

**THE REVOLUTIONARY GOVERNMENT OF ZANZIBAR**  
**MINISTRY OF INFRASTRUCTURE COMMUNICATION AND**  
**TRANSPORT (MOICT)**



**BOOSTING INTERGRATED ECONOMIC GROWTH –ZANZIBAR (BIG –Z)**

**AREA-BASED URBAN UPGRADING - PEMBA PROJECT (AUP-P)**

**RESETTLEMENT ACTION PLAN (RAP)**

**September 2025**



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## ABBREVIATIONS

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ESIA	Environmental and Social Impact Assessment
ESMF	Environmental and Social Management Framework
FGDs	Focus Group Discussions
GBV	Gender Based Violence
GDP	Gross Domestic Product
GRC	Grievance Redress Committees
GRF	Grievance Recording Form
HIV/AIDS	Human Immune Deficiency/Acquired Immune Deficiency Syndrome
IEC	Information Education and Communication
IFC	International Financing Corporation
LGA	Local Government Authority
LRP	Livelihood Restoration Plan
LRPs	Livelihood Restoration Programs
M&E	Monitoring and Evaluation
MOICT	Ministry of Infrastructure, Communication and Transport
NGO	non-governmental organization
NMT	Non-Motorized Transportation
RGoZ	Revolutionary Government of Zanzibar
PAP	Project Affected People
PMT	Project Management Team
PS 5	Performance Standard 5
RAP	Resettlement action plan
RPF	Resettlement Policy Framework
RGoZ	Revolutionary Government of Zanzibar
SIA	Social impact assessment
SEP	Stakeholders Engagement Plan
TSh	Tanzanian Shillings
UKEF	United Kingdom Export Finance
ZIPA	Zanzibar Investment Promotion Authority
ZAWA	Zanzibar Authority for Water
ZECO	Zanzibar Electricity Company

## DEFINITION OF TERMS

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**Baraza:** The baraza has been defined as, "...a place of public audience or reception, a veranda, a stoneseat in the entrance hall, a bench against the wall outside a house or a raised platform with stone seats and sometimes roofed over in front of the house, for receiving visitors, holding an audience, transacting business, for gossiping, where men gather on a fairly regular basis, usually between *Magharibi* and *Isha* prayers. It is a male place of socialization par excellence with contrast to *ua*, the courtyard, where female members of the society get together *uani* (the backyard) for their talks and their domestic activities" (Saleh, 2004).

**Building or Structure** refers to a dwelling unit/house, or anything constructed for habitation or housing of a business enterprise or kitchen, toilet, kraal, etc.

**Business Owner:** A business owner is the legal proprietor of a business. An individual or group that owns the assets of a firm and profits from them. A business owner is someone who owns, runs or operates a business, whether big or small. These people are out to make a living and make profit. Usually, they operate from their own premises and thus called "owners of structure and business". If they operate from someone's premise as tenants or renters, they become "tenant's/renter business owners". In the latter case they are entitled profit loss recovery.

**Cut-off Date:** is essential for protection against fraudulent claims. As OP.4.12 states, usually the cut-off date is the date the census begins. The cut-off date could also mean the date the project areas was delineated, prior to the census. Provided that there has been effective public dissemination of information on the area delineated and systematic and continuous dissemination after the delineation to prevent further population influx. Persons who encroach on the project area after cut-off date are not entitled to compensation or any other forms of resettlement assistance.

**Encroacher:** An encroacher is a person who has extended their building, agricultural land, business premises, or workplace onto public or government land without formal authorization.

According to World Bank OP 4.12, individuals who have no recognizable legal right or claim to the land they occupy may still be eligible for certain forms of compensation. Specifically, encroachers who established their structures or livelihoods before the officially established cut-off date are eligible for compensation for any improvements or developments made on the land, even though they do not have legal tenure.

In contrast, individuals who encroach on the land after the cut-off date and establish structures or livelihoods are not eligible for compensation for any developments made. This policy discourages opportunistic settlement after the commencement of the project and ensures fairness in the resettlement process.

**Income:** Income of the PAP shall mean the amount prior to the cut-off date from all occupations/sources taken together calculated by an objective assessment.

**Land:** means the material of the earth, whatever may be the ingredients of which it is composed, whether soil, rock or other substance, and includes the surface covered with water, all things growing on that surface, buildings, other things permanently affixed to land and free or occupied space for an indefinite distance upwards as well as downwards, subject to limitations upon the airspace imposed, and rights in the use of airspace granted, by international law.

**A Livelihood Restoration Plan (LRP):** is a detailed framework developed to restore and, where possible, improve the livelihoods and standards of living of persons who are economically displaced due to a project. It ensures that Project-Affected Persons (PAPs) regain or enhance their capacity to earn income and sustain their welfare following land acquisition or access restrictions. The LRP is typically prepared as part of the Resettlement Action Plan (RAP) or as a standalone **document** if only economic displacement occurs (without physical relocation).

**A Livelihood Restoration Programs (LRPs):** are the set of coordinated interventions and activities designed to implement the strategies and commitments outlined in the LRP. It translates the plan into practical, time-bound actions aimed at achieving livelihood restoration outcomes.

**Market rate:** Commercial terms according to Zanzibar law for sale of land.

**Permanent structure:** Dwelling units built with durable materials, a roof made of iron sheets, tiles, concrete or asbestos and walls made of burnt bricks, concrete or stones.

**Permanent/perennial crop:** Any crops which is planted that live for more than two years for commercial or food stuff purposes are referred to as permanent or perennial crop: these include coconuts, cashew nuts, brad fruit, sugar cane, banana, coffee, cloves, etc.

**Project Affected Area:** Refers to the area of village or locality under a project for which land will be acquired or for which land belonging to the Government/Project Proponent will be cleared of encumbrances.

**Project Affected People (PAP):** Any tenure holder, tenant, Government lessee or owner of other property, or non-titleholder (unauthorized occupant/encroachers to the public land) who on account of the project has been affected from such land or other property in the affected area will be considered as PAP. These people are affected because they may lose shelter or be denied or restricted access to economic assets, income sources, or means of livelihood.

**Project:** Refers to Boosting Inclusive Growth for Zanzibar (BIG-Z) AUP Pemba.

**Resettlement Policy Framework (RPF):** A management instrument prepared by the borrower—the Revolutionary Government of Zanzibar through the BIG-Z Project—to ensure compliance with international best practices in resettlement and compensation procedures. The primary objective of the RPF is to ensure that no person is left worse off because of the World Bank-financed project, in this case AUP Pemba.

**Resettlement/Compensation Action Plan (RAP):** Document prepared by the BIG Z PMT when subproject activities require land appropriation that leads to physical displacement of persons, and/or loss of shelter, and/or loss of livelihoods, and/or loss, denial, or restriction of access to economic resources. RAP is prepared by the party impacting people and livelihoods (the developer) and contains specific and legally binding actions to be taken by the developer to resettle and compensate the affected people (PAPs) before subproject construction.

**Temporary Impact:** Impact expected during implementation of the project in the form of earth spoil, tremors and vibrations, etc. affecting land and structure or loss of access.

**Vulnerable Persons/Households:** Vulnerability was assessed based on both the social status of the household head and the economic condition of the household, particularly with reference to expenditure and consumption data. The following categories were considered vulnerable:

Abandoned women, Abandoned children, Persons with disabilities, Orphans, Widows, Elderly persons, Individuals affected by HIV/AIDS, Unemployed individuals or those with insecure employment. In cases where there was no formal documentation to establish vulnerability, identification was conducted through community-based verification, involving premises owners or neighbouring community members.

## EXECUTIVE SUMMARY

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### E 1. Background

Zanzibar is in the Indian Ocean off the coast of Tanzania mainland, is a prominent tourist destination in Africa, comprising two main islands: Unguja and Pemba. In 2024, over 736,755 tourists visited, with many drawn to Stone Town, a UNESCO World Heritage site. However, the area faces significant challenges, including deteriorating public infrastructure and severe flooding in the Ng'ambo regions, which disrupts services and heightens health risks. Additionally, only 45% of solid waste is collected, exacerbating flooding issues. Poor street lighting and unpaved roads further compromise safety for residents and tourists, while the increasing number of vehicles strains the transport system.

To address these challenges, the Zanzibar Urban Services Project (ZUSP) was initiated in 2008 to finance critical infrastructure improvements. Building on ZUSP's achievements, the "Boosting Inclusive Growth for Zanzibar" (Big-Z) project aims to enhance livability and foster sustainable growth. Both initiatives recognize the strategic importance of Zanzibar's urban centers in driving economic growth, facilitating trade, and improving overall welfare, highlighting the region's vital role in the national economy.

The development objective of the project is to improve living conditions and promote local economic development in targeted areas of Zanzibar.

**Project Outcomes:** Expected outcomes of the project include improved access to infrastructure and basic services, improved mobility, and enhanced job and/or business opportunities for residents of the targeted areas, as well as strengthened government institutions with increased capacity for managing urban development and economic growth.

