

**RESETTLEMENT ACTION PLAN FOR THE PROPOSED SITE OF BRT DEPOT AT
UBUNGO MAZIWA IN DAR ES SALAAM**



November 2023



EXECUTIVE SUMMARY

Introduction

The President's Office Regional Administration and Local Government (PO-RALG) has successfully implemented the Dar es Salaam Metropolitan Development Project (DMDP) for the past years. The Government of Tanzania (GoT) has embarked on implementation of three major strategic programs to reduce the vulnerability to flood hazards and build resilience to adapt to the impacts of such hazards including the impacts on transport. These projects include the Tanzania Urban Resilience Program (TURP); the Dar es Salaam Metropolitan Development Project (DMDP); and the Dar es Salaam Urban Transport Improvement Project (DUTP).

All three projects recognize addressing flooding in the Msimbazi valley and increasing mobility within the city as important steps towards enhancing resilience of Dar es Salaam city to the impacts of climate change. Storm waters have been causing floods in Dar es Salaam, which affect people's economies and cause damage of property and transport infrastructure. Since (1979), GoT declared the Lower Msimbazi Valley as hazardous for human settlement and designated the area for development of a City Park.

The Government of Tanzania (GoT), through PO-RALG is implementing Msimbazi Development Project that invests in an integrated set of mitigation measures to resolve persistent flooding in the Msimbazi valley with initial focus on lower flood plain area of the valley. Among the key component for the project include resilient infrastructure development; resettlement of flood-prone communities; strengthening of institutions for resilient urban development.

Frequent floods as a result of heavy rains in the city mostly at lower section of the Msimbazi river, has on several occasions severely affected communities and transport infrastructure including the BRT bus depot that currently exists at Jangwani area and within a flood prone area. These impacts and damages from flooding at the bus depot has attracted the decision to relocate the facility to Ubungu Maziwa area by DART Agency.

Magnitude of Impacts

The project leads into impacts on people living in the project areas as well as their assets including land, trees and crops and structure/houses. In the surveys carried out in the area, revealed that most affected structures are residential and few commercial properties. The affected assets were evaluated for compensation. The following sections present numerical impacts as per the findings of the surveys.

Affected Population

The project is estimated to affect 90 Project Affected Households. A total of 391 people will be physically displaced in which 90 are HH owners with 191 HH members and 110 are tenants who will lose accommodation and business units.

Status of the Affected Population			
Ubungo Maziwa	Male	Female	Total
Owner - Head of HH	45	45	90
Members of HH	91	100	191
Tenants	65	45	110
Total	201	190	391

Impact on Land

The total area size of land to be affected by project implementation is approximated to 68,000sqm out of which 28,328sqm are used for residents and 39,672sqm occupied by institutions [National Health Insurance Fund (NHIF) and Ministry of Industry and Trade (MIT)]. Each PAP is expected to lose an average of 315sqm.

Impacts of Trees and Crops

The project will likely impact about 41 trees. The owners of the impacted trees have been compensated accordingly.

Impacts on Structures

Overall structures that would be affected by the project are 90 of which 83 are residential and 7 are both residential with commercial units (small businesses - stationery, shops) and 36 substructures (fence, septic tanks, toilets). All structures are occupied with no abandoned structures.

Impacts on Livelihoods

There are anticipated and unavoidable adverse impacts on livelihoods for some affected households due to permanent land acquisition. Some affected households have lost their sources of earning, around 7 business units comprise of shops and/or small business units have been potentially impacted by the project.

Need for the RAP

The Resettlement Action Plan (RAP) has been prepared to address project impacts especially those associated with displacement of people and or economic activities. This provides a Site-specific Resettlement action Plan through which the identified project adverse socioeconomic impacts including involuntary acquisition of land and the subsequent resettlement of affected families are addressed.

This RAP has been prepared in accordance with the Resettlement Policy Framework (RPF) and other corresponding safeguards documents such as the Environmental and Social Management Framework (ESMF), and the Stakeholders Engagement Plan (SEP).

Legal Frameworks

This RAP is prepared in line with relevant National laws as well as the World Bank Environmental and Social Standards. (Land acquisition, Restrictions on Land Use and Involuntary Resettlement-ESS5). The RAP applies to all economically and/or physically

displaced persons regardless of their total number and whether or not they have legal title to the land. Moreover, equal attention will be given to special needs among vulnerable groups (Vulnerability: elderly with no support; seriously ill; households headed by women and physically challenged people; and low- income households. Other ES standards that are relevant to this report include Assessment and Management of Environmental and Social Risks and Impacts (ESS1) and Stakeholder Engagement and Information Disclosure (ESS10).

Valuation of the Assets

This Rap has adopted the ‘Replacement Cost’ method to establish value of affected land and properties cost. This is in line with requirements of the Borrower (WB-ESS5) which states that “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 or livelihoods”. In addition, the valuation exercise had adhered to both GOT and WB legal frameworks whereby the plan that covers, at a minimum, the applicable requirements in ESS 5 regardless of the number of people affected.

Entitlement Matrix (EM)

Each subproject needs to be screened for social impacts based on the given designs for the proposed improvements to determine if there are any impacts that require the preparation of the RAP as mitigation plan against any adverse impact to project affected persons. Based on the harmonization efforts and the impacts likely to occur, an Entitlement Matrix (EM) has adopted from the RPF, that summarizes the type of loss and the corresponding nature and scope of entitlements. Compensation and rehabilitation assistance for various categories of losses based on the tenure and magnitude of impact has been provided. Additional assistance to vulnerable households (opening bank accounts), reimbursement of transaction costs in relation to those who receive land for land compensation are some of the provisions contained in the EM.

A Cut-off Date

The cut-off date is basically a legal procedure which is defined as the date of commencement of census and asset inventory of PAPs who will be affected by land acquisition process. This date was communicated to all potential PAPs in the affected project area on 15 November 2021. It should be noted that the law stipulates ensuring compensation is paid on a timely manner and any delay is paid with interest.

Community Engagement

The involvement of project-affected persons (PAPs) in the RAP process prior to resettlement of communities is critical. The RAP team organized sensitization meetings with relevant Stakeholders from the sub ward (*Mitaa*) during RAP preparation. Consultations with PAPs were conducted through meetings. The concerns of PAPs are taken into account and reflected in implementation plans. The stakeholder’s engagement and consultations were conducted in accordance to the World Bank ESS specifically ESS10.

Grievance Redress Mechanism

During RAP preparation the Consultant worked closely with sub ward (*mitaa*) leaders to establish interim Grievance Redress Committees. This RAP further presents the GRC

formalization and operationalization processes for the Grievance Redress Mechanism (GRM). The Project has established a GRM idea is to have a GRM that will function at two-levels to receive, investigate and facilitate the resolution of affected persons' concerns, complaints and grievances. The GRM will be at two levels i.e sub ward level and district level. In each level there will be grievance redress committees. The committees' members will include members from relevant NGOs to handle issues related to Gender Base Violence (GBV) and Sexual Exploitation and Abuse (SEA). The members of these committees will comprise of the PIU, representatives from Mtaa and Ward committees and consultants (CLO) at District or Municipal level and at Mtaa/Ward level committees and comprises of PAP representatives, local leaders, NGOs and CLO.

Monitoring and Evaluation

The PO-RALG-World Bank Coordinating Unit will be responsible for undertaking Monitoring and Evaluation (M&E) to see efficiency, suitability and effectiveness of RAP implementation. The M&E will include monitoring and verification of processes and activities in RAP implementation and will prepare and submit to the Ministry quarterly reports. The generated information will be used to identify mid-course corrections and in doing any improvement in project design and implementation.

Budget for the Plan

In order to implement the Resettlement related measures, budgetary provisions must be made available. Budgetary estimations and calculations for various components in resettlement implementation are included as part of resettlement management. Most of expenses during RAP implementation involves consultation and participation, grievance redress, the cost of relocation, contingencies, livelihood program, monitoring and evaluation, administration and transitional allowance.

Item	Quantity	Amount (Tshs)
COMPENSATION BASE		
Land		
Total Land for compensation(sqm)	28,328	2,009,630,000
Affected Trees		
Fruit & Permanent Crops	41	7,163,850
Buildings/structures		
Main building	90	5,236,106,496
ALLOWANCES		
Allowances (Disturbance, Transport, Accommodation)		1,861,046,625
Assistance to the vulnerable h/holds	21	10,000,000

ADMINISTRATION COSTS			
Monitoring Agency			30,000,000
Handling of Grievances			20,000,000
Grand total			9, 173,946,971

Implementation budget for Livelihoods Restoration Programs (LRP)

Table 1: Implementation budget for LRP activities

Implementation budget for Livelihoods Restoration Programs (LRP)	
<i>Financial Literacy Trainings</i>	10,000,000.00
<i>Skill development training</i>	20,000,000.00
<i>Training Community involvement in greenery</i>	10,000,000.00
<i>Gender and health (GBV, HIV AIDs and Awareness)</i>	10,000,000.00
<i>Small grants for startups</i>	30,000,000
Total	80,000,000.00

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List of Acronyms and Abbreviations

BRT	Bus Rapid Transport
CSOs	Civil Society Organizations
DED	District Executive Director
DCC	Dar es Salaam City Council
DART	Dar es Salaam Rapid Transit agency
DMDP	Dar es Salaam Metropolitan Development Project
DUTP	Dar es Salaam Urban Transport Improvement Project
ESIA	Environmental and Social Impact Assessment
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social monitoring Plan
ESS	Environmental and Social Standards
FDCO	UK Foreign Commonwealth and Development Office (
FGD	Focus Group Discussion
GBV	Gender Based Violence
GoT	Government of Tanzania
GRC	Grievance Redress Committee
HIV/AIDS	Human Immune Deficiency/Acquired Immune Deficiency Syndrome
LGAs	Local Government Authorities
LMUP	Lower Msimbazi Upgrading Project
MEO	Mtaa Executive Officer

MOP	Msimbazi Opportunity Plan
MLHHSD	Ministry of Lands, Housing and Human Settlement Development
ODK	Open Data Kit
PAPs	Project Affected Persons
PAHs	Project Affected Households
PIU	Project Implementing Unit
PO-RALG	Prime Minister's Office, Regional Administration and Local Government
RAP	Resettlement Action Plan
RCC	Resettlement Compensation Committee
RIU	RAP Implementation Unit
RPF	Resettlement Policy Framework
SPSS	Statistical Package for the Social Sciences
TANROADS	Tanzania Roads Agency
TARURA	Tanzania Rural Roads Agency
TURP	Tanzania Urban Resilience Program
WB OP	World Bank Operational Policy
WEO	Ward Executive Officer
WB	World Bank

A glossary of terms

The list below comprises of definition of key words and/or terms that have been adapted in this Resettlement Action Plan.

Resettlement Action Plan (RAP)- is a resettlement instrument (document) to be prepared when subproject locations are identified to guide resettlement activities. The RAP document contains specific and legally binding requirements to be abided by in the process of resettling and compensating the affected persons before implementation of the project activities.

Involuntary Resettlement- is the involuntary taking of land resulting in direct economic and social impacts caused by: i) relocation or loss of shelter; ii) loss of assets or access to assets; or iii) loss of income sources or means of livelihood, no matter whether or not the PAP must move to another location.

Resettlement Policy Framework (RPF)- is an instrument prepared to guide resettlement activities throughout the project implementation cycle. The RPF sets out the resettlement objectives and principles, organizational arrangements and funding mechanisms for any resettlement.

Compensation- is the payment in kind, cash or other assets given in exchange for the taking of land, loss of other types of assets (including fixed assets) or loss of livelihoods resulting from project activities.

Project Affected Persons (PAPs)- are persons impacted by involuntary resettlement following project implementation.

Cut-off Date- is a legal action whereby the date by which PAPs and their affected assets are identified and new entrants to the site cannot make claims for compensation or resettlement assistance. Persons whose ownership/ use of occupancy prior to the cut-off date can be demonstrated remain eligible for assistance regardless of their identification in the census.

Census- is part of socio-economic surveys involving a complete count of the population affected by a project activity, including collection of demographic and property information. In preparing the Resettlement Action Plan, a census is carried out to identify and determine the number of Project Affected Persons (PAP) and the nature and levels of impact.

Land Acquisition- means the compulsory taking of or alienation of land, buildings or other assets thereon for purposes of the Project. The landowner may be left with the right to negotiate the amount of compensation proposed. This includes land or assets for which the owner enjoys uncontested customary rights.

Resettlement Assistance- are measures taken to ensure that the Project Affected Persons who may require to be physically relocated are provided with assistance in terms of moving allowances, residential housing or rentals whichever is feasible and required, for ease of resettlement during the relocation. Based on consultation with such displaced persons, the Borrower will provide relocation assistance in lieu of compensation for land sufficient for them to restore their standards of living at an adequate alternative site.

Displacement Cost- In the case of physically displaced persons, the PAP will be offered the choice of replacement property of equal or higher value, with security of tenure, equivalent or

better characteristics, and advantages of location, or cash compensation at replacement cost. Compensation in kind should be considered in lieu of cash.

Vulnerable Groups- (VG) include but not limited to the following categories: (i) PAHs whose income less than Tshs 2000/day; (ii) landless people; (iii) Women Headed Households with high dependency ratios; (iv) children and elderly people, including orphans and destitute people; and (v) physically and mentally challenged / disabled people; (vi) chronically ill person.

1.0 BACKGROUND

1.1 Introduction

The Government of Tanzania (GoT) has embarked on three major strategic programs to reduce the vulnerability of Dar es Salaam against natural hazards and the adverse impacts of climate change, and build resilience to adapt to such impacts including the impacts on transport: the Tanzania Urban Resilience Program (TURP), the Dar es Salaam Metropolitan Development Project (DMDP) and the Dar es Salaam Urban Transport Improvement Project (DUTP). DMDP is a US\$300 million project implemented by the PO-RALG and financed by the World Bank. The main objective of the project is to improve urban services and institutional capacity in the Dar es Salaam Metropolitan area, and to facilitate potential emergency response. DUTP is a US\$ 450 million project implemented by TANROADS with the Objective to improve transport mobility, accessibility, safety, and quality of transport service delivery along the selected corridors in Dar es Salaam. TURP is a 5-year trust fund partnership implemented by the World Bank and GoT with resources from the UK Foreign Commonwealth and Development Office (FDCO). The main objective of the TURP is to support national and local governments in Tanzania to strengthen the management of climate risk in cities.

The Government of Tanzania through the Regional Administration and Local Government (PO-RALG) and Dar es salaam City Council is implementing the Msimbazi Valley Development Project that among others will involve relocation of the BRT bus depot located at the Msimbazi valley in the Jangwani area.

The Msimbazi River Valley (MRV) in Dar es Salaam is a strategically important area for development of city infrastructure for promoting mobility, commerce and ecosystem services including flood control. Two of four of Dar es Salaam's main traffic arteries including the Rapid Bus Transit corridor cross the main flood plain of the Msimbazi Valley. The river catchment includes significant natural assets, including protected forest areas in the headwaters down to wetlands and mangrove forests in the lower reaches. The lower part of MRV is characterized by unplanned settlements mainly preoccupied by low-income communities who pursue different socio- economic activities closer to CBD and Karikoo Market in particular.

