component and its potential risks and impacts. The aim of public consultations at the implementation stage will be to:

- a) Describe the Project and its objectives;
- b) Brief information on project donor (World Bank);
- c) Describe the process and method of consultations;
- d) invite contributions and participation in the selection of project sites;

- e) Identify potential risks and impacts of constructing the school at the proposed site and measures to address these impacts; and
- f) Identify mitigation measures.

3.4 Individual RAP Disclosure and Consultation Plans

The sub-projects specific RAPs will be carried out where the need for involuntary resettlement for individual institutions will be necessary. During project subcomponent preparation, there shall be adequate consultation and involvement of the project-affected persons. Specifically, the affected persons must be informed about the intentions to use the earmarked sites for the Project activities, facilities and structures. The affected persons must be made aware of:

- a) their options and rights about resettlement;
- b) specific technical and economically feasible options and alternatives for resettlement;
- c) process of and proposed dates for resettlement;
- d) effective compensation rates at replacement cost for loss of assets and services; and
- e) propose measures and costs to maintain or improve their living standards.

The methodology and procedures to be adopted will be determined according to the situation and specific issues to be addressed and the location where the project subcomponent will be implemented. RAP reports will be disclosed at the respective project site. The Project will not undertake any activity that requires any form of forced eviction or forceful acquisition of land.

CHAPTER FOUR: ASSETS VALUATION METHODS

4.1 Methods of Valuing Assets

Valuation of the impact related to land acquisition or affected assets/properties shall be done to determine compensation value and shall be done by an independent Registered valuer who will be contracted /hired by MoEVT for ZIQUE project. For compensation, direct comparison method, replacement cost approach, and income/investment methods will be applied subject to the purpose of valuation, the location of the project sub-component and the assets to be valued. Whichever valuation method to be used will need to be validated to ensure that it meets the Replacement Cost for all assets. Details of the valuation methods are presented hereunder;

4.1.1 Direct Comparison Method

The method will be used to value assets by comparing like for like. It is a very reliable method if current market information is available on sale prices and rentals such as in peri-urban areas. It is usual to reduce sales or rent information to unit price for compensation purposes. The common units used are:

- i. Agriculture land: ha, sqm, number of trees;
- ii. Vacant buildable land: ha, sqm, standard plot;
- iii. Beach plots: m, of beach frontage;
- iv. Houses and apartments: floor area measured in sqm, rooms;
- v. Shops and houses: floor area measured in sqm, rooms;
- vi. Industrial property: floor areas measured in sqm; and
- vii. Schools, hospitals, school places, bed space, seats etc.

4.1.2 Replacement Cost Approach

Where market sale and rental information is not available value can be arrived at by using the replacement cost approach. The assumption is that the price is equivalent to the cost of replacing the asset with an equivalent one plus a reasonable and fair profit margin. The method is commonly used in valuing public properties like schools' playgrounds, playgrounds, community halls and health centres. Costs may be obtained based upon the actual construction cost if the works have been recently completed, tender price, and bills of quantities prepared by a quantity surveyor estimates prepared by the contractor, rough estimates based on unit costs e.g. cost per m², m³ bed space, etc., and estimates of materials and labour costs prepared by the value after consulting local experts and suppliers.

Furthermore, the method considers professional fees for architectural, engineering and other technical services, interest during construction, other charges like land rent, plan approval fees and developers' profit when appropriate. The method can also be used when valuing partly completed buildings. This approach will be favoured for structures in rural areas where there is no current market information.

4.1.3 Income/Investment Method

The Investment Method treats property like any other investment in the market, where the main factors influencing investment decisions are the security of principal, adequate yield, security of income, administrative costs and capital growth. The procedure is to capitalize the rental income (net of expenses or outgoing) using a coefficient based on the prevailing market yield. Yield adjustments have to be made where income is terminable. Where ownership will accrue in future or the expected income stream is likely to change, the benefit is deferred at an appropriate rate, where adequate market data are available. Where sale and rental transactions are rare, and comparative data are scarce on rental and capitalization rates, the method will not be used. Crop Compensation Rates are determined by the average yielding capacity of the individual crop over several years as determined by the Office of the Chief Valuer taking into account the cost of producing the crop and marketing.

4.1.3 The Profit Method

The Profit Method is used when neither the investment nor the cost approaches are suitable. The method is based on the theory that the value of an asset is determined by the benefit or future income streams it

could yield. The method is useful in valuing running businesses or going concerns. The basic data required for the application of the model is audited accounts.

4.2 Assets Valuation

Valuation of land and assets shall consider the following Principles:

- i. Applicable current regional schedules for land values from the Chief Government valuer
- ii. Applicable current schedules for valuing structures, crops, and trees Chief Government valuer
- iii. Existing market prices of affected assets. This is particularly important because the value is required to replace the land and lost assets with the current market costs. etc.
- iv. Loss of future income from fruit trees or other productive assets.

An experienced and registered independent local company shall be employed to do the valuation of land, structures, buildings, trees, crops etc. in the process of valuation, the valuers should treat each land/asset by type location. The affected plots should be surveyed and demarked by a qualified surveyor. This should be followed by site visits for physical verification of each category of the losses/damages. The valuation may take reference from the previous valuation and use the latest release of the market survey to determine the unit rate for the affected assets. The methodology for determining unit compensation values of specific affected properties/assets is as follows:

4.2.1 Valuation of Structures

The valuation of residential dwellings, commercial structures, and other affected structures will consider replacement cost based on construction type, cost of materials, type of construction, labour, transport and other construction-related costs with no consideration for depreciation and transaction. In case the impact on the structure is minimal (if the loss is less than 15%, compensation will be repairing of affected structure). Valuation of replacement residential houses for compensation shall include the cost of sanitation facilities, and cost-related access to water supply (if applicable). For the damaged residential house which is still under construction, the valuation will only base on the replacement cost of damaged materials and only received monetary compensation for such asset.

For residential houses and buildings replacement cost will be established after a thorough assessment (by an independent expert) of market value, cost of materials, type of construction, labour, transport and other construction costs; without deductions for depreciation, salvaged materials and transaction costs.

4.2.2 Valuation of Land

Compensation on land acquisition will consider the market value and transaction costs with associated registration fees, income taxes and VAT if applicable. Valuation for compensation of agricultural Land will consider the replacement cost of the acquired land, i.e., if active land markets exist, the compensation will be at the replacement rate established by a survey of land authorities. However, where active land markets do not exist, valuation for compensation will consider reproduction capacity, production cost, and accessibility of a similar plot, in this case, a clear valuation methodology for these cases will be part of the Resettlement Action Plan (RAP).

Valuation for compensation for land in urban and peri-urban areas is much different from the valuation of land found in other locations: It will consider the market value of similar land (equal size and use, location, access to public utilities, as well as specific feature aspects of the land under consideration).

4.2.3 Valuation of Annual Crops

The annual crops shall be valued at net market rates at the farm gate for the first year crop. On the contrary, if the PAP is to receive more than one year of compensation, the subsequent compensation will be at gross market value. ZIQUE project will hire an independent third-party specialist in land valuation to establish market rates and value.

4.2.4 Valuation of Trees

Trees will be valued according to different methodologies depending on whether the tree lost is a wood tree or a fruit tree.

- Wood trees will be valued based on their age (a. seedling; b. medium growth and c. full growth) and timber value and volume.
- Fruit trees will be valued based on their growth stages (a. seedling; b. adult-not fruit-bearing; and c fruit-bearing).

Both fruit tree seedlings and grown trees not at fruits bearing stages will be compensated based on the value of the investment made; However, trees at fruit bearing stage will be compensated at the net market value of 1 year income and several years needed to grow a new fully productive tree.

The compensation rates for different categories of trees will be assessed by the authorized independent evaluator using clear and transparent methodologies acceptable to WB. The compensation rates will be verified and certified by the Environmental Social Safeguards Unit/Section of the ZIQUE project and shared with PAPs and other key stakeholders before sending to World Bank for further input, comments and approval.

4.3 Compensation of Assets

The loss of agricultural land will be compensated at replacement value, i.e., with plots of the same value as the land lost and at a location acceptable to PAPs where practicable, or in a cash payment to the amount that can buy a similar plot in terms of size, quality, location and the likes. Cash at market rates is the most recommended option for the ZIQUE project where only less than 10% of PAP agricultural land is affected. In case of severe impacts, the owners will be given an additional allowance equal to the market value of two years' gross harvest of the land lost. In case of severe impact, PAPs will be paid an additional compensation equivalent to three months' minimum subsistence income.

If the affected land is the only land plot owned by PAPs and provides the main source of income, the economic activities elsewhere. In case the non-affected section of the land plot becomes inaccessible or impossible to use during and/or after the project will also be compensated.

The loss of non-agricultural land (Residential/commercial land). Legal settlers will be compensated at replacement value with plots of the same value of the land lost and at a location acceptable to PAPs where practicable, or in a cash payment to the amount that can buy a similar plot in terms of size, quality, location and the likes.

Tenant/ Renter of affected land or building: PAPs in this category will be required to have proof of tenancy/ Leasing or in absence of formal agreement, identification through premises owner. Then will eligible for

- i. Reimbursement for unexpired tenancy/ lease period or the amount of deposit or advance paid by the tenant to the landlord or the remaining amount at the time of expropriation.
- ii. Allowance: three months' profit for the transition period. (Proof of the lost profit must be provided)
- iii. Lump-sum shifting (transport) allowance to shift nnn tons up to a distance of mmm
 - a. Note: Amount will be deducted from the compensation payable to land owners.

Cash at market rates is the most recommended option for the ZIQUE project in which, the PAPs will receive a cash allowance enough to cover three months' house rent. Non-legalizable PAPs losing the land plot and/or house, which is the only land plot/house used for residence or providing the main source of income, will be compensated only once with self-relocation cash allowances equivalent to one-year minimum subsistence income (at five people household size consideration)/ or provided with the similar alternative residence.

Loss of Crops: Cash compensation at current market rates for the gross value of one year's harvest irrespective of whether the crops were already harvested or not at the time of impact. If the land is cultivated permanently for the crop, but when the inventory of losses was conducted, no crops have been planted due to any justifiable reason), the land parcel is still eligible for compensation. The crop compensation will be paid both to landowners and tenants based on their specific sharecropping agreements.

Loss of Trees: Cash compensation will be made based on the market rate depending on the type, age and productivity of trees.

Loss of Businesses: The permanent business loss will be compensated in cash equal to a one-year income based on tax declaration, or (if unavailable). However, the temporary business losses will be compensated for the interruption period based on tax declaration or, (if unavailable). In absence of documentation the PAPs will be eligible for trans[ot allowances as per applied conditions to owner of structure or tenants.

Affected business workers/employees: Workers will be compensated for lost wages due to business interruption up to a maximum of three months.

Relocation allowance: affected person to be to relocated will be given a subsidy sufficient to cover transportation and living expenses for a maximum of three months.

Vulnerable Peoples Allowance: Vulnerable people (destitute households, disabled people, or elder-headed households) will be given an allowance equivalent to three months of minimum subsistence income in addition to priority for employment in project-related jobs. The cash allowance will be calculated based on five people households.

Severe Impacts Allowance: PAPs losing more than 10 per cent of their agricultural land or of their non-agricultural income will receive a severe impacts allowance. This is an additional allowance for severe impacts equal to the market value of a two-year gross yield of the land lost. In case if this is found to be less than three months' minimum subsistence income, then the respective PAPs will be given three months' minimum subsistence income. In cases of severe impact on non-agricultural income, the respective PAPs will receive additional compensation comparable to three months' minimum subsistence income. This allowance will be calculated based on a minimum subsistence income for five-person household size.

Community Structures and Public Utilities: Will be fully replaced or rehabilitated to make it better or equal to the pre-project period.

Temporary impact during construction: All land required for temporary use is to be obtained by the civil works Contractor through voluntary negotiations of lease agreements. However, the lease rates value should not be less than the gross value of four years' harvest of crops on the affected lands. It is also required that lands be fully cleared and restored following use.

CHAPTER FIVE: COMPENSATION ELIGIBILITY AND ENTITLEMENTS

5.1 Types of Impacts

Since the exact nature and locations of projects are unknown, the likely displaced (economically or physically) persons herein referred to as PAPs have not been identified. However, impacts could occur due to physical and/or economic resettlement affecting the eligible groups defined below. Economic resettlement may give rise to the following types of impacts on affected households of which may need compensation:

- i. Loss of land
- ii. Loss of buildings and structures
- iii. Loss of Communal Infrastructure/Shared Property Resources
- iv. Loss of Income and Livelihood
- v. Loss of allowances
- vi. Temporary use of land
- vii. Construction impacts

5.2 Compensation Eligibility

ZIQUE Project will set and disclose the important eligibility criteria by which PAP will be considered eligible for compensation and other resettlement support. In setting the criteria, ZIQUE Project should adequately consult all key stakeholders; including PAPs themselves, households, community leaders, local authorities, and, as appropriate, NGOs.