The project has four<sup>1</sup> components, on the developments to be funded components are:

*Component 1: Area Based Integrated Development (US\$126 million):* This component finances various investments and activities in response to different development challenges in three types of areas: urban core, fast-growing urban areas, and emerging towns/villages. This component consists of the following sub-components: i) Urban core revitalization and mobility improvement, ii) Upgrading and management of fast-growing urban areas; and iii) Integrated Local Area Development (LAD) for emerging towns and villages.

*Component 2: Strengthening Institutions for Urban management and Encouraging Innovation (US\$13 million):* This component focuses on institutional development and capacity building, including municipal finance, urban management, and enhancing the enabling and regulatory environment for development, through the following subcomponents: i) Urban planning, management and municipal finance, ii) Feasibility studies and detailed design for future urban upgrading and mobility improvement projects, iii) Institutional strengthening and innovations in governance.

### E2. Objective of a RAP

The main objective of this RAP is to provide an agreed plan for the resettlement and compensation of Project Affected Persons (PAPs) affected by the proposed sub project to be implemented under AUP in Chakechake CC, Mkoani TC, Micheweni and Wete TC. The plan provides a road map for resolving displacement, resettlement and compensation issues.

### E.3. RAP Preparation Methodology

The methodology used in preparing this RAP based on data obtained from the socio-economic survey, consultation and observation. The data from valuation report was used in the preparation of cost and budget section. The following were methods and activities employed in the whole process of developing the RAP:

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<sup>1</sup> other two components being project management and contingent emergency response

- i) *Literature Review*: The Project Appraisal Documents (PAD) and relevant documents including Policies and Acts were reviewed. In preparation of this RAP, the following key documents were used: The World Bank's Resettlement Policy Framework.
- ii) *Field Visits*: Field visits were conducted by RAP team (including design engineers, a surveyor and Valuer) to the proposed sub projects aimed at visualizing the project site as well as capture biophysical environments and socio- economic conditions in the project area through interviews and discussions with Councillors, Shehia and other resident of the area. In the field, among others, project information was collected from various sources including Sheha and affected communities. The field visits were conducted to identify properties to be affected by the project. During the field visits, the following tasks were performed: -
- Observation of social and physical settings of the area.
  - Propose centreline and identification of properties, businesses, livelihood activities that will fall within the right of way (RoW) for the proposed subprojects.
  - Held discussions with Shehia and Ward leaders; and
  - Observed people's activities and learnt their perception on the proposed sub project as well as to identify impacts that the sub-project has to them and their properties and businesses in line with WB Operational Policy (OP) 4.12.

#### E5. Magnitude of Impacts

The proposed Road upgrading project and its associated infrastructure is expected to directly affect assets owned by people living in the project areas within West B and in Urban Municipal councils. Matrix below presents a summary of impacts on private and community assets.

**Matrix of Summary of Displacement Impacts in all Shehias**

S/N	Shehia	PAPs	No. of Buildings	No. Crops	Land size(sqm)
1	Chakechake	154	27	872	11,832
2	Micheweni	176	30	2,155	24,492
3	Mkoani	76	6	280	319
4	Wete	167	32	480	1,398
	<b>Total</b>	<b>573</b>	<b>95</b>	<b>3,787</b>	<b>38,041</b>

#### ES6. Eligibility and Entitlement

Eligible individual(s) are those who may directly affect socially and economically through the Pemba upgrading project. Assets that are eligible for compensation are buildings and development made on land such as permanent crops, trees, and so forth. These categories are used to determine PAPs to be considered eligible for compensation and other forms of resettlement assistance in accordance with Tanzanian laws and Project Resettlement Policy Framework (RPF). For the purposes of compensation, the cut-off date was formally communicated to the affected communities after the completion of the asset inventory and the enumeration of affected asset owners. This date serves as the official reference point beyond which any new claims or developments on the project-affected land are not eligible for compensation.

#### ES7. Grievance Redress Mechanism

A Grievance Redress Mechanism (GRM) will be established as described in this RAP. The GRM will be accessible to the public, outlining appeal channels at different organizational levels and identifying accountable entities along with their designated response timelines. Prior to initiating

the project formal grievance procedure, and when relevant (for minor issues), those who feel aggrieved will first bring their concerns to Sheha aimed at resolving disputes. The Grievance Committee should be established in order to listen to complaints brought to them by PAPs and solve them before a decision to go to court of law is undertaken by the PAPs.

#### **E8. Cost and Budget**

To implement the Resettlement related measures, budgetary provisions will be made available, in terms of each RAP Component. Budgetary estimation for various components in resettlement implementation is necessary; this includes resettlement management. Accordingly, land acquisition and resettlement expenses for consultation and participation, grievance redress, the cost of relocation, income restoration, transitional allowance, livelihood program, monitoring and evaluation, administration, contingencies etc. are included as cost estimates for social management.

The total estimated cost for compensating Project Affected Persons (PAPs) for losses related to land, trees, crops, and structures is TZS 3,890,657,462.70, which is approximately USD 1,496,405.94. This estimate covers the following components:

- Compensation for Affected Assets – including buildings, trees, and permanent crops, as well as related top-up allowances such as disturbance, accommodation, and transport allowances.
- Resettlement Action Plan (RAP) Implementation Costs – including operational costs for the Grievance Redress Mechanism (GRM) and monitoring of RAP implementation.
- Livelihoods Strengthening Measures – including financial literacy training, and HIV/AIDS awareness and prevention programs.

The source of compensation funds will be the Ministry of Infrastructure, Communication and Transport (MOICT).

#### **E.9. Monitoring and Evaluation**

The monitoring and evaluation processes encompass both external and internal assessments, ensuring that RAP implementation aligns with the agreed-upon objectives and methods. Additionally, specific situations will be closely monitored as part of these procedures. The Project implementation unit will be responsible for internal monitoring while the RAP Monitoring Consultant may provide technical assistance in implementing RAP.

## 1. INTRODUCTION

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### 1.1 Project Background

Zanzibar is in the Indian Ocean off the coast of Tanzania mainland; it is among of the top tourist attractions in African. Two main islands make up Zanzibar i.e. Unguja (1,666km<sup>2</sup>) and Pemba (988 km<sup>2</sup>). Tourism is one of the most important economic activities on the islands, in 2024 more than 736,755 tourists arrived in Zanzibar. Most of tourists visits the Stone Town which is a United Nations Educational, Scientific and Cultural Organizations (UNESCO) declared World Heritage City.

Unfortunately, public infrastructure within the World Heritage City of the Stone Town is in a dilapidated condition. Substantial areas of the Zanzibar Urban Municipal Council (ZUMC) are very dense, unplanned and informally developed, with poor access to services. Around 173 hectares in the Ng'ambo areas (outside of the Stone Town) within the council suffer from severe and persistent flooding. Flooding also results in damage to road infrastructure, interruptions to water and electricity supply, and increases the risk of the spread of water borne diseases, including cholera.

Only around 45 percent of the solid waste generated within the ZUMC area is collected and transported to a waste disposal site. Uncollected waste compounds the problems of flooding. There is a general lack of streetlights. While dark streets in the narrow lanes of the Stone Town hinder tourist activity, dark areas along poorly maintained or unpaved and flooded roads in the Ng'ambo areas pose safety risks to the population. Increase of motorization level has made the government to be not well suited to cope with current and future demand for transport services and infrastructure. Poor enforcement of traffic laws, deregulated environmental of public transport supply and poor road and non-motorized infrastructure, is increasingly deteriorating the quality of mobility and exacerbating congestion. The main transport investments have been focused on road expansion to maximize vehicular capacity and speeds, but with fewer efforts targeting most of the population who are mainly users of non- motorized transport (NMT) and public transport systems.

To address the above condition, Zanzibar Urban Services Project (ZUSP) was prepared in a response to a request from the RGoZ in 2008 to assist with the financing of an investment operation that would provide finance for critical infrastructure in key urban areas of the Zanzibar Urban Municipal Council and Pemba Towns and support for improved management capacity for urban development and management. To further the achievement obtained under ZUSP, "Boosting Inclusive Growth for Zanzibar" project (Big-Z) is being prepared, to improve the liveability and promote inclusive and sustainable growth in Zanzibar. Like in ZUSP, BIG-Z recognizes the strategic importance of Zanzibar urban centers as the engines for the country's structural transformation, economic growth and nationwide improvements in welfare. Zanzibar Municipal Council has strategic importance to Zanzibar Island and the country in terms of its physical location, importance for local and international trade and tourism, demographic weight and contribution to the national economy.

### 1.2 Objective of RAP

The main objective of the preparation of Resettlement Action Plans (RAPs) and/or Livelihood Restoration Plan (LRP), at this initial stage of the Project cycle is to establish workable mitigations for projects impacts that lead into resettlement of project-affected communities as early as possible. This will allow for effective disclosure to key stakeholders, and subsequent feedback and inputs, prior to the project approval and commencement. It also meets the requirement in the world Bank's Safeguards and Guidelines and Policy on Gender, as well as RGoZ's national environmental laws and regulation.