This decision was arrived following number of initiatives done to remedy the flooding problem as major climate shock. These included de-silting the river and following past studies on flooding (COWI Flood study, Deltares Sediment and morphology study of Msimbazi River) which suggested with increasing and severe sedimentation during high flood events cause Jangwani bridge to be flooded making the crossing of the valley impossible. Water and sediments enter the depot, damaging not only depots structures and obstructing drainage systems, but also the parked busses inside (capacity of holding 140 buses) and with plans to construct a new Jangwani bridge, relocation of the depot was thus inevitable under mentioned circumstances. DART Agency has identified the Ubungo Maziwa area as suitable for construction of the depot alternative to the one at Jangwani.

1.2 Project description

The Dar es Salaam Rapid Transit agency (DART) is currently planning to relocate its bus depot located at Jangwani along Msimbazi river basin that was built as part of construction of BRT phase one project. DART Agency has identified the Ubungo Maziwa area as suitable for construction of the depot alternative to the one at Jangwani. According to Ubungo Municipal, the project area comprises of 4 plots, plot no. 15, no.14 and no.13 are for light, medium and heavy industries and services. Plot no12 is for residential settlements and other adjacent facilities to proposed project area includes CNG mother-station, powerlines, railway line and

tarmac road. The picture marked in ‘red’ below from google earth shows the identified area located at Ubungu Maziwa - in Dar es salaam city.



Figure 1: Proposed project site location – Ubungu Maziwa – Dar es salaam city.

1.2 Objective RAP

The purpose of RAP at this initial stage of the Project cycle is to outline the plan for mitigating and restoring the project’s impacts on the livelihoods of project-affected communities as early as possible before project commencement. This will allow for effective disclosure to key stakeholders, and subsequent feedback and inputs, prior to the project approval and implementation.

Through this the project will meet national statutory requirements as well as the World Bank ESS5. The implementation of the proposed subcomponents under component one will require land take. The RAP will cover all subcomponents of adverse impacts incurred upon to the affected population due to the implementation of the project. Adverse impacts in the form of fresh land uptake, impacts on structures will be mitigated through guidelines contained in the RAP. Compensation will be guided by national laws as well as the World Bank ESS5 on involuntary resettlement and ESS10 on stakeholder engagement and information disclosure. The RAP will also provide guidelines to restore livelihoods lost due to project implementation. Also, attention will be paid to vulnerable households to minimize adverse impacts.

The following principles guide this RAP:

- Involuntary resettlement should be avoided where feasible, or minimized, by exploring all viable alternative project designs.
- Minimize to the extent possible, the displacement of people with a well-designed compensation and relocation process.
- Where it is not feasible to avoid resettlement, resettlement activities should be

conceived and executed as sustainable development programs, providing sufficient mitigation measures. Including compensating for losses incurred in terms of land, structures, trees and crops and displaced incomes and livelihoods.

- Affected vulnerable or poor people should be assisted in their efforts to restore their livelihoods and improve their standards of living, or at least to restore them, in real terms, to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher.
- Affected people should be meaningfully consulted and should have opportunities to participate in planning and implementing resettlement programs.
- Ensuring resettlement assistance or rehabilitation, as needed, to address impacts on project-affected people's (PAP) livelihoods and their wellbeing.

1.3 Land acquisition impacts

The construction of the new BRT bus depot at proposed project location and anticipates to permanently acquire about 68,000sqm of land leading into physical displacement of people, loss of shelter, loss of assets, permanent restrictions of access to land and temporary loss of income sources or livelihood.

According to data collected during census and surveys and valuation exercise, the current estimates indicate a total area of twenty-eight thousands 28,328sqm of land to be impacted is owned by individual PAPs; a total of 90 Project Affected Households (PAHs) and 200 PAPs (90-Owners and 110-Tenants) including other assets eligible for compensation such as land, residential and commercial structures, crops, trees and sub-structures like toilets and fences and the remaining 39,672sqm is owned by a Government institutions.

2.0. RAP PREPARATION METHODOLOGY

The RAP has been prepared due to the fact that project-related land acquisition or restrictions on land use may cause physical displacement (relocation, loss of residential land or loss of shelter) and economic displacement loss of land, assets or access to assets, businesses leading to loss of income sources or other means of livelihood. The following sections present various methods applied during RAP preparation including data collection techniques, consultations with affected population and decision-making people, defining eligibility and entitlements, valuation of the affected assets, establishment of GRCs, cost estimations and calculations for RAP implementation etc.

Based on the requirements of ESS5, this plan has been developed with main categories namely (i) *Resettlement Action Plan*: is a plan that includes measures to address physical and/or economic displacement, to mitigate economic and physical impacts expected from a project. (ii) *Livelihood Restoration Plan*: is a plan to restore the impacted source of income and livelihoods due to economic

displacement or where restrictions on access to legally designated and /or protected areas are involved – this includes provision of security of tenure.

The following methods were adopted during preparation of this RAP.

a) Literature review

The RAP team identified relevant documents and information required for the RAP and collected necessary documentation. The process included a review of relevant local legislation as well as those of the World Bank (ESS1, ESS5 and ESS10), Resettlement Policy Framework for the project, the Environmental and Social Impact Assessment Report and the preliminary project design that included aerial photographs. All this was necessary for obtaining the right information which are relevant and necessary inputs for preparation of this RAP.

b) Stakeholders' engagement

The team conducted various consultation for the purpose of preparing the Resettlement Action Plan. The first level was with respective Ward Executive Officers (WEO), Mitaa Executive Officer (MEO), Mitaa Chairperson and some public institutions that are situated within the project affected area. These meetings aimed at introducing the project and the census and inventory of assets surveys. The other consultation was with representative PAPs at community level to introduce the project and explain the RAP preparation process. Meeting minutes of these consultations are presented in *Appendix B*.

c) Identification of PAP

The identification of the affected land and associated owners (PAP) followed the following process:

- Mitaa leaders were informed by the Resettlement team that consists of safeguard staff at DART, Ubungo Municipal Council social expert about the study in advance before commencement of survey 15 November 2021;
- The Resettlement team working together with members Mitaa leadership committees to inform the PAPs that they would be coming to their areas within the next few days to carryout data collection.

- Survey Team requested Mitaa leaders to nominate members to help them in identification of land, properties and owners;
- The Mitaa members committee assisted to identify land and asset owners. This was followed by interviews, firstly for the asset valuers followed by the enumerators with a Census form and/or a Socio-Economic questionnaire.
- Mitaa leaders were also used to identify Vulnerable families including those under TASAF programs.

d) Data collection

The team was involved in data collection and established the baseline conditions of the PAPs to determine the availability and status of socio-economic and cultural conditions. The surveys focused on following components;

Socio-Economic: During baseline surveys data on socio-economic aspects of impacted communities were collected. WEO and MEO were consulted to gather social and economic or political information of their respective wards. The questionnaire sought to collect information on population, income generation activities, social services and infrastructure, solid waste and sanitation and land tenure issues.

Census Surveys: census data was collected by the team which was deployed on 18 November 2022 to carry out the census for Project Affected Households (PAHs) along the proposed project area. PAPs were informed of cut-off date which requires them not to develop or expand properties and plant new crops and for this case 15.11.2021 was a cut-off date. It should be noted that the delay in conducting the census was due to administrative procedures associated with preparation of the project.

Preparation of data collection tools: A digital platform for data collection known as Open Data Kit (ODK) was adopted whereby questionnaire that were prepared by the team are transformed to the ODK as tools used by enumerators to capture specific information as required for preparation of this plan including the socio-economic and Household census. Sample of questionnaires adopted during the study is appended (*Appendix D*).

e) Establishment of Grievance Redress Committees (GRC)

Resettlement processes are known for attracting complaints and dissatisfaction by affected parties. The Grievance Redress Mechanism is very necessary that will be closely monitored with the GRC which at this stage will be an interim committee which shall be formed jointly with the Mitaa committees to guide grievance management raised on identification of PAP, assets and the land affected by the Project and other relevant issues arising out of the RAP preparation and implementation process.

f) Establishing Cut-off Dates

The cut-off date is basically a legal procedure which is defined as the date of commencement of census and asset inventory of PAPs who will be affected by land acquisition process which is also in line with the Bank safeguard policy (ESS5). This date was communicated to all potential PAPs in the affected project area on 15 November 2021.

g) Preparation of entitlement matrix

An entitlement matrix was prepared to outline all project-affected persons (PAP), the characteristics of the impact, and the types of compensation due them. By this matrix, all PAPs will be entitled to a combination of compensation measures depending on the nature of ownership rights of lost assets and scope of the impact, including the social and economic vulnerability of the affected persons

h) Valuation of affected assets

The details on valuation of assets and properties applied in this report were obtained from the previous valuation exercise carried out by the Ministry of Lands Housing and Human Settlement Development at end of 2021 and approved on February 2022 including PAP valuation Number and respective photograph.

i) Focus Group Discussions

Focus Group Discussions (FGDs) were used at the community level as a forum to achieve three main objectives:

- To facilitate the dissemination of information about Project activities;
- To provide an opportunity for stakeholders to ask questions or voice their concerns; and
- To gather information/input from stakeholders on their use of resources based on their local experience and knowledge and stimulate their opinion on programs to restore the affected livelihoods.

j) Data processing and report preparation

Data processing: The census data that were collected through Open Data Kit (ODK) are saved on an online database and later analyzed using Statistical Package for the Social Sciences (SPSS). The assets on the Inventory were valued based on Tanzania's valuation method. However, under this report valuation report has been reviewed to meet the WB requirements particularly ESS5 and ESS10.

Report writing: The team prepared the final draft plan and other supporting and relevant documents including the grievance mechanism, implementation schedule, monitoring and evaluation plan and any income restoration activities to be provided.

k) RAP Disclosure

Upon completion of final report, the final RAP will be disclosed at a local and national level. The World Bank Coordinating Unit (WBCU) will also disclose it on its website and in the project areas so that PAPs and all interested persons have full access to the document (the executive summary will be translated into Kiswahili). In addition, PAPs' specific information will not be disclosed to keep privacy and confidentiality.

3.0. LEGAL AND INSTITUTIONAL FRAMEWORK

This section provides an overview of policies and laws that govern land and resettlement activities in Tanzania and the World Bank ESS. There is no resettlement policy in place apart from land policy that are relevant to the plan in Tanzania. Nevertheless, Tanzania is endowed with good legal and institutional framework for managing social affairs some of which are linked with urban infrastructure development, land acquisition and compensation.

3.1 Applicable National Laws and Policies

The Constitution of the United Republic of Tanzania, 1977 The Constitution provides for the protection of the rights and interest of citizens in matters concerning property ownership and acquisition. Article 24 (1), states, every person is entitled to own property, and has a right to the protection of his property held in accordance with the law. Furthermore, on Sub- article (2) indicates that it is unlawful for any person to be deprived of property for any purposes without the authority of law, which makes provision for fair and adequate compensation.

The National Land Policy (1997)

The policy provides guidance and directives on land ownership and tenure rights (equitable distribution of land, access to land by all citizens, rights in unplanned areas etc.) and taking of land and other land-based assets. The overall aim of the policy is to promote and ensure a secure land tenure system in Tanzania that protects the rights in land and resources for its entire citizen. It comprises of the following key principles;

- a) All land in Tanzania is public land vested in the President as trustee on behalf of all citizens
- b) Land has value
- c) The rights and interest of citizens in land shall not be taken without due process of law.
- d) Full, fair and prompt compensation shall be paid when land is acquired

3.2 Land Acquisition

The Land Acquisition Act 1967, is the principal legislation governing the compulsory acquisition of land in Tanzania. Sections 3-18 of the Act empower the President to acquire land in any locality provided that such land is required for public purposes.

If land is required for public purpose the President is required to give a six weeks' notice to those with an interest in the land in question but, if the situation so demands, the notice can be shortened without the need to give explanation. After the expiration of the notice period the President is entitled to enter the land in question even before compensation is paid. Many other laws have provisions related to land acquisition, but they will always refer back to the Land Acquisition Act and the Land Act.

3.3 Valuation

The valuation process was guided by the Land (Assessment of the Value of Land for Compensation) Regulations, 2001, and the Village Land Regulations, 2001, which provide that the fundamentals for assessment of the value of any land and un-exhausted improvement for the purposes of compensation is the market value.

The assessment of assets and properties can only be carried out by a qualified valuer and where the government (national and local) is involved; such assessment must be verified by the Chief Government Valuer in the United Republic of Tanzania.

The Land Acquisition Act under section 14 provides key aspects to take into account on assessing compensation of affected assets;

- a) Take into account the value of such land at the time of the publication of notice to acquire the land without regard to any improvement or work made or constructed thereon thereafter or to be made or constructed in the implementation of the purpose for which it is acquired;
- b) Take into account the damage, if any, sustained by the person having an estate or interest in the land by reason of the severance of such land from any other land or lands belonging to the same person or other injurious effect upon such other land or lands
- c) When part only of the land belonging to any person is acquired, take into account any probable enhancement of the value of the residue of the land by reason of the proximity of any improvements or works made or constructed or to be made or constructed on the part acquired;

The market value of any land and un-exhausted improvement is arrived at by the use of the comparative method evidenced by actual recent sales of similar properties, or by the use of the income approach or replacement cost method, where the property is of special nature and is not readily transacted in, in the market.

The Land Act provides for rights of individuals whose property may be acquired and to be compensated according to national laws. The laws set procedures for valuing crops and agricultural production and stipulates that the prices for cash crops will be determined as the average value over the previous year, corrected for inflation.

3.4 Compensation

The land Acquisition Act, 1967, under this Act, the government is required to pay compensation for the land taken. The compensation may be as agreed upon, or as determined under the Act. The persons entitled to compensation are those interested or claiming to be interested in such land; or persons entitled to sell or convey the same or as the government may find out after reasonable inquiries which is provided under section 11 and 12 of the Act.

The government may in addition to compensation and with agreement of the person entitled to compensation pay compensation as well as give alternative land. There are situations where the government is compelled to give alternative land (land used as a cemetery) in lieu or in addition to compensation. The land granted must be of the same value and held under the same terms as the land acquired, and must be in the same local government authority area unless the person whose land is being acquired consents to be given land elsewhere.

The Land Acquisition Act does not provide for compensation where land has been vacant. However, where land is inadequately developed, compensation is to be limited to the value of un-exhausted improvements of the land. The Act restricts compensation to un-exhausted improvements on the land excluding the land or such improvements as land clearing and fencing. The Land (Assessment of the Value of Land for Compensation) Regulations, 2001 and the Village Land Regulations, 2001, provide for the amount of compensation to include the value of un-exhausted improvements, disturbance allowance, transport allowance, accommodation allowance and loss of profits.

Compensation for structures will be paid by replacing at cost, for example, huts, houses, farm outbuildings, latrines and fences. Any homes lost will be rebuilt on acquired replacement land, however cash compensation would be available as a preferred option for structures (extra

buildings) lost that are not the main house or house in which someone is living. The going market prices for construction materials will be determined. Alternatively, compensation will be paid in-kind for the replacement cost without depreciation of the structure.