According to World Bank policy, displaced persons who have formal legal rights to land or other affected assets (including customary and traditional rights to the use of land or other assets), as well as those with no formal legal rights to land or other assets at the time of the census, but who have claimed to such legal rights by occupation or use of those assets, are entitled to compensation for the loss, ***i.e. absence of legal title to land or other assets is not, in itself, (and should not) be a factor to deny someone from being compensated or other resettlement assistance for lost assets.*** In addition, the cut-off date should not prevent any PAP who was present (could be he/she is out of the country) in the project area during the time of the census from being considered as eligible for compensation for resettlement assistance for loss of property.

Therefore, this section identifies categories of PAPs and their respective eligibility and entitlements criteria. The primary criterion for PAP eligibility is that the person or the asset must have been located within a project area before the cut-off date established when the census/inventory is completed. The PAP's association with the location and the asset must be registered or recognized in the local community. The record of the PAPs and the affected properties should be verified by local authorities.

In cases where prohibited crops (e.g., marijuana, mirungi) are present the owners shall not be considered eligible for compensation. In this case, he may not have the courage to come forward to let himself identify as the owner of the illegal crops found in the project sites. The following categories of PAPs are entitled to compensation or at least rehabilitation by the project:

- i. All PAPs losing land with or without legal/traditional land rights,
- ii. Tenants and sharecroppers whether registered or not;
- iii. PAPs with buildings, crops, plants, or other valuable objects attached to the land; and
- iv. PAPs losing business, income, and salaries.

The compensation for land to eligible PAPs will be as follows:

- i. Titled PAPs will be fully compensated
- ii. Untitled PAPs who are the legitimate owners of either plot with a house within or adjacent to a plot will be compensated.
- iii. Untitled PAPs who are not the legitimate owners of the land plot but use or cultivate the land they occupy only impromptu will also be eligible for crop or income compensation, and other assistance required to restore their living conditions.
- iv. PAPs with legally titled houses that need to be displaced will be compensated for both the land and structure at full replacement value and assisted to relocate to a new house with adequate access to services.
- v. PAPs with no legally titled houses that need to be displaced will be compensated at the full replacement cost of the housing structure and will receive assistance to relocate to new adequate housing with access to services under the Entitlement Matrix.

In addition, the eligibility for compensation will be limited by a cut-off date which will be set by the project at the beginning of the PAP Census; after that, no individual will be eligible for compensation. Instead, they will be given adequate advance notice requesting them to dismantle affected structures and vacate the project area before project implementation. However, they will be allowed to take materials from their dismantled structures without any payment, fine or suffer sanction.

The absentee PAP owners will also be eligible for compensation and effort should be taken to find them and inform them about the process. These could be reaching them through their neighbours or publication in radio and newspapers. In case they are not found, their allocation amount for compensation must be set aside in the government's ESCROW account until when they will show up..

5.3 Entitlements

Entitlement provisions for loss/damage on land, houses, buildings, structures, income and rehabilitation subsidies will involve provisions for land losses, buildings losses, crops and trees losses, a relocation subsidy, and a business losses allowance based on existing market rates.

Concerning impacts that are not related to land acquisition such as potential damages of vibrations or discomfort caused by road traffic, the assessment of damages will be done and remedial actions taken. If damages can't be mitigated or fixed, the respective PAPs will be compensated per the respective RPF. The compensation will be provided in full for the whole building (irrespective of the degree of impact) and will be in cash at replacement cost, without consideration for depreciation, transaction costs, and salvaged materials irrespective of the registration status of the affected item.

5.4 Compensation Entitlement Matrix

ZIQUE Project will compensate eligibility and entitled PAPs according to the pre-determined compensation eligibility and entitlements framework which is in line with both Zanzibar legislation and the World Bank ESS 5. The entitlements matrix for the ZIQUE Project is summarised in Table 5.1.

Table 2: Compensation Entitlement Matrix

Type of Loss	Application	Category of PAPs	Compensation Entitlements
Land			
Permanent loss of agricultural and non-agricultural land	PAPs permanently losing agricultural land regardless of the impact severity	Registered owners	<p>The loss of agricultural land will be compensated by cash at replacement cost i.e. with plots of the same value of the land lost and at a location acceptable to PAPs where practicable, or in a cash payment to the amount that can buy a similar plot in terms of size, quality, location and the likes. If any remaining part of the land owned by the registered owners is not usable anymore, such remaining part will be purchased subject to the agreement with the owner.</p> <p>When land acquisition or restrictions on land use (whether permanent or temporary) cannot be avoided, the MoEVT will offer affected persons compensation at replacement cost, and other assistance as may be necessary to help them improve or at least restore their standards of living or livelihood.</p>
Restrictions on the use of land	PAP not losing their land but are restricted from using it (e.g., prohibition of constructing structures)	Legalizable Owner	<p>For agricultural lands - PAPs will be legalized and provided with cash compensation at full replacement cost. This compensation entitlement will also apply to the legal owners using unregistered land plots far from their residence, without registration of such land.</p> <p>For non-agricultural lands- All PAPs shall be eligible for compensation of land unless the land was encroached.</p>
		Renters/Leasee	The renter/lease is not eligible for land compensation; instead, they will be compensated for losses of assets other than the land
		Non-legalizable owners (squatters/encroachers)	Non-legalizable PAPs losing agricultural land plot/plot, which is the only land plot used for residents and/or provides the main source of income for the household, will be compensated only once with a cash allowance equivalent to 1 year of minimum subsistence income in addition to compensation for other losses as indicated in the Entitlement Matrix at five people household size consideration.
		Registered owners	<ul style="list-style-type: none"> The easement agreement will include a lump sum fee established by independent valuation experts and payable to eligible PAPs
		Legalizable Owner	<ul style="list-style-type: none"> These PAPs will be legalized and the owner will receive an easement fee as a lump sum in the amount to be determined by independent valuation experts
		Renter/Leaseholder	<ul style="list-style-type: none"> Payment of the affected crops, or structures (development over the land) Disturbance allowances Transport costs up to 25km away from the affected areas. Be provided time to harvest the crops that are more than 80% of maturity. Right to salvage materials from the old assets

Type of Loss	Application	Category of PAPs	Compensation Entitlements
Buildings and Structures			
Main Dwelling structure (Loss of structures or access to them Permanent fully loss of Main Dwelling Houses)	Individuals who have formal legal ownership rights to the structures	<u>Cash Compensation</u> <ul style="list-style-type: none"> ▪ Provide cash compensation at replacement cost <ul style="list-style-type: none"> ▪ Accommodation allowance (36months) equivalent to the rental rates for the house of similar attributes. ▪ The cost of any registration and transfer taxes. ▪ Disturbance allowance up to 7% of the value of the affected house. ▪ Transport allowance to shift 20 tons load up to 20km distance ▪ Right to salvage the materials <p>OR</p>	<ul style="list-style-type: none"> ▪ Fully loss of a house is computed when the one or the following happens: (Entire house is subjected to demolition; The proportion of the impacted area is over more 30% of its area; and The main features of the houses such as soak tank and toilet or kitchen subjected to be demolished). ▪ When the structure has suffered substantial construction impacts.
		<u>In - kind Compensation:</u> <ul style="list-style-type: none"> ▪ Provision of new replacement house with equal number of rooms, with improved public infrastructure facilities and services. ▪ Transport allowance to shift 20 tons load up to 20km distance 	<p>The cost of any registration and transfer taxes.</p> <ul style="list-style-type: none"> ▪ Disturbance allowance up to 7% of the value of the affected house. ▪ Right to salvage the materials
Commercial and Residential structure	Tenant with proof of tenancy (Valid Tenancy Agreement)	Reimbursement for unexpired tenancy/lease period and the amount of deposit or advance	Proof of a formal tenancy agreement should be provided.

Type of Loss	Application	Category of PAPs	Compensation Entitlements
		paid by the tenant to the landlord or the remaining amount at the time of expropriation (bared by the Land Lord). Transport allowance Accommodation allowance equivalent to the disrupted rate for 3months.	
Supporting structures (barns, irrigation, fences, etc.)	Where deployment of some non-residential structures is prohibited	Registered owners	Compensation will be done at full replacement cost for lost structures as well as for the loss of land to the respective PAPs
		Legalizable Owner	These PAPs will be legalized and receive compensation at full replacement cost for lost structures, as well as compensation for loss of land.
		Renter/Leaseholder /business owners	Non-eligible for compensation.
Loss of Communal Infrastructure/Shared Property Resources			
Loss of common property and/or resources	Communal/Public Assets, public utility	Community/ Government	Reconstruction of the lost structure or replacement of agricultural lands in consultation with the community and restoration of their functions
Loss of Income and Livelihood			
Crops	Standing crops affected or loss of planned crop incomes	All categories of PAPs (registered owners, legalizable, non-legalizable users, and renters)	The loss of crops will be compensated in cash at the gross market value of the actual or expected harvest.
Trees	Trees affected	All PAPs regardless of legal status (including registered owners, legalizable, non-legalizable users, and renters)	In addition to compensation for permanent acquisition of land or easement fee; there will be cash compensation at market rate (depending on the type, age, the market price of the product and the productive life of the trees) determined by forestry department .
Business/ Employment	Business/ employment loss	Business owner	In case of permanent impact- There will be a cash payment to compensate for 1-year net income; In Case of temporary impact- there will be cash payment to compensate for the loss of income for the period of business stoppage. NB. Determination of the lost income will base on tax declaration or, if not available, minimum subsistence income.

Type of Loss	Application	Category of PAPs	Compensation Entitlements
		Workers/employees	Payment to compensate for lost wages is equal to three months of minimum subsistence income and job training.
Allowances			
Severe Impacts	>10% loss of productive lands	registered owners, legalizable and non-legalizable users who are Severely affected by permanently losing more than 10% agricultural land	They will be given an allowance equivalent to the market value of a two-year yield from affected land in addition to compensation for 3 months of minimum subsistence income, as well as disturbance allowance.
		Renters with proofs of tenancy (Valid tenancy Agreement)	will be eligible for transport allowance up to 25km away from the affected area. Disturbance allowances
Transportation for physical relocation of houses	Transport costs	All PAPs are to be physically relocated	Provision of cash assistance to cover transportation costs and livelihood expenses equivalent to three months of minimum subsistence income.
Vulnerable People Allowances	Vulnerable People Allowances	Affected households living below the poverty line, single female-headed households, disabled or elderly	There will be a cash allowance equivalent to three months minimum subsistence income with employment priority in project-related jobs (if practicable)
Temporary use of land			
Temporary use of land during construction	Lease of land for project purposes (e.g. camps, storage)	All PAPs	The short-term lease of land is on the consent of both parties (voluntarily) and should stay for a maximum of 2 years. The rates should not be less than the current market rates with compensation for loss of crops or trees at the gross value of 2year's harvest The lands be fully cleared and restored following use.
Construction impacts			
Damages to houses, buildings, and structures affected during construction.	Impacts on houses or damages due to vibrations and movement of heavy equipment, or blasting at the construction material borrowing sites	All PAPs regardless of legal status	The contractor will assess the damages and take corresponding remedial actions (e.g., repair of the affected part of the building). Otherwise mitigated or fixed in accordance with the principles of this RPF in which the whole building will be compensated irrespective of the specific degree of impact and the registration status of the affected item. Compensation will be provided in cash at replacement cost,

5.3 Allowances for Vulnerable Groups and Severely Affected Households

World Bank-financed projects require a socio-economic baseline survey in which vulnerable groups are identified. This may include destitute households, particularly those headed by a female, elderly, and disabled. In the Zanzibar context, households with the following characteristics may be considered vulnerable:

The household living below the poverty line (the official threshold level of average income per household member below which, the house members are considered poor). Most heads of these households are over 70 years old and have been registered in the Social Welfare Fund which pay Twenty Thousand Tanzanian shillings (TZS 20,000/-) per head of household per month.

- An elderly person may not be equipped to be able to engage in fair negotiation on replacement value for compensation for their affected assets.
- Women may not have many livelihood options as compared to men; therefore, it would be difficult to keep or save the money received as compensation payments. She may also feel pressured to spend the compensation they receive for food or the care of the sick.
- Women and children could be denied from benefiting from the money received as compensation for the household's lost/damaged assets.
- The affected customary land belonging to vulnerable households may face some difficulties in replacement land allocations.
- Women head of the household may not have enough time for building replacement houses because of other household responsibilities.
- Vulnerable households could face difficulties in managing/supervising their contractual arrangements with local builders.