Specific objectives are to:

- i) Develop mitigation measures through timely compensation for loss of assets at replacement cost and assisting displaced persons to ensure that the affected people are not worse off because of the project and at least their livelihoods are restored to that of before the project.
- ii) Engage PAPs and communities to gain understanding of project objectives and impacts.
- iii) Involve PAPs and other stakeholders in developing a plan for physical relocation and compensation for lost assets.
- iv) Provide information that will be used to implement the resettlement plan; and
- v) Outline institutional arrangements for the implementation of the RAP

In addition, the proposed resettlement actions and measures will ensure:

- (i) Provision of Timely and Fair Compensation:  
All Project-Affected Persons (PAPs) will receive timely and fair compensation, with the overarching goal of ensuring that their pre-project living standards are at least restored, if not improved.
- ii) Relocation Assistance:
  - i) All PAPs whose properties or homes are to be demolished will be provided with the necessary relocation assistance prior to displacement, to ensure a smooth and dignified transition.

Through this Resettlement Action Plan (RAP), the project aims to meet both national legal requirements and the World Bank's Operational Policy (OP) 4.12 on Involuntary Resettlement. The implementation of the AUP – Pemba project involves land acquisition, which is typical for major infrastructure development initiatives.

This RAP addresses all resettlement-related impacts as defined under OP 4.12, including the displacement of people and impacts on land, structures, and livelihoods. Negative impacts on affected structures will be mitigated through clearly defined guidelines and measures outlined in the RAP. Compensation procedures will be implemented in compliance with national laws, while also ensuring full alignment with the principles and requirements of OP 4.12, which emphasizes avoiding or minimizing displacement and ensuring that affected persons receive fair compensation and adequate support to restore or improve their pre-project living conditions. Chapter Three of this RAP outlines the gaps and differences between the World Bank's OP 4.12 and the existing legal and regulatory framework in Zanzibar, specifically concerning compensation and resettlement, and presents measures to bridge those gaps in project implementation.

### **1.3 Description of Project Location**

The proposed project is in Pemba, which is part of the Zanzibar in Tanzania, located in the Indian Ocean. It lies about 50 kilometers north of Unguja, and approximately 50 kilometers east of mainland Tanzania. Administratively Pemba is divided into two main regions: Pemba North and Pemba South. Each region is further divided into districts. Pemba North It includes the districts of Wete and Micheweni, while Pemba South includes the districts of Chake Chake and Mkoani. Each district is overseen by a District Commissioner, who acts as a representative of the central government.

Each district in Pemba has a district council, which serves as the primary local government authority. The district council is responsible for overseeing development projects, managing public services, and implementing government policies at the local level. The council is composed of elected councilors representing various wards within the district, and it is headed by a Council Chairman. The executive functions are managed by a District Executive Director (DED), who is appointed by the central government. Districts are subdivided into wards, which are administrative units that represent clusters of villages or neighborhoods. Each ward is represented by an elected councilor who serves on the district council. Shehias are the smallest administrative units in Pemba and are equivalent to

villages or neighborhoods. Each shehia is led by a Sheha, a local leader appointed by the government, who acts as the intermediary between the government and the people.

#### 1.4 Administrative Area of Project Impact

This project is being implemented across all regions and districts of Pemba, covering a total of 23 Shehias namely Mbuguani, Uweleni, Mbuyuni, Ng’ombeni, Changaweni, Chakechake, Chanjaani, Msingini, Tibirinzi, Kichungwani, Chachani, Gombani, Wara, Kipangani, Selemu, Jadida, Bopwe, Utaani, Mtemani, Shumba Mjini and Mjini wingwi. The sub-projects include the upgrading of community feeder roads, footpaths, stormwater drainage systems, a bus terminal, children park and the rehabilitation of a retaining wall. The Shehia and identified sub-projects are summarized in Table 2.

**Table 1: Shehias and the respective subprojects**

S/N	Shehia	Type of the project
<b>MKOANI TC</b>		
1.	Mbuguani	i. Mapinduzi- Kisimahafidhi-Kibigilini-Mwalim Salmin Madrasa footpath ii. Mbuguani bakery-Bondeni footpath iii. Said Mzee – Mvumokiti footpath
2.	Uweleni	i. Mapinduzi- Kisimahafidhi-Kibigilini-Mwalim Salmin Madrasa (824) footpath ii. Ndooni- Ndooni kijiji kipya (172m) footpath iii. Kinyassini - Mkirikiti bondeni (120m) footpath iv. Tangi la Maji – Basra (144m) footpath v. Kipitacho - Kiguuni (305m) Drainage
3.	Mbuyuni	i. Ng’ombeni skuli - Mjini Mkoani (210m) footpath ii. Mbuyuni - Mjini Mkoani(180m) footpath iii. Mkoani port office – Market (150m) footpath iv. Kikwajuni bondeni - Ng'ombeni skuli (250m) drainage v. Mjini mkoani – Mbuyuni (195m) drainage vi. Bus stand (10,899m <sup>2</sup> )
4.	Ng’ombeni	i. Jondeni - Mvumo kiti (265m) footpath ii. Kinyassini - Mkirikiti bondeni (120m) footpath iii. Mikarafuuni - Mpika tango (215) footpath iv. Kinyasini - Mpikatango (190m) drainage v. Umoja garden
5.	Changaweni	i. Changaweni –Maalim Hassan (260m) footpath ii. Biziredi - Changaweni (275m) footpath iii. Changaweni – Kijiweni (119m) footpath
<b>CHAKECHAKE</b>		
6.	Chanjaani	i. Chanjaani Bus Stand (13,180m <sup>2</sup> )
7.	Msingini	i. Chachani-mitambuuni-Michakaini bondeni (270m) footpath ii. Mtoni bondeni – Shamiani skuli (170m) footpath iii. Michakaini retantion wall
8.	Tibirinzi	i. Chachani (B/Mji)- Minazini Uwanja mpira (150m) footpath ii. Mtaro wa Minazini (900m) drainage
9.	Kichungwani	i. Kilimatinde juu –Kichungwani Kisimani (120m) footpath ii. Kichungwani –Bahja bondeni (200m) footpath iii. Kichungwani juu - Mabwawani (200m) drainage iv. Afrikana - Kichungwani (0.7km) road v. Museum.
10.	Chachani	i. Maktaba- Msingini kwa Kiboga (130m) footpath

S/N	Shehia	Type of the project
		ii. Misufini Juu- Malofa Bondeni (160m) footpath iii. Chachani juu - Msingini Kisimani (130m) footpath
11.	Gombani	i. Maendeleo Road (0.8km)
12.	Wara	i. Pataya - Messi ya Jeshi (1.2km) road ii. Pataya - Ndugukitu - TVZ (1.7km) road
<b>WETE</b>		
13.	Kipangani	i. Kipangani 506m drainage
14.	Selemu	i. Selemu 203m drainage ii. Kitutia - Mitiulaya - Selemu (500m) road iii. Wete garden and Jamhuri Hall
15.	Jadida	i. Jadida 274m drainage ii. Jadida – Mtemani (1.8km) road
16.	Bopwe	iii. Bopwe 550 drainage
17.	Utaani	iv. Chasasa 280m drainage
18.	Mtemani	v. Jadida – Mtemani (1.8km) road
<b>MICHEWENI DC</b>		
19.	Shumba Mjini	i. Shumba mjini fish market
20.	Mjini wingwi	ii. Micheweni-mjini wingwi (3km) road

## 1.5 Measures to Minimize Resettlement

### 1.5.1 Change of Road Alignment

The design engineer and PMT worked together to adjust the road alignment and width to avoid and minimize negative impacts on people's assets. This modification was made with careful consideration of several factors, including environmental protection, economic efficiency, road safety, and the need to minimize social impacts, particularly displacement and disruption to local communities.

### 1.5.2 Confining Project Activities Within the Right of Way

Efforts have been made to ensure that road upgrading activities are confined within the designated Right of Way (ROW). In collaboration with the design engineer, technical solutions were adopted to minimize land acquisition and reduce impacts on surrounding properties. For instance, road drains will be constructed beneath the carriageway, and street lighting will be installed along the edges of the carriageway, partially using the pedestrian walkways. These measures are intended to limit the project's footprint and avoid unnecessary disruption to adjacent properties.

### 1.6 RAP Report Structure

The report is organized to closely align with as Article 25 of OP/BP 4.12 regarding the preparation of a full Resettlement Action Plan (RAP) and encompasses all key elements of the RAP. S presented in a Matrix in table below.