3.5 The Land Disputes Courts Act No. 2 of 2002

Every dispute or complaint concerning land shall be instituted in the Court having jurisdiction to determine land disputes in the given area provided under Section 3 of the Act. The Courts of jurisdiction comprise of:

- a) The Village Land Council
- b) The Ward Tribunal
- c) District Land and Housing Tribunal
- d) The High Court (Land Division)
- e) The Court of Appeal of Tanzania.

The Act gives the Village Land Councils powers to resolve land disputes involving village lands (Section 7). If the Council fails to resolve the dispute, the matter can be referred to the Ward Tribunal as established by the Land Act (1999) and the Village Land Act. If any dispute will arise because of this Project, the provisions of this Act shall be observed.

3.6 The Graveyard Removal Act (No. 9 of 1969)

The provisions of this Act under section 3, states that “where any land on which a grave is situated is required for a public purpose the Minister may cause such grave and any dead body buried therein to be removed from the land and, in such case, shall take all such steps as may be requisite or convenient for the re-instatement of the grave and the re-interment of the dead body in place approved by him for the purpose”.

3.7 Land (Assessment of the Value of Land for Compensation) Regulations of 2001:

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

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

Further, Section 4 of the Land (Compensation Claims) Regulations of 2001 defines who can claim for compensation.

3.8 Comparison of National Legislation and World Bank Safeguards (ESS5)

Tanzanian Laws only provide compensation for land that is legally owned by PAPs and no compensation to encroachers for the same. The World Bank ESS5 provides compensation for only structures or any improvements made to the land and not value for land for encroachers/informal settlers before the cut off dates. According to Tanzania laws, one can use or occupy land through customary law and leasing which forms part of eligibility criteria for

legal compensation. Persons who will acquire their residence on the area after cut-off date are not entitled to compensation or any other form of resettlement assistance.

World Bank in its ESS 5 highlights that particular attention should be paid to the needs of the most vulnerable groups among those displaced, especially those below the poverty line, the landless, the elderly, women and children, indigenous peoples, ethnic minorities, and also other categories of displaced persons whose interests may not be protected by national legislation with regard to the compensations for the land plots subject to withdrawal.

Further and detailed comparison between National Legislations and the World Bank are provided in Table2, below.

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

Resettle ment Aspect	World Bank (ESS5)	National Regulations	Gaps	Measures To Fill the Gaps
ESF: ESS5 on Land Acquisition, Restrictions on Land Use and Involuntary Resettlemen t	Requires Borrowers to: 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.	Land Acquisition Act No. 47 (1967) Provides for the following: ▪ Minister responsible for land to authorize any person to enter upon the land and survey the land to determine its suitability for a public purpose. ▪ The Government of Tanzania is supposed to pay compensation to any person who suffers damage as a result of any action.	Currently in Tanzania there is no specific-resettlement policy itemizing procedures and processes that would safeguard and prevent the PAP from being left worse off by the project.	ESS5 will prevail. The RAP will be developed in line with both National and legislation and ESS 5
Compe nsation entitle ments	Affected persons may be classified as persons: (a) Who have formal legal rights to land or assets; (b) 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; ¹⁴ (c) Who have no recognizable legal rights or claim to the land or assets they occupy or use,	Compensation Regulations, 2001, as well as the Village Land Regulations, 2001, assets for compensation paid on loss of land and shall include the value of unexhausted improvements, disturbance allowance, transport allowance, accommodation allowance, and loss of profits.	There is no gap between Tanzania law and WB as far as those with (a)formal legal rights and those (b)without formal legal rights, but have a claim to such land under customary practices, eligible for compensation	Under this project, all eligible owners of land will be subject for compensations. PAPs encroaching the land that they are using will be as well eligible for livelihood restoration including security of tenure and thus provision of alternative land. Affected tenants are not eligible for compensation, but are eligible for livelihood assistance of accommodation

Resettle ment Aspect	World Bank (ESS5)	National Regulations	Gaps	Measures To Fill the Gaps
				allowance for three Months.
Loss of Profits	ESS5 provides under economic displacement: In cases where land acquisition or restrictions on land use affect commercial enterprises, (this includes shops, restaurants, services, manufacturing facilities and other enterprises), regardless of size and whether licensed or unlicensed.	According to the Land Assessment of the value of Land for Compensation) Regulations, 2001, as well as the Village Land Regulations, 2001, compensation for loss of any interest land shall include loss of profits.	Tanzanian regulations provide for income restoration allowances where the PAPs incurred losses of business income. However, it has not been in practice	Compensation on the lost income and profit will be made as per ESS5
Valuation approaches	ESS5 asserts that 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 or livelihoods.	Tanzania law provides for the calculation of compensation on the basis of the market value of the lost land and unexhausted improvements, plus a disturbance and accommodation allowance and loss of profits where applicable.	A gap lies in the disparity between the two approaches Market Value vs replacement cost. Under the Market value approach, the amount paid in most cases does not amount to that required to replace the lost assets.	Under this project, eligible PAPs will be entitled for compensation that will be calculated under replacement cost approach to ensure that all impacted assets are compensated/replaced.

Resettle ment Aspect	World Bank (ESS5)	National Regulations	Gaps	Measures To Fill the Gaps
Restoration of Affected Incomes and Livelihoods	ESS has made a provision that where applicable 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.		In Tanzanian regulations no provision for restoration of the affected livelihoods, neither as standalone programs nor included in the compensations	ESS5 principle regarding income restoration will be considered under the project. RAP developers/PO-RALG will identify and formulate livelihood restoration programs in consultations with the affected groups.
Assistance to vulnerable and severely affected PAP	ESS5; resettlement plan provides for transitional relocation assistance to people who are physically displaced. Such assistance may include transportation, food, shelter, and social services that are provided to affected persons during the relocation to their new site;	Tanzanian law does not make provisions requiring the government to pay special attention to vulnerable groups in the administration of compensation.	Moreover, there are no provisions that require the government to pay special attention to vulnerable groups or indigenous peoples	These PAPs are to be identified and special assistance will be provided to safeguard them from being left worse off by the project.
Grievance Handling Procedures	ESS5 requires that grievance mechanism for the project is in place as early as possible in project development to address specific concerns about compensation, relocation or livelihood restoration measures raised by the displaced persons (or others) in a timely manner.	Under s. 13 of the Land Acquisition Act, 1967, if dispute of disagreement regarding any of the matter listed below is not settled by the parties concerned within six weeks from the date of publication of notice that land is required for a public purpose the Minister or person holding claim in the land may institute a suit in the high court of Tanzania for the	The law in Tanzania does not provide for the establishment of grievance resolution mechanisms specific to particular resettlement cases. Tanzania has a well-established and accessible local grievance redress mechanism through existing	GRMs established for this Project in line with the WB-ESS5 guidelines.

Resettle ment Aspect	World Bank (ESS5)	National Regulations	Gaps	Measures To Fill the Gaps
		Determination of the dispute.	systems and structures.	
Stakeholder engagement and information disclosure	ESS5 provides for consultation with PAPs, host communities and local government. In the event of dealing with vulnerable persons additional provisions apply to consultations with displaced vulnerable groups in accordance with ESS7.	The Land Act of 1999 and its Regulation of 2001 and the Valuers and Valuation Registration Act of 2016 provide for stakeholder's engagement and information disclosure on valuation exercise and process prior to execution of the projects.	The provisions in ESS5 have no equivalence in implementation of Stakeholder engagement and information disclosure processes in Tanzanian practice. .	✓ The RAP team will have continuous consultations with the PAPs and their local leaders during preparation of the RAP report, their disclosure and implementation. ✓ Consultations will ensure equitable gender representation as stipulated in ESS5.

Principally, the laws of the United Republic of Tanzania and World Bank ESS5 both adhere to the objective of compensation at replacement cost. However, the Tanzanian legislation does not provide for restoration of livelihoods and in practice this has been left to ad hoc arrangements taken by project proponents in order to meet international donor requirements. To clarify these issues and reconcile eventual gaps between the laws of Tanzania and the World Bank Standards, this RAP is designed to: ensure that compensation for all affected assets is done at replacement cost; rehabilitation assistance to people without land use rights and informal settlers; and the provision of rehabilitation and subsistence allowances for PAPs who may be required to relocate, suffer business losses, lost jobs or qualify as vulnerable.

4.0 RAP IMPLEMENTATION INSTITUTIONS

This section describes organizational arrangements, roles and responsibilities for various parties involved in RAP implementation. The section further spells out the actual process for delivering the entitlement including, processes for approvals.

4.1 Organizational Arrangements – Role and Responsibility

4.1.1 Project coordination

The PO-RALG -DART is holding a custodianship of the project. PO-RALG is responsible for control and approval of all studies and implementation of construction works under the project through DART established at the national level to coordinate and implement the project.

4.1.2 The DART

Responsibilities of DART will include issues related to the preparation of the project, including the development of the ESMF, RAP, SEP, the procurement strategy and plan, and other work widgets. The WBCU is led by a Project Coordinator with relevant staff. The WBCU will oversee overall coordination of RAP implementation, reporting to the WB regarding safeguards issues, as well as of integrating safeguards requirements into bidding and contracting documents. It is the responsibility of WBCU and those of TARURA HQ to interact with the environmental and social authorities, ensuring an efficient implementation of safeguards documents. The officials should undertake, randomly, field visits and environmental supervision and monitoring, assessing environmental compliance at worksites, advising Project Implementing Units (PIUs) at LGA level on environmental and social safeguards issues. The DART will, also, be responsible for identifying training needs of all parties involved in RAP implementation. The DART will cooperate with Ubungo Municipal Council to provide a successful implementation of the Resettlement Plan (RAP).

4.1.3 TDar es Salaam City Council (PIU)

This RAP suggests for formulation of a lean unit for Project Resettlement implementation at PIU within the DCC (proposed team members and their roles see annex 3). The DCC Director will be responsible for RAP and LRP. The role of this unit is to ensure the smooth and timely implementation of the Resettlement Action Plan. This team will also supervise, manage and support the tasks of the community and compensation teams. The coordinating unit will also resolve any problems related to coordination of the other units.

The RAP Implementation Unit that would broadly undertake the following activities:

- i) Coordinate, supervise and execute delivery of accommodation allowances
- ii) Produce and distribute ID cards
- iii) Report on awareness and outreach meetings – lessons learnt and best practices
- iv) Report on PAPs who have opened bank accounts and received cash
- v) Prepare monthly progress reports for each RAP that includes progress as against the scheduled timeframe of RAP implementation, which shall include physical and financial progress,
- vi) Report on the options made available for PAPs to access economic opportunities, marketing and credit.
- vii) Supervise the Grievance Redress process
- viii) Supervise the LRP activities including PAPs with land titling processes

- ix) Assist Contractors of works with resettlement related issues
- x) Prepare assignment completion report

Additionally, the DCC RAP Implementation team (RIU) jointly with LGAs would be responsible to provide financial literacy awareness. Training modules will include:

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

4.1.4 RAP Implementation Agency

The RAP Implementation Agency that would undertake the following activities:

- Produce and distribute ID cards
- Report on awareness and outreach meetings – lessons learnt and best practices
- Report on PAPs who have opened bank accounts and received cash
- Prepare monthly progress reports for this RAP that includes progress as against the scheduled timeframe of RAP implementation, which shall include physical and financial progress,
- Report on the options made available for PAPs to access economic opportunities, marketing and credit.
- Assist in Grievance Redressal process
- Assist PAPs with land titling processes
- Prepare assignment completion report
- Supervise implementation of Livelihood Restoration Programs

4.1.5 Community Liaison and Grievance Redress Officer

This RAP suggests the engagement for a community liaison and grievance redress officer. These personnel will be working under the PIU. From a community liaison perspective, the key objective of this officer is to ensure good project relations with both the PAPs and local residents of the affected areas. The officer will be responsible for informing the PAPs and local residents about the resettlement and compensation process. The detailed tasks of the community liaison and grievance redress officer in relation to Community liaison officer tasks will be to:

- (i) Prepare and distribute notices of meetings at least one week prior to the meetings with local leaders and media such as radio, TV and newspapers. Notices should be distributed in Kiswahili;
- (ii) Organize meetings with local government leaders at the Mtaa level and distribute notices for general meetings to local government leaders, NGOs and communities;
- (iii) Distribute notices, press releases at various points (such as at local government offices, markets, schools, churches and mosques);

- (iv) Meeting with the Mitaa to explain the land acquisition process and to answer questions about the process
- (v) Select appropriate locations for use as payment centres for compensation payments;
- (vi) Explain the compensation payment process including the benefits of using a bank and the role of the Bank.

4.1.6 Local Bank: Compensation Paying Agent (PA)

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

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

4.1.7 Municipal Administration (LGA)

Municipal Administration will assist in the RAP development and implementation process through the provision of community development officer (CDO) to support in field work activities including: community consultations, financial literacy and later during grievance resolution. Specifically, their role would be to perform the following activities:

- i. Help the Project and (RIU); in identification of alternative land for those PAPs displaced from within the way leave;
- ii. Sign the compensation agreements and issuance of PAP ID cards
- iii. Contribute to the GRM by designating members to the committees

- iv. Support the Livelihood Restoration/Enhancement programs.

4.1.8 Contractor for Construction Of infrastructure

The Contractor responsible for construction of infrastructure would have a few roles, albeit indirect, in respect of RAP implementation:

- Provide SPCU with final schedule of construction for RAP Implementation Unit to communicate with communities along the project area (Ubungo Maziwa);
- List down all possible obstruction sections
- Provide labour requirements so that attempts can be made to source labour from the project areas;
- Inform SPCU of any issues relating to access that might be disrupted
- Employ the local population to work as casual or skilled labour and Pay wages as per applicable norms
- Provide compensation for any damages to assets outside of wayleave, in accordance with rates established in the RAP,
- Refer any resettlement-related grievances reported to them to the RAP implementation consultant and RIU;
 maintain a grievance redress procedure for construction-related impacts,
- Inform RIU in case of unexpected findings of cultural and archaeological artefacts and see the options to reroute the layout as necessary;
- Ensure complete adherence to the ESMP.

5.0 PUBLIC PARTICIPATION AND STAKEHOLDER CONSULTATIONS

The public participation process among other objectives was to ensure that displaced persons were meaningfully consulted, consultations were made through meetings and interviews involving stakeholders at various level that operate in the project area. The main objective of the public participation was to enable stakeholders learn about the project, its impacts and how they will be mitigated in line with ESS10.

Another objective was to inform them about the compensations and resettlement procedures and to secure their cooperation. Other objectives include assisting stakeholders to understand applicable laws and regulations governing compensation and to involve stakeholders (Institutions, Local leaders and PAPs) in census, socio-economic surveys, and inventory of households and affected assets for RAP preparation.

5.1 Stakeholder Identification and Analysis

The stakeholders and/or institutions for Resettlement Action Planning and Implementation were identified as follows and analysis of their roles are provided in Table 5.1 below.