The vulnerability of the above listed should be subjected to analysis of the dependency ratio.. Economically the dependency ratio, which is an age-population ratio of those typically not in the labor force (the dependent part) and those typically in the labor force (the productive part). It is used to measure the pressure on productive population. The dependent part usually includes those under the age of 15 and over the age of 64. The productive part makes up the population in between, ages 15 – 64. It is normally expressed as a percentage

$$\text{Dependency ratio} = \frac{\text{Number of People aged 0 – 14 and those aged 65 and over}}{\text{Number of people aged 15- 65}} \times 100$$

It is very important to establish during the socioeconomic survey gender disparity in terms of vulnerability and ownership of assets that require the development of a specific and targeted approach to locally accepted solutions such as offering an in-kind replacement as a realistic alternative to cash compensation. In this case, during RAP preparation there should be serious community consultation (as described in ESS10) to identify needs and potential solutions that can meet the needs of vulnerable PAPs that might emerge in the process of identifying and listing the inventory of affected assets,

Vulnerable Affected Households are entitled to an allowance equivalent to three months of minimum subsistence income and employment priority in project-related jobs. All affected households are entitled to receive the allowance provided, they are registered as poor.

The affected household will receive an additional crop compensation equivalent two-year crop yield from affected land or three months' minimum subsistence allowance income in case the respective household is not qualified for crop compensation

CHAPTER SIX: INSTITUTIONAL ARRANGEMENT FOR RAP IMPLEMENTATION

MoEVT is being assisted by other government departments (ZIE, ZEC and SUZA) and private agencies in the design, construction and operation of the Project. The Land Commission within the MoLHWE is in charge of the recognition of ownership rights of rightful owners, and registration of land ownership. The local leaders (particularly at the shehia and district level) are key institutions for the identification of the true owners of the land and other assets/properties under consideration for the acquisition and subsequent compensation. The roles and responsibilities of different stakeholders are presented below:

6.1 Project Implementation Team (PIU)

PIU will be the main implementing agency and would be responsible for all projects under ZIQUE. It shall be in charge of all activities relating to resettlement (compensation payment, grievance redressal), procurement, construction works, etc. As the RAP implementation activities are varied, different departments within PIU would be involved. The different departments along with their expected roles and responsibilities would be the following:

Table 3: Institutional Arrangements for RAP preparation and Implementation

Departments	Roles and Responsibilities in RAP preparation and implementation of RAP ZIQUE
<i>Coordinator</i>	➤ Providing leadership and guidance in the RAP development process
<i>RAP and Social Team</i>	<ul style="list-style-type: none"> ➤ Act as the focal point for provision of guideline to digitalized RAP development and preparations. ➤ Act as the focal point for provision of training to GRM member on GRM – procedures and processes to identified committee personnel across all project districts ➤ provide inputs to the progress of RAP preparation specifically with respect to issue of resettlement impacts on vulnerable groups and PAPs in the project corridor ➤ provide inputs to the gender mainstreaming activities in the RAP – preparation and implementation ➤ undertake site visits as necessary during RAP implementation to review progress in provision of necessary measures to communities as outlined in the RAP ➤ coordinate with relevant ministries and district offices, ➤ Undertake field visits to participate in obtaining community feedback and perceptions on issuance of payments, relocation of displaced households and livelihood support to vulnerable households ➤ Participate in monthly review meetings with all relevant stakeholders and provide inputs to the minutes of the meetings to the PIU ➤ Provide inputs to the scope of work of the Agency proposed to contract for the Implementation of various project components. ➤ Review reports of the Implementation Completion of housing construction ➤ Undertake handing over of the replacement houses and other livelihood/in-kind compensations.

Departments	Roles and Responsibilities in RAP preparation and implementation of RAP ZIQUE
<i>Communication and Outreach Directorate</i>	<ul style="list-style-type: none"> ➤ Participate in all Review missions/Workshop of ZIQUE ➤ Providing guidance and advice on communication and community outreach services to the stakeholders and PAPs ➤ Facilitate sensitization activities across the project areas by interactions with district authorities and at community level ➤ Provide inputs to and participate actively in the disclosure of the RAP at the district level; ➤ Acts as the focal point on training on Financial Literacy by provision of necessary support to the RAP Payment Agent (and the RAP Implementation Unit) in communication with PAPs on the financial products; ➤ Be the focal point in the additional community outreach activities aimed at creating awareness and appreciation of ZIQUE vide planned activities such as radio programs, formation of radio listening clubs, development of brochures, flyers, and other communication material as deemed necessary; ➤ undertake site visits as necessary during RAP implementation to review effectiveness of community outreach activities; ➤ coordinate with councils particularly in urban areas to facilitate work of RAP preparation and subsequently implementation ➤ Participate in monthly review meetings with all relevant stakeholders and provide inputs to the minutes of the meetings to the PIU ➤ Provide inputs to the scope of work of the Agency proposed to be contracted for the Implementation Completion Audit of the RAP Implementation of ZIQUE from the point of assessing efficacy of the outreach activities ➤ Review reports of the Implementation Completion Audit ➤ Participate in all RAP related Review missions/Workshop for ZIQUE projects
<i>Monitoring, Evaluation</i>	<ul style="list-style-type: none"> ➤ Act as the focal point on Internal Monitoring of the ZIQUE; ➤ Provide inputs to the usage of RAP Database as a tool for monitoring the project progress; ➤ Provide inputs to the review of RAP progress reports; ➤ Provide inputs to the scope of work of the Agency proposed to be contracted for the Implementation Completion Audit of the RAP Implementation in ZIQUE projects; ➤ Review reports of the RAP Implementation Completion Audit;
<i>Procurement</i>	<ul style="list-style-type: none"> ➤ Providing procurement guidance and advice on all consultancies and services ➤ Ensure timely procurement of all contracts – goods and services relating to RAP implementation: <ul style="list-style-type: none"> i. Software for RAP Database, ii. Seedlings of Trees for provision to PAPs, iii. Agency for conducting Implementation Completion Audit, iv. Agency to undertake Financial Literacy and Outreach, v. RAP Implementation Unit, vi. RAP Payment Agent, vii. Contractor for Construction of Replacement Houses etc.).
<i>Legal Directorate</i>	<ul style="list-style-type: none"> ➤ Providing legal advice on issues such as vetting of Compensation Agreements and other issues arising during RAP implementation

6.2 Local Government Authorities (LGAs)

LGAs would have a major role in the project as essential people in the project their roles in the project will include:

Progress Review

- Participate in the Monthly project review meetings with PIU and other implementation partners
- Seek progress update from PIU and review progress relating to the project specifically on Construction works

Construction Support

- Provide support to the Construction Work schedule by providing alternate project routes as would be required during construction
- Inform PIU and thereby communities in the area in case of any major service disruption so that public cooperation is not compromised.

Grievance Redressal

Report to PIU in case of any issues or complaints that are being addressed to LGAs pertaining to this project;

- Participate in the grievance redressal process by formally designating a specific official in each district to represent LGAs at the bi-monthly or monthly District or Shehia - GRGMC meetings; and
- Provide necessary support to the designated official in resolution of the grievance as is necessary and within the prescribed timelines.

Patrol the Wayleave and Support relocations Plans

- Seek and provide support in areas where it is deemed necessary to monitor or patrol, the Way leave Corridor so that further encroachments are not found allowed prior to or during construction works in the project area.
- Be on top of things in the event of relocating the PAPS for temporary measures or permanent ZUMC will be in the upfront line on public outreaches and sensitization in order to facilitate the process
- Conduct one on one discussions with the sensitive / influence PAPS such as ruling party, political leaders, religious group etc.

Generate goodwill through CSR initiatives

- Support the communities in the project area as necessary by providing any additional community welfare measures as part of the CSR initiatives followed by LGAs. These would help to generate rapport and necessary goodwill towards the project. Such activities would be done in consultation with PIU and RAP Implementation Unit.

6.3 Land Commission

In the situation where there are disputes between PAPS, particularly land ownership or demarcation of the PAPS land plots/borders disputes between the plots, the Land Commission has the final decision for the actual owner of the plots, to confirm the actual size and other issues related to land ownership in Zanzibar.

6.4 Supervising Engineer/ Consulting Engineer

The Consulting Engineer (CE) would be responsible for supervising contractor hired for constructing the infrastructure. Further CE would be:

- in helping to realign the routes in places where there are resettlement issues;
- Monitoring any issues where contractors affect private property, etc.

6.5 RAP Paying Agent

The key roles and responsibilities of the Paying Agent (PA) by Preparation and Execution phases are detailed below:

- PA shall be responsible for the provision of training and information to PAPs on its financial services which the PAPs will need in the management of their compensation money;
- PA shall be responsible for ensuring that PAPs receive compensation in accordance with the payment schedules provided by PIU;
- Verify and confirm identity of each beneficiary on the basis of his/her national identity card, driving license, or passport), and confirm eligibility based on the compensation schedule provided by PIU;
- Facilitate funds transfers with newly opened bank accounts and assist with opening bank accounts for those beneficiaries required to hold bank account but who do not have one or who choose to receive their compensation in a bank account;
- Make available to beneficiaries (from the PAs designated payment points or at the offices of a PA), compensation payments according to defined period and agreed terms and for the duration used;
- Maintain an updated register of PAPs who have choose to receive their compensation in a bank account (as per threshold amounts) and those who are still outstanding, in line with the compensation schedule received from PIU;
- Provide PIU with proof of receipt of payment and photographs of PAPS who have received payments and maintain accompanying receipts for filing at PIU;
- Verify amounts received are consistent with the compensation schedule provided by PIU;
- The PA under no circumstance will hand over compensation to a person other than the PAP as listed and clearly identified by the national identity card, biometric thumb print or an Identity card processed by RAP developer with the MoF's legal officer's stamp and signature;
- Notify the RAP implementation consultant when compensation funds have been transferred into bank accounts;
- Take all reasonable steps necessary to ensure that compensation provided by the PIU reaches the beneficiaries referred without undue delay and in any event, within five (5) working days to the date of transfer of funds by PIU to the PA Account;

6.6 MoVET

MoEVT will acquire land from PAPs through negotiated settlement wherever possible, based on meaningful consultation with PAPs, including those without legal title to assets. The project will offer an attractive price based on the principle that PAPs should be made equal to or better than before the project period. In this way, the project will (as guided by this RPF) strive to offer an adequate and fair price for land and/or other assets and ensure that in the process of land acquisition, the PAPs are well-informed and have the bargaining power of the parties involved in such transactions. Only in the case when there is no agreement to land acquisition, expropriation will be sought.

The ZIQUE project will prepare the RAP with the inputs from the independent valuation experts recruited specifically by the Implementing Agency to estimate compensation and entitlement of individual PAPs with a detailed programme for execution of RAP as described in project RPF and line with WB ESS5 on involuntary resettlement. The compensation rates to be paid to PAPs will be as defined in the RFP. Land Purchase Agreements will be signed by both parties. Any grievances of the PAPs will be resolved by grievance redress mechanism committees that should be established through an approved grievance redress mechanism (GRM) for the Project.

The revised version of the topographic map should be produced by the design consultant to show clearly all acquired plots with geometric details required for legalization. ZESP will provide these maps to the

concerned legalizable owners followed by endorsement of these maps and ownership documents and getting them registered.

Additionally, the Municipal office jointly with PIU would be responsible to provide financial literacy awareness. Training modules will include:

- Managing compensation money to improve household well-being.
- Basics of planning and investing in business and productive activities.
- Benefits of having a Bank Account (i.e. safety and protection against loss or theft, convenience of not carrying physically large amounts of money, etc.).
- Different services the banks offer and the minimum requirements for different Bank Accounts.
- Knowing the rights and responsibilities in using financial products and services including bank charges for different services.
- How to access their funds, make withdrawals, make deposits, how debit cards and ATMs operate, how to cash checks received as compensation.

RAP Implementation Unit

The RAP Implementation Unit that would undertake the following activities:

- Produce and distribute ID cards
- Report on awareness and outreach meetings – lessons learnt and best practices
- Report on PAPs who have opened bank accounts and received cash
- Facilitate and/or oversee provision of In-Kind Compensation
- Prepare monthly progress reports for each RAP that includes progress as against the scheduled timeframe of RAP implementation, which shall include physical and financial progress,
- Report on the options made available for PAPs to access economic opportunities, marketing and credit.
- Assist in Grievance Redressal process
- Assist PAPs with land titling processes
- Assist Contractor(s) Responsible for supervision of In-Kind Housing construction
- Assist Contractors of works with resettlement related issues
- Prepare assignment completion report

6.2 Land Acquisition and Resettlement

MoEVT has the overall responsibility of land acquisition and resettlement, construction, construction monitoring and supervision of the respective project sub-component. This also includes financing and executing land acquisition and resettlement tasks and cross-agency coordination. ZIQUE project shall hire the experienced Sociologist, valuer, land surveyor community liaison officer during RAP preparation and implementation. The project should also build the capacity of MoEVT staff to be able to take care of land acquisition and follow up of resettlement issues both during and post-project period. These staff will closely work with the hired experts during RAP preparation and implementation within ZIQUE project.

