



**THE REVOLUTIONARY GOVERNMENT OF ZANZIBAR**

**MINISTRY OF HEALTH**

**RESETTLEMENT POLICY FRAMEWORK (RPF)**

**FOR**

**INVESTING IN PEOPLES' WELL-BEING FOR ECONOMIC DEVELOPMENT  
(IPWE4D)**

**Draft**

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## List of Abbreviations

<b>Acronyms</b>	<b>Description</b>
AP	Affected Persons
AH	Affected Households
CGV	Chief Government Valuer
DCU	Development Control Unit
DHMT	District Health Management Team
DMS	Detailed Measurement Survey
DP	Displaced People
ESF	Environmental and Social Framework
ESCP	Environmental and Social Commitment Plan
ESIA	Environmental and Social Impact Assessment
ESMF	Environmental and Social Management Framework
ESS	Environmental and Social Standards
ESST	Environmental and Social Safeguard Team
GBV	Gender Based Violence
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
HCEU	Health Care Engineering Unit
MoH	Ministry of Health
NGO	Non-Governmental Organization
OIP	Other Interested Parties
OSH	Occupational Safety and Health
PAP	Project Affected Person
PCU	Project Coordination Unit
PDO	Project Development Objective
PHCU	Primary Health Care Unit
PSSN	Productive Social Safety Net

PWD	People with Disability
RAP	Resettlement Action Plan
RGoZ	Revolutionary Government of Zanzibar
RMNCAH-N	Reproductive Maternal Neonatal Child and Adolescent Health-Nutrition
RO	Right of Occupancy
RPF	Resettlement Policy Framework
SAC	Shehia Advisory Council
SEP	Stakeholders Engagement Plan
TAs	Technical Assistants
TASAF	Tanzania Social Action Fund
VAT	Value Added Tax
WASH	Water, Sanitation and Hygiene
WB	World Bank
ZEMA	Zanzibar Environmental Management Authority

## **Glossary of Terms**

### **Census:**

The findings of a household level census identifying and enumerating affected persons, and, with the involvement of affected persons, surveying land, structures, and other fixed assets to be affected by the project. The census survey also identifies 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

### **Compensation:**

Payment in cash or in kind for an asset or a resource that is acquired or affected by a project at the time the asset needs to be replaced.

### **Cutoff date:**

Date of completion of the census and assets inventory of persons affected by the project. Persons occupying the project area after the cutoff date are not eligible for compensation and/or resettlement assistance. Similarly, fixed assets (such as built structures, crops, fruit trees, and woodlots) established after the date of completion of the assets inventory, or an alternative mutually agreed on date, will not be compensated. The Borrower will establish a cutoff date for eligibility as an essential to determine who will be eligible for compensation and assistance and to discourage ineligible persons such as opportunistic settlers, from claiming benefits.

### **Economic displacement:**

Loss of income streams or means of livelihood resulting from land acquisition or obstructed access to resources (land, water, or forest) resulting from the construction or operation of a project or its associated facilities.

### **Involuntary Resettlement:**

Resettlement is involuntary when it occurs without the informed consent of the displaced persons or if they give their consent without having the power to refuse resettlement.

### **Land acquisition:**

All methods of obtaining land for project purposes, which may include outright purchase, expropriation of property and acquisition of access rights, such as easements or rights of way. Land acquisition may also include: (a) acquisition of unoccupied or unutilized land whether or not the landholder relies upon such land for income or livelihood purposes; (b) repossession of public land that is used or occupied by individuals or households; and (c) project impacts that result in land being submerged or otherwise rendered unusable or inaccessible. "Land" includes anything growing on or permanently affixed to land, such as crops, buildings and other improvements, and appurtenant water bodies.

### **Land use Restrictions:**

Limitations or prohibitions on the use of agricultural, residential, commercial or other land that are directly introduced and put into effect as part of the project. These may include restrictions on access to legally designated parks and protected areas, restrictions on access to other common property resources.

**Project affected persons (PAPs):**

Any person who, as a result of the implementation of a project, loses the right to own, use, or otherwise benefit from a built structure, land (residential, agricultural, or pasture), annual or perennial crops and trees, or any other fixed or moveable asset, either in full or in part, permanently or temporarily.

**Project Impacts:**

Impacts on the people living and working in the affected areas of the project, including the surrounding and host communities, assessed as part of the overall evaluation of the project.

**Physical Displacement:**

Loss of shelter and assets resulting from the acquisition of land associated with a project that requires the affected person(s) to move to another location.

**Livelihood restoration:**

Provision of development assistance to mitigate impacts on livelihoods, including credit facilities, training, or job opportunities, to assist PAPs or DPs to restore their livelihoods. Livelihood refers to the full range of means that individuals, families, and communities utilize to make a living, such as wage-based income, agriculture, fishing, foraging, other natural resource-based livelihoods, petty trade, and bartering.

**Replacement costs:**

The rate of compensation for lost assets must be calculated at full replacement cost, that is, the market value of the assets plus transaction costs. Transaction costs include administrative charges, registration or title fees, reasonable moving expenses, and any similar costs imposed on affected persons. To ensure compensation at replacement cost, planned compensation rates may require updating in project areas where inflation is high or the period of time between calculation of compensation.

**Resettlement Action Plan (RAP):**

Resettlement plans are prepared for any project that results in economic or physical displacement. The scope and detail of the plan varies with the magnitude of displacement and complexity of the measures required to mitigate adverse impacts. In all cases the plan describes the manner in which the objectives of ESS5 can be achieved. The resettlement plan can take a number of different forms, depending on the project impacts

**Stakeholder:** Individuals or groups who: (a) are affected or likely to be affected by the project (project--affected parties); and (b) may have an interest in the project (other interested parties).

**Vulnerable Individuals:**

Those who may be more likely to be adversely affected by the project impacts and/or more limited than others in their ability to take advantage of a project benefits. Such an individual/group is also more likely to be excluded from/unable to participate fully in the mainstream consultation process and as such may require specific measures and/or assistance to do so. Examples include widows, single mothers, child-headed households, hand capped people, HIV/AIDs victims and elderly persons as they require special assistance to cope with the projects impacts.



## **Executive Summary**

The Revolutionary Government of Zanzibar (RGoZ) through the Ministry of Health (MoH) has requested funds from the World Bank to implement a project Investing in Peoples' Well-being for Economic Development (IPWE4D). The main objective of the project is to scale-up provision and improve quality of essential primary health care services with a focus on Reproductive Maternal Neonatal Child and Adolescent Health-Nutrition (RMNCAH-N) services.

The proposed activities under IPWE4D project include; strengthening infrastructure to support the provision of quality Maternal and Neonatal care services in all levels of health care delivery system by renovating and upgrading of 5 selected health facilities; to establish 2 maternal and child health centers; rehabilitating and providing support to 30 Primary Health Care Units (PHCU).

World Bank's Environmental and Social Safeguard 5 (Land Acquisition, Restrictions on Land Use and Involuntary Resettlement) is one of the most important safeguards guiding land acquisition and related resettlement/compensation issues during project implementation.

Initial assessment and consultation done by consultants from 17<sup>th</sup> to 31<sup>st</sup> January, 2022 for 30 Shehias have identified some direct social and economic impacts related to land take for the improvement of PHCU due to the following:

- (i) Some of the PHCU are located along the road reserve, hence land will be acquired for the new health facility, which will trigger to and acquisition,
- (ii) Some of the PHCU are surrounded by individual households limiting the privacy required for a health facility, with no additional space available for improvement and
- (iii) Some of the PHCUs should be moved to other areas due to limited space, highly congested and there is no area for extension.

However, the nature, scope and the level of impacts resulting from land acquisition will vary from one PHCU to another depending on the situation on the ground.

This Resettlement Policy Framework (RPF) provides policy, strategy, process and procedures to understand the resettlement principles, organizational arrangements and design criteria to be applied to meet the needs of the people who may be affected by the project activities related to land acquisition, restriction to land use and involuntary resettlement.

Consistent with the World Bank Environmental and Social Standard 5 (ESS5) on involuntary resettlement, this RPF establishes the resettlement and compensation principles and objectives governing resettlement of affected people which will be applied in all activities funded by the Project. The ESS5 principles will be applied in conjunction with Zanzibar laws and regulations guiding compensation and resettlement. In cases where the WB standard and the Zanzibar laws are not in full accord, the higher standard and more stringent of the two will prevail as it satisfies the requirements of the lesser standards.

Once the land requirements of individual subproject are identified and the necessary information becomes available, specific site Resettlement Action Plan (RAP) will be prepared proportionate to potential risks and impacts. Project activities that will cause physical and/or economic displacement will not commence until such specific plans have been finalized and approved by the Bank.

Prior to implementation of any activity that is likely to have resettlement / land acquisition, the RAP team will undertake asset valuation and identify categories of people and groups that will be affected and their entitlement to compensation. This will be undertaken through a household census with far-reaching community participation. The methodology for valuation for land and unexhausted improvements will be replacement cost. Method for estimating various kinds of allowances will be in accordance with World Bank Standards in conjunction with the Zanzibar Land (Assessment of the Value of Land for Compensation Regulations). Forms of payments will be in cash transferred through the banks system. This RPF requires compensation at full replacement cost added with allowances paid to all affected groups-regardless of the legality of land tenure- according to PAPs preference. Mechanisms available to the affected people for complaints about their resettlement treatment will be through mediation and if unsuccessful, affected people will seek recourse/appeal through land tribunals and the court of law system.

Government funds through the Ministry of Finance and Planning will be the main source of funds for resettlement related costs. The exact cost estimates will only be possible when locations are identified. The taking of land and civil works activities will be effective only after compensation has been paid.

Consultations with, and participation of displaced persons in planning, implementation, and monitoring will be on-going throughout the process of preparing RAPs. The local Shehias government system shall be main channel of activities.

## 1.0 Introduction

The Revolutionary Government of Zanzibar (RGoZ) through the Ministry of Health (MoH) has requested funds from the World Bank to implement a project Investing in Peoples' Well-being for Economic Development (IPWE4D). Good health plays a substantial role in economic growth. The main objective of the project is to scale-up provision and improve quality of essential primary health care services with a focus on Reproductive Maternal Neonatal Child and Adolescent Health-Nutrition (RMNCAH-N) services. The primary project beneficiaries are women of childbearing age, adolescents, and children under-five including newborns and infants. This is in line with the Revolutionary Government of Zanzibar (RGoZ) vision 2050 of maintaining an equitable and sustainable universal healthcare system accessible to all, provided by highly skilled healthcare professionals and supported by modern medical technologies and facilities. The RGoZ has put emphasis on the development of the health sector by heavily investing in upgrading healthcare infrastructure facilities from primary to tertiary levels, further providing specialized medical services and equipment as well as promoting medical and health research initiatives.

The investment in health services is recognized as a potential tool in fighting diseases at the same time improving the quality of lives of the majority of people. Being healthy, means a complete state of physical, mental and social well-being including the absence of illnesses, is one of the goals most valued by human beings. Thus, the most common analysis related to health is an understanding of factors that determine good health for its intrinsic value. The Zanzibar Development VISION 2050 echoes these strategies as it aspires to attain universal health coverage with medical care and referral services across Zanzibar to improve access to healthcare in underrepresented areas.

The proposed activities under IPWE4D project include; strengthening infrastructure to support the provision of quality Maternal and Neonatal care services in all levels of health care delivery system by renovating and upgrading of 8 selected health facilities; to establish 2 maternal and child health centers; rehabilitating and providing support to 30 Primary Health Care Units (PHCU)/PHCU+ mainly by providing Water Sanitation and Hygiene (WASH) facilities, construction of elevated and underground water tanks, fencing of health facilities, construction of staff houses and equipping the necessary equipment to provide the required service. The project will increase the number of people with access to health services in both rural and urban population by providing better health services.