- Ministry of Lands, Housing and Human Settlements
- Ministry of industry and trade
- PO-RALG
- The Dar es Salaam Rapid Transit agency (DART)
- National Health Insurance Fund (NHIF)
- Ubungo Municipal Council
- Local Government Authorities (Ubungo Ward)
- Project-affected Persons and
- Local communities

Table 3: Roles of stakeholders on supporting the plan

Stakeholder		Roles	Expectation
Central Government	- o Ministry of Land, Housing and Human Settlements Development - o Ministry of Finance - o PO-RALG - o DART Agency	a) Overseeing RAP implementation including addressing grievances, technical, legal and policy issues, maintaining social security b) Project Developer, c) Facilitate the Valuation exercise d) Provision of funds for compensation	▪ RAP is planned and successfully implemented through participatory process with all relevant stakeholders ▪ Resources for compensation are executed in time as planned.
Local Government Authority	- o Ubungo Municipal Council - o Ubungo Ward and Mtaa Officials	- Facilitating implementation of the RAP - Provide technical support in land acquisition and	▪ PAPs vacate the project area ▪ All PAPs are paid on time

		resettlement including property valuation Follow up on cut-off date that was announced through public notice at Mtaa and Ward offices, Grievance redress committee Alternative land for relocating graves Assist PAPs in relocating graves	
Project Affected Persons	PAPs	Consideration of alternative land for Project implementation	Compensation and livelihoods improvement, alternative land
Affected Local Communities	Local communities within the Project area	a) Provide support in Project implementation, b) Alternative land allocation and hosting PAPs	- Improved socio-economic conditions and livelihoods of the local communities - Employment opportunities

5.2 Methods of Stakeholder Participation

Notification to stakeholders

Introduction letters were prepared by DART Agency to the Director of Ubungo Municipal to inform them about the RAP process. At the Directors office further letters and notifications were provided to facilitate appointments to consult the Municipal officials and other stakeholders such as NHIF, TANROADs and Water utilities. Letters were then disseminated to relevant Ward (Ubungo Maziwa) and the sub wards (Mtaa) to secure appointments with government officials and local communities.

Household Interviews

Household questionnaires were applied to obtain the views of PAPs regarding the project and basic compensation and resettlement factors. Other issues that were derived from the questionnaires include, demographic information, economic activities, incomes of PAPs, type and magnitude of impact, mode of payment, land related issues, living conditions and availability and status of social services. For this RAP all 90 holds were interviewed.

Public Meetings

Public meetings were conducted at Ubungo ward which is mainly affected by the proposed project while preparing the RAP. The meetings initially involved the Ward Officials and later

other community members as well as PAPs. The meetings that ensured women and youth are involved were designed to inform the local people about the Project positive and negative impacts that include loss of land as well as other environmental and social impacts associated with the Project. The PAPs were sensitized regarding their right to be compensated and given opportunity to ask questions, raise concerns and provide information on issues such as eligibility for compensation, grievance management and gender aspects including GBV. Meetings with leaders aimed at collecting specific data about the sub-ward/Mtaa.

Consultations

The RAP team carried out consultative meetings aimed at introducing the project, obtaining views and concerns regarding the Project as well as to obtain challenges and practice in implementing RAPs at the proposed project area and issues obtained from these various meetings form part of this RAP report. These meetings were also opportunities of obtaining data on specific information about the City, Municipal and wards within the project area on issues such as population, economic activities and social services.

5.3 Summary of Stakeholders Views and Concerns

The views and concerns of PAPs and general public on the project were raised during a public meeting held on 18 November 2022 include the following;

- a) The rates applied on valuation exercise should not be lower than market rates to enable PAPs purchase alternative land.
- b) The request for exact timeframe for payments should not be delayed.
- c) Provision of early notice or announcements on activities to be undertaken as part of RAP preparation and implementation as some property owners currently don't reside on affected properties and have to travel to attend such meetings. Hence prior information is crucial to ensure majority attend.
- d) Employment opportunities was also part of the discussion. Most anticipate to get temporary employment during construction and even operations.

6.0. BASELINE CONDITION AND SOCIO-ECONOMIC STATUS

Socio-economic survey of the affected area to determine the baseline conditions was done through public meetings and consultations with WEO and MEOs in Ubungo ward between April 18th and 20th November 2022.

6.1 Socio-economic profile of project area

The general characteristics of the project area is of an urban set up that has a combination of squatters and planned areas within Ubungo ward. The area also comprises of various economic activities that include garage, small and petty business, built-up areas with no urban farming such as cultivation of seasonal crops. Other important services are also available within the area that includes grave yards, social infrastructures and utilities such as water and electricity. The project area is accessible via the main Morogoro Road northwards and the Mabibo Road on the south east, moreover with the proposed project the area is fully accessible with tarmac road.

The housing pattern is majority squatter settlements with an average area size of <20sqm per Project Affected Households (PAHs) which is termed as high-density area with minimum plot-size acceptable under zoning law [The Urban Planning (Zoning of Land Use) Regulations, 2018].

a) Demographic Profile of project area

The total population in the respective ward (Ubungo) in the project affected area is 56,015, of which 27,221 are male and 28,798 are female. Similarly, Kisiwani is the major street/Mtaa affected with total population of 12,043 (census2012) community members; the project affects only 391 residents of the *Mtaa*.

b) Land ownership and Category of land affected

66% of PAPs who own land have purchased the properties while about 33% inherited the affected properties as summaries on table 6.0 below.

Table 2: Land acquisition by PAPs

	Male		Female		Total	
	Frequency	Percent %	Frequency	Percent %	Frequency	Percent %
Purchased	30	66.7%	32	71.1%	62	68.9%
Inherited	15	33.3%	11	24.4%	26	28.9%
Leasehold	0	0.0%	2	4.4%	2	2.2%
Informal occupation	0	0.0%	0	0.0%	0	0.0%
Total	45	100.0%	45	100.0%	90	100.0%

c) Social services in the Ward

The ward where the proposed project is to be located has a total of 2 secondary schools, 10 primary schools of which 5 are private owned, 1 health care facility (Dispensary) and stationeries and mechanical workshops; none of these social services will be affected by the proposed project.

Water Supply

Residents in the project area primarily use water supplied by Dar es Salaam Water and Sanitation Authority (DAWASA) or purchase water with trucks or bucket as observed during field surveys. In few areas in Ubungo Maziwa residents have dug wells although most are salt water wells

Waste water services

Residents in the project area use onsite sanitation services by either latrines or septic tanks with soak away pits that are emptied when full. Besides, few business units have access to Sewer systems (Maziwa guesthouse and Kv bar that exists along Mabibo road on the east and north with facilities mostly under public institutions like TANESCO.

o Solid waste disposal services

Solid waste is collected by private companies that have contracts with local government offices at sub-ward level. Environmental Committee exists on each sub-ward or Mitaa.

d) Livelihoods in the project area

The main sources of livelihoods in the project area include;

- i. Agricultural self-employed
- ii. Manson
- iii. Fisher
- iv. Salaried
- v. Commerce
- vi. Petty trading
- vii. Casual labourer

6.2 Socio-economic conditions of the PAPs

i) Demographic characteristics

The age characteristics of the PAPs Head of Household indicate that most PAPs were elderly with more than 60 years 66%) and 33.1% were aged between 19 and 59. The RAP implementation will ensure assistance is provided to the vulnerable PAPs. A total of 70 Tenants (Head of Household-HHH) were available during the survey. Data collected revealed that total population of 391 people will be affected during resettlement process and out of which 90 are Head of HH-owner, 110 are HHH-tenants and the remaining 191 are HH-members as shown in Table 3 below.

Tenants: Based on the census survey a total of 110 tenants residing on affected properties were recorded out of which 65 are male and 45 females. Only 9 percent were in possession of valid tenancy agreement/lease while 3 percent had agreements which were outdated and hence not

valid. Among the tenant's 3.6 percent had verbal agreements and 84.5 percent were without any tenancy agreement both verbal or written.

Table 3: Sex of the affected population

	Age						Total
	≤18		≥19≤59		≥ 60		
	Frequency	Percent %	Frequency	Percent %	Frequency	Percent %	
Owner	0	0.0%	52	33.1%	38	88.4%	90
Tenant	0	0.0%	105	66.9%	5	11.6%	110
Total	0	0.0%	157	100.0%	43	100.0%	200

Table 4: Population Distribution by Age Group

Sex of the affected population			
	Male	Female	Total
HHH	45	45	90
Members	91	100	191
Tenants	65	45	110
Total	201	190	391

ii) Marital Status

71% of households in the sub-project area are married, 6% are single, and 19% are widowed as indicated in Table 6.3 below;

Table 5: Summary Marital Status of PAPs

Marital status	Owner					
	Male		Female		Total	
	Frequency	Percent %	Frequency	Percent %	Frequency	Percent %
Married	39	86.7%	25	55.6%	64	71.1%
Widowed	1	2.2%	16	35.6%	17	18.9%
Divorced	0	0.0%	2	4.4%	2	2.2%
Single	4	8.9%	1	2.2%	5	5.6%
Separated	1	2.2%	1	2.2%	2	2.2%
Cohabitation	0	0.0%	0	0.0%	0	0.0%
Total	45	100.0%	45	100.0%	90	100.0%

iii) Education

30% of household heads in the sub-project area have obtained secondary education with 48% having less than a tertiary level of education, of which, majority (42%) have primary level education as indicated in Table 6.4 below;

Table 6: Education of the Head of Household (HHH)

Education level	Owner					
	Male		Female		Total	
	Frequency	Percent %	Frequency	Percent %	Frequency	Percent %
None	1	2.2%	0	0.0%	1	1.1%
Drop-out Primary school	1	2.2%	3	6.7%	4	4.4%
Primary	21	46.7%	17	37.8%	38	42.2%
Attending primary school	0	0.0%	0	0.0%	0	0.0%
Attending Secondary school	0	0.0%	0	0.0%	0	0.0%
Secondary	14	31.1%	13	28.9%	27	30.0%
Drop-out Secondary school	0	0.0%	1	2.2%	1	1.1%
College	2	4.4%	7	15.6%	9	10.0%
Technical/ Vocation	0	0.0%	2	4.4%	2	2.2%
University	6	13.3%	2	4.4%	8	8.9%
Total	45	100.0%	45	100.0%	90	100.0%

iv) Vulnerable groups

Vulnerable or disadvantaged are individuals who may be more likely to be adversely affected by the project impacts and/or limited in their ability to take advantage of project benefits as defined under ESS10. Amongst the PAHs, there are a total of 5.5% elderly persons, 2.22% Widows, 15% are terminally ill persons as summarized in Table 7 below;

Table 7: Vulnerability of the HHH

	Owner					
	Male		Female		Total	
	Count	Percent %	Count	Percent %	Count	Percent %
Old	2	4.44%	3	6.67%	5	5.56%
Sick	3	6.67%	10	22.22%	13	14.44%
No education	0	0.00%	0	0.00%	0	0.00%
Disabled	0	0.00%	0	0.00%	0	0.00%
Widow	0	0.00%	2	4.44%	2	2.22%
Orphan	0	0.00%	0	0.00%	0	0.00%
Physically Challenged	1	2.22%	0	0.00%	1	1.11%
Others	0	0.00%	1	2.22%	1	1.11%
None	39	86.67%	29	64.44%	68	75.56%
Total	45	100%	45	100%	90	100%

v) Livelihood

Majority of the PAHs earn their income from either business, or from formal employment. There are 4 PAHs who have right of occupation (title deeds) out of total 90 PAHs.;

Table 8: Occupation (Main) of the Head of Household (HHH)

	Total					
	Male		Female		Total	
	Count	Percent %	Count	Percent %	Count	Percent %
Agricultural self-employed	6	5.5%	4	4.4%	10	5.0%
Agricultural paid labour	0	0.0%	0	0.0%	0	0.0%
Manson	3	2.7%	0	0.0%	3	1.5%
Fisher	1	0.9%	0	0.0%	1	0.5%
Salaried	13	11.8%	5	5.6%	18	9.0%
Commerce	21	19.1%	17	18.9%	38	19.0%
Petty trading	26	23.6%	26	28.9%	52	26.0%
Casual labourer	13	11.8%	5	5.6%	18	9.0%
Student	8	7.3%	9	10.0%	17	8.5%
Other	17	15.5%	7	7.8%	24	12.0%
None	2	1.8%	17	18.9%	19	9.5%
Total	110	100.0%	90	100.0%	200	100.0%

7.0. MAGNITUDE OF THE IMPACT

This section provides details on categories of impacts and census of PAPs and assets that will lead to economic loss and/or physical displacement and resettlement. The section also provides a conclusion with a summary of the total magnitude of loss identified through the PAP census and the valuation exercise.

The project will affect 180 compensable assets of which 83 are residential structures, 7 are commercial structures (accommodation, restaurants, shops, money vendors), 90 land only, 36 sub-structures (such as fences, septic tanks), no public/community assets will be affected, 41 PAPs with different crop types, none of the structures are unfinished and no grave entitled.

7.1 Loss of structures

Most of houses to be affected are largely the common semi urban houses constructed using cement blocks and corrugated iron sheets as roofing materials existing in squatter conditions. Two main uses of structures will be affected by the proposed project, these include:

i. Residential structures

The project implementation will result in the demolition of 83 residential houses of which the construction materials mainly consist of corrugated iron sheets, cement bricks, in relatively good condition and located on relatively high-density plots. The residential structures are used for various functions including family residence, tenants use, or multi-use including family and tenants.

PAPs losing residential structures are entitled to the following compensation:

- Compensation of the residential structure according to the type of structure, without factoring in depreciation and at replacement cost
- Compensation of land according to the replacement cost if the PAP owns the land, have customary right or established residency.
- Loss of Accommodation allowance;
- Transport allowance;
- Disturbance allowance

ii. Commercial structures

There are 7 commercial structures that will be affected by the proposed project. However, under normal circumstances PAPs losing commercial structures will be compensated on the following;

- Compensation of the commercial structure according to the type of structure (A single-storey or multi-storey) and market value;
- Compensation of land where the structure is according to the market value if PAPs owns the land;
- Loss of profit allowance; (for those with audited accounts)
- Transport allowance;
- Disturbance allowance

iii. Sub-structures

The demolition of outer structures and services such as fences, stores, toilets and kitchens will result in loss of PAPs basic services that individuals, family or enterprises depend upon for sanitation, security and general well-being, however, this will not necessitate physical relocation of PAPs or loss of business. Sub-structures in this RAP are counted separately from the main buildings and total of 36 sub-structures will be affected. PAPs for such structures are entitled to the following compensation:

- Compensation of the annex structure according to the type of structure and market value;
- Compensation of land where the structure is according to the market value if the PAP; owns the land affected;
- Disturbance allowance.

iv. Impact on Permanent Crops/Trees

Permanent crops include those that take more than a year to reach full maturity and can be harvested over a long period of time. A total of 41 PAPs with permanent crops mostly trees will be affected whereby each tree is counted and compensated according to its market value and age of maturity.