Key tasks of the ZIQUE social and RAP team will include:

- Updating RAP following appropriate procedures as per RPF and sending to World Bank for comment and clearance;
- Supervise the preparation of RAP for construction contracts and implement it after World Bank Clearance;
- Establish land acquisition and resettlement (LAR) capacity within MoEVT;
- Ensure proper internal monitoring;
- Hire, following the donor's recommendation the external monitoring agency;
- It will also provide all necessary documentation to ensure the prompt allocation of resettlement budgets to the PAPs;

- Maintain coordination of all land acquisition and resettlement-related activities; and
- Ensure that an independent agency/company for RAP preparation is engaged to conduct any survey and documentation, including cadastral survey, PAPs census, inventory of losses, and valuation of land and assets for replacement value.

Based on the decision and the prices for land acquisition and easements, the offer of purchase of land parcels shall be undertaken. If agreed the PAP should confirm such agreement by signing the Sales/Purchase Agreement. This agreement will serve as the basis for compensation payment processing and release. If an agreement is not reached, the project team shall decide to start expropriation.

Offices of Regional Commissioners and District authorities through its Shehia leaders will assist ZIQUE Project in the Identification of PAPs, defining the boundaries of land parcels, obtaining data on ownership, and relations with PAPs, informally settling disputes, and even initiating legalization of legalizable land plots. This will assist the project in the preparation and implementation of the RAP.

6.2.1 Civil Works Contractor

A Civil Works Contractor will be contracted by the ZIQUE project to undertake the actual construction activities. The contractor will be responsible for mitigating impacts resulting from the construction activities. Based on the RAP and the Technical Design, the parcel of land that will be identified and acquired will be demarcated from the non-acquired parts. The construction activities shall be monitored closely by MoEVT to ensure compliance to safeguard standards.

6.2.2 Consultants and Auditors

The design consultant will be responsible for the preparation and implementation of RAP and a construction supervision consultant will be in place to supervise civil works construction.

- i. *Design Consultant:* The design consultant should have a social development and resettlement specialist and a national resettlement / social specialist for finalizing RAP for each construction project.
- ii. *Social Safeguards Consultant (SSC):* will oversee the implementation of RAP and will prepare periodic compliance reports before the civil works start.
- iii. *Local Resettlement Consultant* will assist ZIQUE project Safeguards Team in the implementation of RAP and take care of all resettlement-related issues that may arise during the construction.

CHAPTER SEVEN: GRIEVANCE REDRESS MECHANISMS

7.0 Definition and scope

The Grievance Redress Mechanism (GRM) is a process for receiving, evaluating, and addressing project or sub-project-related complaints from affected communities and other stakeholders. It is an essential tool for facilitating Project Affected Persons (PAPs) to voice their concerns about the project activities and performance as they arise and, if necessary, for corrective action to be taken promptly. This GRM will be purposely designed for use by PAPs and stakeholders around the ZIQUE project. It will be available for use by project stakeholders to submit questions, comments, suggestions and/or complaints. It may as well be used to provide any form of feedback on all project-funded activities. PAPs and other key stakeholders will be informed about the GRM so that can express their complaints or suggestions anytime throughout the project preparation and implementation period. The GRM will have a special emphasis on issues related to land and other assets acquisition (e.g. amount of compensation, loss of access roads, losses and damages caused by the construction works and the like; Therefore, the grievance redress mechanism shall be in place by the time the ZIQUE project starts negotiations with the PAPs and shall function until the completion of the construction. In the course of reporting their complaints, there will be no charge or reward for making a complaint or conveying comments or suggestions related to the project activities implementation.

During the preparation of RAP, PAPs should be well informed and consulted on the GRM purposes, its functions, procedures, contact persons and rules of making complaints through oral information and booklets. Efforts should be taken to prevent grievances through effective and careful consultation of PAPs at all stages, careful planning and preparation of RAP, and proper communication and coordination among the key stakeholders.

The project grievances information will form part of the M&E information of the ZIQUE project and should adequately feature in all project progress reports submitted to the World Bank.

7.2 Objectives of the Grievance Redressal Mechanism (GRM)

The primary responsibility to address all complaints and grievances lies with project. The GRM will comprise two levels or tiers to handle grievances – first level will be at community where Shehia-GMC will be clustered, while the next or second level will be at the District level. The primary objectives of creating a GRM are:

- i. disputes related to preparation and implementation of Resettlement Action Plan of this specific project are treated separately and on priority;
- ii. helps project proponents ensure that project implementation timelines and overall schedule are not compromised due to delays in resolution grievance; and finally
- iii. helps cut down on lengthy and expensive litigation that PAPs might have to indulge in otherwise

7.3 Grievance Management Committees' Structure, and Functioning

There will be two tiers' levels of grievance management committees. ZIQUE will be responsible for operationalizing the Shehia - GMCs by providing them with specific TORs for the execution of required work at the RAP developing stage, commensurate training and resources.

7.3.1 Schools Level - GRCs

The committee will:

- i. Represent the interests of PAPs and communities within the schools' catchments areas;

- ii. Act as an entry and exit point for all grievances arising from resettlement activities
- iii. Act as ZIQUE's, MoVET local monitoring and oversight committee on the schools premises encroachment, construction materials vandalism and finally to sensitize the community from misusing the infrastructures.
- iv. Monitor safety standards, labour requirements and community health issues during construction works and report to ZIQUE or MoVET.
- v. Prepare progress reports and present them to the GMC during monthly meetings.

7.4 Composition of Schools' Level- GRCs

At the lower level, the Resettlement and Grievances Management Committee will be in the respective school depending on the nature of grievance and numbers of people affected by construction related works in respective to that particular institution. Total members of Institution- GRCs would be between 10 and 15. The committee may at any time co-opt community leader and NGOs within their vicinity to be a member to help in resolving grievances if it deems necessary. Apparently there are schools committees at all schools. One of the key roles of the school committees is to handle conflicts, in view of this practices the schools committees will be enhanced so that they can handle and report all project related grievances. Members of the committee can be drawn from the following:

- i. Schools – respective teachers or staff
- ii. Female's and Male's Learners Representatives
- iii. NGO representative (co – opted depending on the pertinent issues within the areas preferably GBV and SEA)
- iv. Sheha of the respective areas
- v. Parents representative
- vi. Co opted religious leaders etc..
- vii. Contractor and consultant represented by social experts and or Human resource personnel

7.4.1 Functioning

Details on functioning, meeting schedule and procedures, requisite training and reporting are provided below:

i. Meeting Schedule:

As it is anticipated that at the initial stages – prior and post compensation payments, the PAPs would have issues to seek clarification on and also report any grievances, the DGRMCs will:

- Meet once in a month – or more frequently if the situation so demands;
- Meet once a month, depending on review and internal monitoring of grievances – type and nature;
- May decide on frequency of meetings as deemed appropriate upon commencement of construction works which may lead to additional disturbance and damages to and thereby grievances from committees

ii. Committee Meeting Procedures:

The meeting procedures are described below:

- At the first meeting of the Committee, the Members shall elect a Chairperson and Secretary from amongst themselves who shall serve in that capacity for a specified period (depending of the project time span).
- The Chairperson of the Committee shall preside over and maintain due and proper conduct of meetings and ensure that the rules and regulations of the Committee are properly administered

at all times. In the absence of the Chairperson, the Interim Chairperson will be nominated and duly seconded to preside over the meeting.

- The Committee Secretary will be responsible for taking minutes and circulation of the duly signed copy of such minutes.
- The Quorum at any meeting of the Committee shall be fifty (50) percent of the total number of members of the Committee eligible to attend the meeting.
- The Committee shall enforce at all times transparency and accountability in the conduct of its affairs.
- PAPs with grievances will not always be expected to attend the meetings but will be called upon to attend when the Committee deems it necessary.

iii. **Training:**

Schools Committees will be trained on the following topics:

- Orientation of types of likely grievances and the levels for handling the same
- Legal framework governing the project, and specifically on the different norms as applicable under ESS5 and ESS10
- Details of the compensation entitlements i.e. different rates applied for trees (fruits trees, indigenous trees, exotic trees, crops (permanent vis a vis seasonal crops); structures etc.
- Provision in event of damage during construction
- Redressal Procedure including:
 - ✓ Helping illiterate PAPs record their grievances
 - ✓ Approach to investigating issues, usage of grievance recording forms
 - ✓ Frequency of meetings, minute taking and reporting etc.
 - ✓ Communication of resolution status of the grievance to the PAP

iv. **Dissemination of Committee's Resolution:**

The Committee's resolution status on any grievance received and discussed will be communicated to the PAP or any claimant **within 5 working days** of the Committee's decision.

- *Program Reporting Requirement:* The School - GMCs will work hand in hand with ZIQUE coordinators at district level and MoVET on all matters arising and progress.
- *Interfacing with the complainant*
Committee secretary will be responsible for preparation of invitation and resolutions letters. In the event of submitting the invitation letter the secretary will send the letter and make a follow up by phone. During the dissemination of the resolutions the committee secretary will seek appointment to meet the complainant and submit the resolution to the complainant after cancelling.

7.4.2 District- GMCs – Scope, Composition and Functioning

ZIQUE will be responsible for operationalizing the schools - GRMCs by providing them with specific TORs for the execution of required work, commensurate training and resources.

7.4.3 Scope of Work of District -GMCs

The committee will:

- i. Receiving and resolving grievances that will be referred to them.
- ii. Support the project in building capacity to schools GRC
- iii. Compiling grievances handling reports received from schools

- iv. Act as an appeal and exit point for all grievances lodged by Complainants arising from resettlement activities
- v. Act as ZIQUE's local monitoring and oversight committee to ensure smooth implementation of project activities.
- vi. Monitor safety standards, labour requirements and community health issues during construction works and report to ZIQUE and MoVET
- vii. Prepare progress reports and present them to the ZIQUE Project Coordinator during monthly meetings.

7.4.4 Composition of District - GMCs

At the District level, the Committee will work under chairperson – ship of District Commissioner. The composition of the committee will include a mix of representatives from within and outside the administration various stakeholders that will be responsible for resolving grievances as as : District officials, Community leader representatives, NGOs, as well as Regional education, environment and social officers.

7.4.5 Functioning

Details on functioning, meeting schedule and procedures, requisite training and other details are provided below:

i. Meeting Schedule:

The District grievance committee will:

- meet monthly - or more frequently if the situation so demands; depending on review and internal monitoring of grievances – type and nature;
- may decide on frequency of meetings as deemed appropriate upon commencement of construction works which may lead to additional disturbance and damages to and thereby grievances from committees

ii. Committee Meeting Procedures:

These are described below:

- At the first meeting of the Committee, the Members shall elect a Secretary from amongst themselves who shall serve in that capacity.
- The Chairperson of the Committee shall preside over and maintain due and proper conduct of meetings and ensure that the rules and regulations of the Committee are properly administered at all times. In the absence of the Chairperson, the Interim Chairperson will be nominated and duly seconded to preside over the meeting.
- The Committee Secretary will be responsible for taking minutes and circulation of the duly signed copy of such minutes.
- The quorum at any meeting of the Committee shall be fifty (50) percent of the total number of members of the Committee eligible to attend the meeting.
- The Committee shall enforce at all times transparency and accountability in the conduct of its affairs.
- PAPs with grievances will not always be expected to attend the meetings but will be called upon to attend when the Committee deems it necessary.

iii. Training:

Once formed, Training would be imparted to the members of the Committees on the following topics:

- Types of grievances likely to be escalated to their level

- Legal framework governing the project, particularly the WB requirements
- Details of the compensation entitlements
- Provision in event of damage during construction
- Provision of in-kind and
- RAP timeline and updating procedures

iv. Dissemination of Committee’s Resolution:

The Committee’s resolution status on any grievance received and discussed will be communicated to the PAP or any claimant within **7 working days** of the Committee’s decision.

- *Program Reporting Requirement:* The District Grievances Management Committees will work hand in hand with the RAP Consultant, ZIQUE and MoVET Communications and Outreach officer reporting on all matters arising and progress.
- *Location:* The district - Grievances Management Committees will be housed within the District Commissioner’s office. The District GRC members would undertake travel to project sites as necessary.
- *Operational duration:* In terms of duration, the following shall be the key considerations:
 - The committees would need to operate till the project continues to have an interface with affected communities
 - It should remain operational even after end of the construction period as it is likely that there could be issues relating to the operational phase.
- *Interfacing with the complainant:* The GRC secretary will be responsible for preparation of invitation and resolutions letters. In the event of submitting the invitation letter the Social expert will send the letter and make a follow up by phone. During the dissemination of the resolutions the social expert and committee secretary will seek appointment to meet the complainant and submit the resolution to the complainant after cancelling.