This Resettlement Policy Framework (RPF) has been prepared and will be used during

implementation of the Project for Land acquisition, i.e., the taking of or alienation of land, buildings or other assets thereon for purposes of the Project.

### **1.1 Need for Resettlement Policy Framework**

The World Bank requires the Borrower to prepare a Resettlement Policy Framework (RPF) for sub-projects wherein the nature and design of the sub-projects is not known prior to project appraisal. IPWE4D proposes to finance sub-projects in identified project areas and as the detailed design for the sub-projects are yet to be finalized, the screening of sub-projects and the preparation of a Resettlement Action Plan (RAP) for these sub-projects cannot be undertaken presently, necessitating a Resettlement Policy Framework (RPF) to guide in screening sub-projects, carrying out census and socio-economic surveys and the preparation of Resettlement Action Plan (RAP), wherever required.

RPF is then the appropriate resettlement instrument that the Project Coordination Unit (PCU) can submit to the Bank as condition to project for appraisal. When the precise location of the subprojects that will need land acquisition and if it is determined that activities will necessitate involuntary resettlement, then RAP consistent with this RPF will be prepared and submitted to the Bank for approval. The RAP document will be submitted to the Bank prior to starting of any construction work. The Government funds through the Ministry of Finance and Planning will be the main source of funds for resettlement related costs.

### **1.2 Justification for the Resettlement Policy Framework**

The Resettlement Policy Framework (RPF) provides guidelines for development of appropriate mitigation and compensation measures, for land acquisition impacts caused by project activities whose exact locations are not known. ESS 5 on Land Acquisition, Restriction on Land Use and Involuntary Resettlement has been triggered for the project, as there are some activities that may require temporary or permanent land acquisition.

The RPF identifies the possible impacts from project activities, describes the range of potential impacts (temporary and permanent) to land use/access and structures, and specifies the compensation and resettlement assistance/procedures for the same. The RPF is intended as a practical tool to guide the preparation of Resettlement Action Plans (RAPs) for activities during implementation of the project. If any impacts are identified, the MoH will develop individual RAPs for each sub project based on the guidelines and procedures highlighted in this RPF.

Further, the RPF identifies gaps between National Legislation and the World Bank Environmental and Social Standards. Where there is a gap, the World Bank standards will prevail for all activities

financed under this project.

Once this RPF has been approved by the World Bank (WB), it will be disclosed in-country to potential PAPs and to the public and through the World Bank's website, in compliance with the WB policy. The Borrower will translate the RPF in the local language, Kiswahili thereafter it will be disclosed. Implementation of the planned project investments will start only after the RAP has been implemented.

### **1.3 Project Development Objective**

The Project Development Objective (PDO) is to strengthen provision of quality health services at all levels of health services delivery. The PDO will be attained through the following specific objectives:

- 1) To improve the provision of quality Reproductive, Maternal, Neonatal and Care services in all levels of health care delivery system;
- 2) To ensure the availability of qualified human resource for health;
- 3) To improve availability and application of electronic systems in health care provisions in the country;
- 4) To promote user friendly reproductive health services for adolescents and youths at health facility and community level;
- 5) To improve the community involvement and engagement in the provision of Health Care Services

### **1.4 Project Components**

The project will have two components briefly described below:

**Component 1:** Strengthen Coordination and Provision of RMNCAH-N Services: This component will support central level units responsible for RMNCAH-N to provide oversight, coordination, and supportive role in the delivery of the quality RMNCAH-N services.

**Component 2:** Enhance institutional capacity to manage project supported activities. This component will support management, coordination, and implementation of project-supported activities. Specifically, it will support costs related to overall project management, fiduciary activities, environmental and social management activities, monitoring and evaluation.

### **1.5 Over all Objectives of RPF**

The objective of this RPF is to provide a tool for the screening of Project activities, to ensure that where involuntary land take for the project activities is inevitable, resettlement and compensation

activities for lost land, livelihoods and other properties should be conceived and executed in a sustainable manner and are consistent with the requirements of national law and the World Bank ESS5 on land acquisition, restriction on land use and involuntary resettlement. The RPF establishes resettlement objectives and principles, organizational arrangements, and mechanisms for any resettlement operation, and also to provide guidance for implementers during the preparation and implementation of Resettlement Action Plans (RAPs) for the Project Affected Persons (PAPs).

Specifically, the RPF is to:

- a) Provide the legal and regulatory framework, to identify gaps between national legislation and regulatory requirements related land acquisition and World Bank ESS5 and suggest the mechanisms to bridge such gaps;
- b) Outline the institutional framework i.e., suggests an organizational structure responsible for resettlement activities, and propose mechanism to enhance its institutional capacity;
- c) Preparation of principles and methods to be used in valuing losses, and a description of eligibility and entitlements;
- d) Outline implementation arrangements including schedule and grievance redress mechanism;
- e) To develop principles, strategy and plan for monitoring of resettlement activities, and to set framework for project evaluation and impact assessment;
- f) Outline principles and objectives governing resettlement preparation and implementation;
- g) Provide a description of the process for preparing and approving resettlement plans

### **ESS5: Land Acquisition, Restriction on Land Use and Involuntary Resettlement**

Implementation of the Project will entail land acquisition. Land acquisition and restriction on land use can have impact on communities and persons causing economic displacement (loss of land, assets or access to assets) leading to loss of income sources or other means of livelihood. To address potential impacts that might arise from land acquisition the World Bank Environmental and Social Framework on Land Acquisition, Restriction on Land Use and Involuntary Resettlement (ESS5) will be applied parallel to national policies and legislations. ESS5 also requires to administer mitigation on unavoidable adverse impacts from land acquisition or restrictions on land use through timely compensation for loss of assets at replacement cost and assisting displaced persons in their efforts to improve, or at least restore, livelihoods and living standards, in real terms to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher.

## **1.6 The specific objectives of ESS 5**

- i. Avoid or minimize involuntary resettlement by exploring project design alternatives
- ii. Avoid forced eviction
- iii. Mitigate unavoidable adverse impacts from land acquisition or restrictions on land use through timely compensation for loss of assets at replacement cost and assisting displaced persons in their efforts to improve, or at least restore, livelihoods and living standards, in real terms to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher
- iv. Improve living conditions of poor or vulnerable persons who are physically displaced, through provision of adequate housing, access to services and facilities, and security tenure
- v. Ensure that resettlement activities are planned and implemented with appropriate disclosure of information, meaningful consultation, and informed participation.

Although most of the PHCU and PHCU+ being supported under this project have been constructed on government owned land, some of them will require land for the planned rehabilitation and improvement in order to provide good quality service. The land acquisition for such sub-projects will be done in compliance with guidance of ESS5, and procedures should be followed to ensure land is acquired by following the national laws.

In some circumstances, it may be proposed that part or all of the land to be used by the project is donated on a voluntary basis without payment of full compensation. Subject to prior Bank approval, this may be acceptable providing the Borrower demonstrates that:

- (a) the potential donor or donors have been appropriately informed and consulted about the project and the choices available to them;
- (b) potential donors are aware that refusal is an option, and have confirmed in writing their willingness to proceed with the donation;
- (c) the amount of land being donated is minor and will not reduce the donor's remaining land area below that required to maintain the donor's livelihood at current levels;
- (d) no household relocation is involved;
- (e) the donor is expected to benefit directly from the project; and
- (f) for community or collective land, donation can only occur with the consent of individuals using or occupying the land.

The Borrower will maintain a transparent record of all consultations and agreements reached.

## **1.7 The scope of the RPF**

This RPF will cover the following elements:

- A brief description of the project components for which land acquisition and resettlement are required.

- A description of the process for preparing and approving a RAP.
- An estimate of displacement impacts and estimated numbers and categories of displaced persons to the extent feasible.
- Eligibility criteria for defining various categories of displaced persons.
- A legal framework that fit between borrower laws and regulations and the World Bank Standards and measures proposed to bridge any identified gaps between them.
- Method of valuing affected assets.
- Organizational procedures for delivery of compensation and other resettlement assistance.
- Description of the implementation process linking resettlement implementation to civil works.
- A description of Grievances Redress Mechanism (GRM).
- A description of mechanism for consultations with and participation of vulnerable individuals.
- An arrangement for monitoring and reporting.

### **1.8 Potential Project Impacts**

Initial assessment was done from 17<sup>th</sup> to 31<sup>st</sup> January, 2022 for 30 PHCU in Shehia that have been targeted by MoH to implement the project have identified some direct social and economic impacts related to land take due to the following:

- i. Some of the PHCU are located along the road reserve, hence land will be acquired for the new health facility, which will trigger to and acquisition.
- ii. Some of the PHCU are surrounded by individual households limiting the privacy required for a health facility, with no additional space available for improvement.
- iii. Some of the PHCUs should be moved to other areas due to limited space, highly congested and there is no area for extension

However, the nature and the level of impacts resulting from land acquisition will vary from one PHCU to another depending on the situation on the ground. During detailed site assessment, various types of potential impacts/loss including social, economic, and administrative will be identified in consultation with PAPs resulting from land acquisition. Likely categories of impacts/loss will be indicated in the entitlement matrix. The following types of losses are identified due to land acquisition:

- Loss of shelter / relocation of people close to PHCU that will need expansion
- Loss of assets or access to assets including loss of land rights
- Loss of income sources or means of livelihood of persons using the land or assets
- Involuntary restrictions of access to resources, especially land
- Loss of house structures



- Loss of agricultural assets
- Loss of natural resources/ assets used by communities
- Loss of income sources or means of livelihood of persons using the land or assets
- Involuntary restrictions of access to resources, property or assets.

### **1.9 Guiding principles**

As earlier stated, the purpose of this RPF is to clarify resettlement principles, organizational arrangements, and design criteria to be applied to project activities during project implementation. Thus, any project activity that causes physical and/or economic displacement impacts will not commence until they have been mitigated and approved by the authorities, which is until a RAP has been prepared according to this RPF and implemented.

According to ESS5, the Borrower will take possession of acquired land and related assets only after compensation in accordance with this ESS has been made available and, where applicable, displaced people have been resettled and moving allowances have been provided to the displaced persons in addition to compensation. In addition, livelihood restoration and improvement programs will commence in a timely fashion in order to ensure that affected persons are sufficiently prepared to take advantage of alternative livelihood opportunities as the need to do so arises.

Accordingly, the following principles will be followed:

- a) Land acquisition and resettlement should be avoided or where avoidance is impossible minimized. Where resettlement is unavoidable, the procedures and requirements outlined in this RPF will be followed. Projects will be prepared to minimize adverse impacts and RAPs will be prepared to mitigate impacts.
- b) Project Affected Persons (PAPs) should be assisted in their efforts to improve their livelihoods and standards of living or at least to restore them, in real terms, to levels prevailing prior to the beginning of project implementation.
- c) All PAPs should be consulted and effectively participate in the process of preparing the RAP. They should also have adequate access to GRM. Consultations will consider gender issues and take into account the needs of stakeholders who may be considered vulnerable.
- d) Particular attention should be paid to households headed by women and other vulnerable individuals, and appropriate assistance should be provided to help them improve their status.
- e) All PAPs, without regard to legal status of property, will receive support of various kinds, as per the principles set out in the Entitlement Matrix include in this RPF.

- f) The lack of legal title (legal documentations) should not be a bar to compensation and/or rehabilitation.

## **2.0. Legal framework**

Compensation policy is stipulated in Zanzibar's Acts and Regulations. In principle, a person affected by compulsory purchase of his/her land or damage to his/her property should be paid a fair compensation so that he/she is neither better off nor worse off as a result of land acquisition.