S/N	TITLE	DESCRIPTION
1	INTRODUCTION	Project Background, Objective Of RAP, Description of Project Location, Administrative Area of Project Impact, Measures to Minimize Resettlement; Rap Report Structure
2.	RAP PREPARATION METHODOLOGY	Stakeholder Engagement; Census and Socio-Economic Survey; Legal and Policy Framework Analysis; Establishing Cut-Off Dates;

S/N	TITLE	DESCRIPTION
		Asset Inventory and Valuation; Rap Disclosure and Compensation Agreement Forms Signing.
3.	APPLICABLE LEGAL FRAMEWORK	National /Local Legal Frameworks; Government Gender Policies and Laws in Zanzibar; The World Bank Operational Policy (Op/Bp 4.12)
4.	STAKEHOLDERS ENGAGEMENT AND COMMUNITY CONSULTATIONS	Standards And Legislation During Stakeholders Consultations; Project Consultation Process; Objective of Public Participation and Consultation; Stakeholders Identification and Analysis :( <i>Identification of Stakeholders for Consultation</i> ); Public Engagement and Consultation Meetings; Stakeholder Engagement During Rap Implementation: ( <i>Compensation Disclosure, Consultation Meetings, Disclosure and Caf Signing, Counselling and Grievance Redress, Daily Reporting and Follow-Up</i> ).
5.	SOCIO-ECONOMIC BASELINE SURVEYS	Area And Population; Demography of the Affected Areas; Demographic of the PAPs Along Roads Subproject; Availability of Social Services.
6.	MAGNITUDE OF IMPACTS	Key Anticipated Benefits; Potential Adverse Impacts; Presentation Numerical Impacts ; Summary of Impacts; Impacts on Land; Impacts on Buildings; Impacts on Trees and Permanent Crops; Proposed Mitigation Measures to Address the Adverse Impacts.
7.	ELIGIBILITY FOR COMPENSATION AND RESETTLEMENT ASSISTANCE	Identification Of Project Affected Groups/Individuals; Eligibility Criteria; Eligibility for Compensation; Entitlement Matrix; Organizational Procedures for Delivery of Entitlements.
8.	ASSETS INVENTORY AND VALUATION	Basis of Valuation Methods; Scope of The Valuation Work; The Valuation Method (Valuation of Land, Valuation of Building and Other Structures,); Topping Up Allowances.
9	RAP IMPLEMENTATION INSTITUTIONAL ARRANGEMENTS	Organizational Arrangements – Roles and Responsibilities; Institutional Arrangements for Delivery of Entitlement; Implementation Schedule
10.	GRIEVANCE REDRESS MECHANISM	Objectives Of the Grievance Redressal Mechanism (GRM); Likely Grievances; Principles to Effective Grievance Redressal; Grievance Management Committees’ Structure, And Functioning (Shehia – GMCs); Capacity Enhancement and Operationalization of GRCs; Grievances Redressal Procedures; Responsibility for Addressing Issues of GBV/SEA.
11.	ESTIMATED RAP IMPLEMENTATION BUDGET	Budget estimates for carrying out
12.	MONITORING AND EVALUATION PLAN	Internal Monitoring and Reporting Requirements
	ANNEXURE	Annex 1: Asset Inventory, Census and Social Economic Tools Annex 2: Minutes Of Stakeholders Meetings Annex 3: Meeting Attendance Lists

## 2. RAP PREPARATION METHODOLOGY

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The preparation of the RAP followed a systematic and participatory approach, beginning with project identification and screening to determine the need for a full RAP. Stakeholder engagement was a key component, involving public consultations with affected individuals, communities, and relevant NGOs to gather input and ensure transparency. A census was conducted to enumerate all Project-Affected Persons (PAPs), alongside a socioeconomic baseline survey to assess the living conditions and livelihoods of those affected by the project. Additionally, an inventory and valuation of assets was carried out to determine the appropriate compensation for affected land, structures, and other assets.

This involves a clear definition of the project's scope, objectives, and potential social impacts. It is essential to assess whether the project will lead to physical or economic displacement, as this helped determine whether a full Resettlement Action Plan (RAP) or an abbreviated RAP is necessary. For this project, it has been determined that a full RAP is required.

In July 2024, the Consultant conducted an initial field visit to the proposed project sites. The purpose of this visit was to visualize the project area and gather information about the biophysical environment and socio-economic conditions. This was achieved through interviews and discussions with Ward and Shehia leaders. The team collected project information from various sources, including Shehia and affected communities, to identify properties that would be impacted by the project. During the initial field visits, the following tasks were accomplished:

- Observed the social and physical settings of the area.
- Proposed a centreline and conducted a preliminary identification of structures within the right of way (RoW) for the proposed subprojects.
- Consulted with Shehia and Ward leaders.
- Observed community activities and gathered insights on their perceptions of the proposed project.

### 2.1 Stakeholder engagement

This involves identifying stakeholders, which includes listing affected individuals, local communities, government authorities, and non-governmental organizations (NGOs). Public consultations and focus group discussions were conducted to inform stakeholders about the project and gather their input. The feedback and concerns were documented to ensure transparency and to incorporate community perspectives into the RAP.

The community sensitization and consultation process conducted in line with the RPF (2020). These consultations held in accordance with the Provision of World Bank's Policy on Involuntary Resettlement (4.12 of 2013) that all displaced persons and host communities should be meaningfully consulted early in the planning process and encouraged to participate in the planning and implementation of the resettlement program.

The process took place from end of 2023. During RAP development stakeholders identified for key informant interviews and focus groups discussions (FGDs). During the FGDs queries from communities were communicated back to the specialists and responses to be given to such queries were formulated and circulated to all field personnel. Prior to and in parallel, consultations were held with key stakeholders, such as PM and core district government officials, such as the Chakechake District Council authorities.

## 2.2 Census and Socio-Economic Survey

A census survey was conducted to enumerate all Project-Affected Persons (PAPs) and to establish the cut-off date for eligibility. The census ensures that every individual or household affected by the project is accurately identified and recorded, forming the basis for determining entitlements and planning resettlement assistance.

Along with Census socioeconomic baseline survey is a crucial component of the Resettlement Action Plan (RAP) preparation process. Its primary objective is to provide a comprehensive understanding of the living conditions and social dynamics of the affected populations prior to project implementation. Through socio economic survey essential data was gathered on various aspects such as demographics, livelihoods, housing conditions, and social structures. These data helped in assessing potential physical and economic displacement impacts, and in identifying vulnerable groups—including women, children, the elderly, and persons with disabilities—to ensure their specific needs are addressed in the resettlement process.

Key elements of the socio-economic survey included:

- Demographic information (sex, age, education, marital status)
- Income sources and types of economic activities
- Property ownership
- Housing and living conditions
- Access to health care and education
- Community and social networks

Data were collected using structured tools such as checklists and questionnaires, designed to capture a wide range of social and economic variables. These tools are included in Annex 1 of the RAP

## 2.3 Legal and policy framework Analysis

The step involves an analysis of the **legal and policy framework** includes a review of relevant Tanzanian laws regarding land acquisition and resettlement; The RAP must also align with WB Operational Policy 4.12 on Involuntary Resettlement to ensure compliance with both national and international standards.

## 2.4 Establishing Cut-off Dates

Cut-off dates were established and communicated to the relevant stakeholders through meetings. The cut-off dates for this RAP conform to the date of commencement of census and asset inventory of PAPs as shown in table below.

**Table 2: Cut Off Dates By Districts**

S/N	District	Cut-off date
1	Mkoani Town Council	17 <sup>th</sup> September, 2024
2	Wete Town Council	18 <sup>th</sup> September, 2024
3	Micheweni	19 <sup>th</sup> September, 2024
4	Chakechake Municipal Council	20 <sup>th</sup> September, 2024

Any assets created or improvements made to existing assets, change in use or ownership, potential newcomers within the right of way after these district specific dates would not be acceptable for compensation. These dates were communicated to through the PAPs meetings arranged by the Project manager together with Shehas and subsequently communicated these to the district offices.

## 2.5 Asset Inventory and Valuation

To collect baseline information to prepare RAP, the consultant conducted the following

- An Asset Survey and inventory for buildings and support structures and for crops, land and trees.
- Identification of individuals that would potentially be affected by proposed subprojects through

- the loss of land, loss of structures and other permanent improvements on land;
- PAPs Census along with Asset Surveys

#### Valuation of Affected Assets:

The valuation of impacted assets—including land, structures, trees, and crops—was carried out following the approval of official government compensation rates.

Data collected during the asset inventory exercise was organized by District, Shehia, and area, and included the following details for each Project-Affected Person (PAP): PAP ID, PAP name, and vulnerability status. Approved compensation rates were then applied to each recorded asset to calculate the total compensation, and assistance amounts payable to each PAP.

This valuation exercise is essential for generating a verified and consolidated list of PAPs, which will serve as the basis for the next stages of the compensation delivery process, ensuring transparency, fairness, and readiness for implementation.

### **2.6 RAP Disclosure and Compensation Agreement Forms Signing**

Once the RAP is completed, incorporating feedback from PIU and the World Bank, it will be made public at both local and national levels. PIU will also publish the cleared RAP on the POPF as well as MOICT websites, which will be made accessible in the subproject areas, ensuring that Project Affected Persons (PAPs) and all interested individuals can freely access the document. An electronic link to the released version of the draft documents will be shared with relevant stakeholders. Specific information regarding PAPs will not be revealed to maintain privacy and confidentiality.

Upon clearance of the RAP, disclosure of compensations will be done to all PAPs. Disclosure data sheets (also known as compensation schedules) will be generated using the information existing in the PAPs' database. Specifically, it will comprise the following: Data with Asset valuation – Valuation of different Asset of PAPs are included like – type of structure, status of ownership, type of business and marginal profits, legality (licensed/non licensed) nos. of trees, varieties of trees (Indigenous, Fruit, Exotic etc.) with sizes.