PAPs losing permanent crops are entitled to the following compensation:

- Compensation of value of each crop/ tree according to the market value and level of maturity;
- Compensation of land where the crops are grown according to the market value if the land is under the ownership of the PAP; and
- Disturbance allowance.

v. Impact on Livelihoods

Adverse impacts on livelihoods are unavoidable for some affected households due to permanent acquisition structures and plots. Some affected households will lose their source of earning as some of their shops / commercial structures will be adversely impacted due to project implementation businesses like accommodation (lodges) will also be affected. On other hand tenants will lose their business (shops, stationaries, saloon) units and are forced to establish their business elsewhere following compensation process.

The disruption of social safety networks is investable among vulnerable community who are likely to lose their social networks or safety nets that support their livelihood. For example, Households enrolled under TASAF program (1HH is enrolled in the project area) and women microfinance or saving groups.

8.0. ASSETS INVENTORY AND VALUATION

8.1 Asset Inventory and Valuation

8.1.1 Assets Inventory

A team of valuers, surveyors, land officer and social experts were engaged in this assignment. Local leaders were helpful on the boundary adjudication. The adjacent PAPs were jointly identifying the shape, area and locations of their common neighbour. Each PAP was recognized by his/her surrounding neighbours to claim the ownerships of his/her property unit.

The coordinates of the edges /corners of an adjudicated parcel were taken by using total station machine. In this case the surveyor recorded the coordinates of each parcel and sketch its geometrical figure. Hence, each parcel was given a unique identifier so that data concerning that parcel can be given an exclusive reference in the database. Therefore, every parcel was numbered by using the Unique Parcel Reference Number UPRN.

Parcel Numbering: As for the large-scale adjuration of Tanzania; the UPRN is established with consideration of project name/area, Acquiring authority, Region District-Locality-Parcel.

8.1.2 Assets Valuation Methods

Valuation methods for affected land and assets must be done at replacement cost as per WB-ESS5, that states, “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 or livelihoods”. Meaning that in the case of physical displacement, the Borrower will develop a plan that covers, at a minimum, the applicable requirements in ESS5 regardless of the number of people affected.

Replacement cost: is the principle to be complied with, in compensating for lost assets. Thus, the valuer should conduct an analysis of the valuations calculated under Tanzanian laws and establish variation factors to bridge the gaps. It has been noted in most cases that GoT rates are rarely tallying with the requirements of the replacement cost.

With this regard, we have provided a gap to leverage the same by providing depreciation losses which were considered on the previous valuation.

- a) Land Valuation:** For purposes of measuring land, the unit of measurement was square meter/acres which is used and understood by the affected owners. However, that unit is among the international Standards Unit (SI units). The unit valuation process was explained to the affected owners/users.

Valuer established land rates through market rates and assistance from the office of Ministry of land, chief Government valuer and from the results of his own market search. This rate was discussed, harmonized and agreed upon among consulting valuer and Chief government valuer and hence communicated to PAPs before being applied, consistent with World Bank approach (ESS5) of replacement cost. For this case registered land were valued at a rate of 70,000Tsh/sqm for compensation of total affect land (28,328sqm).

- b) Valuation of trees and Crops Compensation:** Trees and permanent crops were valued based on the market rates for various species as provided in the schedule for the Zone by the Ministry of Forestry /ministry of Agriculture. The value depends on age/maturity of the

tree or crop, potential use and the number of trees; economic use, production rate /yield and profits accrued. The main type of species found are permanent crops or trees.

The laws of Tanzania require full, fair and prompt payments of compensation within 6 months from time the Valuation Report is approved. The timing / schedule of RAP implementation revolves around the date when valuation was done and PAPs were required not to undertake any further development on the land and properties that have been inventoried and valued.

Given their significance to the local subsistence economy, which this project intends to positively impact, fruit trees will be compensated on a combined replacement/market value. Fruit trees used for commercial purposes will be compensated at market value based on historical production records. The compensation rate will be based on information obtained from the socio-economic information and the market price search. Based on the information, a compensation at replacement cost can be computed. Other domestic fruit and shade trees: These trees have recognized local market values, depending upon the species and age. Individual compensation for wild trees “owned” by individuals, who are located in lands as defined in this policy, will be paid. No compensation will be paid for minor pruning of trees.

- c) **Community Structures:** If community buildings/facilities are affected by the Project, they must be repaired to at least their previous condition, or replaced in areas identified in consultation with affected communities and the relevant authorities, particularly in resettlement areas. However, no community structure was affected in this project.
- d) **Compensation for Sacred Sites and Graveyards:** in this project, and following confirmation at site and in consultation with local leaders (mtaa chairman) it was confirmed there was no grave exist in the project area.

8.1.3 Determine other entitlements and Topping up Allowance:

Disturbance Allowance: This is calculated by applying value of real property by average percentage rate of interest offered by commercial banks on deposits for 12months. The current average rate of the interest obtained on fixed deposits is 7%. Therefore, the total compensation value, then obtain the 7% of the value and add to the previous total. All PAPs that are illegible for any kind of compensation shall receive a disturbance allowance.

Transport Allowance: Section 179 subsection 11 of the aforesaid Land Act (1999) directs how this allowance is to be assessed: “Transport Allowance shall be the actual costs of transporting twelve tons of luggage by rail or road (whichever is cheaper) within twenty Kilometres from the point of displacement (i.e. Transport allowance = 12 tons x Actual Cost/ton/km x 20km)”. Transport allowance is computed on the basis of prevailing market rates within an area and is paid only to PAPs with occupied residential/commercial structure.

Loss of Accommodation: Section 179 sub-sections 8 of the Land Act (1999) stipulates how accommodation allowance is to be arrived at: The market rent for the building shall be assessed and multiplied by 36 months in order to arrive at accommodation allowance payable. (I.e., Accommodation allowance = Rent/p.m. x 36 months). Accommodation allowance shall be paid

only to PAPs losing occupied residential structures. Given the nature of the project and that a substantial number of tenants reside in the affected area, this project is providing a consideration that the tenants be receiving a token amount equals to $\text{Rent/p.m} \times 3\text{months}$.

Loss of Profit: This is provided under Section 179 subsection 9 of the Land Act (1999) inter alia: The net monthly profit of the business carried out shall be assessed, evidenced by audited accounts where necessary and applicable and multiplied by 36 months in order to arrive at the loss of profits payable. (i.e. $\text{Loss Profit} = \text{Net profit/p.m.} \times 36\text{ months}$).

Note: Valuer shall review all government rates on the topping up allowance to ensure that they are up to date hence in line with replacement value /cost requirement.

Support for the Vulnerable: The various categories of vulnerable PAPs include chronically sick, elderly, orphans, people with disability etc; This RAP among others will provide support to the PAPs as well as ensuring those enrolled in PSSN project (that is also financed by the World Bank) under the Tanzania Social Security Fund (TASAF) continue receiving their benefits where ever they are moving to. Where need be vulnerable PAPs requiring financial assistance, the RAP has budgeted for this assistance.

9.0. ELIGIBILITY AND ENTITLEMENTS

a) Eligibility

The people affected by the project will undergo eligibility criteria whereby eligible person(s) shall be those who are directly affected socially and economically through the project caused by land acquisition resulting in relocations, loss of properties and shelter with adverse impacts on livelihoods, lack of access to social and financial services/facilities.

According to local regulations provided under land Act Cap113 of 1999 which at same time are in line with WB ESS5, PAPs eligibility for compensation falls under the following categories;

- Holder of a formal granted right to land/property
- Holder of land under customary law
- Tenants
- Informal Settlers

Moreover, the owner of the right of occupancy can be owner of land, house, trees or crops and thus eligible for compensation. Loss of land or access to asset under customary rights by local communities is considered eligible for compensation. Categorization of affected people and properties eligible for compensation in accordance with procedures and requirement by the law (Land Acquisition Act No. 4 and 5, 1999) and the Bank safeguard policy (ESS5). Among categories selected included the following;

- i) Leased properties (tenants/renters)
- ii) Individual land user/owner (structures, crops, trees)
- iii) Institutional properties (public/private)
- iv) Vulnerable PAPs (PAPs who need additional assistance – Elderly, sick, disabled)

b) Entitlement Matrix

Table 9: Entitlement Matrix

Land or Asset	Type of impact	PAPs	Entitlement /Compensation
Residential land	▪ Partially affected, limited loss ▪ Remaining land viable for use.	Owner (rightful/legal owners) and Tenant (lease holder)	Owners: Cash compensation for affected land Tenants: relocation assistance
	▪ Severely affected ▪ Remaining land insufficient for current use or smaller (<400sqm) than minimally accepted under zoning law(s)		Owners: Replacement land/cash based on PAPs preference Owners: Replacement land shall be equivalent plot size or not be below 400sqm as minimum plot size acceptable under zoning laws.

			Owners: Disturbance allowance¹ Tenants: Refund of any lease/rental fees paid for time/use after date of removal.
Commercial Land	▪ Land use for business partially affected	Owner (rightful/legal owners) and Tenant (lease holder)	Owners: Cash compensation for affected land Owners: Loss of Profit (Net profit/p.m. x 36 months). o Relocation assistance (transport² + disturbance allowance)
	▪ Severely affected		
Buildings and structures	▪ Partially affected ▪ Remaining structures viable for current use.	Owner (rightful/legal owners) and Tenant (lease holder)	Owners: Cash compensation for affected building and other fixed assets Tenants: Disturbance allowance

¹ Disturbance allowance is equivalent to 7% of the value of the lost land.

² Transport allowance provided to shift 12 tons load up to 20km distance.

	Entire building affected		Owners: Cash compensation for entire structure and other fixed assets without depreciation Owners: Alternative structure of equal or better size and quality in an available location which is acceptable to the PAP. Owners: Right to salvage materials without deduction from compensation. Owners: Relocation assistance (transport, accommodation³ and disturbance allowance). Tenants: Relocation assistance (transport, and accommodation allowance)
Tenants	Residents and commercial	Tenants with evidence of tenancy (Valid agreement)	a) Reimbursement for unexpired tenancy/ lease period and the amount of deposit or advance paid by the tenant to the landlord or the remaining amount at the time of expropriation (bared by the Land Lord) b) Accommodation allowance equivalent to the disrupted rate for 3months. c) Transport allowance
Vulnerable groups	Vulnerable people were identified during socio-economic survey and determined based on, medical conditions/chronic ally-sick, widow,	Owners and tenants	a) In addition to compensation for assets lost, a lump-sum equivalent to 6months to one year of living subsistence allowance rates provided by government programs (TASAF) payments could

³ Accommodation allowance provided for 36months, equivalent to the rental rates for the house of similar attributes.

	disability, orphan, etc		be paid depending on the impacts. b) Any additional impacts to be identified and compensated, for example logistical support may be required for moving, and assistance in the restoration of livelihoods may be required.
Crops	Standing crops that are affected by land acquisition	PAP (owner/tenants)	Cash compensation equivalent to average of last 3 years market value for the mature and harvested crop.
Trees	Trees lost	Owner	Owners: Cash compensation based on type, age and productive value of affected trees plus 10% premium.
Holders with informal settlements	Land, structures, crops etc	Owners	Cash compensation of all affected properties with exception of land (none of the PAPs under this RAP fall under this category)

c) Compensation Options

Essentially there are two main categories for PAPs compensations as indicated, namely:

1. Monetary/Cash
2. In kind (structures and land)

Consultation with PAPs provided clear description of the two options and the more emphasis being encouraging PAPs to opt for in-kind as it ensures minimal impact to the household. However, all PAPs opted for cash compensation; this is a common practice in Tanzania for PAPs not to choose in-kind even for projects that have provided resettlement options that have been well prepared.

10.0 GRIEVANCE REDRESS MECHANISM (GRM)

Regardless of its scale, involuntary resettlement inevitably gives rise to grievances among the affected population over issues ranging from rates of compensation and eligibility criteria to the quality of replacement housing and other disturbances during construction stage. Therefore, an easily accessible and effective grievance redress mechanism will be required to resolve grievances at the community and technical levels. The grievance redress mechanism, will allow the institutions engaged in grievance resolution to receive and address specific concerns about compensation and relocation raised by PAPs or members of host communities or any issues related to implementation of resettlement action plan in a timely fashion, including a resource mechanism designed to resolve disputes in an impartial manner cut down on lengthy litigation.

This section presents (i) likely grievances based on the analysis from the consultations with various stakeholders for the project; (ii) objectives of the GRM; (iii) the principles that need to be adhered in formulation of effective procedures and processes, (iv) operationalizing requirements of GRMs, (v) handling of SEA and GBV issues; (vi) redressal procedure steps involved in recording and redressal of grievances.

10.1 Objectives of the Grievance Redressal Mechanism (GRM)

Given the foreseen grievances that will likely occur in various stages of RAP, the primary responsibility of the GRM is to address all complaints and grievances that will be raised towards the projects. The GRM will comprise two levels or tiers to handle grievances – first level will be at community where Mtaa - GMC will be clustered, while the next or second level will be at the Municipal level. The primary objectives of creating a GRM are:

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

10.2 Grievance Management Committees' Structure, and Functioning

Grievance procedures will be required to ensure that PAPs are able to lodge complaints or concerns, without cost, and with the assurance of a timely and satisfactory resolution of the issue. The procedures also ensure that the entitlements are effectively transferred to the intended beneficiaries. Stakeholders will be informed of the intention to implement the grievance mechanism, and the procedure will be communicated at the time that the RAPs are finalized. Based on the concerns from the stakeholders' pertaining to the relocation of utilities; which in most cases not only is weighing down the pace of construction works but has also been causing huge outcry from the communities due to disruption of the services especially water supply. Within that context this RAP proposes engaging utilities services providers with its coordination at the district Commissioner's office.

10.3 Scope of Work of Grievance Management Committees

All committees will have similar responsibilities albeit at different levels of their function/jurisdiction. Major responsibility of the Grievance Management Committees will be:

- Represent the interests of PAPs and communities in the project's zone of influence;
- Act as an entry and exit point for all grievances arising from resettlement activities

- Act as part of project monitoring and oversight committee on the corridor encroachment, construction materials vandalism and finally to sensitize the community from misusing the infrastructures.
- Monitor safety standards, labour requirements and community health issues during construction works and report to DART /TARURA – Project coordinator.
- Prepare progress reports and present them to the GMC during monthly meetings

10.4 Redressal Procedure

Considering that the relocation of the Bus terminal is part of the Msimbazi Development project; this RAP grievance redress will follow the one under the Msimbazi project; which has taken into account the existing traditional structures of administration in the Local area. However, the PAP shall have the option of directly reporting the grievance to the Municipal level GRM, if s/he so desires.