Most relevant Land legislations in Zanzibar include:

### **2.1. Land Acquisition Decree Cap 95**

This is the principal legislation guiding land acquisition in Zanzibar enacted under the colonial British rule. This decree is used together with the Land Tenure Act No 12 of 1992. Several of its provisions are found in the new land acts enacted from the late 1990s onwards. In general, the Land Tenure Act (12, 1992) 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.
- Instead, section 56 creates a relationship of government and holder of a right of occupancy being brought to an end through termination. As land ownership in Zanzibar vests solely on the President, people are given a right to use land and they are termed under the Land Tenure Act 1992 as a 'holder' and not owners.

### **2.2. Land Tenure Act, No.12 of 1992; Amendment (2003); Amendment (2013).**

The Land Tenure Act (Revised), 1992 is the Principal Legislation for the land administration in Zanzibar. Under the Act, all land is public vested in, and at the disposition of the President for the use and common benefit direct or indirect to Zanzibar. The Act addresses issues, which include grants, and termination of land right as right of occupancy; rights to separate ownership of trees and leases. It provides mechanism for provision of land and Certificate of right to occupancy, conditions and the right to sale of Right of Occupancy (RO) granted. The protection of rights to the

holders of right of occupancy and that it provides secure tenure in land ownership by requesting payment of compensation where termination of the rights to occupancy is the only option. It addresses issues of control to land and it provides proper mechanism to the affected people. The Act provides for procedures relating to compensation of unexhausted improvements during the process of termination of rights to occupancy and the right of a holder to appeal if not satisfied.

Further, the Land Tenure Act provides for provision regarding to land management. The Land Act provides for liberal methods of acquisition of land or right of use of land for works of National interests. Land Adjudication Act 1990 and Land Tribunal Act 1994 assist the Land Tenure Act and Tribunal Act in resolving disputes before and after the grants of right of occupancy. The Ministry of State Local Government in Zanzibar plays vital role in controlling land development.

In terms of right of way for any infrastructure in the national interest, Section 5(4) stipulates that compensation for the easement (right of way) shall be paid to the persons or communities involved correlating to the fair market price of the land and the improvements made to the parcels in question. Section 29(2) provides that in the event that a person holds more parcels of land in excess of this Act and fails to lease the excess parcels, the Government shall provide compensation for any improvements on the land and not for the land itself.

**Section 5** subsection (4) requires the Government to pay compensation for the persons or communities concerned that is equal to the fair market value of any development established into the acquired 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, 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, the right to use land for cultivation are legally delegated to individuals thereby trees and crops are owned by them, but the everlasting land ownership right remain for the government. Thus, there are some amendments for the Land Adjudication, Act in 2008, however it still recognizes the rights of persons/individual holding 'the land referred as 3 Acres' plots for farming for the same

meaning of use rights. Therefore, in line with this RPF in relation to the provided land (i.e., 3-acre plots), individuals have no right to sell and they will only have compensated for the development but not for land.

**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.

### **2.3. The Registered Land Act No 10 of 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. However, under regulations governing the land use for Investment of 2006, state that, the land adjacent to the sea—30 meters from the sea to sand foreshore, and 10 meters from the sea to the stone corals foreshores deemed public land and shall not be included in any parcel (public or private) land.

### **2.4. The Land Transfer Act, No. 8 of 1994; Amendment (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. 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.

### **2.5. The Land Tribunal Act, No. 7, 1994; Amendment (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 project include:

- Action involving claims to a right of occupancy and/or possession in respect of any Land
- 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
- The use, development and capacity of land
- Land valuation and issues involving compensation of land
- Removal from possession or eviction from land
- All other matters relating to land

The Land Tribunal (Amendment) Act, No.1 of 2008, allows for appeals of the decisions of the Land Tribunal to be made to the High Court.

## **2.6. The 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.

## **2.7. The Land Survey Act No. 9 of 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.

**Valuation procedures:** The valuation exercise will be administered by a registered Valuer with the valuation inspection form obtained from the Department of Lands and Registration. The valuer normally uses the schedule of rates obtained from the Departments of Agriculture and Land. The

Departments of Agriculture and Lands have schedules of rates for preparing estimates for compensation of acquired land and lost crops and trees respectively, while Department of Construction provides cost for construction materials and labour, which the appointed Resettlement Service Providers could use to undertake assessment. When applied to calculation of replacement cost, rates current for the period of actual replacement must be used.

**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”.

**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.

## **2.8. 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 Zanzibar Environmental Policy of 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;

- Use major amounts of resources, either living or non-living;

- Result in the production of waste which would be in large quantity or hazardous nature;
- Modify the environment on a large scale
- Influence population shifts in major ways
- Affect environmentally sensitive areas or
- Embody such other characteristics as may prescribed under this act.

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 Act taking into account the environmental, socio-economic issues, and resettlement initiatives identified along with requirements for compliance throughout the project's life cycle.

## **2.9. The World Bank Environmental and Social Safeguard Standards (ESS5)**

World Bank ESS5 recognizes that project-related land acquisition and restriction on land use can have adverse impacts on communities and persons. Involuntary resettlement under development projects, if unmitigated, can give rise to severe economic, social and environmental risks. These risks may include; dismantling of production systems; loss of productive assets or income sources are lost thus impoverishment of people; and relocation of people to environments where their means of livelihoods are not accessible. Therefore, the guidance under ESS5 will be applied on 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.

This standard covers direct economic and social impacts that are caused by the involuntary taking of land resulting in relocation, loss of shelter, loss of assets or access to assets; or loss of income sources or means of livelihood. WB Environmental and Social Standard 5 (ESS5) requires that all projects screened for potential environmental and social impacts be supported/guided by an RPF where the exact sites are not known prior to project appraisal. The RPF identifies potential involuntary resettlements under the planned project, impacts i.e., severe economic, social and environmental risks and based on these guides the preparation of the Resettlement Action Plan (RAP) for affected persons.

## **2.10. Compensations and benefit for affected persons:**

Paragraph 12 of the standards (ESS5) require that, when land acquisition or restriction on land use cannot be avoided, the Borrower will offer affected person compensation at replacement cost, and other assistance as may be necessary to help them improve or at least restore their standards of living or livelihoods, subject to the provision of paragraph 26 through 36 of the ESS5 concerning



the physical displacement.

### **2.11. Physical and Economic displacement:**

The Bank standards ESS5 recognize that project related land acquisition and restriction on land use can have adverse impacts on communities and person, that may cause physical displacement (relocation, loss of residential land, or loss of shelter) and economic displacement (loss of land, assets, or access to assets leading to loss of income sources or other means of livelihood) or both. The Borrower will develop a plan that covers, at a minimum the applicable requirements of the Bank standards regardless of the number of people affected. The plan will be designed to mitigate the negative impacts of both physical and economic displacement and as warranted to identify development opportunities. It will include a resettlement budget and implementation schedule and establish the entitlements of all categories of affected person. Particular attention will be paid to gender aspects and the needs of the poor and the vulnerable. The Borrower will document all transactions to acquire land rights, provision of compensation and other assistance associated with relocation activities.

### **2.12. Analysis of Zanzibar's Land Legislation and World Bank Standards**

A gap analysis has been undertaken in order to measure the difference between Zanzibar laws and the World Bank requirements, with special attention to legal rights to land, improvements made on it and other property and/or title and access to other basic resources; eligibility criteria and compensation packages etc. The results indicate that some aspects of Zanzibar laws and the World Bank Environmental and Social Standard 5 are not in full accord. The World Bank ESS5 recognizes that while non-landowners may have no right to compensation for the loss of the land that they are occupying (since they do not "own" the land), they should be provided with certain resettlement measures, provided that they occupy the project area prior to a cut-off date. Such measures include, where appropriate:

- a. Compensation for the loss of assets owned by the displaced person (other than land);
- b. Resettlement assistance (e.g. replacement land, cash, other assets and employment) in lieu of compensation for the land that they occupy; and
- c. Other assistance, as necessary (e.g. moving assistance), to achieve the objectives of the Policy such as restoration of livelihoods over a transitional period

Any Resettlement Action Plan must be consistent with Zanzibar Laws and World Bank Standards and if there is gap the World Bank Standards will apply.

### **2.13. Gap analysis between Zanzibar Legislation and World Bank requirements**

The main difference between Zanzibar legislation and the WB policies is that under Zanzibar legislation the land is government property but the citizen and as well as investors are only given the land use permit. Section 56 creates a relationship of government and holder of a right of occupancy being brought to an end through termination. As land ownership in Zanzibar vests solely on the President, people are given a right to use land and they are termed under the Land Tenure Act 1992 as a 'holder' and not owners. As no law or provision of the law can be referred to specifically state that the Land Acquisition Decree Cap of 1909, has been repealed or amended, it is opinioned here that the law is still valid to put into practice.

The existing Land Tenure Act 1992 is principal law which basically regulates acquisition of land and ancillary matters thereto including procedures for acquisition, termination and compensation. In case of compensation, the valuation is fairly done by determination of the improvement attached to the particular land in terms of structure, crops and trees. While the WB policy requires both compensation of affected assets, including land, and on the livelihood restoration for PAPs. However, between the World Bank standards and local legislation recognize compensation procedures for loss of assets considering eligibility criteria and compensation packages.

The World Bank Standards (ESS5) (Paragraphs. 10.1 category c) recognizes that affected persons who have no recognizable legal right or claim to the land or assets they occupy or use are eligible for assistance under ESS5. They can also be persons occupying land in violation of applicable laws. Affected persons in these groups are not eligible for compensation for land, but are eligible for resettlement and livelihood assistance and compensation for assets. Detailed differences between World Bank policy and Zanzibar law is shown in the Table 1 below:

**Table 1: Difference between Zanzibar Laws and World Bank Requirements for Land Acquisition and Resettlement**

Theme	Zanzibar Laws	WB (ESS) Requirements	Evaluation for the gaps	Recommendations to address the Gap
Compensation Approach	<p>(i) The Constitution of Zanzibar 1984 (article 17) states that, when private lands are acquired for public interest, then a holder has to be compensated fairly and adequately.</p> <p>(ii) Section 5(4) of Land Tenure act 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.</p> <p>(iii) 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.</p> <p>(iii) Under section 56 of the Act, the Government is compelled to award compensation in the specified circumstances of termination due to the national interest which is contrary to the overwhelmingly discretionary powers vested to the Minister in awarding compensation under section 63(1).</p>	<p>The overall objective of the WB Standards (ESS5) on involuntary resettlement are to avoid involuntary resettlement or, when unavoidable, minimize involuntary resettlement by exploring project design alternatives; to avoid forced eviction; to mitigate unavoidable adverse social and economic impacts from land acquisition or restrictions on land use by: (a) providing timely compensation for loss of assets at replacement cost; and (b) assisting displaced persons in their efforts to improve, or at least restore their livelihoods and living standards in real terms, to pre---displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher; to improve living conditions of poor or vulnerable persons and who are physically and economically displaced</p>	<p>There is no interpretation on what constitutes fair and adequate compensation in any of the Laws.</p> <p>Moreover, there exists no interpretation on what constitutes national interest in the entire Land Tenure Act. This circumstance may translate the Minister to be the only judge on his own case in regulating the principle of national interest. This situation may intimidate the access rights and security of land right holders.</p>	<p>Ensure that full replacement cost must take into account current market price values as a basis for the calculations and using the principle that “the socio-economic level of pre-resettlement of the communities is re-established, improved or conserved</p>