### **2.7 Post-Disclosure Updates and Verification**

Following the RAP disclosure exercise, any corrections related to the inventory of assets—including the number and types of trees, types of structures (in terms of materials and dimensions), or the names of PAPs—will be updated in the project database to ensure accuracy and completeness.

In cases where new PAPs are identified during the disclosure period, a site verification process will be conducted to confirm their legitimacy before they are officially included in the compensation list.

For PAPs already listed in the database but absent during the disclosure, their records will be retained, and efforts will be made to trace and contact them through appropriate means to ensure they are not excluded from the compensation process.

### 3. APPLICABLE LEGAL FRAMEWORK

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This chapter covers review of key legislations – national as well of other international agencies particularly the World Bank OP4.12 Policy applicable to this project.

#### 3.1 National /Local Legal Frameworks

The compensation policy in Zanzibar is outlined in various Acts and Regulations, which provide a legal framework for addressing the impacts of land acquisition. This framework is designed to ensure that individuals who are affected by the compulsory purchase of their land or damage to their property receive fair compensation. Overall, Zanzibar's compensation policy aims to balance the needs of development with the rights of individuals whose land and property are affected. By ensuring fair compensation and striving to leave affected individuals in a position like where they were before the acquisition, the policy seeks to promote social equity and sustainable development in the region.

##### 3.1.1 Land Acquisition Decree Cap 95 of 1992:

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

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

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

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

In this Act, Section 5 subsection (2) - gives the President of Zanzibar (or the Minister on behalf of the President) powers to impose right of use of land (easements) on any parcel of land and building/construction in respect of Right of Way, installation, support and clearance necessary for the establishment, maintenance and operation of roads, drainage, electric transmission lines classified in the public interest. In this case the authority is only used if the affected people along the project route reject the areas through which the road, drainage or transmission lines will pass. Section 5(4) requires the Government to pay compensation for the persons or communities concerned that is equal to the fair market value of land and any improvements thereon. Zanzibar land acts do not have legal provisions for grant of public land to the person entitled to compensation but consider that land has value and should be taken into consideration affecting that interest. This means if one acquires land,

one will have to compensate owners for bare land in addition to unexhausted improvements. Section 6 demand that any land that is acquired, and there is a dispute or disagreement relating to boundaries, right of use of land, compensation etc. shall be referred to the Land Adjudication Act or the Land Tribunal.

The Act under Section 6B considers it an offence (and imposes penalties) by any person to destroy or misuse land by erecting structures or buildings, dumping, digging holes or changing uses of the land, giving out all or part of the grant to other persons contrary to the Act. Under this Act, trees can be owned and held separately from a right of occupancy in land. The Amendment, Act 2008 recognizes the rights of persons holding '3 Acres' plots.

The land tenure Act of 1992 amended 2013 further defines "Ownership" in relation to land, except for the government, which is the sole owner of all-natural land, refers only to the development on the natural land or any connected with and incidental to it, including a legal right of occupancy on that land. "Right of occupancy" means the exclusive right to the use and occupation of land in accordance with the provisions of this Act. In section 18 of the land tenure Act it is stated that unless otherwise provided for under this Act, there shall be no restriction on the sale of a right of occupancy. Therefore, a person can only sell her/his right of occupancy not the land. Meaning that the government at any point of development it can acquire such land by compensating the right of occupancy which include the development made over the land in subject).

### **3.1.3 The Registered Land Act, 1989**

This Act was established to minimize disputes over land boundaries by creating a comprehensive land register and mapping system for the areas in question. It mandates the formation of a Land Registry in each designated "Land Registration District," which document all land parcels and leases, whether they are public or private. The registry includes important details about the occupant or proprietor, as well as the conditions and responsibilities tied to their Right of Occupancy.

Under this Act, registered proprietors are granted exclusive rights to occupy their land, along with various associated privileges. However, these rights come with specific duties, requiring landowners to maintain clear demarcations of their property boundaries. This includes keeping fences, hedges, stone pillars, walls, or other markers that define their land.

In Zanzibar, as well as in other parts of Tanzania, the boundaries for Rights of Way (RoW) for roads, electricity transmission lines, and similar infrastructures are often not clearly marked. This lack of clarity has led to significant encroachment into these designated rights of way, resulting in costly enforcement actions by road authorities and electricity companies, as well as ongoing disputes with offenders. The land adjacent to the sea, known as the foreshore, is classified as public land and cannot be included in any parcel, whether public or private.

### **3.2.1 The Land Survey Act, No 9 of 1989:**

The Land Survey Act, No. 9 of 1989, plays a crucial role in the context of the Resettlement Action Plan (RAP) for the Big Z Project in Pemba. This Act provides a legal framework for land surveying and mapping, which is essential for effective land management and the resettlement process. By establishing clear guidelines and procedures, the Act helps to ensure that land-related issues are addressed systematically and transparently.

One of the key aspects of the Act is the establishment of accurate land boundaries through proper surveying techniques. For the Big Z Project, this is critical for identifying affected land. It allows for the clear definition of parcels that will be impacted by the project, ensuring that all affected properties

are accurately recorded. Additionally, by providing clarity on boundaries, the Act helps to minimize disputes among landowners, reducing potential conflicts that may arise during the resettlement process.

The Land Survey Act also supports the creation and maintenance of land registers, which is vital for the RAP. This facilitates the documentation of land ownership, ensuring that all landowners are recognized in official records. This documentation is essential for determining compensation and entitlements for those affected by the project. Furthermore, the Act allows for ongoing updates in land ownership and use as the project progresses, helping to keep records current and relevant.

Accurate surveys and mapping mandated by the Act are also vital for facilitating compensation processes. They provide the necessary data for assessing the fair value of land and assets that will be acquired or affected by the Big Z Project. This information is crucial for establishing a transparent compensation process, ensuring that affected individuals receive just compensation according to legal standards.

In addition, the Act aids in the planning and execution of infrastructure developments, such as roads and utilities. It clearly delineates Rights of Way (RoW) for these infrastructures, which is essential to prevent encroachment and ensure safe access during and after the project. By guiding land use planning, the Act supports sustainable development, aligning it with the environmental and social considerations outlined in the RAP.

The Land Survey Act complements the RAP by providing a solid legal basis for compliance with regulations governing land use and ownership in Zanzibar. It protects the rights of landowners and ensures that the government follows due process in land acquisition and resettlement activities.

#### **3.1.4 Constitution of the United Republic of Tanzania (1977, As Amended)**

The Constitution provides for the protection of the rights and interest of citizens in matters concerning their property and acquisition. Under article 24 (1), every person is entitled to own property and has a right to the protection of his property held in accordance with the law. Sub- article (2) prescribes 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.

#### **3.1.5 The Land Transfer Act, No. 8 of 1994; Amendment Act, No. 10 of 2007**

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

#### **3.1.6 The Land Tribunal Act, No. 7, 1994; Amendment Act, No 1 of 2008:**

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

- a) Action involving claims to a right of occupancy and/or possession in respect of any Land.
- b) Demarcation of Land which is connected to activities related to the subdivision of parcels and any matter for which demarcation or surveying must be carried out

- c) The use, development and capacity of land
- d) Land valuation and issues involving compensation of land
- e) Removal from possession or eviction from land
- f) All other matters relating to land

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

### **3.2 Government Gender Policies and Laws in Zanzibar**

#### **3.2.1 The Women and Gender Development Policy (WGDP) in 2000, and the National Gender Development Strategy (NGDS) in 2005**

Tanzania formulated the Women and Gender Development Policy (WGDP) in 2000, and the National Gender Development Strategy (NGDS) in 2005 to implement WGDP. WGDP aims to mainstream gender perspective into policies, programs and strategies, as well to create opportunities for women to participate in the effort for poverty reduction and development. NGDS then serves as a document to further clarify the issues hindering gender equality in Tanzania and suggests necessary strategies. The document includes the guidance to effectively carry out the WGDP, the strategies and activities to be applied in priority sectors (such as the decision-making and the delegation of authority, gender mainstreaming, collection of gender disaggregated data, and other related sectors such as education, economics and empowerment), and the mechanism to administer those strategies and activities. The government of Tanzania itself evaluates that 'NGDS contributed outreaching sensitization to the government ministries for addressing the challenges prioritized at the Beijing Platform Action and gender-desegregated data gathering, as well as gender-based planning and budgeting. Challenges nevertheless remain. One example is the Gender Focal Point (GFP) system which remains dysfunctional due to the lack of budget and the commitment from each ministry. As a result, the monitoring of activities has not been sufficiently undertaken.

The Amendments to Zanzibar's Constitution have made clear the definition of direct- and indirect discrimination and made respectable improvements to ensure gender equality and the rights of women in line with the CEDAW and other regional human rights documents. Those improvements include the protection of women from the laws which discriminate or do harm on women, employment security during pregnancy, equal employment opportunity for women, the provision of high-quality health service for delivery, and the increase of the quota seats for women in the parliament up to 50%.