The steps involved are as given below:

STEP 1 – Logging and Recording of Grievance:

It should be noted that the project fall under one Mtaa and therefore one GRC at Mtaa level, therefore for the purpose of steps the PAPs have been zoned as per their hamlet and a representative of the hamlet forms part of the GRC as well as one PAP; therefore as a first step, all complaints and grievances relating to any aspect of the project are to be properly lodged through the representative hamlet/zone member of the Grievance Management Committee and then recorded in the Grievance Forms. The contact details of the Mtaa-GMC members will be made public to the PAPs. Additionally, the *Mtaa leader* will also be available to help the PAPs to channel their grievances to the committee. Grievance Form feeds into the RAP Database managed centrally at Project office. Complaints that are not connected to the Project are filtered and referred to relevant local committees and claimants informed accordingly within 5 days. Some cases may just require provision of required information or clarification and may therefore not be required to be referred to Step 2.

STEP 2 – Redressal at Mtaa- Grievance Management Committee Level:

The Mtaa/facility - GMC shall maintain a record/register of all complaints/grievances received so that these can be recorded collectively. At this step, all cases are to be heard by Mtaa/facility-GMC and addressed through consultations conducted in a transparent manner and aimed at resolving matters through consensus. In order to ensure transparency, all meetings aimed at resolving such complaints are conducted in places specifically designated for this purpose. Minutes of such meetings shall be kept and if the resolution proposed by the Mtaa/facility-GMC is accepted by the PAP, the PAP will sign the grievance form to show agreement and the grievance will subsequently be closed, otherwise Step 3 below will be followed in appeal. **A period of 7 days is provided to hear and redress the grievance**

STEP 3 –Redressal at District - Grievance Management Committee Level

If the Complainant does not receive any response from the Mtaa/ GMC within 14 days of lodging the complaint or that the Complainant is not satisfied with the response, then the issue will be appealed to the *Municipal - Grievance Management Committee (District- GMC)*. *It should be noted that this committee will comprise of DART officials as well as those from the Msimbazi Project Implementing Team as well as officials from PO-RALG Project coordinating team.* During the appeal to the District- GMC, all the necessary details will be attached, and the Complainant notified accordingly of the venue, date and time of when a hearing will be

conducted and resolved within 14 days' time. If the resolution proposed by the District- GMC is accepted by the PAP, the PAP will sign the grievance form to show agreement and the grievance will subsequently be closed.

Note: It should be noted that the District Committee will work closely with PO-RALG and DART

STEP 4 – Civil Courts Option:

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

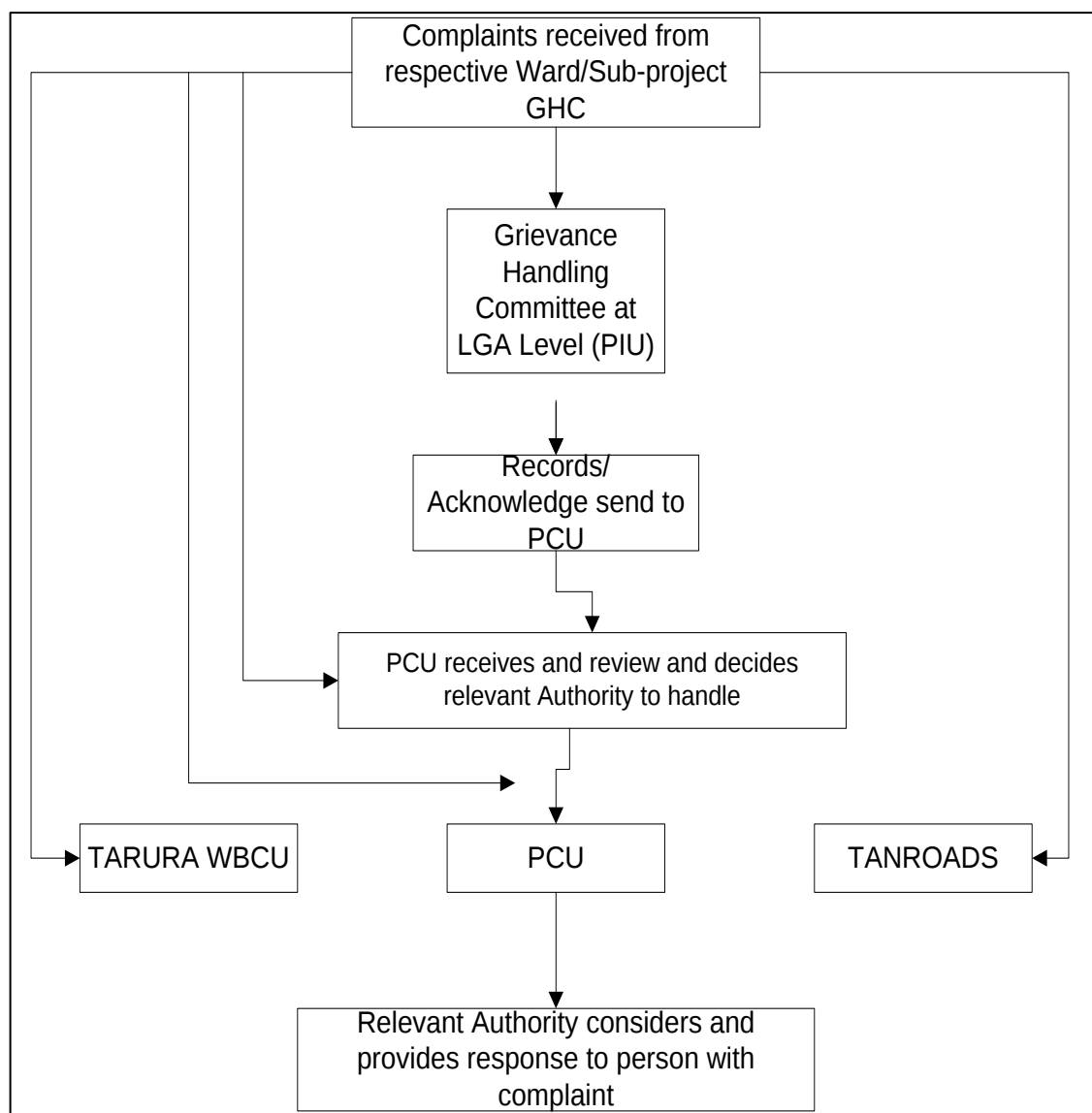


Figure 2: General Grievance Handling Mechanism for the Project

10.5 Responsibility for addressing issues of GBV/SEA

The World Bank's ESF requires that: "the Borrower [is] to provide a grievance mechanism, process, or procedure to receive and facilitate resolution of concerns and grievances of project-affected parties arising in connection with the project, about the Borrower's environmental and

social performance. A grievance mechanism will be proportionate to the risks and impacts of the project. In compliance to this WB requirement DART in close collaboration with PO-RALG will undertake the following steps;

(i) Identify Service providers for the GBV

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

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

- Undertaking a community mapping of GBV risk 'hot spots' and vulnerable target groups that may be most susceptible to project induced GBV, particularly SEA;
- In consultation with the RAP Implementation Agency, on the basis of the community mapping, identifying the specific GBV prevention activities to be undertaken to address GBV cases/incidences.
- Providing services to survivors and/or becoming a victim advocate/victim accompaniment, case management organization. If required and in High-risk situations, the project should equip this organization with funds that will enable it to facilitate access to timely, safe and confidential services for the survivor (including money for transportation, documentation fees, and lodging if needed);
- Providing training related to ensuring knowledge of standards laid out in the Code of Conduct (CoC) and services that are available for survivors;
- Ensuring that the project has 'safe spaces' with regard to confidentiality and where survivors can report incidents of GBV to trained personnel;
- Raising awareness around the existing accountability mechanisms and supporting the development of a Stakeholder Engagement Plan; and,
- Channelling complaints to the appropriate accountability mechanism

(ii) Enhance the capability of all RAP Implementers in handling the GBV issues

The RAP implementers will be trained on the key principles that should be considered when handling GBV. The following will be some of the targeted groups for such trainings:

(i) workers, both from the contractor and sub-contractors; (ii) consultants, such as the supervision consultants or others working in the project area; and, (iii) RAP Implementation Agency staff involved with the project. Managers are particularly important to train as they have the responsibility for ensuring compliance of staff with the CoCs as well as implementing sanctions for transgressions.

- The trainings will be done to all employees prior to commencing work on site to ensure they are familiar with the company's commitments to address GBV, and the project's GBV CoC. The sanctions embodied in the CoC need to be clearly explained. It should be noted that the induction course will need to be repeated on a regular basis as new staff start on the project.
- The training will be conducted no more frequently than monthly for the duration of the contract starting from the first induction training prior to commencement of RAP implementation and subsequent construction works to reinforce the understanding of the project's GBV goals.

(iii) Coordination of SEA/GBV Reporting

The project will provide support to local leaders (Mtaa/Wards) community development officers; existence in GRC. The Community Development officers will do the following:

- Upon receiving the complaints, the Community Development officers will send the complaints to GBV Services Providers.
- GBV service provider will identify the survivor in accordance with international standards that articulate a minimum basic package of services, ideally including case management support, health services, psychosocial support, police support and security, access to legal services, and shelter, if needed. When identifying GBV Services Providers, the quality-of-service provision should be a key consideration. In keeping with a survivor-centered approach, accessing services should be the choice of the survivor. Access to police and justice services should be made available in the instance that the survivor would like to pursue charges through the local justice system.
- Project Social Expert will follow up with service providers on the mitigation and progress of resolving GBV related matters. The reports will be documented as part of quarterly reports.

(i) Suggested ways of reporting GBV / SEA

The community will be sensitized on the existing channels for reporting grievances. Project will adopt the simple and convenient channels that suit the nature of the community. The awareness will be made publicly with advertised procedures, setting out the length of time users can expect to wait for acknowledgement, response and resolution of their grievances. Transparency about the grievance procedure, governing structure and decision makers.

10.6 Grievance Logbook/ Register

The PIU Social Safeguards Expert will ensure that each complaint has an individual reference number, and is appropriately tracked and recorded actions are completed. The logbook also should contain a record of the person responsible for an individual complaint, anonymous complaints and records dates for the following events:

- Date the complaint was reported.
- Date the Grievance Log was uploaded onto the project database.
- Date information on proposed corrective action sent to complainant (if appropriate).
- The date the complaint was closed out.
- The date response was sent to complainant.

10.7 Monitoring Complaints

The PIU Social Safeguards Expert will be responsible for:

- a) Providing the sub-project Resettlement and Compensation Committee with a weekly report detailing the number and status of complaints.
- b) Any outstanding issues to be addressed.
- c) Monthly reports, including analysis of the type of complaints, levels of complaints, and actions to reduce complaints.

11.0 RAP IMPLEMENTATION SCHEDULE

Prior to the implementation of the RAP, the RAP reports and valuation reports are to be approved by Chief Government Valuer and the World Bank. Project civil works may not start until all PAPs determined to be entitled to compensation are compensated. It is at this time that the RAP implementation team in particular the Community Development office will guide PAPs on the recommended use of money for re-establishing their homes that have been demolished.

Following approval of the RAP, the implementation of the RAP includes the following main activities;

a) Disclosure of RAP report

The report will be translated into a common language and copies to be made available for the PAPs and public for reference. This can be disclosed at the World Bank's website and at Kinondoni Municipal Council offices or can also be made available at ward and Mtaa offices.

b) Compensation payments

The Resettlement Compensation Committee (RCC) that also comprise of members from PO-RALG and DART are responsible to ensure that compensations have been issued to the respective PAPs. When making payments, respective Mitaa Chairpersons and WEOs should be present to assist the RCC in ensuring that payments are made to true or correct PAPs according to the approved Schedule(s) of Valuation. At that juncture, PAPs receiving their cheques have to individually sign in a dispatch book in acknowledgement of having collected the cheques.

PAPs without bank accounts will be assisted by local government authorities (Ward officials) to open bank accounts particularly for vulnerable PAPs. Once the account is opened and compensation is credited to the appropriate account, each PAP shall be informed of the transaction.

Once compensation payments have been made to PAPs, they will be notified immediately after receiving their compensation packages to begin the process of salvaging any materials from demolished structures such as metal/wooden frames, roofing iron sheets and bricks. Farmers will be given notice to harvest their crops.

c) Operationalize Grievance Redressal Mechanisms

Proposed GRMs at Mitaa and Municipal level would be operationalized in support with the following provision of:

- TORs for the committee at each level and
- Commensurate training and resources to enable effective functioning.

d) Undertake Financial Literacy awareness programs:

RAP implementation consultant will coordinate provision of Financial Literacy awareness trainings to be carried out with all PAP prior to payment of compensation and the following activities would be additionally undertaken;

- Preference in type of training programs provided as capacity building form part of the LRP entitlements and would need to be planned and subsequently provided to the

interested /relevant members. PAP would be required to indicate the type of training they wish to attend to help restore their affected livelihoods.

- If there are any significant changes to the rates these will be then updated and Compensation Agreements will be revised and re-issued to PAP, prior to payment disbursement.

11.1 RAP Implementation Budget

The total compensation costs that will be provided under this RAP, as per Compensation Schedules for PAPs with compensable assets is **7,913,946,881.92** billion Shillings.

Below is a breakdown of RAP budget

Table 10: Compensation to be paid to PAPs

Item	Quantity	Amount (Tshs)
COMPENSATION BASE		
Land		
Total Land for compensation(sqm)	28,328	2,009,630,000
Affected Trees		
Fruit & Permanent Crops	41	7,163,850
Buildings/structures		
Main buildings	90	3,236,106,496
ALLOWANCES		
Allowances (Disturbance, Transport, Accommodation)		1,861,046,625
Assistance to the vulnerable h/holds	21	10,000,000
ADMINISTRATION COSTS		
Monitoring Agency		30,000,000
Handling of Grievances		20,000,000
Temporary relocation of facilities		2,000,000,000

11.2 Livelihood Restoration Plan

To identify LRP options, a qualitative needs assessment with various data collection methods including, Observations, Focus Group Discussions (FGDs) was undertaken.

According to the assessment results, project impacts on livelihood can be mitigated through:

- Capacity building for more profitable and sustainable use of livelihood assets;
- Development of alternative livelihood resources and initiatives (security of Tenure);

- Financial literacy on judicious use of compensation money.

Program Preparation and Implementation

The Ubungo Municipal Council in collaboration with DART and PO-RALG, will be the key stakeholders in preparing and implementing LRP. The Municipal council will provide technical support and will work in collaboration with capable NGOs. Funds to support LRPs' activities including cost estimation and budget will be determined later by above mentioned institutions (DART, UMC, PO-RALG) in consultation with the RAP implementation Agency. Nevertheless, the Resettlement team agreed for the following activities to be included in the LRP for this project:

11.2.1 Provision of Financial Literacy Program (FLP)

PAPs who are not used to handling large amount of money may squander away their compensation. Hence judicious usage of compensation amount should be effectively planned and carefully implemented through appropriate guidance and counselling on investment options.

For this purpose, both the Financial Literacy training to all PAPs and guidance provided by the Payment Agent on the financial products will be a key input to PAPs handling the available compensation amounts. It is expected to enable PAPs to take advantage of banking services for security of their money as well as earning interest. Consultation with PAPs as well as past experience from other projects will ensure the FLP to include the following:

i. Invest in time deposit schemes

Following provision of Compensation Agreement, the Agency to be contracted to provide training on Financial Literacy, the RAP Payment agent and RAP Implementation Agency should advise/guide PAPs to invest in time deposit schemes offered by formal financial institutions as these are reliable instruments for investment with guaranteed returns.

ii. Purchase Economically Productive/Income Generating Asset

RAP Implementation Agency should advise PAPs to use at least part of their compensation amount to buy another economic asset such as cattle, farm tools or even take lands on rent if available. In this manner the compensation amount would be used to contribute towards livelihood enhancement.