7.5 Redressal Procedure

The Grievance redressal procedure aims to take into use the existing traditional structures. However, the PAP shall have the option of directly reporting the grievance to the District level GRM, if s/he so desires. The steps involved are as given below:

Step 1 – Logging and Recording of Grievance:

As a first step, all complaints and grievances relating to any aspect of the project are to be properly lodged through the school Grievance Management Committee and then recorded in the Grievance Form². The contact details of the institution -GMC members will be made public to the PAPs. Additionally, the Shehas will also be available to help the PAPs to channel their grievances to the committee. Complaints that are not connected to the Project will be filtered and referred to relevant local committees and claimants informed accordingly within 5 days. Some cases may just require provision of required information or clarification and may therefore not be required to be referred to Step 2.

Step 2 – Redressal At Schools- Grievance Management Committee Level:

The School- GMC shall maintain a record/register of all complaints/grievances received so that these can be recorded collectively. At this step, all cases are to be heard by the Schools GRC and addressed through consultations conducted in a transparent manner and aimed at resolving matters through consensus. In order to ensure transparency, all meetings aimed at resolving such complaints are conducted places specifically designated for this purpose. Minutes of such meetings shall be kept and if the resolution proposed by the

² Grievance form is in annex 1

Shehia- GMC is accepted by the PAP, the PAP will sign the grievance form to show agreement and the grievance will subsequently be closed, otherwise Step 3 below will be followed in appeal. **A period of 14 days is provided to hear and redress the grievance.**

Step 2 –Redressal At District- Grievance Management Committee Level

If the Complainant does not receive any response from the Institution - GMC within 14 days of lodging the complaint or that the Complainant is not satisfied with the response, then the issue will be appealed to the *Ministry- Grievance Management Committee*. During the appeal to the District- GMC, all the necessary details will be attached, and the Complainant notified accordingly of the venue, date and time of when a hearing will be conducted and resolved within 14 days' time. If the resolution proposed by the District-GMC is accepted by the PAP, the PAP will sign the grievance form to show agreement and the grievance will subsequently be closed.

Step 3 – Civil Courts Option:

If the affected person is not satisfied with the decision of the MoVET- GMC he/she will be informed of his/her rights to take the grievance to the court of law, as a last resort. However, the Complainant will also be informed that to do so will be at their own expense, unless the court awards damages to the Complainant. The decision of the court of law will be final.

7.6 Responsibility for addressing issues of GBV/SEA

The World Bank's ESF requires that: "the Borrower [is] to provide a grievance mechanism, process, or procedure to receive and facilitate resolution of concerns and grievances of project-affected parties arising in connection with the project, about the Borrower's environmental and social performance. A grievance mechanism will be proportionate to the risks and impacts of the project." In compliance to this WB requirement PIU will undertake the following steps

7.6.1 Identify Service providers for the GBV

Upon the project appraisal, PIU will identify organization(s) and establish synergies with providers on the ground e.g., NGOs and local institutions who are trusted by the local community and are working on GBV prevention and response. In areas with high GBV prevalence, there may already be an existing mapping of GBV prevention and response actors in a given community) It is important to map community organizations working on women's and girls' rights as they may be both entry points to services for survivors and useful allies for awareness raising activities around the CoCs. When identifying community-based organizations, look for those with experience working with the local population to address the root causes of GBV by providing livelihood support or by implementing community-based interventions to challenge the norms and attitudes that underlie GBV. These two activities fall under the broad categories of GBV prevention and response.

The activities that GBV Services Providers will provide a project will depend upon the risk level. These can include the following:

- Undertaking a community mapping of GBV risk 'hot spots' and vulnerable target groups that may be most susceptible to project induced GBV, particularly SEA;
- In consultation with the IA, on the basis of the community mapping, identifying the specific GBV prevention activities to be undertaken to address GBV risks (see Section 2 for the types of risks to be considered);
- Providing services to survivors and/or becoming a victim advocate/victim accompaniment, case management organization. If required and in High risk situations, the project should equip this organization with funds that will enable it to facilitate access to timely, safe and confidential services for the survivor (including money for transportation, documentation fees, and lodging if needed);

- Providing training related to ensuring knowledge of standards laid out in the CoC and services that are available for survivors;
- Ensuring that the project has ‘safe spaces’ where survivors can report incidents of GBV to trained personnel;
- Raising awareness around the existing accountability mechanisms and supporting the development of a Stakeholder Engagement Plan; and,
- Channelling complaints to the appropriate accountability mechanism

7.6.2 Enhance the capability of all RAP Implementers in handling the GBV issues

The RAP implementers will be trained on the key principles that should be considered when handling GBV.

- The following will be some of the targeted groups for such trainings:
 - (i) workers, both from the contractor and sub-contractors; (ii) consultants, such as the supervision consultants or others working in the project area; and, (iii) IA staff involved with the project. Managers are particularly important to train as they have the responsibility for ensuring compliance of staff with the CoCs as well as implementing sanctions for transgressions.
- The trainings will be done to all employees prior to commencing work on site to ensure they are familiar with the company’s commitments to address GBV, and the project’s GBV CoC. The sanctions embodied in the CoC need to be clearly explained. It should be noted that the induction course will need to be repeated on a regular basis as new staff start on the project.
- The trainings will be conducted no more frequently than monthly for the duration of the contract starting from the first induction training prior to commencement of RAP implementation and subsequent construction works to reinforce the understanding of the project’s GBV goals.
- At a minimum training should include (see examples of actual training courses at the end of this annex 9).

7.6.2 Coordination of SEA/GBV Reporting

PIU will support for to community development officers; existence in GRC. The Community Development officers will do the following:

Upon receiving the complaints, the Community Development officers will send the complaints to GBV Services Providers.

The GBV service provider will identify the survivor in accordance with international standards that articulate a minimum basic package of services, ideally including case management support, health services, psychosocial support, police support and security, access to legal services, and shelter, if needed. When identifying GBV Services Providers, the quality of service provision should be a key consideration. In keeping with a survivor-centered approach, accessing services should be the choice of the survivor. Access to police and justice services should be made available in the instance that the survivor would like to pursue charges through the local justice system.

PIU Social Expert will follow up with service providers on the mitigation and progress of resolving GBV related matters. The reports will be documented as part of quarterly reports.

7.6.3 Suggested ways of reporting GBV / SEA

- Community will be sensitized on the existing channels for reporting grievances. PIU will adopt the simple and convenient channels that suit the nature of the community. The awareness will be made publicly advertised procedures, setting out the length of time users can expect to wait for acknowledgement, response and resolution of their grievances. Transparency about the grievance procedure, governing structure and decisionmakers;
- Different ways in which users can submit their grievances, which may include:
- submissions in person, by phone, text message, mail, email or via a website;

- A log where grievances are registered in writing and maintained as a database managed by Community development officers at MoVET and Community liaison officers at PIU;
- An appeals process (including the national judiciary) to which unsatisfied grievances may be referred when resolution of grievance has not been achieved; and,
- An option for mediation when users are not satisfied with the proposed resolution.

7.6.4 Operationalization of the GBV redress

The costs of operating the GRM are usually modest and should be financed by the PIU as part of the general project management costs. The GRM needs to be in place prior to the contractor mobilizing. The GRM will have multiple channels where complaints can be registered. Particularly for GBV, where risks of stigmatization, rejection and reprisals against survivors create and reinforce a culture of silence, complainants may be reticent to directly approach the project management team. Additional measures may therefore be needed to enable reporting.

The GRM will basically be operated by the PIU. However, for GBV, PIU will create synergy with active and competent GBV Services Provider for adequate handling of the issues.

7.7 Timeframe

The total timeframe provided from the stage of recording of grievances to their redressal would **not be more than 14 days, unless referred to court of law**. The Implementation Completion Audit exercise that is proposed to be carried out too can provide relevant recommendations in respect to the Continuance of the committees.

7.8 Work Place Grievance Management

The Contractor shall have a mechanism for resolving complaints related to working and employment /labour rights since these are grievances that are directly within their jurisdiction. The Supervising Engineer in close collaboration with ZIQUE Safeguards Units should be in-charge of grievance management as guided in the ESMF. All attempts would be made to settle grievances in the work place. Those seeking redress and wishing to state grievances would do so by notifying the school or district Grievance Committee.

The complaints and queries register shall be kept on-site and managed by the consulting Engineer's office office. The Consultant Sociologist will be responsible for collecting and reporting any complaints from the respective project components. Complainants will be contacted to ascertain the nature, time, frequency and severity of the problem. The Consultant's social experts will ensure that each complaint is investigated to determine the likely source of the problems. Following completion of the investigation, each complainant shall be advised of the findings, and any remedial actions are taken to minimize the likelihood of a reoccurrence.

The Grievance Committee will do an investigation to determine the validity of the claim. If valid, the committee will notify the complainant and contractor on the measures to be taken. And the matter will be settled. If the contractor or complainants could not agree with the measures the complainant will be free to file the matter in the court of law. All such decisions shall be reached within seven (7) days after the complaint is lodged. It is assumed that all the cases shall be solved at work place GRC levels. All complaints shall be reported under social safeguard section of the progress reports.

CHAPTER EIGHT: RAP IMPLEMENTATION MONITORING AND EVALUATION

8.1 Introduction

The main objective of the implementation of RAP is to improve or at least restore the social and livelihood resources of the PAPs at their pre-project level. The process of implementation should ensure that this objective is achieved over a reasonable time with the allocated resources. Therefore, monitoring of the RAP, its implementation and delivery of institutional and financial assistance to the PAPs have been designed as an integral part of the overall functioning and management of the Project. The ZIQUE Safeguard Unit should have a clear M&E plan in hand which should be implemented effectively to track the process, delivery and impact indicators on land acquisition and resettlement. It will also help to provide feedback to stakeholders on progress made in RAP implementation and make prompt alterations where necessary.

The monitoring plan assesses whether the goals of the resettlement and compensation plan are met. The monitoring plan indicates parameters to be monitored, institute monitoring milestones and provide resources including responsible persons or institutions to carry out the monitoring activities. MoEVT shall be responsible for monitoring and evaluating the implementation of RAP at periodic intervals of quarterly or half-yearly (as circumstances dictate) during the project subcomponent. Subsequent sections preset the parties responsible for monitoring as well as monitoring indicators.

8.2 Monitoring and Reporting

PIU will be the responsible for the Monitoring and Evaluation (M&E) of implementation for the resettlement/compensation plans.

ZIQUE will institute an administrative reporting system that:

- Alerts authorities to the need for land appropriation for a subproject to meet technical requirements;
- Provides timely information about the valuation and negotiation process;
- Reports any grievances that require resolution; and
- Documents timely completion of project resettlement obligations (e.g., payment of the agreed sums and construction of new structures) for all permanent and temporary losses, as well as unanticipated, additional construction damage.

Consistent with the ESMF, the engineering and survey departments of the developers will be responsible for periodically reporting to PIU on M&E results, so that PIU is promptly aware of any difficulties arising at the local level.

The M&E objective will be to make a final evaluation to determine:

- (i) If PAP have been compensated in full before implementation of subproject activities; and
- (ii) If PAP are now living at a higher standard than before subproject implementation, living at the same standard, or if they are poorer.

A number of socioeconomic indicators will be used to determine the status of affected people (compared to pre-project, land being used, standard of house, and level of participation in project activities, how many children in school, health standards, and others). Therefore, RAPs will set three major socioeconomic goals by which to evaluate success:

- (i) Affected individuals, households, and communities are able to maintain their subproject standard of living, and even improve on it;
- (ii) Local communities remain supportive of the project; and
- (iii) Absence or prevalence of conflicts.

The indicators in **Error! Reference source not found.** below will be used to monitor and evaluate the implementation of resettlement and compensation plans.