Theme	Zanzibar Laws	WB (ESS) Requirements	Evaluation for the gaps	Recommendations to address the Gap
Eligibility for compensation	Acquisition Land 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.	According to the WB Standards ESS5 paragraph 12, when land acquisition or restrictions on land use (whether permanent or temporary) cannot be avoided, the Borrower 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.	Eligibility for compensation under the project can fall within the legal parameters for acquisition of land and compensation under Zanzibar's Law. Under ESS5 paragraph 12–GN 12.2 describing that rate of compensation for land, trees, and crops that have economic value should be equal to replacement cost, either because compensation schedule under the local laws they do not reflect market values or are not updated on a regular basis. Where the Borrower uses such rates as the basis for assessing value, additional measures may be necessary to ensure that the compensation paid meets the requirements of replacement value as set out in ESS5	Ensure that compensation for all PAPs is paid for both formal legally land owners and others affected by the project based on the date of census survey.
Support to Vulnerable Groups including poor	The women and children's right to full and equal protection by law and have the right not to be discriminated against on the basis of their gender or marital status (on the part of women) or on account of their circumstances of their birth (on the part of	ESS5 calls for special attention for vulnerable individuals in the case of physical displacement.  The plan will be in place to mitigate the negative impacts of displacement. The place	Zanzibar law makes special recognition for women and children. It is to be noted that the kind of recognition does not give higher rights than the standard rights to equality or to property. Perhaps, the special emphasis in Sub Section 23 and 24 of the	RAP should calculate and allocate special assistance to be provided to vulnerable persons.  The project will make provision to support severely affected and vulnerable individuals in accordance with RAP

	<p>children).</p> <p>The Zanzibar Disability Policy (2004) on Equalization of Opportunities for Persons with Disabilities is to promote the rights of people with disabilities to enable them play a full and participatory role in society.</p>	<p>will include the budget for compensation of the affected communities including vulnerable individuals.</p>	<p>Constitution reflects a history of the people of Zanzibar and needs to be properly regarded in the management of the project although it does not have to create rights which did not hitherto exist.</p>	<p>recommendations.</p>
<p>Grievance Redress Mechanism</p>	<p>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.</p> <p>The community involvement and grievance mechanism requirement criteria accord Section 43 and 44(4) Constitution due processes. 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 matters listed the Act.</p> <p>Complaints are reviewed in compliance with the formal procedures (rules) established by the Project</p>	<p>By project effectiveness, a GRM for the project will be in place to address specific concerns about compensation, relocation or livelihood restoration measures. Where possible, a GRM 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.</p>	<p>There is a GRM that has been designed for the project that will address project related compensation and will be in place by the project effectiveness</p>	<p>GRM will be established at different levels and PAPs will be made aware the process to lodge complaints, filling various forms, appeal mechanism etc.</p>

### **3.0 Category of project affected people and compensation**

#### **3.1 Compensation Eligibility and Entitlements**

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 claim to such legal rights by virtue of occupation or use of those assets, are entitled to compensation for 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.

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.<sup>5</sup>The cut-off date should not prevent any PAP who were not physically present in the project area during the time of the census from being considered as eligible for compensation for resettlement assistances for loss of property. 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 Shehia Advisory Council (SAC).

#### **3.2 Eligibility**

PAPs will be eligible for compensation provided they were present in a project area prior to the cut-off date. Consideration for 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 the census has been carried out, no individual settled in the project area will be eligible for compensation. Individuals who settle in the project area after the cut-off date will be given adequate advance notice requesting them to dismantle their structures and vacate the project area prior to the start of civil works. They will be allowed to take materials from their dismantled structures without any payment, fine or suffer any sanction.

Absentee PAPs will also be eligible for compensation if they are not physically present in the project area at the time of RAP implementation. Efforts should be undertaken to find them and inform them about the RAP and its implementation. This could include reaching them through their neighbors or publication in radio and newspapers. In case they are not found, the amount allocated for their compensation must be set aside until they are found. The respective RAP will provide details on how the compensation will be set aside and the provision of any contingency amounts in case the amount to be paid exceeds what was in the RAP. In cases where prohibited crops (e.g., cannabis, khats) are present, the owners shall not be considered eligible for compensation for the crop.

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<sup>5</sup>"The date prior to which the occupation or use of the Project areas makes residents/users eligible to be categorized as project affected persons".

The following Categories of PAPs are eligible for compensation by project as described in paragraph 10 of ESS5:

- Those who have formal legal rights to land or assets;
- Those who do not have formal legal rights to land or assets but have a claim to land or assets that is recognized or recognizable under national law where customary or traditional tenure arrangements are considered.
- Those who have no recognizable legal right or claim to the land or assets they occupy or use will not be eligible for compensation for the land, but they will benefit only for the asset on the land and other impacts that are not land related.

The identification of eligible persons will be done during the RAP census to establish an inventory of land and assets to be affected.

During the registration of inventory of the affected assets in the areas requiring land acquisition, all categories of PAPs should be recognized by the project and their legal statuses be delineated. This will help in estimating proper compensation packages for the losses concerning land acquisition, restriction on land use and involuntary resettlements. The census survey will be carried out to identify and determine the number of PAPs in accordance with the procedures, satisfactory to the national regulations and the World Bank Environmental and Social Framework.

In the case of a complication encountered with respect to cut-off dates where they are already established, when a project was ready for development but which due to project delays, has become outdated. In such situations, and if there will be a significant time lag between the completion of the census and implementation of the resettlement or livelihood restoration plan, a repeated census, assets inventory and evaluation will be undertaken and the resettlement plan be updated accordingly.

Table 2 below shows the category of PAP and the associated type of losses that should be considered for determining eligibility for compensation, resettlement assistance for their livelihood's restorations:

**Table 2: PAPs Category and Associated types of loss**

PAPs Category	Type of Loses
Owners of plots without buildings	Loss of Land Loss of productive crop land Loss of standing crops, both perennial and seasonal Loss of natural resources Loss of Trees Loss of intrinsic value (e.g., location conveniences)
Owners of plots with houses and other buildings	Loss of land and houses in which they are living, Loss of other buildings and structures, such as sheds for domesticated animals, food grain store houses, etc. Loss of productive crop land, Loss of standing crops, both perennial and seasonal, Loss of natural resources Loss of Trees Loss of intrinsic value (e.g. location conveniences) Loss of livelihoods/business(source of earning, income)
Owners of no-plots with non-residential buildings in the project areas.	Loss of Land Loss of buildings Loss of intrinsic values e.g., location conveniences, patronage of customers, connectivity to water or electricity Loss of livelihoods/business (sources of earning and income)



<p>Owner of land for agriculture /horticulture/shelters for crafts with their land/structures (as source of income)</p>	<p>Loss of land  Loss of structures or buildings  Loss of yield  Loss of intrinsic values e.g., location convenience, patronage of customers,  Owners of commercial structures, such as shops (as source of income) in the way-leave  Loss of livelihood—source of earning, income.  Loss of business and livelihoods (source of income etc.)</p>
<p>Community assets: schools, market centers, religious institutions e.g., mosques etc.</p>	<p>Loss of land  Loss of structure  Economic losses e.g., market centers  Loss of intrinsic values e.g, location conveniences, connectivity to water supply or electricity.</p>

### 3.2 Entitlement matrix

Table 3 below shows the Entitlement Matrix, which provides measures for different categories of impacts and project affected persons. For other environment related impacts caused during any stage of the project, refer to the Environment and Social Management Framework (ESMF) prepared for the Project.

**Table 3: Entitlement Matrix**

<b>Entitlement Matrix</b>			
<b>Land and Assets</b>	<b>Types of Impact</b>	<b>Person(s) Affected</b>	<b>Compensation/Entitlement/Benefits</b>
Agricultural land	Land under cultivation Land remains economically viable.	Farmer/ title holder	compensation for affected land equivalent to replacement value and disturbance allowance
		Tenant/ lease holder	compensation for the harvest or product from the affected land or asset at market value
	Lease	Tenant/Lease holder	compensation equivalent to market value of the affected permanent crops or market value of the crops if seasonal crops will have to be harvested prior to maturity
Residential Land	Land used for residence partially affected, limited loss  Remaining land viable for present use.	Legal holder	compensation for affected land at market rate
	Land and assets used for residence severely affected  Remaining area insufficient for continued use or becomes smaller than minimally accepted under zoning laws	Rental/lease holder	Refund of any lease/ rental fees paid for time/ use after date of removal  compensation equivalent to 3 months of lease/ rental fee  Assistance in rental/ lease of alternative land/ property  Relocation assistance (costs of shifting + allowance)
Buildings and	Structures are partially	Owner	compensation for affected building and other fixed assets

<b>Entitlement Matrix</b>			
<b>Land and Assets</b>	<b>Types of Impact</b>	<b>Person(s) Affected</b>	<b>Compensation/Entitlement/Benefits</b>
structures	affected		assistance to cover costs of restoration of the remaining structure
	Remaining structures viable for continued use	Rental/lease holder	Compensation for affected assets (verifiable improvements to the property by the tenant). Disturbance compensation equivalent to two months rental costs
	Entire structures are affected or partially affected  Remaining structures not suitable for continued use	Owner	Compensation for entire structure and other fixed assets without depreciation, or alternative structure of equal or better size and quality in an available location which is acceptable to the PAP.  Right to salvage materials without deduction from compensation  Relocation assistance (costs of shifting + allowance)  Rehabilitation assistance if required (assistance with job placement, skills training)
		Rental/lease holder	compensation for affected assets (verifiable improvements to the property by the tenant)  Relocation assistance (costs of shifting + allowance equivalent to four months rental costs)  Assistance to help find alternative rental arrangements  Rehabilitation assistance if required (assistance with job placement, skills training)
		Squatter/informal dweller	compensation for affected structure without depreciation  Right to salvage materials without deduction from

<b>Entitlement Matrix</b>			
<b>Land and Assets</b>	<b>Types of Impact</b>	<b>Person(s) Affected</b>	<b>Compensation/Entitlement/Benefits</b>
			<p>compensation</p> <p>Relocation assistance (costs of shifting + assistance to find alternative secure accommodation preferably in the community of residence through involvement of the project</p> <p>Alternatively, assistance to find accommodation in rental housing or in a squatter settlement scheme, if available</p> <p>Rehabilitation assistance if required assistance with job placement, skills training)</p>
		Street vendor (informal without title or lease to the stall or shop)	<p>Opportunity cost compensation equivalent to 2 months net income based on tax records for previous year (or tax records from comparable business, or estimates), or the relocation allowance, whichever is higher.</p> <p>Relocation assistance (costs of shifting)</p> <p>Assistance to obtain alternative site to re- establish the business.</p>
Standing crops	Crops affected by land acquisition or temporary acquisition or easement	PAP(whether owner, tenant, or squatter)	<p>Cash compensation equivalent to average of last 3 years market value for the mature and harvested crop.</p> <p>Three months' notice to harvest standing crops shall be given. However, if notice cannot be given, compensation for these crops shall be paid at market value.</p> <p>Affected households losing agricultural land will receive an additional crop compensation equivalent two-years crop yield from affected land or three months' minimum subsistence allowance income in case the respective household is not qualified for crop compensation</p>