Training Approach: Community sensitization will be undertaken to ensure that PAP are aware of available training programs and to encourage their participation. Training details will be provided during and further promoted through various media outlets such as newspapers, radio and television. Suitable training materials will be developed and distributed to PAPs during face-to-face training sessions.

11.2.2 Short Term Work Opportunities

Consideration of job opportunities as additional support shall be made to offer employment to the PAPs during construction of the BRT Depot. However, modalities for employment of the evictees by the project shall be integrated into the specifications and requirements for the construction contracts specifically for non-skilled or semi-skilled staff.

During Construction Phase: Long-term employment opportunities within the project area are limited, but, thus during construction period high number of PAPs are expected to seek for employment. The surveys conducted revealed that some PAPs possess skills in bricklaying, welding, carpentry, mechanic, electrical works, as well as having experiences working as security guards. It is therefore important that PAPs are considered for temporary or short-term project-related employment. Construction contractor shall be required to give preference to PAPs to perform unskilled or semi-skilled work such as guards at camp sites, daily labor, drivers, masonry works and other site clearance works, beautification and greenery, supply of construction materials. The Contractor will be required to advertise the requirement at the notice board at the Ward level and also inform the local leaders. In order to avoid any dissent or conflict between PAPs and non-PAPs, the Contractor would give preference to persons from these areas rather than any outsiders.

11.2.3 Training and Skills Development (TSD)

TSD will be provided based on groups which shall be formulated amongst the affected community members (PAPs). While some PAPs have skills relating to: art and craft, batik production, soap making and Tailoring, they do not have any formal training and rather have acquired these skills as part of their work. Hence, for such PAPs with either existing skill or additional skills, the project should target this category of PAPs towards formal Skill developments and subsequently branding their product and introduce them to online marketing networking through training programs offered at SIDO and other related technical institution located very close to the project area. The training will go hand in hand with provision of small grants for start-up activities.

Below is budget that was proposed for Msimbazi Upgrading project for almost similar activities, hence this RAP proposes the same as tentative cost(s) for the implementation of the above proposed LFR activities. Besides, RAP implementation consultant shall review the cost(s) prior to implementation based on existing market rates.

Table 11: Implementation budget for LRP activities

Implementation budget for Livelihoods Restoration Programs (LRP)	
<i>Financial Literacy Trainings</i>	10,000,000.00
<i>Skill development training</i>	20,000,000.00
<i>Training Community involvement in greenery</i>	10,000,000.00
<i>Gender and health (GBV, HIV AIDs and Awareness)</i>	10,000,000.00
<i>Small grants for startups</i>	30,000,000
Total	80,000,000.00

12. MONITORING AND EVALUATION

RAP implementation will be closely monitored to provide PO-RALG/DART with an effective basis for assessing resettlement progress and to identify potential difficulties and problems. Basically, the Monitoring and Evaluation system will involve administrative monitoring, including but not limited to: daily planning, implementation, feedback and troubleshooting, reporting on progress.

Monitoring the progress of RAP implementation will be carried out through internal monitoring processes by DART and through external monitoring involving other agencies as may be deemed appropriate including Ubungo Municipal Council and/or PO-RALG. The following are key objective for evaluation process;

- General assessment of the compliance of the implementation of the Resettlement Action Plan with general objectives and methods as set in this document;
- Assessment of the compliance of the implementation of the Resettlement Action Plan with laws, regulations and safeguard policies;
- Assessment of the consultation procedures that took place at individual and community level, together with the Central Government and Local Government levels in Tanzania;
- Assessment of fair, adequate and prompt compensation as they have been implemented;
- Evaluation of the impact of the compensation on income and standard of living; and
- Identification of actions as part of the on-going monitoring to improve the positive impact of the programme and mitigate its possible negative impact if any.

12.1 Monitoring and reporting

a) Internal monitoring: The internal monitoring will be carried out till all PAPs have vacated their existing properties. It is recommended that maximum time of vacating could be two months and DART with close collaboration with Ubungo Municipal Council agree on the maximum time of vacating and this should be done once all PAPs have received their compensation. DART will keep a record of all progress and prepare regular monitoring resettlement implementation reports that outline the achievements and obstacles encountered and submit to PO-RALG who will later submit to the World Bank.

However, it was proposed by RAP team that monitoring will be based on maintaining a full-time presence in the field during the resettlement implementation and in coordination with Municipal Council and those at the ward/Mtaa level.

b) External monitoring: It is equally important for DART to consider and engage external monitoring personnel who will review all compensation tallies and ascertain whether compensation was provided correctly for all PAPs. The external monitor will also assess whether PAPs have regained their prior living standards in terms of income, housing, access to basic amenities, and ownership of land and material assets. It is anticipated that impact monitoring will first be carried out approximately 3 months after the PAPs have been relocated.

The plan further provides indicators to be used by the RAP Implementing Agency (Consultant) to monitor and evaluate the implementation of resettlement and compensation plans. The consultant will consolidate efforts in periodical monitoring of the indicators listed in Table 12 below;

Table 12: RAP Monitoring Indicators

Parameters	Indicators	
Impacts on assets and people	Number of Affected assets compensated	<i>Quarterly, annually</i>
	Number of replaced trees and structures	<i>Quarterly, annually</i>
	Number of restored livelihoods and income	<i>Quarterly, annually</i>
Financial (compensation/ establishment)	Amount of total compensation disbursed	<i>End Term Evaluation</i>
	Amount of compensation paid to PAPs by LGA, Location and Sub- County	<i>End Term Evaluation</i>
	Number of PAPs paid compensation (disaggregated by gender) in cash	<i>End Term Evaluation End Term Evaluation</i>
	Number of PAPs already having bank accounts and those yet to open	<i>End Term Evaluation</i>
	Number of PAPs who were not found and not paid	<i>End Term Evaluation</i>
Relocation/ Rehabilitation /Income Enhancement	Number of PAPs who shifted to other unaffected parcels	<i>Quarterly</i>
	Number of PAPs who continue to reside in the same areas as before	<i>Quarterly</i>
	Number of vulnerable PAPs who have shifted by area	<i>Quarterly</i>
	Number of total PAPs enrolled into ongoing government programs (by type)	<i>Quarterly</i>
	Number of youths, unemployed employed in construction works by type of services provided	<i>Quarterly</i>
	Number of emerging PAPs due to unforeseen construction impacts	<i>Monthly</i>
	Number of Encroachers existing within the compensated corridor	<i>Monthly</i>
	Number of Consultations meetings held with communities	<i>Quarterly, Midterm and End Term</i>
	Time taken for issuance of expropriation order and date of vacating the land	<i>Quarterly, Midterm and End Term</i>
	Time taken to identify alternate lands for PAPs	<i>Quarterly, Midterm and End Term</i>
Institutional Strengthening	Number of trainings provided to the committees (GRCs)	<i>Quarterly</i>
	Number of grievances committees with full staffing and functioning	<i>Quarterly</i>
	Number of members of each grievance committee disaggregated by gender, age and education levels	<i>Quarterly</i>
	Number of grievances resolved by 'level' (first level, second level and third level) of resolution	<i>Quarterly</i>

	Number of informal settlers who have obtained security of tenure	<i>Midterm and End</i>
Compensation usage	Number of men and women who built new homes to replace the demolished/impacted ones	<i>Midterm and End</i>
	Number of men and women planted trees to replace the lost ones	<i>Midterm and End</i>
	Number of men and women built new homes to replace the demolished/impacted ones	<i>Midterm and End</i>
Livelihoods Restoration programs	Number of PAPs counseled on opening of bank accounts and updating of passbooks i.e., provided with Financial Literacy Training	<i>Quarterly</i>
	Number of PAPs counseled on judicious usage of compensation amount	<i>Quarterly</i>
	Number of meetings and FGDs held with communities by sub ward and District	<i>Quarterly</i>
	Dates of provision of PAP ID Cards	<i>Quarterly</i>
	Dates of payment of compensation payments	<i>Quarterly</i>
	Dates of issuance of expropriation order and date of vacating the land	<i>Quarterly</i>
	Type of issues raised, discussion points of each meeting and FGD	<i>Quarterly</i>
	Number of participants in such meetings by category (general and vulnerable)	<i>Quarterly</i>
	Number of FGDs held with female PAPs by sub ward (mtaa)	<i>Quarterly</i>
	Time taken to identify alternate lands for PAPs	<i>Quarterly</i>
	Number of participants by category of stakeholder at the RAP launch workshop by District	<i>Quarterly</i>
	Number of men and women built new homes	<i>Quarterly</i>
	Number of men and women established new/ improved their businesses	<i>Quarterly</i>
	Number of women and men linked up with livelihood program	<i>Quarterly</i>
	Number and types of livelihood activities implemented by men and women	<i>Quarterly</i>

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URT, (2002), The Land (Assessment of the Value of Land for Compensation) Regulations, 2001 and the Village Land Regulations, 2002

URT, (2002), The Land Disputes Court Act. 2002 (Act N0.2 of 2002)

URT, (2007), The Land Use Planning Act of 2007

URT, (2007), The Urban Planning Act of 2007

APPENDICES

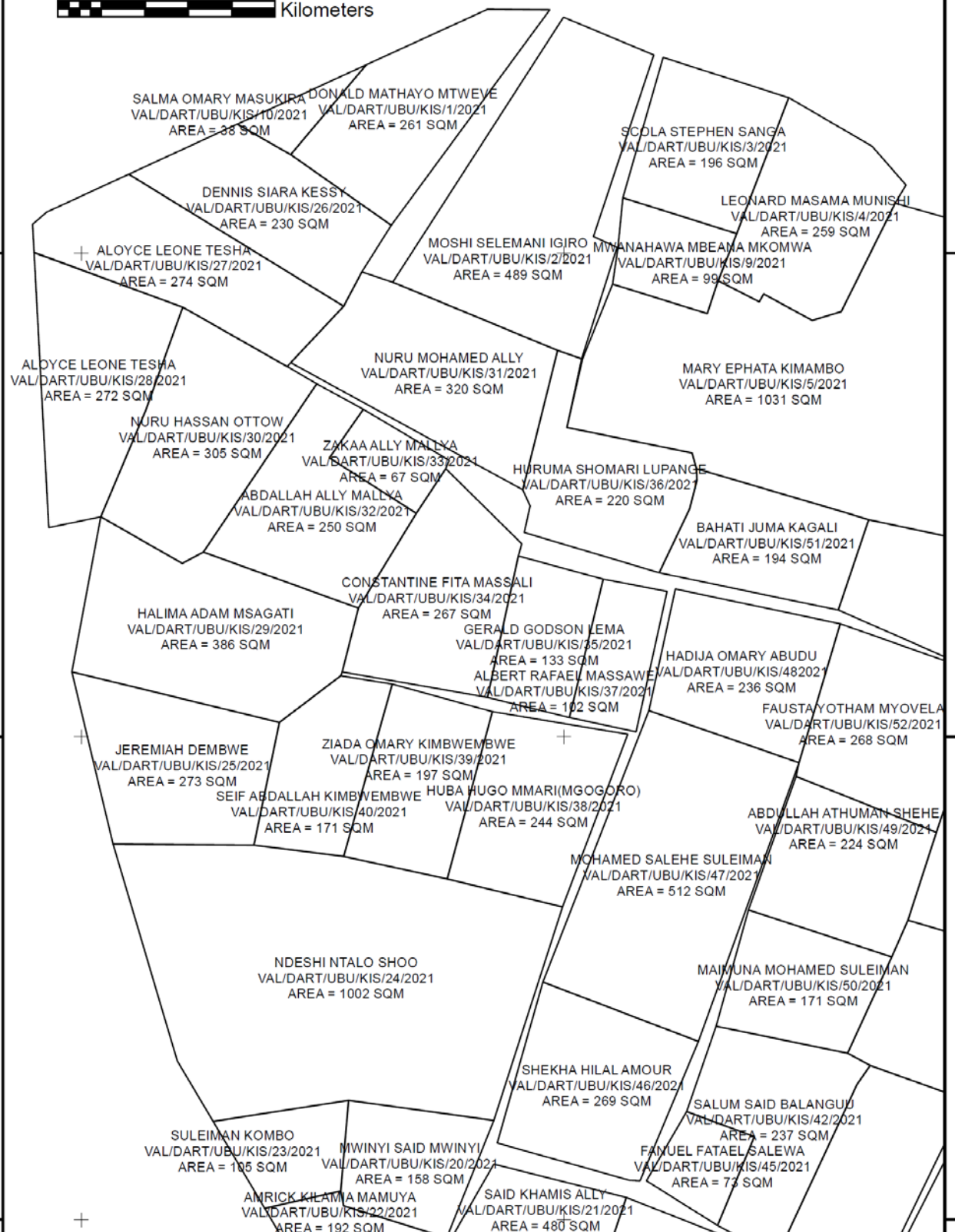
Appendix A: Land Parcels

LAND PARCELS FOR DART PROJECT, UBUNGO KISIWANI NOV 2021

0.0006225 0.00450.0090.01350.018



Kilometers



Appendix B: Consultation Register and minutes of meeting

MUHTASARI WA KIKAO CHA MASHAURIANO KATIKA YA MSHAURI MWELEKIZI, SERIKALI YA MTAANA KATA PAMOJA NA WANANCHI KWA AJILI YA MRADI WA WA UJENZI WA STENZI YA MABASI YA MWENDOKASI (BRT DEPOT) KATIKA ENDO LA UBUNGO MAZIWA- MTAA WA UBUNGO KISIWANI, KATA YA UBUNGO. KIKAO KILIFANYIKA OFISI YA SERIKALI YA MTAWA UBUNGO KISIWANI MNAMO TAREHE 15, NOVEMBA, 2022
<u>UTANGULIZI</u> Kikao kitiunguliwa na mwenyekiti wa serikali ya mtaa mnamo saa (10:45) nne na dakika arabaini na tano asubuhi.
<u>AGENDA 1: MAELEZO KUHUSU MRADI:</u> Mshauri Mwelekezi alitoa maelezo kuhusu mradi ili kuwaelewesha wajumbe wa kikao juu ya kinachogndelea ili waweze kutua mawazo na maoni yao kuhusu mradi.
<u>AGENDA 2: HOJA NA MAONI KUTOKA KWA WAJUMBE:</u> MSUMBE 1; Alituliza mradi utoanza lini? MSUMBE 2; Aliongelea manufaa yatakwatoka na uanzishaji wa mradi huu kama; Ajira, kubaresha biashara, kubaresha mazingira. huyo kwa yeye mradi umemgusa. MSUMBE 3; Alituliiza zita kinapo kwa kipindi kifupi mfano; vumbi ila baada ya hapa utalelele manufaa katika eneo la ubungo Kisiwani. MSUMBE 4; Alituliiza juu ya mkitikamano kati ya washauri elekezi na wananchi; lakini pia ahadi zilizotolewa juu ya malipo basi zifanyike kwa wakati. MSUMBE 5; Digezika la wakuu, ^{katika biashara.} katika eneo husika kutokana na maendeleo yaliyafanyika.