8.3 Verifiable Indicators for Monitoring and Evaluation

Table 4: RAP Monitoring Indicators

Parameters	Indicators	Frequency
Impacts on assets and people	Number of Affected assets compensated	Quarterly , Annually
	Number of replaced trees and structures	Quarterly , Annually
	Number of restored livelihoods and income	Quarterly , annually
Financial (compensation/ establishment)	Amount of total compensation disbursed	End Term Evaluation
	Amount of compensation paid to PAPs by village, Location and Sub-county	End Term Evaluation
	Number of PAPs paid compensation (disaggregated by gender) in cash/cheque/bank account	End Term Evaluation End Term Evaluation
	Number of PAPs already having bank accounts and those yet to open	End Term Evaluation
	Number of PAPs who were not found and not paid	End Term Evaluation
	Number of PAPs who shifted to other unaffected parcels	Quarterly
Relocation/ Rehabilitation /Income Enhancement	Number of PAPs who continue to reside in the same areas as before	Quarterly
	Number of vulnerable PAPs who have shifted by area	Quarterly
	Number of total PAPs enrolled into ongoing government programs (by type)	Quarterly
	Number of youth, unemployed employed in construction works by type of services provided	Quarterly
	Number of emerging PAPs due to unforeseen construction impacts	Monthly
	Number of Encroachers existing within the compensated corridor	Monthly
	Number of Consultations meetings held with communities by village	Quarterly, Midterm and End Term
	Time taken for issuance of expropriation order and date of vacating the land	Quarterly, Midterm and End Term
	Time taken to identify alternate lands for PAPs	Quarterly, Midterm and End Term
	Institutional Strengthening	Number of trainings provided to the committees (GRCs)
Number of grievances committees with full staffing and functioning		Quarterly
Number of members of each grievance committee disaggregated by gender, age and education levels		Quarterly
Number of grievances resolved by ‘level’ (first level, second level and third level) of resolution		Quarterly
Number of cases that have been referred to courts		Quarterly
Compensation usage	Number of men and women built new homes to replace the demolished/impacted ones	Midterm and End
	Number of men and women planted trees to replace the lost ones	Midterm and End
	Number of men and women built new homes to replace the demolished/impacted ones	Midterm and End
	Number of men and women planted trees to replace the lost ones	Midterm and End

8.4 Quarterly Reporting and Performance Review

Quarterly progress reports will be prepared by the Project Management Team (PIU) and the preparation of the progress reports will be supported by the environmental and social safeguards experts in the project at Institutional and community levels. These will include summary information on the RPF indicators (for the quarter and cumulatively). These reports will be submitted to MoEVT and will form part of the overall safeguards report to the Bank.

CHAPTER NINE: RAP IMPLEMENTATION PROCESSES

9.1 Introduction

Before any project activity commences, people who are affected and have been determined to be entitled to compensation will need to be compensated in accordance to the policy and the RPF. In particular, the involuntary taking of land and related assets may take place only after all entitlements and compensation have been provided. The measures to ensure compliance with this framework directive will be included in the RAPs that will be prepared for each project subcomponent involving resettlement. Upon approving the RAP reports prepared, the respective LGA will confirm that the RAPs contain acceptable measures that link compensation activity in compliance with this framework.

When MoVET presents the RAPs to the Chief Valuer for approval, part of the screening process used to approve recommended land includes confirming that the RAPs contain acceptable measures compliant with ESS5 that link resettlement activities to civil works. The timing mechanism of these measures would ensure that no individual or affected household would be displaced (economically or physically) due to civil works activity before compensation is made and resettlement sites with adequate facilities are prepared and provided for the individuals or homesteads affected. Once RAPs are approved by the local and national authorities, they are sent to the World Bank for final review and approval.

RAP implementation encompasses three level of activities implementation; namely:

- a. Activities to be completed prior to commencement of compensation and other payments;
- b. Activities to be completed prior to commencement of civil works; and
- c. All activities under RAP to be considered as complete.

The subsequent sections present the detailed activities.

9.2 Activities to be completed prior to commencement of Compensation Payment:

- i. **Operationalize Grievance Redressal Mechanisms:** Proposed GRMs at Shehia/Community level and District level would be operationalized following provision of: a) TORs for the committee at each level and b) commensurate training and resources to enable effective functioning.
- ii. **Finalize Contracts with Support Agencies for RAP Implementation:** Contracts with the following agencies would be finalized.
 - a. RAP Payment Agent;
 - b. Construction Contractor to construct Replacement Houses; and
 - c. RAP Implementation Unit (lean unit within PIU);
- iii. **Disclosure of Draft RAP:** Following the approval of the Draft RAP by PIU and World Bank, the document needs to be disclosed by PIU on their site as for any feedback from general public.
- iv. **RAP approval and Public disclosure-cum-Launch Workshop:** A Public consultation-cum-Disclosure workshop would be conducted at locations in each of the Project Shehia to launch the RAP implementation. The workshop will have participation from representatives of the affected people, other stakeholders/partner agencies and Shehas. The objective of the workshop will be to:
 - create awareness on the overall features of ZIQUE.
 - contents of the RAP particularly with respect to applicable entitlements process; and
 - Provide information on mechanisms and processes for sensitization, participation and consultation and grievance redressal for compensation.
- v. **Updating and finalization of RAP database:** All information regarding PAPs – asset details,

household level details, changes to preferences will be updated for provision to PIU and thereon to the Payment Agent, Construction Contractor for Replacement Houses.

- vi. **Hold Shehia level meetings to counsel the PAPs:** Shehia level meetings would be held to inform PAPs about the processes and agencies involved in compensation payment, RAP implementation and civil works commencement. Such meetings would be organized by the RAP Implementation Unit.
- vii. **Payment of compensation and vacation of land:** PA will make the Compensation payments as per the amounts due to each PAP either in cash, or by cheque or direct to the Bank and against provision of PAP ID card or government issued ID Card. The PA would follow the following thresholds set for payment of compensation.

9.3 Activities to be completed prior to commencement of civil works:

The structures falling within the corridor of the project infrastructure will need to be relocated to outside the corridor of Impact. Sections below present the findings steps wise processes to relocate the household that will be losing their main dwelling structure; i) consultations with the affected households on the impacted assets and the entitlements (ii) disclosure of the compensations and allowances (disturbance, shifting, vulnerability assistance);

9.3.1 Process of Relocation

The process of Relocation would be for three sets of PAPs i.e.

- i. Those losing main dwelling structure and opting for in-kind compensation i.e. PAPs for whom there is a need to have the replacement structures ready before they can be shifted;
- ii. Those losing main dwelling structure and opting for self-relocation i.e. taking compensation in cash and building their own house outside the way leave; and
- iii. Those losing ancillary support structures such as toilets, kitchens, and will only paid cash compensation and can shift out

Example of step wise process of relocation along with responsible agency and timelines shown in table below:

Table: Relocation Plan

Step No.	Activity	Timeline (to be completed within)	Responsibility	Support Agency
For PAPs opting for Cash				
4	Ensure PAPs have received all due compensation (for land under wayleave, homestead land) and allowances (except for shifting allowances that shall be paid at the time of shifting)	4 weeks from start of RAP implementation	RAP Implementation Unit	PIU
5	Conduct meeting with PAPs to ensure PAPs of follow up actions, particularly those without alternate land		RAP Implementation Unit	PIU
6	Indicate date of dismantling shifting to outside the way leave	4 weeks from above	RAP Implementation Unit	PIU
7	Provide support in leveling of land as required			

Step No.	Activity	Timeline (to be completed within)	Responsibility	Support Agency
8	Supervise progress on Self construction and report on progress			
10	Provide Support to PAPs on a case by case basis	within this period	RAP Implementation Unit	PIU
11	Complete the process of relocation	Total 3-4 months from start)	RAP Implementation Unit	PIU
7	Contractor checks site and commences Works on construction of replacement houses		Contractor	PIU
8	Commencement of Works by Contractor	at the end of 8 weeks	Contractor	PIU
9	Supervision of Works to report progress	Periodic	RAP IA (Civil Engineer)	PIU
10	Field visits to ensure adherence to agreed design and quality	Periodic	RAP IA / PMT	PIU
13	Provide Support to Vulnerable PAPs on a case by case basis		RAP IA	PIU
14	Complete the process of relocation for all PAPs opting for Cash (either having or not having alternate land)	Total 4-5 months from start	RAP Implementation Unit/Contractor	PIU

Handover of site for construction: Once all property on the stated land is vacated, the site will be considered as free from encumbrances to hand over to the Contractor for commencing construction related activities.

9.3.2 Activities to be completed upon completion of all activities under RAP

- i. **Updating of digitalised RAP Database and Preparation of supplementary RAP:** The above details will be recorded into the supplementary RAP and the RAP Database will also be updated.
- ii. **Provision of employment, jobs with contractor and other services:** Even though a linear project of this nature would have limited work opportunities at every location, the Contractor would be required to give preference to all able-bodied men and women for local labour and other associated services. Municipal administration would place notifications indicating requirement of labour on their notice boards.
- iii. **Preparation of Periodic Internal Monitoring Reports:** Internal Monitoring Reports will be produced periodically and shared internally and with external stakeholders.
- iv. **Implementation Completion Audit:** As all activities relating to RAP implementation will be expected to be completed in less than 1 year, Implementation Completion Audit would be carried at the end of Year 1 from the start date of RAP implementation to assess whether the project has met with the RAP objectives as a whole.
- v. **Annual ZIQUE Review Workshop:** Review of RAP implementation at Annual Workshop would be carried in the first quarter of next year soon after findings of Implementation Completion Audit are available.
- vi. **Submission of RAP Implementation Completion Report:** Upon completion of all Implementation

activities, the contracted RAP Implementation Unit and Payment Agent (PA) shall separately produce Implementation Completion Report for submission to PIU for its review. PIU will compile and collate the findings along with its findings internal monitoring and submit a Consolidated Implementation Completion Report same to World Bank.

CHAPTER TEN: BUDGET FOR RAP IMPLEMENTATION

10.1 Introduction

Resettlement activities in Zanzibar will be financed through a number of arrangements, namely: Government budget; loans borrowed from the domestic market by governments; loans borrowed from development partners; and grants. In the case of ZIQUE projects, the cost for preparation of Resettlement Action Plans will be financed through a credit finance advanced to the Revolutionary Government of Zanzibar by the World Bank under the ZIQUE project.

10.2 Resettlement Funding

At this stage, it is not possible to estimate the exact sub projects that will require land acquisition as well as the number of people who may be affected since the technical designs/details have not yet been developed and land needs have not yet been decided upon. When these locations are known, and after the conclusion of the site-specific socioeconomic study, information on specific impacts, individual and household incomes and numbers of affected people and other demographic data would be available, thus facilitating the preparation of a detailed and accurate budget for resettlement and compensation. The MovET will prepare the resettlement budget and will submit this budget through the administrative and financial management rules and manuals like any other activity eligible for payment under the ZIQUE. This budget will be subject to the approval by the president's Office – Ministry of Finance and Planning (PO-MoFP).

Each RAP will include a detailed budget, using the following template in Table below.

Table 5 :Template for Budget Details

Asset acquisition	Amount or number	Total estimated cost	Agency responsible
Land			
Structure			
Crops and economic tress			
Community infrastructure			
Land Acquisition and Preparation			
Land			
Structures			
Crops areas and others			
Community infrastructure			
Relocations			
Transfer of possessions			
Installation costs			
Economic Rehabilitation (livelihoods Restoration)			
Training			

Capital Investments			
Technical Assistance (RAP Implementation)			
Monitoring			
Contingency			
S/n	Item	Costs	Assumptions
1	Compensation for loss of businesses		See above budget table
2	Compensation for Trees	/year/tree	Includes costs of labour invested and average of highest price of trees (and tree products) and Tanzanian market prices
3	Cost of Relocation Assistance/Expenses	/household	This cost reflects the moving and transportation allowance
4	Cost of Restoration of Individual Income	PAP	Assumed to be higher than the GDP/capita in Tanzania
5	Cost of Restoration of Household Income	Households	These costs reflect the livelihood restoration program of the RAP
6	Cost of Training PAPs	MoVET/ZIQUE	This is a mitigation measure involving capacity building and involves PAPs and affected communities
7	Cost of relocating historical sites and heritages including graves	National antiquities	This amount paid to the respective agent to relocate historical sites and graveyards

ANNEXURE

Annex 1: Grievance Receipt And Resolution Form

Grievance/Complaint Registration Number.....Date.....

A. COMPLAINANT

1. Important information of the Complainant

First Name Middle Name Last Name:.....

Occupation:.....Gender.....

Mob. Phone..... E-mail:.....

2. Who is complaining

i. Project Affected Persons (PAPs).....

Specific PAPs are:

- Institution staff.....
- Student
- Representative of complainant.
- Others

ii. Technicians/Local Fundis

B. EXPLANATION OF THE GRIEVANCES

1. Source of Grievance/ Complaint.....

2. Brief explanation of the Grievance/Complaint emanating from the project implementation.....
.....
.....

3. Event/person being complained about
.....

4. Place where the event occurred 5. Date of the event

6. Have you ever filed the same grievance before? **Yes**..... **No**.....

C: LODGING THE GRIEVANCE/COMPLAINT

1. Method used to lodge the grievance/complaint

- Letter Phone Face to face E-mail
 Others (Mention).....

Name of Person registered and Filed the complaint

Name.....Position.....Date.....