<b>Entitlement Matrix</b>			
<b>Land and Assets</b>	<b>Types of Impact</b>	<b>Person(s) Affected</b>	<b>Compensation/Entitlement/Benefits</b>
Trees	Trees lost	Title holder	<p>Cash compensation based on type, age and productive value of affected trees plus disturbance allowance.</p> <p>The valuation of fruit trees will consider the time between planting and bearing of fruits</p> <p>Valuation will be based on the product of yield, period between planting and bearing of fruits and market price.</p> <p>Cash compensation will be based on the provision of the Forestry/Agriculture Gazette, Government of Zanzibar (2018) or the most recent schedule from the Department of Forestry under the Ministry of Agriculture.</p>
Temporary Acquisition	Temporary acquisition	PAP (whether owner, tenant, or squatter)	Cash compensation for any loss of income, cash compensation for any temporary land acquisition (rental charges).
Loss of Livelihood (Losing commercial business, fishing and working areas)	Loss of income and livelihood	Business owner Wage earners, (workers, employees within shop/business) Livelihood loser	<p>Alternative site within the area to continue business, transport cost where applicable, affected property where applicable or loss of business (3 months) where applicable.</p> <p>Livelihood restoration plans will be prepared by specific RAPs to respond to site-specific livelihood losses and in line with the World Bank's ESS5</p> <p>Preference in provision of work opportunities in the project during construction stage and later if any available commensurate to his/her existing skill/education levels.</p> <p>Transition Allowance: Lump-sum amount at the rate of TSH /day in case of unskilled labor and TSH /month as per skill</p>

<b>Entitlement Matrix</b>			
<b>Land and Assets</b>	<b>Types of Impact</b>	<b>Person(s) Affected</b>	<b>Compensation/Entitlement/Benefits</b>
			category to cover the period of transition for 3 months (at 30days/month) as provided by Department of Labor.
Additional support to Vulnerable groups	Loss of income and livelihood for vulnerable groups	All affected PAPs	An additional financial assistance of 20% of the compensation amount payable

### **3.3 Consideration for Vulnerable Individuals**

World Bank financed project requires a socio-economic baseline survey which includes the identification of vulnerable individuals. This may include; poor households, female headed households, the elderly and People with Disabilities (PWD). In the context of Zanzibar, the characteristics of households considered as poor are as follows:

The household living below poverty line (official threshold of average income below which the household is considered poor). Most head of these household have been registered with Productive Social Safety Net Program (PSSN) being implemented by Tanzania Social Action Fund (TASAF). These households receive monthly cash transfers to increase household consumption. Others are elderly who are over 70 years old and have been registered in Social Welfare Fund which pay TZS 20,000/-per head of household per month.

Vulnerable individuals may face disproportionate impacts such as:

- Elderly person may not be equipped to be able to engage in fair negotiation on replacement cost for compensation for their affected assets.
- Women may not have as many livelihood options as compared to men; therefore, it would be difficult to keep or save the money received as compensation payments or re- establish livelihoods. Women may also feel pressured to spend the compensation they receive for food or for the care of the sick.
- Women and children could be denied from benefiting the money received as compensation for the household's lost/damaged assets.
- Women headed household and elderly 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.

It is very important to establish during socioeconomic survey gender disparity in terms of vulnerability and ownership of assets that require the development of specific and targeted approach to locally accepted solution such as offering in-kind replacement as a realistic alternative to cash compensation. In this case, during RAP preparation there should be serious community consultation (as describe in ESS10) to identify the 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,

Special care should be taken for women because they play important economic roles in project areas. Women also engage in a very wide range of livelihood activities particularly in the agricultural and marketing sector. They should be the recipients of the compensation pertaining to their activities. Among others, the following should be taken so as to ensure that women who are PAPs are not excluded in the compensation.

- Include women in the impact enumerators.
- Use gender disaggregated data for all key parameters and pinpoint number of women who are likely to be affected by the Project and establish their pre-project conditions.
- Women should also be invited and fully participate in all the stakeholder consultation processes including those intended for compensation.
- The monitoring and evaluation of the Project should have adequate focus on the impact of resettlement on women and other vulnerable groups

Where necessary smaller focus group discussions or individual interviews may be required to ensure that women and other vulnerable groups are able to provide inputs.

Affected households losing agricultural land will receive an additional crop compensation equivalent to two-years crop yield from affected land or three months' minimum subsistence allowance income in case the respective household is not qualified for crop compensation.



#### **4.0. METHODS OF VALUATION OF ASSETS**

Valuation of the impact related to land acquisition or affected assets/properties to determine compensation value shall be done by an independent professional valuer who will be recruited by MoH. The exact valuation process will follow the following methodologies:

##### **4.1 Replacement Cost**

The replacement costs of land and structures will be calculated based on market value at the time of dispossession and will include transaction/legalization costs, other taxes and fees and re-establishment costs. The criteria for replacement cost during valuation shall include:

- The labor cost to prepare the land to a level similar to that of the affected land,
- The cost of land registration, (including any applicable taxes, administration and transfer costs),
- Valuation of structures should consider the size and construction materials used and
- The depreciation of the asset and salvage value of materials shall not be included.

##### **4.2 Assets Valuation**

Valuation of land and assets shall consider the following principles:

- Applicable current regional schedules for land values from the Chief Government Valuer (CGV).
- Applicable current schedules for valuing structures, crops, and trees from the Chief Government valuer
- 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.
- Loss of future income from fruits trees or other productive assets.

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

#### **4.2.1 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, salvaged materials and transaction costs. Valuation of replacement residential houses for compensation shall include the cost for sanitation facilities, cost related access to water supply (if applicable). For damaged residential houses which are still under construction, the valuation will only be based on the replacement cost of damaged materials and only received monetary compensation for such asset.

#### **4.2.2 Land**

Compensation on land acquisition will consider market value and transaction costs with associated registration fees, income taxes and VAT if applicable in order to meet replacement cost. Valuation for compensation of agricultural land will consider replacement cost of the acquired land. The compensation will include market value as established by the Government.

Since easement agreements allows future use of land for cultivation of short crops less than one meter height, the compensation shall only be for any trees or other crops that would be destroyed by initial use for construction which would be compensated at full value.

#### **4.2.3 Annual Crops:**

Unlike cultivation of permanent crops, most of annual crops are relatively shorter, therefore construction of new PHCU will restrict cultivation of all categories of crops. In this case, annual crops shall be valued at net market rates at the farm gate for the first-year crop. MoH will hire an independent third-party specialist (individual hired valuer) in land valuer to establish market rates and value. valuer

#### **4.2.4 Trees**

Trees will be valued by the independent valuer at market value, taking into consideration the most recent schedule from the Department of Forestry. 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 tree but not at fruits bearing stages will be compensated based on the value of the investment made; However, trees at fruits bearing stage will be compensated at net market value of one-year income and a number of 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. The compensation rates will be verified by the Government Valuer.

#### **4.2.5 Compensation for Community Assets**

Compensation will be provided for community assets identified through the socio-economic survey. In all cases these will be provided in kind and new facilities will be provided even if there are existing facilities at the new location. It will be ensured that any replacement of community assets (libraries, mosques, canteens and etc.) will be universally accessible and will be provided with financial and other resources as needed

### **4.3 Stakeholders' Consultation and Participation**

Stakeholder Engagement Plan (SEP) has been developed according to World Bank Standards ESS10 that describe the timing and methods of engagement with stakeholders throughout the life cycle of the project as agreed between Bank and GoRZ, communicated to all project-affected parties and other interested parties. The objectives are to:

- Establish a systematic approach to stakeholder engagement that will help the Borrower identify stakeholders and build and maintain a constructive relationship with them, in particular project-affected parties
- assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be taken into account in project design and environmental and social performance
- Promote and provide means for effective and inclusive engagement with project-affected parties throughout the project life cycle on issues that could potentially affect them
- Ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format.
- Provide project-affected parties with accessible and inclusive means to raise issues and grievances, and allow the Borrower to respond to and manage such grievances.

However, with references to this particular RPF, specific guidelines for resettlement, community consultations during surveys and census will be developed and followed to guide RAP

developers on the principles of stakeholder consultations as well as step by step guide for community consultations as indicated into the SEP.

## **5.0 INSTITUTIONAL ARRANGEMENT**

### **5.1 Project Implementation Arrangement**

The Ministry of Health (MoH) is the executing agency of this project, where a Project Coordination Unit has been established to manage the project. The PCU is headed by the Project Coordinator, who reports to the Director of Preventive Services (DPS). Other staff members working for the project include two Environmental and Social Safeguard Team (ESST), Fiduciary and Procurement Officers all reporting to the Project Coordinator. The team will be responsible for overall implementation, monitoring, supervision and reporting on all activities being implemented. The PCU will work closely with Architects and Engineers based at the Ministry who will be responsible for supervising consultants and contractors during execution of the project.

Environmental and social risks and impacts will be managed by two focal persons, one dealing with Environmental matters and the other on Projects Social issues. These will be supported by two Technical Assistant (TAs), one for Environment and the other for Social Safeguards. Initially these will be assigned to work with the Project for a period of 15 months. The ESST will work closely with other government agencies namely, ZEMA for environmental compliance according to ESMP, Directorate of Labor on issues related to Occupational Safety and Health (OSH), Ministry of Land-on-land acquisition and compensation issues.

At the community level, the governance is under Shehia Advisory Council, whereby administrative roles are executed by Sheha who is appointed by the District Commissioner. Sheha is responsible for organizing community members to attend meetings and for this case for the purpose of public consultation, involvement and notable participation into development activities such as projects design, planning and implementation.

Since this is the first World Bank project being undertaken by MoH, substantial capacity building support is required, including a safeguards support consultancy that will build safeguards capacity for its implementation. The necessary mitigation of any assessed gaps in implementation capacity will be included as a part of project support through a combination of training, capacity building, and hiring of embedded project staff/consultants.

### **5.2 Land Acquisition and Resettlement**

The MoH will work closely with the Ministry of Land and Heritage Development and Chief Government Valuer to design land acquisition and resettlement package for PAPs. This will include facilitating and ensuring the completion of all resettlement-related activities including

the application process and completion of any land-for-land compensation.

The PCU Social Safeguards Officer will, among other things, support the implementation of the RPF. The Social Safeguards Officer will work together with the Ministry of Land and Heritage Development to ensure resettlement related activities are completed before commencement of civil works.

As part of capacity building, the project will include trainings to relevant project staff, and where relevant contractors staff, government agencies such as ZEMA, OSHA, and other involved entities early in project implementation. Trainings will include general environmental and social standards. Additional issues covered will include a sensitization to gender-based violence risks, sexual exploitation and abuses and inclusiveness of vulnerable individuals.

### **5.3 Preparation and implementation of RAP**

For all projects that involve involuntary resettlement, a Resettlement Action Plan is required. Ideally the action plan is developed during project preparation. The purpose of a resettlement action plan is to specify all resettlement arrangements and the measures for avoiding, minimizing or compensating losses or other negative social impacts resulting from resettlement. It establishes the basis for the agreement with the affected parties.

As soon as the number of PHCU that needs to be relocated has been identified, discussed and approved by the communities and which may entail either physical or economic displacement, including through restriction of access to resources, a consultative and participatory process will be initiated for preparing a RAP. The PCU will work closely with the independent valuer and Government valuer in the preparation of the RAP to ensure that the gap between the Zanzibar law and World Bank ESS5 are bridged in the documentation.

RAP will be prepared by a consultant and will be reviewed and confirmed by PCU. Then it will be formally submitted to the Bank for approval. After Bank approval, the RAP will be disclosed on the MoH websites and physically available at the district levels through District Health Management Team (DHMT). Once the RAP is disclosed by the project, the Bank will disclose the RAP on its website. Notices of documents disclosure will be posted in newspapers and other media.

When preparing RAP, PCU and Consultants will be guided by the following steps:

#### **Step 1: Identification of Affected Populations and Project Impacts**

The MoH will hire qualified and experienced consultants to carry out RAP. The Consultant will identify a project's adverse impacts and the populations that will be affected. The RAP consultant must identify all people affected by the project and all adverse impacts on their livelihoods associated with the project's land acquisition in order to prepare a census of the affected person. District authorities through its Shehia leaders will assist in identifying PAPs, defining the boundaries of land parcels, obtaining data on ownership, engaging with PAPs, settling disputes in an informal way, and even initiating legalization of legalizable land plots. This will assist project in the preparation and implementation of the RAP.