#### **3.2.2 Sexual Offences Special Provision Act 1988-SOSPA]**

SOSPA is a legislation formulated specifically to protect women and children from sexual harassment and abuses. It recognized for the first time in Tanzania that rape is a crime whose perpetrators shall deserve stricter punishment. The duration of punishment is minimum 30 years<sup>38</sup>, and life imprisonment will be imposed if the victim is a girl under 10 years old. The ban on FGM for girls under 18 on one hand is positive in protecting young women from sexual violence, while on the other hand the law lacks the provision to protect women over 18 from becoming the victim of FGM and therefore does not offer enough framework to protect women's right. Marital rape is banned under this law only when a married couple lives separately<sup>39</sup>, indicating that some part of the law remains discriminatory against women.

Article 15 of SOSPA, the clause that serves as the amendment of articles 154-157 of the criminal law, imposes ban on homosexuality. According to this article, 30 years of imprisonment will be sentenced for those who 'committed a deed of embracing sexual desire toward person(s) of same

sex', and 20 years of imprisonment for those who actually 'attempted committing such a deed'. Although the constitution claims itself as equally applicable to all sex and that the rights of all the citizens shall be protected, sexual orientation unless heterosexuality is discriminated, making lesbians, gays, bisexuals and transgender (LGBT) socially vulnerable.

### **3.2.3 National policy Guideline for the health sector prevention and response to gender-based violence (GBV) of 2011 assets the following**

Service providers must deliver GBV services to survivors with compassion and strict adherence to medical ethics. This mandate includes ensuring the safety, confidentiality, respect and dignity, non-discrimination, and consent of the survivor or caretaker of a child (below 18 years old). Healthcare providers at all levels should adhere to the following guiding principles of working with survivors and should use a survivor-centered approach.

#### **a) Guiding Principles: Human Rights, Ethics, and Compassion**

Safety: All actions taken for a survivor shall aim to restore or maintain safety.

Confidentiality: At all times, confidentiality of the affected person(s) and their families must be respected. This means only sharing necessary information with other providers as requested and agreed by the survivor.

Respect and dignity: Providers must listen to survivors' opinions, thoughts, and ideas and treat survivors with respect.

Non-discrimination: All survivors are equal and must be treated as such according to their needs; they must have equal access to services.

Informed consent: Consent shall be obtained for specific procedures and services (1) physical examination and treatment only; (2) 1 + forensic evidence; (3) 1 + 2 + police investigation and legal justice.

In the case of children: always Promote the child's best interest; Comfort the child; Involve the child in decision making; Treat every child fairly and equally; Support and nurture the child's resilience

b) Rights of the Survivor: All actors shall use a survivor-centered approach, respecting the rights of the survivor, which are to be Treated with respect and not encounter stigma, discrimination, and "blame the victim" attitudes; Given correct and understandable information to ensure informed consent and not to be told what to do, which contributes to feelings of powerlessness; Given privacy and confidentiality and not be subject to gossiping and shaming; Protected from discrimination, including differential treatment based on gender, ethnicity, or other factors. Given a choice in being attended by a male or female service provider. Given a choice in being accompanied by a relative or caretaker.

c) Obligations of the Service Provider: Show empathy and be sensitive, discreet, friendly, and compassionate when dealing with the survivor.

- Provide correct information to the survivor and handle evidence according to guidelines to safeguard the chain of evidence; ensure informed consent for different services. Focus on the best interest of the survivor and respect her/his wishes in all instances.
- Ensure the physical protection and safety of the survivor and prevent any further suffering.
- Keep written information about the survivor in a safe place and always maintain confidentiality.
- Refer the survivor for further services as appropriate, depending on the nature and extent of physical, emotional, and psychological trauma.
- The service provider, if trained, shall provide counselling to the survivor prior to referral

for further medical care and other services that the survivor needs or requests. In the case of children:

- Ensure that a parent/guardian is always present (while also ensuring that the parent/guardian does not present a threat to the child).
- Always prepare the child for what to expect and ensure that the child understands what is going to happen.
- For children below age 18, obtain the parent/guardian's written consent on their behalf

### **3.2.4 Labour Relations and child labor Act, 2004**

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

### **3.1 The World Bank Operational Policy (OP/BP 4.12)**

The overall objectives of OP4.12 for involuntary resettlement are:

- To avoid or minimize involuntary resettlement and land acquisition where feasible, exploring all viable alternatives of project location and designs.  
Where involuntary resettlement and acquisition of land or other assets is unavoidable -
- To conceive and execute compensation as sustainable development programs, providing sufficient investment resources to give the people displaced by the project the opportunity to share project benefits.
- To consult with displaced and compensated persons and provide them opportunities to participate in planning and implementing resettlement and compensation programs.
- To assist displaced and compensated people - regardless of the legality of land tenure - in their efforts to improve their livelihoods and standards of living (income earnings capacity and production levels) or at least to restore them, in real terms, to pre-displacement levels or levels prevailing prior to the beginning of the project implementation, whichever is higher.

This policy covers direct economic and social impacts that are caused by the involuntary taking of land resulting in relocation, loss of shelter, loss of assets or access to assets; or loss of income sources or means of livelihood. WB Involuntary Resettlement Policy OP 4.12 requires that all projects screened for potential environmental and social impacts be supported/guided by a RPF that identifies involuntary resettlements under the planned project, identifies impacts i.e. severe economic, social and environmental risks and based on this defines the scope of the resettlement assistant programme (i.e. RAP) for affected persons.

### **3.2.2 Zanzibar Legal Requirement in Comparison with World Bank OP/BP 4.12**

A gap analysis has been undertaken to measure the difference between Zanzibar laws and the World Bank requirements, with special attention to legal rights to land, improvements made on it and other property and/or title and access to other basic resources, eligibility criteria and compensation packages etc. The results indicate that some aspects of Zanzibar laws and the World

Bank Operation Policy are not in full accord. The World Bank Operational Policy 4.12 (Paragraphs. 15 and 16) recognizes that while non-landowners may have no right to compensation for the loss of the land that they are occupying (since they do not “own” the land), they should be provided with certain resettlement measures, if they occupy the project area prior to a cut-off date. Such measures include, where appropriate:

- a) Compensation for the loss of assets owned by the displaced person (other than land);
- b) Resettlement assistance (e.g. replacement land, cash, other assets and employment) in lieu of compensation for the land that they occupy; and

Other forms of assistance, as necessary—such as moving support and transitional livelihood assistance—will be provided to help affected persons restore their livelihoods and achieve the overall objectives of the World Bank’s Operational Policy (OP) 4.12 on Involuntary Resettlement.

This approach ensures compliance not only with OP 4.12 but also with Zanzibar’s legal requirements. In the event of any gaps or inconsistencies between the two frameworks, the standard offering the higher level of protection to Project-Affected Persons (PAPs) will prevail. Accordingly, all Resettlement Action Plans must be fully aligned with both Zanzibar law and World Bank policy, prioritizing the more comprehensive provisions where differences exist.

**Table 3: Comparison of Tanzania Laws and World Bank OP4.12 Regarding Compensation and Resettlement**

S/N	RESETTLEMENT ISSUE/FACTOR	ZANZIBAR LAWS	WORLD BANK OP.412	GAP FILLING MEASURES
1	Landowners	Cash compensation based on market value, disturbance & transport allowance, loss of profits or accommodation, cost of acquiring land, other costs incurred to develop the land. Compensation to be paid promptly; if not paid in time, interest will be charged	Recommends land-for-land compensation. Other compensation is at replacement cost	While OP 4.12: when land taken is the primary source of income and livelihood, PAPs should be provided with land (land for land'). GoZ Prompt and fair compensation give room to PAPs to buy alternative land at their most preferable places. To Bridge the gap: <ul style="list-style-type: none"> <li>• PAPs would be given the opportunity to choose the preferred form of payment: cash or in-kind at another location</li> <li>• Compensation of structures at replacement cost</li> </ul>
2	Land Tenants/Renters	Entitled to compensation based upon the number of rights they hold upon land	Are entitled to some form of compensation regardless of the legal recognition of their occupancy	Land Renters will be compensated for the unexpired portion of the lease or whatever oral agreement was made and rent was paid in advance. Will be provided with all compensation allowances including shifting and disturbance allowance, (details are provided in the entitlement matrix)
3	Encroachers	Payment of disturbance, loss of accommodation, loss of profit and transport allowances.	Resettlement activities based on OP 4.12 is to restore standard of living and preferably improve livelihoods. At least to pay for the investment they have made on the land and loss of livelihood related to that.	Encroachers occupying public land at the time of the baseline surveys, including the asset inventory, census, and socioeconomic survey—will be identified and recorded. This period also marks the establishment of the cut-off date, which determines eligibility for compensation. Encroachers who are present prior to the cut-off date may be eligible for compensation for developments made on the land, such as