Agreed time frame for feedback on the processed grievance/complaint:

- a) Immediately (b) Three days One week (d) Two weeks

GRIEVANCE/COMPLAINTS RESOLUTION

1. Date of conciliation session.....
2. Was the complainant present? **Yes** **No**
3. Was field verification of complaint conducted? **Yes** **No**
4. Findings of field investigation:
.....
.....
5. Summary of Conciliation Session.....
.....
.....
6. Was agreement reached on the issues? **Yes**
7. If agreement was reached, give the details of the agreement
.....
.....
8. If agreement was not reached, specify the points of disagreement and promise given to the client
.....
.....

Signed (Arbitrator/ Complaints handling Officer-GHO):Date.....

Signed (Complainant).....Date.....

Signed (Independent Observer)Date.....

Annex 2: Resettlement/Compensation Checklist Screening Form

Subproject Data

2.1.1.1	
Subproject Title: _____	Date: _____
Location: District: _____	Province: _____ Village: _____
Developer: _____	Social Specialist: _____

Screening Questions for Resettlement Categorization

Probable Involuntary Resettlement Effects*	Yes	No	Not known	Possible	Remarks
Will the subproject include any physical construction work?					
Does the subproject include upgrading or rehabilitation of existing physical facilities?					
Is any subproject effect likely lead to loss of housing, other assets, resource use, or incomes/livelihoods? Estimated number?					
Is land appropriation likely to be necessary? Estimated area?					
Is the site for land appropriation known?					
Is the ownership status and current usage of the land known?					
Will easements be utilized within an existing right of way?					
Are there any people without land titles who live or earn their livelihood at the site or within the right of way? Estimated number?					
Will there be loss of housing? Estimated number?					
Will there be loss of agricultural plots?					
Will there be losses of crops, trees, or fixed assets?					
Will traditional seasonal grazing areas or animal transit routes be compromised or closed to pastoralists?					
Will there be loss of businesses or enterprises?					
Will there be loss of incomes and livelihoods?					
Will people lose access to facilities, services, or natural resources, thereby affecting their livelihoods?					
Will any social or economic activities be affected by land use-related changes?					
If involuntary resettlement impacts are expected:					
Are local laws and regulations compatible with the World Bank's Involuntary Resettlement Policy?					

Probable Involuntary Resettlement Effects*	Yes	No	Not known	Possible	Remarks
Will coordination with the BIG-Z be required to deal with land appropriation?					
Does the developer retain sufficient skilled staff for resettlement planning and implementation?					
Are training and capacity-building interventions required prior to resettlement planning and implementation?					
Information on affected persons:					
Any estimate of the likely number of households that will be affected by the project?					Number: _____
Are any of the households poor, headed by a woman, or vulnerable to poverty risks?					Number: _____
Are any of the Project Affected People (PAP) from indigenous or ethnic minority groups? If yes, please explain:					Number: _____

*Whenever possible, consider also any future subprojects or investments.

2.1.1.1.1.1 *Involuntary Resettlement/Compensation Category*

After reviewing the answers above, the Project Team Leader and Social Development/ Resettlement Specialist agree, subject to confirmation, that the project is categorized as noted below.

Project Categorization and Resettlement Planning Requirements

Category A significant resettlement impact (more than 200 people affected),
Full Resettlement/Compensation Action Plan (RAP) is required.

Category B No resettlement impact; no resettlement plan is required.

Additional information is needed for categorization and is to be gathered by the REA.

Consultant support is required to prepare RAP or ARAP.

Developer signature

Reviewed and accepted by PMT/World Bank

Signature

Annex 3: Guidelines for an Resettlement/Compensation Action Plan

This template is extracted from World Bank Operational Policy/Bank Procedure 4.12 (OP/BP 4.12), Involuntary Resettlement, Annex A, which can be found on the World Bank's Web site at www.worldbank.org.

The scope and level of detail of the resettlement plan will vary based on the magnitude and complexity of resettlement. The plan is based on up-to-date and reliable information about the proposed resettlement and its impacts on displaced persons and other adversely affected groups and the legal issues involved in resettlement. The resettlement plan should cover elements listed here, when any element is not relevant to subproject circumstances, it should be noted in the plan.

Subproject Description

Provide general description of the subproject and identification of the subproject area.

Potential Impacts

Identify (i) the subproject component or activities that give rise to resettlement, (ii) the zone of impact of such component or activities, (iii) the alternatives considered to avoid or minimize resettlement, and (iv) the mechanisms established to minimize resettlement, to the extent possible, during subproject implementation.

Objectives

Provide the main objectives of the resettlement plan.

Census and Socioeconomic Studies

Provide findings of the socioeconomic studies conducted in the early stages of project preparation with the involvement of potentially displaced people, including:

The results of a census survey covering:

- (i) Current occupants of the affected area to establish a basis for design of the resettlement program and 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, labor 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) The 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 Project Affected People (PAP) livelihoods and standards of living at regular intervals so that the latest information is available at the time of their displacement.

Other studies describing:

- (i) Land tenure 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 subproject area;
- (ii) The patterns of social interaction in the affected communities, including social support systems, and how they will be affected by the subproject;
- (iii) Public infrastructure and social services that will be affected; and
- (iv) Social and cultural characteristics of displaced communities, including a description of formal and informal institutions such as community organizations, ritual groups, and Nongovernmental Organizations (NGOs) that may be relevant to the consultation strategy and to designing and implementing resettlement activities.

Legal Framework

The findings of a legal framework analysis covering:

- (i) The scope of the power of eminent domain and the nature of compensation associated with it, in terms of both the valuation methodology and the timing of payment;
- (ii) The applicable legal and administrative procedures, including a description of the remedies available to displaced persons in the judicial process and the normal timeframe for such procedures, and any available alternative dispute resolution mechanisms that may be relevant to resettlement under the subproject;
- (iii) Relevant law (including customary and traditional law) governing land tenure, valuation of assets and losses, compensation, and natural resource–usage rights, customary personal law related to displacement, and environmental laws and social welfare legislation;
- (iv) Laws and regulations relating to the agencies responsible for implementing resettlement activities;
- (v) Gaps, if any, between local laws covering eminent domain and resettlement and the World Bank's resettlement policy, and the mechanisms to bridge such gaps; and
- (vi) Any legal steps necessary to ensure the effective implementation of resettlement activities under the project, including, as appropriate, a process for recognizing claims to legal rights to land, including claims that derive from customary and traditional usage.

Institutional Framework

The findings of any analysis of the institutional framework covering:

- (i) The identification of agencies responsible for resettlement activities and NGOs that may have a role in subproject implementation;
- (ii) An assessment of the institutional capacity of such agencies and NGOs; and
- (iii) Any steps that are proposed to enhance the institutional capacity of agencies and NGOs responsible for resettlement implementation.

Eligibility

Definition of categories of affected persons, whether or not they are displaced, 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 for valuing losses to determine their replacement cost, a description of the proposed types and levels of compensation under local law, and necessary supplementary measures to achieve replacement cost for lost assets.

Resettlement Measures

Describe the packages and other resettlement measures that will assist each category of eligible displaced persons to achieve the objectives of OP/BP 4.12. In addition to being technically and economically feasible, the resettlement packages should be compatible with the cultural preferences of the displaced persons and prepared with their input and participation.

Site Selection, Site Preparation, and Relocation

Describe alternative relocation sites considered and explain reason for selection, including:

- (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) Procedure for physical relocation under the project, including timetables for site preparation and transfer; and
- (iv) Legal arrangements for regularizing tenure and transferring titles to resettlers.

Housing, Infrastructure, and Social Services

Plans to provide (or to finance resettlers' provision of) housing, infrastructure (for example, water supply, feeder roads), and social services to host populations and any necessary site development, engineering, and architectural designs for these facilities.

Environmental Protection and Management

Describe the boundaries of the relocation area, the 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

Describe the involvement of resettles and host communities, including:

Describe the strategy for consultation with and participation of resettles and hosts in the design and implementation of resettlement activities;

- (i) A summary of the views expressed and how these views were considered in preparation of the resettlement plan;
- (ii) A review of the resettlement alternatives presented and the choices made by PAP regarding their available options, including choices regarding: types of compensation and resettlement assistance; relocating as individual families or as parts of preexisting communities or kinship groups; sustaining existing patterns of group organization; or retaining access to cultural property (for example, places of worship, pilgrimage centers, or cemeteries); and

- (iii) Institutionalized arrangements by which PAP can communicate their concerns to project authorities throughout planning and implementation, and measures to ensure that vulnerable groups such as indigenous people, ethnic minorities, the landless, and women are adequately represented.

Integration with Host Population

Describe 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 to hosts for land or other assets provided to resettles;
- (iii) Arrangements for addressing any conflict that may arise between resettles and host communities; and
- (iv) Any measures necessary to augment services (for example, education, water, health, and production services) in host communities to make them at least comparable to services available to resettles.

Grievance Procedures

Describe the affordable and accessible procedures for third-party dispute resolution for resettlement issues. Grievance mechanisms should consider the availability of judicial recourse and community and traditional dispute settlement mechanisms.

Organizational Responsibilities

Provide the organizational framework for implementing resettlement, including identification of agencies responsible for delivery or resettlement measures and provision of services; arrangements to ensure appropriate coordination between agencies and jurisdictions involved in implementation; any measures (including technical assistance) needed to strengthen implementing agencies' capacity to design and carry out resettlement activities; provisions for the transfer to local authorities or resettles the responsibility for managing facilities and services provided under the project and for transferring other such responsibilities from the resettlement implementing agencies, when appropriate.

Implementation Schedule

Provide an implementation schedule covering all resettlement activities from preparation through implementation, including target dates for realization of expected benefits to resettles and hosts and termination of various forms of assistance. The schedule should indicate how the resettlement activities are linked to the implementation of the overall project.

Cost and Budget

Provide itemized cost estimates for all resettlement activities, including allowances for inflation, population growth, and other contingencies; a timetable for expenditures; sources of funds; arrangements for the timely flow of funds; and funding for resettlement, if any, in areas outside the jurisdiction of the implementing agencies.

Monitoring and Evaluation

Provide arrangements for: monitoring of resettlement activities by the implementing agency, supplemented by independent monitors as considered appropriate by the World Bank, to ensure complete and objective information; performance monitoring indicators to measure inputs, outputs, and outcomes for resettlement activities; involvement of PAP in the monitoring process; evaluation of the impact of resettlement for a reasonable period after all resettlement and related development activities have been completed; use of resettlement monitoring results to guide subsequent implementation.

Annex 4: Minutes of the interviews/Focus Group Discussion

Table 1: List of interviewees, date, venue and issues raised and response

Date	Venue/ Institution	Issues raised/Discussed	Response From MoEVT
29/09/2022	Urban West A Municipality	<ul style="list-style-type: none"> ▪ Land ownership – Once compensated but allowed to continue farming the land, whose land will it be? 	<ul style="list-style-type: none"> ▪ Customary land belongs to the state and it is held on behalf of the people by chiefs who allocate it to deserving members. As such, it will be deemed to belong to the government and PAPs will be using it as a form of easement. They would have to accommodate the restrictions on use.
29/09/2022	Urban West B Municipality	<ul style="list-style-type: none"> ▪ The construction of the project should go in line with the recruitment of skilled science teachers 	<ul style="list-style-type: none"> ▪ This is not part of the project but the government shall see its feasibility if well itemised in the RAP as part of livelihoods reparation.
		<ul style="list-style-type: none"> ▪ Payment of compensation through normal government system are delayed to the extent that the compensation money could not be enough to replace the affected asset. Due to inflation. ▪ They also hinted at future problems if payment rates and formats changed too much. 	<ul style="list-style-type: none"> ▪ Explained that the PMT as main RAP implementation agent will use the same standard rates as used during the original RAP, which are in line with the WB standards as such the process is different from normal government norms. This is good for the communities as their lives will be bettered rather worsened by the project.
29/09/2022	Teachers Centre Mkwajuni Teachers Centre Bububu Teachers centre Saateni	<ul style="list-style-type: none"> ▪ Teachers' centres need rehabilitation and construction so that they become resources centres ▪ The project should consider improving the learning environments for schools found in rural areas as they experience the same challenges as those found in towns ▪ Construction of buildings should be vertical to leave more spaces for other activities 	<ul style="list-style-type: none"> ▪ The project will consider its feasibility if it is in line with improving the quality of basic education ▪ The project shall select sites wisely to yield maximum results ▪ Vertical construction will depend on the recommendations from the geotechnical study