## **Step 2: Census**

The census of people affected by the project is a key initial stage in the preparation of the RAP. The census serves five important and interrelated functions:

- enumerating and collecting basic information on the affected population;
- registering the affected population by residence or locality;
- establishing a list of legitimate beneficiaries before the project's onset that counters spurious claims from those moving into the project area solely in anticipation of benefits;
- laying a framework for subsequent socioeconomic research needed to establish fair compensation rates and to design, monitor, and evaluate sustainable income restoration or development interventions;
- providing a baseline for monitoring and evaluation.

Census and registration provide information on the scale and complexity of the required resettlement planning (for example, the size, distribution, and socioeconomic diversity of the population). The census must encompass all people adversely affected by the project, regardless of their legal status land owner, holder of land rights, tenant, illegal squatter or whether they are actually living on an affected site at the time of the census. Lack of legal land title does not disqualify people from resettlement assistance. Private landowners and holders of rights to land as well as any person currently occupying public or private land for shelter, business purposes, or other sources of livelihood (caretakers, squatters, scavengers) should be included in the census. While landless people or squatters may not be eligible for land compensation, they may be eligible for resettlement assistance, compensation for assets (such as shelters and standing crops, orchards, or woodlots), and, where practicable, the benefits of development interventions, which may include provision of land.

RAP planners must give particular attention to vulnerable groups living in the project area.

These groups may include households headed by women or children, people with disabilities, the extremely poor, the elderly, and groups that suffer social and economic discrimination, including indigenous peoples and minorities. Members of vulnerable groups may require special or supplementary resettlement assistance because they are less able to cope with the physical and/or economic displacement than the affected population in general.

### **Step 3: Inventory of Affected Assets**

The RAP planners must undertake a detailed survey of all losses that will result for each household, enterprise, or community affected by the project. The survey should account for land acquisition and loss of physical assets as well as loss of income either temporary or permanent resulting from displacement of household members from employment or income-generating resources. Assets held collectively, such as water sources, livestock grazing areas, irrigation systems, and community structures should be recorded separately. It is essential for the RAP planners to consult with affected people during this step to develop a reasonable consensus on the methods and formulas for assigning value to lost assets and income forgone during resettlement. In some jurisdictions, it may be necessary for local authorities to validate claims to assets. However, inventories of assets are compiled, heads of households should be required to countersign them to minimize the possibility of subsequent claims or disputes regarding claims. The following are important inventory categories.

- **Land:** All land acquired or otherwise affected by the project, whether on a permanent or a temporary basis, must be surveyed, classified by type, and recorded.
- **Houses and associated structures:** Dwellings, separate kitchens, toilets, store-rooms, barns, stables, livestock pens, granaries, and workshops should be classified by construction materials (timber, wattle, bamboo, reed, brick and mortar, concrete, earth). All structures should be included in the inventory regardless of whether they are permanently inhabited or occupied intermittently by transient populations.
- **Other private physical assets:** Including non-moveable assets such as standing crops, fruit and fodder trees, firewood and timber woodlots, plantations, fencing, wells, irrigation structures etc.
- **Private enterprises:** Shops, workshops, stalls, factories, and other business establishments should be surveyed and recorded. These should be classified according to ownership (private business, public enterprise, joint venture, etc.).



Individuals losing their enterprises, employees losing jobs, or vendors losing customers should be enumerated, and the value of these losses incurred during the resettlement period should be estimated.

- **Common property resources:** Including forest and woodlands (sources of building and craft materials, biomass for domestic energy) and pasture.
- **Public structures:** Including schools, clinics, meeting halls, places of worship, wells/communal water points, livestock watering points, bathing and washing platforms, bus shelters, and monuments.
- **Cultural property:** Cultural property includes archeological sites, burial grounds, monuments, shrines, places of worship, artifacts, and sites of religious or historical significance.
- **Infrastructure:** All infrastructure that will be destroyed or disrupted by the construction of the project should be enumerated, including roads and bridges; irrigation and drainage channels; water and sewage lines; power lines; and communication lines.

The inventory of assets should be cross-referenced with the census and linked with the census in a single database. It is advisable for RAP planners to photograph, document, and register all assets described above by household, enterprise, or community organization. Digitized photographs can be used to record assets for storage in computerized census and socioeconomic databases.

#### **Step 4: Socioeconomic Studies**

The socioeconomic studies are needed to collect additional quantitative and qualitative information in two important areas:

- household-level income streams and livelihood strategies that were not identified in the census and inventories of assets; and
- the structure, organization, and economic interdependencies within the larger community affected by the project.

Analysis of these data will help identify those households most at risk from physical or economic displacement. The socioeconomic studies should be linked closely with the census

and inventory of assets to provide comprehensive information on household economic resources, including common property resources.

### **Step 5: Analysis of Surveys and Studies**

Surveys and studies provide a basis for informed consultation with affected communities about realistic livelihood restoration and development strategies. Analysis of the data collected in the census, assets inventory, and socioeconomic studies serves three ends:

- it provides information needed to establish an entitlement matrix for household- and community-level compensation.
- it yields basic economic and social information needed to design appropriate livelihood restoration and development interventions; and
- it provides quantifiable demographic, economic, educational, occupational, and health indicators for future monitoring and evaluation of RAP implementation.

### **Step 6: Consultation with Affected People Concerning Assistance Benefits and Development Opportunities**

The information provided by the surveys and studies, RAP planners can engage in informed and constructive consultations with the affected community regarding the RAP strategy for livelihood restoration. A committee of community representatives can serve as a focal point for consultations on the types of assistance proposed by resettlement planners as well as for subsequent participation of the community in RAP implementation.

The basic elements of a RAP, as outlined in ESS5 includes but not limited to the following and detailed description shown in Annex 1:

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

## **5.4 RAP implementation**

Upon approval of a RAP by all stakeholders, PCU will embark on the process of RAP

implementation. This process will be conducted prior to the commencement of any civil works. PAPs will be allowed sufficient time for relocation or handover of land. PAPs will only be required to move after receipt of their total compensation. The PCU will have the primary responsibility for delivery of entitlements. The PCU need to work closely with District authorities which are the crucial links between the PAPs and the project. It is imperative to warrant that the RAP must be implemented before the start of civil works. The schedule for implementation of RAP will be detailed in the specific site-specific RAPs. The preparation and implementation of a RAP is summarized in Table 4 below:

**Table 4: Steps for preparation and implementation of RAP**

Step	Action	Responsibility
<b>A: PREPARATIONS</b>		
1	Setting up the Grievance Redress Mechanism at all levels	PCU
2	Assessment of Project's Impacts including the establishment of cut-off date and marking, deliver notices, awareness creation and consultations with all PAPs	PCU/RAP Consultant
3	Finalization of Detailed design	Design consultants
4	Prepare surveys forms for Census, inventories, and socio-economic data. Train local Census and Survey teams.	RAP Consultant
5	Establish coordination with relevant local government agencies.	PCU/RAP Consultant
6	Valuation of losses and damages at replacement value, determine the compensation values for each household/user/owner/affected person and submit to RAP consultant to incorporate into the RAP report	PCU/Independent Valuer
7	Collection of cadastral and land parcel maps of the project area	RAP Consultants
8	Verify land records in affected areas, update cadastral maps and carry out impacts and valuation surveys – Detailed Measurement Survey (DMS)	RAP Consultant, PCU
9	Conduct ongoing public consultations	RAP consultant, PCU
10	Documentation and preparation of RAP and Integrate data from Census into RAP.	RAP Consultant
11	Submission of RAP to WB for approval.	PCU
12	WB Approval	WB
13	RAP Disclosure: To be disclosed on the MoH and WB website and physically available at the district level offices. Notices of documents disclosure will be posted in newspapers and other media.	PCU, WB
<b>B: RAP IMPLEMENTATION</b>		
1	Livelihood restoration activities begin as early as agreed upon with relevant PAPs (detailed in individual RAPs)	PCU

2	Distribution of Relocation or acquisition Notices to PAPs	PCU
3	Award of cash through bank transfers or alternative arrangements for Compensation and Assistance/ Rehabilitation	PCU
4	Demolishing/Structures/Assets	Relocation
5	Review of RAP Implementation through a compliance report	PCU
6	If RAP Implementation found satisfactory, notice to proceed for Civil works is issued	PCU
<b>C: POSTIMPLEMENTATION TASKS</b>		
1	Completion report	PCU/ RAP Consultant
<b>D: CONTINUOUS TASKS</b>		
1	Ongoing stakeholders ' consultations activities	PCU/RAP Consultant
2	Internal Monitoring and Reporting. Semi-annual reporting to WB	PCU
3	Grievances Redress	PCU
4	Interagency coordination and Communication with affected people	PCU

### 5.5 Linking Resettlement Implementation to Civil Works Contractors

Civil works contractors will be contracted by MoH to undertake rehabilitation of PHCU+PHCU+ and construction of staff houses. Based on the RAP and the Technical Design, the parcel of land that will be identified and acquired will be clearly demarcated from the non-acquired parts. The land acquisition (both construction and relocation) and demolition of houses should be completed within the preparatory stage of the engineering construction and before the beginning of relevant engineering works. The project will provide adequate notification, counselling and assistance to affected persons so that they are able to move or give up their assets without undue hardship before commencement of civil works and after receiving the compensation. Before any project civil works activity is implemented, PAPs will have to be compensated in accordance with the Resettlement Action Plan. In other words, no individual or affected household should be displaced due to civil works activity before they receive their compensation measures.

In the situation where there are disputes between PAPs particularly with respect to land ownership or demarcation of the PAPs land plots/boarders' disputes between the plots, the Land Commission have the final confirmation of the actual owner of the plots, to confirm the actual size and other issues related to land ownership in Zanzibar.

The construction activities shall be monitored closely by the by MoH Health Care Engineering Unit (HCEU) with the support of consultants so as to ensure compliance to the RPF.

## 6.0 Grievance redress mechanism

### 6.1 Purpose

A grievance is a concern or complaint raised by an individual or group affected by project's construction or operational activities. Both concerns and complaints can result from either real or perceived impacts of a project operations and may be filed in the same manner and handled with the same procedure. The Grievance Redress Mechanism (GRM) is a formal process for receiving, evaluating and redressing project related grievances from affected communities and the public. Grievances may be reported in form of claim, complaint or issue related to benefit-sharing, land acquisition. A well-structured GRM provides a predictable, transparent, and credible process to all parties, resulting in outcomes that are seen as fair, effective, and lasting.

### 6.2 Objectives

- To provide stakeholders with a clear process for providing comment and raising grievances;
- To allow stakeholders the opportunity to raise comments/concerns anonymously through using the Shehia Forum to communicate;
- To structure and manage the handling of comments, responses and grievances, and allow monitoring of effectiveness of the mechanism;
- Resolve any emerging environmental and social grievances in project areas
- To ensure that comments, responses and grievances are handled in a fair and transparent manner, in line with the Projects policies.
- To promote relations between the project implementers, executors and beneficiaries.

### 6.3 Principles of GRM

The effectiveness of this GRM will be guided by the following principles:

- i. **Accessibility:** The GRM should be accessible to everyone and at any time. It should take into consideration potential barriers such as language, literacy, awareness, cost or fear of reprisal and seek to address them.
- ii. **Predictability:** GRM should be time-bound at each stage, and have specified time frames for the responses.
- iii. **Fairness:** All the procedures therein should be widely perceived as unbiased in regards to access of information and meaningful public participation.