S/N	RESETTLEMENT ISSUE/FACTOR	ZANZIBAR LAWS	WORLD BANK OP.412	GAP FILLING MEASURES
				structures, permanent crops, trees, and other entitlements, including shifting allowances, in accordance with World Bank OP 4.12. However, individuals who encroach upon the land after the cut-off date will not be considered eligible Project-Affected Persons (PAPs) and will not be entitled to any form of compensation or assistance.
4	Role of depreciation	Depreciation is a factor used by a valuer under government system to determine a market price for compensation for an affected structure	WB OP 4.12 directs the valuer to determine value of a structure at a replacement cost	To safeguard a PAP from becoming worse off the WB policy will apply to enable a PAP to receive monetary compensation or in-kind compensation enough to replace the affected structure.
5.	Encroaching after cut-off date	Encroach; Silent	People who encroach on the area after the cut-off date are not entitled to compensation or any form of resettlement assistance (Para 16)	Encroachers who will be found prior to cutoff date will be compensated for the development over the land and other entitlements eg. Shifting allowance.
6	Compensation for customary land	The land tenure Act of 1992 amended 2013 further defines "Ownership" in relation to land, except for the government, which is the sole owner of all-natural land, refers only to the development on the natural land or any connected with and incidental to it, including a legal right of occupancy on that land. "Right of occupancy" means the exclusive right to the use and occupation of land in accordance with the provisions of this Act. In section 18 of the land tenure Act it is stated that	WB OP 4.12 landowners to be compensated the amount of money to enable the PAP to replace the land of same size and quality or better. OR PAP provides alternative land of same or better quality and size.	PAPs that will lose land due to BIG – Z project will be compensated in cash or in kind at a replacement cost for the lost land plots.

S/N	RESETTLEMENT ISSUE/FACTOR	ZANZIBAR LAWS	WORLD BANK OP.412	GAP FILLING MEASURES
		unless otherwise provided for under this Act, there shall be no restriction on the sale of a right of occupancy. Therefore, a person can only sale her/his right of occupancy not the land.		
7	Compensation for loss of profit, disturbance, loss of accommodation and shifting allowances	Payment of disturbance, loss of accommodation and transport allowances. Compensation is on a monetary basis only, The loss of profit is paid against tax registration or documentation <sup>2</sup> . No compensation for loss of profit paid outside without valid documentation.	Resettlement activities based on OP 4.12 is to restore standard of living thus consideration in loss of profits, disturbance allowance, accommodation allowance and shifting allowance	Payments of allowances help the PAP to reestablish. their new homes and incomes/businesses
9	Resettlement options and alternatives	PAPs are to be informed about their rights, consulted on, and provided prompt and effective compensation at full replacement cost for lost assets attributable directly to the project. PAPs have chance to choose alternatives	PAPs are to be informed about their options and rights, consulted on offered choices, provided with technically, economically feasible resettlement alternatives, provided prompt, and effective compensation at full replacement cost for lost assets attributable directly to the project.	RAPs implementers should ensure that PAPs are well informed on the two options (cash vs in kind). The records on the PAPs options preferences should be well Documented for reference during implementation. As much as possible the options be incorporated in the RAPs. Compensation in Zanzibar laws gives PAPs the opportunity to choose alternatives. This provides equal opportunity to all PAPs to restore the assets lost; but compensation in-kind, recommended by OP 4.12, and ensures permanent assets will replace those lost.

<sup>2</sup> Zanzibar Trading Act No. 14 of 2013, confirms that business registration is a mandatory requirement under Zanzibar's government laws and for tax compliance

S/N	RESETTLEMENT ISSUE/FACTOR	ZANZIBAR LAWS	WORLD BANK OP.412	GAP FILLING MEASURES
10	Replacement of lost assets	Construction of the project can take place after all PAPs receive their money and given time to vacate the compensated land and assets.	Resettlement activities required for the project implementation should be completed before the affected land, asset or resources is taken for project use. Provide prompt and effective	All lost assets will be compensated at replacement value. The replacement can be through cash value or in kind. Based on the WB standard the replacement house should be of a better quality compared to the affected asset. Nonetheless, in-kind options will stand as a key option under the replacement value.
11	Grievance Redress mechanism	Requires affordable and accessible procedures for third-party settlement of disputes arising from resettlement; such grievance mechanisms should consider the availability of judicial resources and community and traditional dispute settlement mechanisms.	National legislation such as the Land Tenure Act (1992), and Land Tribunal Act (1994), set out requirements and authority for dispute resolution. These laws set out the dispute resolution structure starting from the local level to the highest courts of law in Zanzibar. The law does not, however, set requirements for establishment of grievance mechanisms specific to resettlement cases among affected households.	The Project is implementing grievance mechanisms in line with OP 4.12, including the involvement of community representatives and the RWC in monitoring and helping to resolve grievances. Grievance books/forms shall be available at ZUSP office to give the community a venue for submitting grievances. The Project will also be supportive of persons making use of dispute resolution measures identified in law and raise awareness amongst affected communities of these legal rights for dispute resolution.
12	Disclosure, Consultation and Participation	Provide for notification and consultation of the parties with an interest in a targeted piece of land. ZEMA, 2015 require that all key stakeholders to be informed and consulted as an integral part of ESIA.	OP 4.12 requires that displaced people be consulted and fully informed about their options and rights pertaining to feasible resettlement options, planning and livelihood restoration measures.	The Project will adopt approaches to meet both the national requirements and the OP 4.12 requirements on disclosure of information, consultation and informed participation. A BIG Z stakeholders consultation plan is prepared to guide the project.

S/N	RESETTLEMENT ISSUE/FACTOR	ZANZIBAR LAWS	WORLD BANK OP.412	GAP FILLING MEASURES
13	Application of Cut-off Date for eligibility	The cut-off date is referred to as the date at which the property identification and valuation exercise ended. Any person who encroaches on the identified area of impact after valuation date is not entitled to compensation or any resettlement assistance.	OP 4.12 paragraph 22 defines cut-off date as the date the which census begins or the date on which the project area was delineated, prior to the census, if there has been an effective public dissemination of information on the area delineated.	In line with OP 4.12 guidance, the Project will use the date of the commencement of the Census.
114	Absentee property owner	The project owner, Valuer and local leaders must make a sincere and necessary effort to contact the landowner or the representative during the valuation. Local government leaders will represent the interests of the unknown owner, and the payments will be retained by district executive director while effort is taken to find the owner	In case of absentee owner, effort should be made to contact the owner and negotiate with them on the terms, type and amount of compensation. For absentee owners not contacted, sufficient funds to cover the future payments should be reserved	Digitalized RAPs with a proper database will provide a strong backup for verification of eligible and legitimate PAP. Hence enable all PAPs, including the absentees, to receive their compensation even after the project completion.
15	Unknown owner	Local government leaders will represent the interest of the unknown owner, and the payments will be retained by district executive director while effort is taken to find the owner	For unknown owners, sufficient funds to cover the future payments should be reserved	Interest will be paid to the owners of the affected assets if the time lag is more than six months from the date of acquisition or revocation.

## 4. STAKEHOLDERS ENGAGEMENT AND COMMUNITY CONSULTATIONS

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This section summarizes the public consultations conducted in line with the World Bank's Involuntary Resettlement Policy (4.12 of 2013). The policy emphasizes the importance of early and meaningful consultation with displaced persons and host communities, encouraging their involvement in both the planning and implementation of the resettlement program. It also suggests exploring the feasibility of holding separate meetings for women and ensuring fair representation of female heads of households alongside mixed meetings. Additionally, careful planning of information dissemination is crucial, considering varying levels of literacy and networking that may differ by gender.

Public consultations in the development of the Resettlement Action Plan (RAP) are not only seen as best practice from ethical and moral perspectives but are also documented as leading to more sustainable and cost-effective project outcomes that are acceptable to all affected parties. Moreover, the consultation process allows project-affected persons (PAP) to voice their opinions and concerns regarding the project and their current and future circumstances.

### 4.1 Standards and Legislation During Stakeholders Consultations

The governance of stakeholder consultations in Zanzibar involves a combination of local policies and frameworks that align with World Bank (WB) guidelines. This dual approach ensures that consultations are conducted effectively, fostering public participation and ensuring that the voices of local communities are heard in decision-making processes.

The Zanzibar Constitution places significant emphasis on public participation in governance and development. It establishes a framework where citizens have a clear avenue to express their opinions and influence decisions that affect their lives. Complementing this constitutional mandate is the Local Government Act, which promotes community involvement in local planning and decision-making. This act requires consultations with residents for projects that have a direct impact on their communities, thereby enhancing local engagement.

Additionally, Zanzibar's Environmental Management Policies include specific guidelines that mandate stakeholder consultations during the Environmental Impact Assessment (EIA) process. These guidelines ensure that local communities are not only informed about potential environmental impacts but also actively engaged in discussions surrounding them. Various sector-specific policies further reinforce this approach, with areas such as tourism, health, and agriculture encouraging public engagement and consultations tailored to the unique contexts of these sectors.

On the other hand, the World Bank has established several operational policies that underscore the importance of stakeholder consultations. For instance, OP 4.01 (Environmental Assessment) requires consultations to gather input on potential environmental impacts and project design. Similarly, OP 4.12 (Involuntary Resettlement) mandates consultations with affected communities regarding resettlement plans and compensation, ensuring that the concerns of those impacted are addressed.