- Athari: Agari za buaburani

Kipawambeli cha
MSUMBE 5: Agara kipene kwa vijana na nakazi wa eneo la ubungo mdima
! Ulinzi na usalama

MSUMBE 6: Akiongelea juu ya madi utazudio kupungua uhalifu.

- Ujenzi wa vtaa vya njia^{ili} kupungua uhaba na mazingira.

MSUMBE 7: Wanandhi wanufaika na mradi.
+
(wanandhi watakabaki katika eneo)

MSUMBE 8: Mradi unweze kuwa mapema la inwekanyo.

MSUMBE 9: Usalama na watoto wanawenda shuleni waliozoea kupita/kukabiza
katika barabara ambayo itaenda kufanyika ujenzi wa mwendu
kazi.

- Ifahamika mda maalumu ambao mradi utanza.

MSUMBE 10:

AGENDA NO 4: MENGINEYO

Wanandhi wameomba maoni yote yaliyotolewa yaweze kuzingatia
a hasa katika upande wa athari zilizotokana na mradi kama
vumbi, kelele, jinsi ya kudhibiti maji safi na maji taka.

AGENDA NO 5: KUFUNGA KIKAO:

Kikao kilipungwa na mwenyekiti mnamo saa tatu na
dakika arabaini na tano asubuhi (5:45).


Mtendaji Kata



MAHIBARIDU YA KIKAO		
JINA	NAMBA YA SIMU	JAHITI
JOVIN M. NDIRIMBO	0713245028	h
ELIZABERT ALBIN	0752456238	Wahab
ZAINABU M-SHIZI	0719810530	Shizi
ANNA KITUTU	0655 546181	Kitutu
ELASTO JOHN	0684:178060	alax
NAIDA ABOD	0754 913400	ABOD
JOSEPH NG'OMBE	0719358975	ZAR
HENRY KUHATO	0715 824120	hush
Danabhar; Hasankwala	068989936	hush
SHANI HASSANI MCHERWA	0714 304244	hush
AISHA B. MSUYA	0655 223108	Msuya
ANDREW CHIPITE	0712043531	A. chipite
VITUS A. NGATIRO	0755013982	hush
HAPPINESS MICHAELI LYIMO	0655358954	hush
FARAJA SIKI	0714689190	hush
JAMALI JERAN	0784 502352	hush
ELIZABETH BERNAB	0654-965097	hush
MAGDALENA KIMLOWE	0715628672	hush
GANGA S. MARAMBO	0786-341228	hush



Appendix C: A form to be used for filling the grievances

Sample Grievance and Resolution Form

Name (Filer of Complaint): _____

ID Number: _____ (PAPs ID number)

Contact Information : _____ (Ward/Mtaa; mobile phone)

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: _____

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:

Signed (Conciliator): _____

Signed (Filer):

Signed: _____
Independent Observer

Date: _____

Appendix D: Socio-economic data questionnaire

**PROVISION OF CONSULTANCY SERVICES FOR PREPARATION OF PRELIMINARY AND DETAILED
ENGINEERING DESIGN, COST ESTIMATES, BIDDING DOCUMENTS, AND ENVIRONMENTAL AND SOCIAL
DUE DILIGENCE FOR THE CONSTRUCTION OF BRT DEPOT AT UBUNGO MAZIWA IN DAR ES SALAAM**

QUESTIONNAIRE FOR CENSUS SURVEY

PAP Ref. No./

Date: _____

1. GENERAL IDENTIFICATION

1.1. Location:

District: **Ubungo**

Ward: **Ubungo**

Street: **Ubungo Kisiwani**

1.2. Geo Location (GPS): _____ , _____

2. HOUSEHOLD IDENTIFICATION

2.1. Is the Respondent Head of this household? Yes/No

2.2. Name of the Head of the Household _____

2.3. Status of the household owner of the affected asset? Owner/Tenants (Owners proceed all questions/End in Tenants quests 2.14)

2.4. If no, Owner of the affected asset

2.5. House No.: _____

2.6. Name of the Respondent: (If not head of the household 2.1 is no) _____

2.7. Gender of the HHH 1=Male; 2= Female

2.8. Age of the HHH

2.9. Occupation: 1= Agricultural self-employed, 2 = Agricultural paid labour, 3=Manson, 4=Fisher, 5 = Salaried, 6= Commerce, 7=Petty trading, 8= Casual labourer, 9= Student 10. Other...Specify

2.10. Education: 1=None; 2= Primary; 3= Secondary; 4= Collage; 5= Technical/ Vocation; 6 = Attending primary school; 7= Drop-out Primary school; 8= attending secondary school; 9= Drop-out Secondary school; 10= University

2.11. Marital status :1. Married; 2. Widowed; 3. Divorced; 4. Single; 5. Separated; 6. Cohabitation

2.12. Vulnerability of the HHH: 1. Old 2. Sick 3. No education 4. Disabled 5Widow 6Orphan
7. Physically Challenged 8. Others.....

2.13. a) Do you live here? 1. Yes 2. No

b) Place of residence if not residing here: District Ward Street

2.14. Religion of Household: 1) Christianity 2) Islam 3) Others (Specify)

2.15. Picture/photo of the Head of the Household and PAP with spouse/nearest kin for identification

2.16. PAP Identification: Voter ID/ National ID/ Passport/Driving license/

Other/None _____

Tenants

2.16a. Are there any tenants in your house Yes/No (Owner)

2.16b. If Yes How many tenants

2.17. If Tenants: Tenant Agreement availability 1. Yes 2. No

2.18. 2.4b. Is copy of the agreement here? Ask to see it 1. Yes 2. No

2.19. 2.4c. if yes seen, is agreement valid or expired 1. Yes 2. No

2.20. 2.4d. Picture of the agreement Copy (take a picture)

- 2.21. 2.4e. Tenant type
1. Commercial 2. Residential 3. Both Res/Comm 4. Institutional
- 2.22. Rent per month: _____
- 2.23. Type of affected asset 1. House 2. Land and crops 3. Bare land
- 2.24. For Commercial Tenants:
A. Capital
B. Tax Amount
C. Size of the frame/warehouse
D. How many frame/s
E. Do you have audited business accounts to show profit and loss. 1. Yes 2. No
F. If Yes, please take a picture of the copy of the audit report. **(Ends here for tenant)**
- 2.25. How many members living in this Household? **Number** (Owner)

3. HOUSEHOLD INFORMATION

3.1. Other Household members' census information (Use the codes below to fill in)

No	Name	Sex	Age	Relation to HHH	Occupation	Education	Marital status	Vulnerable

Codes

Sex: 1=Male; 2= Female **Age:** Number of years

Relationship to Head: 1=Head; 2=Spouse; 3=Child; 4= Grandchild; 5= Parents, 6= Brother; 7=Sister; 8 = In-law; 9= Friend(s); 10= Other relative; 11= Other (specify).....

Type of Occupation/work: 1= Agricultural self-employed, 2 = Agricultural paid labour, 3=Manson, 4=Fisher, 5 = Salaried, 6= Commerce, 7=Petty trading, 8= Casual labourer, 9= Student 10. Other...Specify

Education level: 1=None; 2= Primary; 3= Secondary; 4= Collage; 5= Technical/ Vocation; 6 = Attending primary school; 7= Drop-out Primary school; 8= attending secondary school; 9= Drop-out Secondary school; 10= University

Marital status: 1= Married; 2=Widowed; 3=Divorced; 4=Single; 5= Separated; 6= Cohabitation

Vulnerability : 1. Old 2. Sick 3. No education 4. Disabled 5. Widow 6. Orphan 7. Physically Challenged 8. Others....

4. ACCESS TO LAND AND TENURE

- 4.1. How much land do you own? (Residential + Agricultural) _____ (sqm)
- 4.2. How did you acquire this land? _____ (Select Code from below)
1. Purchased 2. Inherited 3. Leasehold 4. Informal occupation
- 4.3. Has there been any change to the landholding pattern? 1. Yes 2. No
- 4.4 Do you know of any land use regulations or by-laws regarding use of your land?
1. Yes 2. No
If Yes specify: _____
- 4.5 Have you had any disputes with anyone else concerning your land?
1. Yes 2. No

If yes how were the disputes resolved?.....

5. Structure usage
1. Residential 2. Commercial 3. Both Res/Comm 4. Institutional
6. Type of affected asset
1. House 2. Land and crops 3. Bare land
7. Availability, quality and distance to services

ID	Service	Availability <i>1= Yes 2= No</i>	Status <i>1= Good, 2= Moderate; 3 = Bad</i>	Distance (M)
1	Drinking water			
2	Shops			
3	Market			
4	Primary school			
5	Secondary school			
6	Health services			
7	Bus stop			

8. Are there cultural properties in your farms/ plots? 1. Yes 2. No

9. If yes which among these:

Codes 1. Grave (s) 2. Shrine (s) 3. Both 4. Cultural sites 5. Others

10. If graves how many.....

11. Any Other Adverse Impacts perceived by Streets

Issue	Streets' Perception (Tick)	
	Yes	No
a. Increase of social crimes due to influx of external laborers during project implementation		
b. Threat of spreading of TB / STD / HIV / AIDS due to influx of external laborers during project implementation		
c. Threat of destruction of cultural morals due to influence of outsiders		
d. Overall environmental degradation		
e. Destruction of properties especially trees		
f. Threat of early marriages and disintegration of families		
g. Threat of increase in divorces due to interactions		
h. Threat of increase of single parented children		
i. Compensations might instigate bribery		
j. Widows might be attacked by thieves if given cash compensations		
k. Life risks increase due to accidents for heavy vehicle / machinery movements in the area during construction		
l. Poverty may increase if there is delay in payment of compensation		
m. Uncontrolled influx of people in the area and increased pressure on local resources		
n. Poor compensation will lead to family disputes and conflicts		

F. HOUSEHOLD/GROUP ANNUAL INCOME BY SOURCE AND EXPENDITURE BY ITEMS IN TSH - Multiple house		
1. Income Source	Annual amount (in Tsh)	
Sales from the small businesses in the market	1	100,000-1000,000
	2	1000001-10000000
	3	Above 10,000,000
Land rented/Lease Out	1	100,000-1000,000
	2	1000001-10000000
	3	Above 10,000,000
Sales from fresh fish or butchery	1	100,000-1000,000
	2	1000001-10000000
	3	Above 10,000,000
Employment of family members, support by family members, pension, remittance (diaspora)	1	100,000-1000,000
	2	1000001-10000000
	3	Above 10,000,000
Petty Trading (retail shop)	1	100,000-1000,000
	2	1000001-10000000
	3	Above 10,000,000
House rented	1	100,000-1000,000
	2	1000001-10000000
	3	Above 10,000,000

2. ANNUAL EXPENDITURE IN TSH - MULTIPLE LIKELY	Annual amount (in Tsh)	
Rent - not for household owner	1	120,000- 240000
	2	240, 000- 400,000
	3	Above 400,000
Food and utility	1	360,000 -450000
	2	3600000 – 5000000
	3	Above 5000000
Medical Care, Education, Clothing, House Maintenance/Building,	1	120,000- 240000
	2	240, 000- 400,000
	3	3600000 - 5000000
	4	Above 5000000
Taxes/Payments, Debt Repayment	1	120,000- 240000
	2	240, 000- 400,000
	3	Above 400,000

H. LEVEL OF INDEBTEDNESS (MULTIPLE RESPONSES LIKELY)				
FINCA	1	PRIDE	4	
Bank	2	Individual Credit Facilities	5	
VICOBA	3	Other specify	6	
Preferred Type of compensations	1	Cash	2	In-kind
Preferred Mode of payments	1	Cash in hand	2	Individual Bank Account
	3	Group bank account		
Do you have a bank account	1	Yes	2	No
If Yes, which Bank among these?	1	NMB, NBC, CRDB, Other	9	Specify the bank _____
Bank Account				
The preferred site to relocate		1. In the same area 2. Outside the district 3. Other specify		Specify _____

Thanks the participant and end the interview.

Appendix E: Introduction Letter



THE UNITED REPUBLIC OF TANZANIA
PRESIDENT'S OFFICE
REGIONAL ADMINISTRATION AND LOCAL GOVERNMENTS
DAR RAPID TRANSIT AGENCY



In reply, please quote:

REF. NO.CB.32/875/01/5.....

7th August 2022

TO WHOM IT MAY CONCERN

RE: PROVISION OF CONSULTANCY SERVICES FOR PREPARATION OF PRELIMINARY AND DETAILED ENGINEERING DESIGN, COST ESTIMATES, BIDDING DOCUMENTS, AND ENVIRONMENTAL AND SOCIAL DUE DILIGENCE FOR THE CONSTRUCTION OF BRT DEPOT AT UBUNGO MAZIWA IN DAR ES SALAAM
CONTRACT NO. ME/022/2022/2023/CR/01

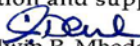
Sub: Introduction of the Consultant (M/S INTER-CONSULT LIMITED)

Refer to the above captioned subject matter.

2. That, our Honourable Government of the United Republic of Tanzania, through the World Bank Coordination Unit of the esteemed President's Office Regional Administration and Local Government (PO-RALG), is implementing the Dar es Salaam Metropolitan Development Project (DMDP), which among others, there is a support component for constructing the Bus Rapid Transit (BRT) Depot at Ubungo Maziwa in Dar es Salaam. In the said, Dar Rapid Transit Agency (DART) is the beneficiary. That said, we are honored and privileged to draw to your kind attention that the one, M/S INTER-CONSULT LIMITED, has been procured and astutely engaged for the Provision of Consultancy Services for the Preparation of Preliminary and Detailed Engineering Design, Cost Estimates, Bidding Documents and Environmental and Social Due Diligence for the Construction of BRT Depot at Ubungo Maziwa in Dar es Salaam vide Contract No. ME/022/2022/2023/CR/01 for and on behalf of the Government.

3. We hereby introduce to you the consultant mentioned above, M/S INTER-CONSULT LIMITED, with Arch. Beno Matata, as their Team Leader, for the necessary cooperation and support in all aspects of the project and its assignments to ensure successful implementation. Enclosed, please find attached a list of experts from the Agency that will work hand in hand with the consultant in the execution of this task. In case any clarification is required, please, you may contact them on behalf of the Agency.

4. Thank you for your continued cooperation and support.


Dr. Edwin P. Mhede Ph.D.,
THE CHIEF EXECUTIVE

cc: Project Coordinator,
World Bank Coordination Unit.
President's Office, Regional Administration and Local Government (PO-RALG),
4th Floor LAPF Tower, Kijitonyama, Bagamoyo Rd,
P. O. BOX 34314,
DAR ES SALAAM.

" Managing Director,
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DAR ES SALAAM.

Appendix F: Project Site Map