- iv. **Rights compatibility:** The outcomes of the mechanism should be consistent with the international and national standards. It should also not restrict access to other redress mechanisms.
- v. **Transparency and accountability:** The entire GRM process should be done out of public interest
- vi. **Capability:** For an effective GRM, the system needs to be endowed the necessary resources, that is, technical, financial and human resources.
- vii. **Feedback:** It should serve as a means to channel citizen feedback to improve project outcomes for the people.

A four-level redress mechanism is planned to address all complaints during the Project implementation. The Grievance Committees will be established at four levels are: Shehia, Project, District and National (Ministry of Health). The Land Tribunal is also available for land-related matters. Complainants can always go to the judicial system. The structure of grievance committees is detailed in the following section.

## 6.1 GRM Structure

A four-level redress mechanism is planned to address all complaints during Project implementation.

### 6.4.1 Community level

The main targets at this level are the communities and project beneficiaries. At every Shehia implementing the project, four community leaders shall be appointed to be known as Shehia Grievance Committee (SGC) comprised:

- Sheha
- Councillor
- Influenced Personnel and
- Two members of Shehia Advisory Council.

This committee will be trained to handle complaints. All project beneficiaries shall be informed of the appointed recipients of complaints. These community level leaders shall dedicate days when they are available to receive and resolve complaints. Once they receive a complaint, they shall be mandated to register the complaint, investigate and recommend an action. The received complaint shall be recorded on a standardized form as shown in Annex 2. If the complainant is not satisfied with the recommendation, they shall be advised to report to the second level of redress.

#### **6.4.2 Project Grievance Committee**

This is the second level of grievance redress. This will be established by PCU to receive grievance during the implementation of the project. Participants will depend on the complaint under discussion; however, the following may be included as agreed by the PCU:

- PCU Social Safeguard Officer/TA
- Contractors and subcontractor's representative
- Sheha
- PCU Environment Safeguard Officer/TA

#### **6.4.3 District Grievance Committee**

The main targets at this level are the project implementers, contractors' workers, communities and project beneficiaries and their related institutions. At each District a grievance handling committee shall be appointed and trained to handle complaints. All stakeholders shall be informed of the existence of the grievance committee. This committee shall dedicate days when they are available to receive and resolve complaints. Once the committee receives a complaint it shall be mandated to register the complaint, investigate and recommend an action. If the complainant is not satisfied with the recommendation they shall be advised to report to the national level of redress. The proposed members of the DGC are as follows:

- District Commissioner
- Local Government Director
- PCU Environmental and Social Safeguard Team
- Shehas
- Government Valuer

#### **6.4.4 Ministerial (MoWEM) Grievance Committee**

- Principal Secretary MoH
- Director of Preventive Services
- Project Coordinator
- Director of Planning, Policy and Research
- Director of Curative Services
- Director of Administration and Human Resources

#### **6.4.5 Grievance at land Tribunal Court**

- As Land Zanzibar Tribunal Court Procedure

#### **6.4.6 High Court**

- As Court Procedure

## **6.5 Project Roles and Responsibilities**

Individuals and communities can report any comment, response and grievance to the Project using a variety of means. The Project staff charged with managing the GRM namely Social Safeguard Officer, Environmental Safeguards Officer and two Technical Assistants. Specifically, they are responsible for receiving comments, responses, and handling grievances and ensuring that they are correctly documented.

The Social Safeguard Officer at PCU will coordinate the investigation and response to grievances. He/She is also responsible for on-going monitoring and review of the effectiveness and efficacy of the Grievance Mechanism.

## **6.6 Gender Based Violence (GBV) and Sexual Exploitation and Abuse Grievances**

The Project may result in incidences of Gender Based Violence (GBV) and Sexual Exploitation and Abuse (SEA) affecting workers and the community. GBV cases are different from other complaints that are typically handled through the grievance redress mechanisms.

GBV mapping for service providers will be conducted to provide necessary support to victims and will be modified accordingly. At the Shehia level, Sheha's secretary will be trained on how to receive GBV related grievances including matters of confidentiality, treating survivors with empathy and what non-identifiable data should be collected and how to refer the case to service providers. In addition, members of the Shehia Grievance committee will also be trained on how to receive and manage this information. However, the Shehia committee will not be involved in resolving GBV related cases as this will be determined by the survivor with support from the appropriate service providers based on their needs.

## **6.7 Procedure for Grievances**

The steps taken by the project for receiving and handling any such concerns are outlined below.

### **Step1: Submitting a grievance to PCU**

A grievance can be submitted to the Project in a number of ways.

- During regular meetings held between communities and the Project;
- Through the consultations at Shehia level established in the affected Shehias;
- During informal meetings with project contractors/subcontractors;
- Through communication directly with management – for example a letter addressed to Permanent Secretary, Ministry of Health;



- Email will be created to receive grievances prior to Project approval
- A toll-free telephone numbers will be created to handle grievances.
- Placing a comment in the comment box at PHCU
- Through Shehia committee. For grievances which will be submitted through Shehia committees, they will be registered and the Social Safeguard Officer will be informed within 24hours.

### **Step 2: Logging the grievance**

Once a grievance has been received it must first be logged in the grievance database register. Registers will be available at the Shehia level and at PCU. The Sheha will transmit the grievance details to the Project Social Safeguards Officer within 24 hours.

### **Step3: Providing the initial response**

The person/community/stakeholder that lodged the initial grievance will then be contacted within two working days to acknowledge that the Project has received the complaint. The Project or Shehia grievance committee will determine whether the grievance is related to the project or not. The Project grievance mechanism will be used for complaints that are related to the project and for those which are not related to the project they will be channeled to relevant departments or institutions.

The acknowledgement form will be provided as an initial response and will include details of the next steps for investigation of the grievance, including the person/department responsible for the case.

### **Step 4: Investigating the grievance**

Then the grievance should be investigated under the direction of the Social Safeguard Officer. PCU will make investigation and should be completed within two weeks of the grievance first being logged. Depending on the nature of the grievance, the approach and personnel involved in the investigation will vary. The Project will regularly update the complainant on the progress of the investigation and the timeline for resolution.

### **Step5: Concluding/ resolving the grievance**

The grievance should then be concluded, the Project will outline the steps taken to ensure that the grievance does not re-occur. Consultation with aggrieved parties will be undertaken and views sought about Project recommendations. If complainant is satisfied, then Social Safeguard Officer should seek their sign off from the Project Coordinator.

## **Step 6: Taking further steps if the grievance remains open**

If, however the grievance cannot be resolved, then the Social Safeguard Officer, together with the Environmental Safeguards Officer will initiate further investigation as relevant. Protracted grievances will be discussed with the Project Coordinator and together will determine the steps for future action.

### **6.8 Record Keeping**

All comment responses and, grievances are to be recorded using the grievance resolution form attached in Annex 2. This includes details of the comments/grievance, the commenter/aggrieved, and ultimately the steps taken to resolve the grievance. Hard copies of the form are to be forwarded to the Project offices. Any accompanying documentation e.g., written statements, photographic evidence, or investigation reports are to be filed along with the grievance log both in hard and softcopies.

A database will be maintained by the Social Safeguards Officer to record and track management of all comments and grievances. This will serve to help monitor and improve performance of the GRM.

### **6.9 Comment Response and Grievance Mechanism Log**

A sample format for logging summary details of each comment response and, grievance is provided in Annex 2. As noted above hard and softcopies should be kept on file.

#### **Note:**

- If it is a comment, the one who commented will receive a copy if he/she requests for one
- If it is a Grievance, the aggrieved shall always receive a copy once complete for their own records.

### **6.10 Initial Response Template**

The template in Appendix 2 is an example of what should be used for providing the initial response to the aggrieved only in the case of Grievances. This should be written on headed paper. This response must be sent within 2 days of the grievance being entered into the logbook.

## 7.0. Monitoring and Evaluation

Internal monitoring of the implementation of social safeguards will be carried out by the PCU with support of supervising Consultant. The Project will establish a monitoring system involving Monitoring and Evaluation (M&E) unit based at MoHand district levels, as well as communities to ensure effective implementation of RPF. A set of monitoring indicators will be developed during implementation. The established GRM will assist in tracking the implementation of RPF by assessing land reported incidences and respective actions applied to resolve them. The GRM register will incorporate reported land grievances and set for amicable solution. All RAPs will set the following major socio-economic goals by which to evaluate their success:

- Affected individuals, households, and communities are able to maintain their pre-project standard of living, and even improve on it; and
- The local communities remain supportive of the project.
- The absence or prevalence of conflicts.

In order to assess whether these goals are met, RAPs will indicate parameters to be monitored, institute monitoring milestones and provide resources necessary to carry out the monitoring activities.

The monitoring results will be communicated to WB through the established quarterly reports whereby there will be a section on reporting progress of resettlement/land acquisition cases. Specific monitoring benchmarks will be:

- Information campaign and consultation with PAPs;
- Status of land acquisition and payments on land compensation;
- Compensation for affected structures and other assets;
- Relocation of PAPs;
- Payments for loss of income;
- Selection and distribution of replacement land areas;
- Income restoration activities, and
- Grievances and their resolution.

The above information will be collected by PCU through DHMT and local governments which are responsible for monitoring the day-to-day resettlement activities of the sub-project through the following: consultation and informal interviews with PAPs; Community public meetings and Review of census information for all PAPs and Key informant interviews;

## **7.1 Monitoring of RPF Implementation**

The main objective of implementation of RAP is to improve or at least restore the social and livelihood resources of the affected persons at their pre-project level. The process of implementation should ensure that this objective is achieved over a reasonable time with allocated resources. Therefore, monitoring of the process of updating RAP, its implementation and delivery of institutional and financial assistance to the APs has to be designed as an integral part of the overall functioning and management of the Project. Resettlement activities will be regularly supervised and monitored by PCU and will ensure execution of timely monitoring of the monitoring and evaluation indicators (process, delivery and impact indicators) of land acquisition and resettlement tasks. The purpose of the monitoring and evaluation is to provide feedback to all stakeholders on progress made in view of a timely and comprehensive implementation of the RAP and to identify problems as early as possible to facilitate well-timed adjustment of implementation arrangements. The objectives are to:

- a) Ensure that the standard of living of PAPs are restored or improved;
- b) Ascertain whether activities are in progress as per schedule and the timelines are being met;
- c) Assess whether the compensation, rehabilitation measures are sufficient;
- d) Identify problems or potential issues; and
- e) Identify methods of responding immediately to mitigate problems.