Date	Venue/ Institution	Issues raised/Discussed	Response From MoEVT
	Teachers Muauda Teachers Centre Kitogani Teachers Centre Dunga Teachets Centre Kiembe Samaki	<ul style="list-style-type: none"> ▪ The ministry should arrange a meeting with coordinators of teachers' centres in the early period of the project design ▪ Community members expect not to be sidelined in favor of casual laborers from far away communities or foreigners ▪ In order to minimize occurrences of grievances, there is need to ensure that PAPs are shown valuation figures, and that the calculations on the compensation schedules should be simple and clear to be understood by any ordinary PAP. 	<ul style="list-style-type: none"> ▪ Stakeholders shall be engaged through the project life cycle. Thus, the meeting shall be arranged to get their detailed concerns and views ▪ Construction contractors will endeavor to recruit those with pertinent skills locally while for technical jobs, experienced skilled labor would be preferred. RAP would specify provisions for providing preference. ▪ PAPs, prior to signing compensation agreements are shown the asset inventory details, are explained the rates applicable. If there is any discrepancy then these are rectified either by checking records or by visiting the site, following which the agreement is signed
29/09/2022	Zanzibar Association of Private School	<ul style="list-style-type: none"> ▪ Government schools have space constraints beyond the standards for class sizes ▪ Teachers should be capacitated to get the best performance from their students. ▪ The number of subjects should be reduced to a reasonable number ▪ The ministry of education should revisit and improve vocational training to accommodate the average students who afford skills-based learning ▪ Headteachers should be given incentives as there are a lot of operational costs to incur during their day-to-day activities 	<ul style="list-style-type: none"> ▪ ZIQUE project is going to deal with the space constraints ▪ Capacity building in the project component of the project ▪ ZIE has reduced the number of subjects from 12 to 6 to 8 subjects ▪ This is an important undertaking but may need another fund. But Ministry may consider it when found feasible under the same project budget ▪ This is not part of the project but it can be considered by the government if it is in line with the project goals

Date	Venue/ Institution	Issues raised/Discussed	Response From MoEVT
28/09/2022	MoEVT- Inclusive Education and Life skills unit	<ul style="list-style-type: none"> ▪ The Inclusive Education and Life Skills unit should be considered for transport facilities to reach a bigger population of children with disabilities ▪ The designs of buildings should adhere to the available standards for children with disabilities ▪ The design should provide a special room for counselling and guidance on life skills ▪ Females should be promoted to learn science subjects ▪ Teaching staff should be trained on how to sensitise children on issues of safety, sexual harassment, disease transmission (HIV and AIDS), and drug abuse. ▪ The Curriculum design should be friendly to people with disabilities 	<ul style="list-style-type: none"> ▪ ZIQUE project shall consider it if it will be a priority list during project implementation ▪ Designs shall ensure inclusivity ▪ The design shall consider it accommodation ▪ All teachers shall be trained on how to encourage female children to study science subjects ▪ It shall be part of the training to be done for teachers ▪ ZIE has designed a curriculum which favours children with disabilities
		<ul style="list-style-type: none"> ▪ Cash versus in kind compensation: ▪ Males PAPs preferred to receive cash rather than in kind compensation (such house replacement) to avoid grievances and suspicion of fraud and corruption and also overcome concerns that PAP have that these replacement houses would be taken away. Compensating by building replacement houses for affected structures could lead to more issues of dissatisfaction, complaints, etc. ▪ Also, from the perspective of administration effort, cash payment would be better. ▪ Female PAPs in contrary they preferred in kind compensation of land and structures 	<ul style="list-style-type: none"> ▪ Both Options will be recorded during RAP development in details of who opted for in - kind vs the cash option. Confirmation to be made during compensation disclosure.


Date	Venue/ Institution	Issues raised/Discussed	Response From MoEVT
28/09/2022	Milele Zanzibar Foundation	<ul style="list-style-type: none"> ▪ The ZIQUE project should consider recruiting more teaching staff in line with the efforts to increase more buildings ▪ Teachers should be capacitated to improve the quality of learning in line with the needs of the 21st Century's skills ▪ MoEVT should also strengthen the vocational training to advance the children trained on life skills ▪ The project should consider training children /teaching staff on child protection issues 	<ul style="list-style-type: none"> ▪ ZIQUE project has no component for recruiting staff. It is the role of the government ▪ Capacity building will be conducted throughout the project cycle ▪ ZIQUE project has no component for that. However, the ministry can do it in other ways ▪ Child protection shall be part of the training to be done for teachers
		<ul style="list-style-type: none"> ▪ Role of community leaders(Sheha) in PAP resettlement is not clear 	<ul style="list-style-type: none"> ▪ Sheha would be responsible for identifying land for PAP resettlement and construction of replacement houses. They will participate in grievance redress and management as ex officio committee members of grievance committees
28/09/2022	Zanzibar Institute of Education	<ul style="list-style-type: none"> ▪ There is a need to have a one-stop centre building for ZEC, ZIE, Loan board, Chief school inspector and Vocational Training Authority. ▪ ZIE should be capacitated on curriculum design especially the selection of content, curriculum assessment, evaluation, review and research ▪ The competence-based curriculum to be developed and implemented demands infrastructures like laboratories and workshops. Thus, the project should not consider increasing classrooms only 	<ul style="list-style-type: none"> ▪ ZIQUE shall consider it if the budget allows ▪ It shall be part of capacity building component ▪ The design of buildings shall consider it to ensure the improvement of the quality of basic education
28/09/2022	Fire and Rescue Force	<ul style="list-style-type: none"> ▪ MoEVT should submit an official letter requesting the office their views concerning the fire safety issues in the building to be constructed 	<ul style="list-style-type: none"> ▪ Stakeholder engagement is done in phases. The ministry shall arrange it for maximum collection of comments and views

Annex 5: List of Persons Attended Consultations

Institution /Stakeholder	Consulted Person Name and Position/Title	Gender(Male/Female)
Urban West A Municipality	Mkasi Thabit Head of Divison of Environment	Female
	Abubakar Suleiman Environmental officer	Male
Urban West A District	Is-haka Ali Education officer	Male
	Asha Is-hak Education officer	Female
	Safia Hasi District Academic officer	Female
Urban West B Municipality	Biubwa Haji Health and Environmental Officer	Female
Urban West B District	Meja Haji Academic officer	Female
Zanzibar Teachers Union	Haji Omar General Secretary	Male
Teachers Centre Mkwajuni	Khamis Khamis Teachers Center coordinator	Male
Teachers Centre Bububu	Daud Ali Teachers Center coordinator	Male
Teachers centre Saateni	Asha Mohamed Teachers Center coordinator	Female
Teachers Muauda	Mohamed Choum Teachers Center coordinator	Male
Teachers Centre Kitogani	Yussuf Simai Teachers Center coordinator	Male
Teachers Centre Dunga	Vuai Muya Teachers Center coordinator	Male
Teachets Centre Kiembe Samaki	Maryam Kasona Teachers Center coordinator	Female
Zanzibar Association of Private School	Hakim Yussuf General Secretary	Male

Institution /Stakeholder	Consulted Person Name and Position/Title	Gender(Male/Female)
MoEVT-Inclusive Education and Life skills unit	Zuwema M Nassor Inclusive Education officer	Female
	Fatma Hashim Inclusive Education officer-Secondary	Female
	Kazija Juma Inclusive Education officer	Female
Occupational Health and Safety Department	<u>Ame Faki Saleh</u> <i>Senior Officer</i>	Male
	Maryam Abdalah Coordinator	Female
Milele Zanzibar Foundation	Samson John Project coordinator	Male
	Alice Mushi <i>Livelihood coordinator</i>	Female
Zanzibar Institute of Education	Mussa Zyuma Manager Human Resource	Male
Fire and Rescue Force	Ibrahim Hassan Training officer	Male
Ministry of Water Energy and Mineral	Mudrick Abbas Director water Development	Male


3.1 Annex 6: List of Stakeholder Consulted and Signatures



MINISTRY OF EDUCATION AND VOCATIONAL TRAINING
ZEQUE MEETING ATTENDANCE PERIOD – 29/08/2022

ATTENDANCE

S/N	NAME	POSITION	CONTACT/E-MAIL	29/08/2022
1.	Khaid M. Wazir	Director	0773 824801	
2.	RAYA KHATIB IDDI	ENVTAL OFFICER - WEMA	0659339236	
3	PILI Foum Ame	Ms/m/mkau	0173526301	
4.	Hashim A. Mohd	AFISA IES	076513731	
5.	DR. SAID S. BAKAR	CONSULTANT	0773512979	
6	Azz B. Ali	WJEE	077484308	
7	YUNUS M. SULEIMAN	ENGINEER MENT	0773-929224	
8	Dr. MICHAELUS MWAGEMI	CONSULTANT	0712790905	



MINISTRY OF EDUCATION AND VOCATIONAL TRAINING
ZEQUE MEETING ATTENDANCE PERIOD – 25 - 26/08/2022

ATTENDANCE

S/N	NAME	POSITION	CONTACT/E-MAIL	25/08/2022	26/08/2022
1.					
2.	RAYA KHATIB IDDI	ENVTAL OFFICER MENT	0659339236		
3	ZAINA HAJI IDDI	MIKITI FUDNI B	0778 494912		
4	MWANAKHAMIS ABEID OMAR	M/MKAU FUDNI B	0777 489299		
5	SABRA KHAMIS MOHAMMED	S/LEADER	0777 451121		
6	ABDULRAHIM ABDULSHAKUR HAJI	MWALIMU-KAMATI 'A'	0773040046		
7	SAID HAMOUD HAMDAN	MWALIMU -	077292 2223		
8	ABDUL-WAHABI ALIKHAMIS	M/M/MKAU	077846155		

S/N	NAME	POSITION	CONTACT/E-MAIL	25/08/2022	26/08/2022
9.	Hashim A. Moh'd	Afisa IES	0776-513731		
10	JUNA MOHAMMED JUNNA	M/KAMATI A	0777417769		
13.	ABUBAKAR ALI HAMDAN	M/KAMATI	0753847641		
14.	KHAANA ALI KHAMIS	M/KAMATI	0682 571463		
13	YUNUS M. SULEIMAN	ENGINEER	0773-929224		
14.	Dr. Nicholas Mwangi	Consultant	0712790905		
15.	Dr SAID S. BAKARI	Consultant	0773512979		

S/N	NAME	POSITION	CONTACT/E-MAIL	25/08/2022	26/08/2022
1.	RANA KHAFIB IDDI	Private Office - WEMA	0659339236		
2	AMINA HUSSEIN MIIMUNA	BUBUBU "A"	0777-998889		
3	AZIZA ALI KHAMIS	BUBUBU "A"	0773 266065		
4.	SHUKURA HAJI CHUM	BUBUBU "B"	0776082580		
5	TOFAA SULEIMAN ISSA	M/KIT) WA KAMATI	0694359428		
6	SAYMU ABDALLA ALI	S/LEADER BUBUBU	0777454946		
7.	Hashim A. Moh'd	Afisa IES	0776513731		
8	YUNUS M. SULEIMAN	MHANDISI WEMA	0773-929224		
9	MUSRI KH KHAMIS	M/ BUBUBU A	0473656358		
10	HAJI MUSSA KOMBO	MJUMBE WAKAMATI	0777437310		
11	JATU ABUU SIFATME	S/LEADER BUBUBU	0776130286		
12.	Dr. Nicholas Mwangi	Consultant	0712790905		
13	Dr. SAID S. BAKARI	Consultant	0773512979		

S/N	NAME	POSITION	CONTACT/E-MAIL	25/08/2022	26/08/2022
	Hashim A. Moh'd	Afisa / ES	0776-513731	25/8/2022	

ENVIRONMENTAL AND SOCIAL MANAGEMENT FRAMEWORK FOR ZANZIBAR IMPROVING QUALITY OF BASIC EDUCATION PROJECT
LIST OF STAKEHOLDERS CONSULTED

S/N	DATE/TIME	NAME	INSTITUTION/VENUE	POSITION/DESIGNATION	PHONE NO.	SIGNATURE
	29/09/2022	MEJA R. HAJI	MGB 'B'	AFISA TAALUMA	077425928	
	29/09/2022	KHAMIS M. KHAMIS	TC MKWADUNI	TC COORDINATOR	0773-66991	
	29/09/2022	DAUD M. ALI	TC BUBUBU	TC COORDINATOR	077425896	
	29/09/2022	ASHA M. MOH'D	TC SAPIENI	TC. " "	077481345	
	29/09/2022	HAJI JUMA OMAR	ZATU	GENERAL SECRETARY	077785597	
	29/09/2022	MOHD J. CHOCIM	TC MUANDA	TC COORDINATOR	077871488	
	29/09/2022	YUSUF S. SIMA	TC KITOGANI	"	077746747	
	29/09/2022	VUM S. MUYA	TC DUNGA	TC COORDINATOR	077457194	
	29/09/2022	MARJAM D. KASONG	TC IC/SAMATI	TC "	077478366	
	29/09/2022	HAKIM YUSUF	ZAPS	GENERAL SECRETARY FUNZI MELITANO	077422516	
	20/09/2022	KHADISA M SEIF	ZEMA	A/MAZINGIRA	077417749	

Annex 7: Pictorial Presentation



Photo 1 Pictures during consultation exercise with Zanzibar Teachers Union and Teachers Training Centres