Consultation and participation of stakeholders will be monitored throughout the Project implementation. The monitoring and evaluation of project-related activities with regard to the social implications will be carried out throughout the project implementation in order to examine if the project is in the right track in implementation in terms of its project design/planning and right processes are being followed. There will also a mid-term review which will focus more on the process part and will assess the type of adjustments/adaptations being made during the course of implementation as a result of the monitoring. Monitoring will be conducted using a number of selected indicators as shown in Table 5 below:

**Table 5: Monitoring indicators**

Type	Indicator	Variables
Process monitoring Indicators	<ul style="list-style-type: none"> <li>- PAP involvement in ongoing project works,</li> <li>- Consultation,</li> <li>- Participation,</li> <li>- Grievance resolution</li> </ul>	<ul style="list-style-type: none"> <li>- Number of local workers employed through NGO/CBO mobilization and facilitation initiatives</li> <li>- Number of vulnerable groups being employed</li> <li>- Number of women being employed</li> <li>- Number of consultation meetings involving stakeholders</li> <li>- Grievances by type and resolution</li> <li>- Number of PAPs who know their entitlements</li> <li>- Number of PAPs receiving compensation</li> <li>- Number of vulnerable people's household supported</li> </ul>
	<ul style="list-style-type: none"> <li>- Procedures in Operation</li> </ul>	<ul style="list-style-type: none"> <li>- Census on asset verification/quantification procedures in place</li> <li>- Effectiveness of compensation delivery system</li> <li>- Number of land transfers effected</li> <li>- Coordination between PCU and line agencies</li> <li>- Number of households/PAPs to be resettled because of displacement.</li> <li>- Status of livelihood restoration activities.</li> <li>- Number of targeted beneficiaries provided support with employment, micro-credit disbursed, number of income generating activities etc.)</li> </ul>
Output Indicator-monitoring indicators	<ul style="list-style-type: none"> <li>- Acquisition of Land</li> </ul>	<ul style="list-style-type: none"> <li>- Area of other private land acquired</li> <li>- Area of communal land acquired</li> <li>- Compliance of established norms in land acquisition</li> <li>- Number of disputes resolved related to land acquisition</li> </ul>
	<ul style="list-style-type: none"> <li>- Structures</li> </ul>	<ul style="list-style-type: none"> <li>- Number, type and size of private structures acquired</li> <li>- Number, type and size of community structures acquired</li> <li>- Number, type and size of government structures acquired</li> </ul>
	<ul style="list-style-type: none"> <li>- Trees and Crops</li> </ul>	<ul style="list-style-type: none"> <li>- Number and type of private crops and trees acquired</li> <li>- Crops destroyed by area, type and number of owners</li> </ul>

### 8.0. Estimated budget

An itemized budget is required for the implementation of resettlement activities including compensation. At this stage, it is not possible to estimate the exact number of people who may be affected since the technical designs/details have not yet been developed and land needs have not yet been identified. When these locations are known, and after the conclusion of the site-specific socio-economic study, information on specific impacts, individual and household incomes and numbers of affected people and other demographic data will be available, thus facilitating the preparation a detailed and accurate budget for each RAP. Thus, this RPF only provides the contents of the expected budget for each RAP that will be prepared.

The budgets will give itemized budgets for the different categories of compensation packages, community development activities, income restoration strategies, and provisions for inflation , administrative costs, estimated implementing costs, and any contingencies. Table 5 below shows an indicative outline of a RAP budget.

**Table 6: Indicative outline of a RAP Budget compensation**

<b>Asset acquisition</b>	<b>Amount or number</b>	<b>Total Estimated cost</b>	<b>Agency responsible</b>
Land			
Structure			
Crops and economic trees			
Community infrastructure			
<b>Land Acquisition and Preparation</b>			
Land			
Structures			
Crops areas and others			
Community infrastructure			
<b>Relocations</b>			
Transfer of possessions			
Installation costs			
<b>Livelihood Restoration</b>			

Training			
Capital Investments			
Technical Assistance			
Monitoring			
Contingency			

Under the project, all that can be reasonably and meaningfully prepared is an indicative budget for the RPF, highlighting key features that the budget must contain, inter alia, as follows:

**Table 7: Tentative budget**

Budget item	Amount (USD)
Administrative costs	
Cost of independent audit	
Cost for NGOs(monitoring)	
Completion Report	
Contingencies	
<b>Total estimated budget</b>	

Table 7 below represents evidences of budget in a format of RAP report. It must be noted that, this table is basically one of the valuation report attachments signed by all relevant authorities and approved by the Chief Government Valuer. Therefore, this table will be accessible to the PAPs in a language which is understood as part of a public consultation procedure in compensation payments.

**Table 8: Budget format in RAP report**

No	Item	Costs	Assumptions
1	Compensation for loss of Land	/Hectare	For land acquisition purposes, based on Zanzibar average market cost, or from similar projects
2	Compensation for loss of Crops	/Hectare of farm lost	Includes costs of labor invested and average of highest price of staple food crops and Zanzibar market prices
3	Compensation for loss of access to pastoralists	If applicable	Those affected would be provided with shared access, or alternate routes (decision agreed through consultation

			and participation of all)
4	Compensation for loss of access to fishing resources.	If applicable	Data provided from the revised socio-economic study will determine market values of catch, fish products etc.
5	Compensation for Buildings and Structures	If applicable	This compensation may be in-kind or cash. Costs for basic housing needs should include ventilated pit latrines, outside kitchen, and storage.
6	Compensation for Trees	/year/tree	Includes costs of labor invested and average of highest price of trees (and tree products) and Zanzibar market prices
7	Cost of Relocation Assistance/Expenses	/household	This cost reflects the moving and transportation allowance





## **Annex 1: Outline of a Resettlement Action Plan**

The annotated outline for a Resettlement Action Plan is provide below for the RAP team to follow when preparing RAP.

### **1.0 Introduction**

- Describe the project.
- List project components including associated facilities (if any)
- Describe project components requiring land acquisition and resettlement; give overall estimates of land acquisition and resettlement.

### **2.0 Census and Socioeconomic Surveys**

Provide the results of the census, assets inventories, - natural resource assessments, and socioeconomic surveys.

- Identify all categories of impacts and people affected.
- Summarize consultations on the results-of the various surveys with affected people.
- Describe need for updates to census, assets inventories, resource assessments, and socioeconomic surveys, if necessary, as part of RAP monitoring and evaluation

### **3.0 Legal Framework**

Describe all relevant local laws and customs that apply to resettlement

- Identify gaps between local laws and World Bank Group ESF, and describe project specific mechanisms-to address conflicts.
- Describe entitlement policies for each category of impact and specify that resettlement implementation will be based on specific provisions of agreed RAP.
- Describe method of valuation used for affected structures, land, trees, and other assets
- Prepare the entitlement matrix

### **4.0 Resettlement Sites**

Does the project require community relocation sites? Have affected people been involved in a participatory process to identify sites, assess advantages and disadvantages of each site, and select preferred sites?

- Have the affected people been involved in developing an acceptable strategy for housing replacement? Will new housing be constructed/allocated?
- Does the project involve allocation of agricultural land or pasture/rangeland? Have the individual households that will be allocated lands been involved in identifying1potential new sites, and have they explicitly accepted the selected sites?
- Describe the specific process of involving affected populations in identifying potential housing sites, assessing advantages and disadvantages; and selecting, sites.
- Describe the feasibility studies conducted to determine the suitability of the proposed sites, including natural resource assessments (soils and land use capability, vegetation' and livestock carrying capacity, water resource surveys) and environmental and social impact assessments of the sites.
- Demonstrate that the land quality sand area are adequate for allocation to all of the people eligible for allocation of agricultural land. Provide data-on land, quality and capability, productive potential, and quantity.
- Give calculations relating to site requirements and availability.
- Describe mechanisms for:1) procuring, 2)developing and 3) allotting resettlement sites,

including the awarding of title or use rights to allotted lands.

- Provide detailed description of the arrangements for site development for agriculture, including funding of development costs.
- Have the host communities been consulted about the RAP? Have they participated in the, identification of likely impacts on their communities, appropriate mitigation measures, and preparation of the RAP? Do the host communities have a share of the resettlement benefits?

## **5. Income Restoration**

- Are the compensation entitlements sufficient to restore income streams for each category of impact? What additional economic rehabilitation measures are necessary?
- Briefly spell out the restoration strategies for each category of impact and describe their institutional, financial, and technical aspects.
- Describe the process of consultation with affected populations and their participation in finalizing strategies for income restoration.
- How do these strategies vary with the area of impact?
- Does income restoration require change in livelihoods, development of alternative farmlands or some other activities that require a substantial amount of training, time for preparation, and implementation?
- How are the risks of impoverishment to be addressed?
- What are the main institutional and other risks for the smooth implementation of the resettlement programs?
  - Describe the process for monitoring the effectiveness of the income restoration measures.
  - Describe any social or community development programs currently operating in or around the project area. If programs exist, do they meet the development priorities of their target communities? Are there opportunities for the project proponent to support new programs or expand existing programs to meet the development priorities of communities in the project area?

## **6.0 Institutional Arrangements**

- Describe the institution(s) responsible for delivery of each item/activity in the entitlement policy; implementation of income restoration programs; and coordination of the activities associated with and described in the resettlement action plan.
- State how coordination issues will be addressed in cases where resettlement is spread over a number of jurisdictions or where resettlement will be implemented in stages over a long period of time.
- Identify the agency that will coordinate all implementing agencies. Does it have the necessary mandate and resources?
- Describe the external (non-project) institutions involved in the process of income restoration (land development, land allocation, credit, and training) and the mechanisms to ensure adequate performance of these institutions.
- Discuss institutional capacity for and commitment to resettlement.
- Describe mechanisms-for ensuring independent monitoring, evaluation, and financial audit of the RAP and for ensuring that corrective measures are carried out in a timely fashion.

## **7.0 Implementation Schedule**

- List the chronological steps in implementation of the RAP, including identification of agencies responsible for each activity and with a brief explanation of each activity.
- Prepare a month-by-month implementation schedule (using a Gantt chart, for example) of activities to be undertaken as part of resettlement implementation.

- Describe the linkage between resettlement implementation and initiation of civil works for each of the project components.

## **8.0 Participation and Consultation**

- Describe the various stakeholders.
- Describe the process of promoting consultation/participation of affected populations and stakeholders in resettlement preparation and planning.
- Describe the process of involving affected populations and other stakeholders in implementation and monitoring.
- Describe the plan for disseminating RAP information to affected populations and stakeholders, including information about compensation for lost assets, eligibility for compensation, resettlement assistance, and grievance redress.

## **9.0 Grievance Redress**

- Describe the step-by-step process for registering and addressing grievances and provide specific details regarding a cost-free process for registering complaints, response time, and communication modes.
- Describe the mechanism for appeal.
- Describe the provisions for approaching civil courts if other options fail

## **10. Monitoring and Evaluation**

- Describe the internal/performance monitoring process.
- Define key monitoring indicators derived from baseline survey. Provide a list of monitoring indicators that will be used for internal monitoring.
- Describe institutional (including financial) arrangements.
- Describe frequency of reporting and content for internal monitoring.
- Describe process for integrating feedback from internal monitoring into implementation.
- Define methodology for external monitoring.
- Define key indicators for external monitoring.
- Describe frequency of reporting and content for external monitoring.
- Describe process for integrating feedback from external monitoring into implementation.
- Describe arrangements for final external evaluation

**Annex2: Sample Grievance and Resolution Form**

Name (Filer of Complaint):.....

PAP ID Number:\_\_\_\_\_

Contact Information phone) \_\_\_\_\_(Shehia & mobile

**Nature of Grievance or Complaint:**

\_\_\_\_\_  
\_\_\_\_\_

**Date                      Individuals Contacted Summary of Discussion**

\_\_\_\_\_

Signature \_\_\_\_\_

Date:\_\_\_\_\_

Signed (Filer of Complaint): \_\_\_\_\_

Name of Person Filing Complaint: \_\_\_\_\_(if different from Filer)

Position or Relationship to Filer: \_\_\_\_\_

**Review/Resolution**

Date of Conciliation Session: \_\_\_\_\_

Was Filer Present? Yes..... No.....

Was field verification of complaint conducted? Yes..... No.....

Findings of field investigation:

\_\_\_\_\_  
\_\_\_\_\_

**Summary of Conciliation Session Discussion:**

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Issues

---

Was agreement reached on the issues? Yes.....No.....

If agreement was reached, detail the agreement below:

If agreement was not reached, specify the points of disagreement below:

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Signed (Conciliator): \_\_\_\_\_

Signed: \_\_\_\_\_

Independent Observer

Date: \_\_\_\_\_

Signed (Filer): \_\_\_\_\_