The WB's Social Safeguard Policies focus on including marginalized and vulnerable groups, ensuring that their perspectives are integrated into project planning and implementation. Additionally, the Stakeholder Engagement Framework provides comprehensive guidelines for effective engagement throughout the project lifecycle, emphasizing transparency and responsiveness. The Public Participation Guidelines recommend best practices for involving stakeholders, ensuring they have access to information and opportunities for feedback.

Both Zanzibar's policies and the World Bank's guidelines highlight the critical role of stakeholder consultations in promoting transparency, inclusivity, and community engagement in development projects.

This is not only fostering trust among stakeholders but also ensures that the needs and concerns of all parties are adequately addressed, leading to more sustainable and accepted project outcomes.

## **4.2 Project Consultation Process**

The engagement of various stakeholders has taken place at multiple levels. According to the reports from the project manager based in Pemba, initial consultations were held with the PIU to introduce the project to leaders at the regional, district, ward, and Shehia levels. During the feasibility study period, engagement continued at all levels with the teams of feasibility study experts.

Consultative meetings with local government officials, community leaders, and the public in the Shehia area affected by the project were held from July to October 2024, attracting about 700 participants. Table below present the list of meetings conducted. Annex 3 detailed lists of the meetings participants summarised in table above. These consultations were organized to ensure that the perspectives of individuals, project-affected persons (PAPs), and local government representatives were thoroughly considered in the decision-making process. The engagement aimed to effectively communicate information about the planned project development, address misunderstandings, enhance understanding of relevant issues, and identify and address any controversial areas while the project was still in its design phase.

## **4.3 Objective of Public Participation and Consultation**

The overall goal of the consultation process was to disseminate project information and to incorporate views of various stakeholders in the project design, implementation, mitigation measures, management plan and Resettlement Action Plan. The specific Objectives include:

- To inform them about the compensations and resettlement procedures and to secure their cooperation.
- Assisting stakeholders to understand applicable laws and regulations governing compensation
- To involve stakeholders in census, socio-economic surveys, and inventory of households and affected assets for RAP preparation
- To ensure transparency in all activities related to resettlement including its potential impacts.
- To obtain information about needs and priorities of various stakeholders as well as acquire information about their reactions.
- To improve project design thereby minimize conflicts as well as delays in implementation in relation to resettlement.
- To involve public at large together with their responsible institutions together with organizations in project design as well as planning; and
- Understanding local people's perceptions on the project.

## **4.4 Stakeholders Identification and Analysis**

### **4.4.1 Identification of Stakeholders for Consultation**

The first step in effective stakeholder engagement is stakeholder identification, which involves a systematic approach to understanding who will be affected by or have an interest in the project. This process begins with mapping stakeholders, where all relevant parties are identified, including affected communities, local authorities, non-governmental organizations (NGOs), and other interest groups that may have a stake in the project's outcomes. By recognizing this diverse range of stakeholders, the team ensures that no significant group is overlooked, which is crucial for fostering inclusive engagement.

Once stakeholders have been identified, the next step, conducted by the RAP Expert, is categorization. This involves classifying stakeholders based on their interests, influence, and potential impact on the project. By assessing each stakeholder's level of interest and their capacity to influence the project's success or failure, project teams can prioritize engagement efforts effectively. For example, directly affected communities require more intensive engagement compared to those with a peripheral interest. This categorization helps tailor communication strategies and engagement methods, ensuring that each stakeholder group is approached in a way that resonates with their specific needs and concerns.

This stakeholder identification process was carried out systematically, in accordance with the requirements of the Revolutionary Government of Zanzibar and the World Bank operational policies, specifically OP 4.01 and OP 4.12. OP 4.01 on Environmental Assessment requires the identification of all potentially affected stakeholders to incorporate their feedback into project design. Similarly, OP 4.12 on Involuntary Resettlement emphasizes the need to consult with communities that may face displacement, ensuring that their rights and interests are prioritized.

Some stakeholders were determined based on the nature of the proposed project activities. The list of stakeholders was compiled using the consultant's knowledge and prior experience working in Tanzania on similar processes. The identified stakeholders and institutions for the Environmental and Social Management Plan (ESMP) and RAP planning and implementation were based on their roles and stakes, as outlined in Table 5. This comprehensive approach lays a strong foundation for meaningful and effective stakeholder engagement throughout the project lifecycle.

**Table 4: Stakeholders/institutions to support RAP planning and implementation**

Level	Key Stakeholder	Roles and Responsibilities
National level / Central Government	Vice President’s Office (Division of Environment)	<ul style="list-style-type: none"> <li>▪ Developing and implementing environmental policies and guidelines related to resettlement. It provides strategic direction for the integration of environmental considerations into RAPs.</li> <li>▪ Oversee compliance with national and international environmental laws and standards during the RAP process. This includes ensuring that projects adhere to environmental impact assessments (EIAs) and resettlement guidelines.</li> <li>▪ Coordinates with various stakeholders, including government agencies, local authorities, NGOs, and affected communities. This collaboration ensures a comprehensive approach to addressing environmental and social impacts associated with resettlement.</li> <li>▪ Involved in monitoring the implementation of RAPs to ensure compliance with established guidelines and commitments</li> <li>▪ Monitor and assess activities, being carried out by relevant agencies to ensure that the environment is not degraded.</li> <li>▪ Prepare and issue a report on the state of the environment in Tanzania.</li> <li>▪ Coordinate the implementation of the National Environmental Policy.</li> </ul>
	Zanzibar Environmental Management Authority (ZEMA)	<ul style="list-style-type: none"> <li>▪ Enforcing environmental regulations and guidelines, including those related to resettlement. It will ensure that the projects comply with local laws and international standards, particularly those related to environmental and social impacts.</li> <li>▪ Reviews RAPs to assess their adequacy in addressing the social and environmental impacts of displacement. This includes evaluating whether the plan effectively identifies affected communities, assesses impacts, and outlines appropriate compensation and mitigation measures</li> <li>▪ Monitors ESIA and RAP execution to ensure compliance with established standards and commitments. This includes overseeing the implementation of compensation measures and the effectiveness of mitigation strategies.</li> <li>▪ Engages in capacity-building activities, providing training and resources to local authorities and communities to enhance their understanding of environmental management and resettlement processes.</li> </ul>

Level	Key Stakeholder	Roles and Responsibilities
		<ul style="list-style-type: none"> <li>Collaborates with various government agencies, NGOs, and international organizations to ensure a comprehensive approach to environmental and social issues related to resettlement.</li> </ul>
	Zanzibar Electrical Corporation (ZECO)	<p>Parastatal organisation established responsible for the generation, transmission, distribution, and supply of electricity to consumers.</p> <p>The Project will require electric power during construction and operations activities. ZECO will also involve in reallocations of electricity poles/power line in some of the project sites.</p>
	ZANROADS	Development and maintenance of Develop, maintains and manages Trunk and Regional Roads Network including project Identified community roads
	Occupational Safety and Health Authority	<ul style="list-style-type: none"> <li>Registration of the workplace</li> <li>Issuance of Compliance certificate</li> <li>Inspection on OHS related aspects</li> <li>Enforcement of Occupational Health and Safety Act,</li> </ul>
Government Agencies	ZAWA-Zanzibar Water Supply	Responsible for infrastructure development – Water supply pipeline to the proposed Project site will be responsible for pipeline relocation
Regional Level	South Pemba and North Pemba	<ul style="list-style-type: none"> <li>Coordinates with various stakeholders, including local government entities, community leaders, and project implementers, to ensure that the RAP is effectively executed</li> <li>oversees the planning and implementation of compensation for individuals and communities impacted by projects. This includes ensuring that compensation is fair, adequate, and delivered in a timely manner.</li> <li>Plays a key role in mediating conflicts and facilitating discussions to resolve issues amicably.</li> </ul>

Level	Key Stakeholder	Roles and Responsibilities
District Level	Micheweni District Council, Mkoani TC, Chake Chake TC, and Wete TC- District Executive Directors and Heads of departments	<ul style="list-style-type: none"> <li>▪ Baseline data on social and economic conditions.</li> <li>▪ Plan and coordinate activities on community-based</li> <li>▪ natural resource and environment management.</li> <li>▪ Enforcement of laws &amp; regulations</li> <li>▪ Coordinate environmental matters at the district level.</li> </ul>
Shehia Level	Respective Shehia in Project Area Sites	Responsible for people’s welfare and development of the Shehia. They oversee the general community’s welfare (in terms of people’s rights, environment, security, welfare etc.).
Institutions	The local existing community institutions such as schools, police, churches, mosques, hospitals, Community Based Organizations (CBOs), NGOs and Community Savings and Credit Cooperatives (SACCOs). households and orphans.	Responsible for provision of social services (health, education, safety, security, worshiping and education) and can also take part in observing environmental issues.
Community	Community members in respective Project Areas	These are communities in proximity to the Project area, are responsible for providing necessary inputs during Project planning, and could potentially be impacted by Project activities

## 4.5 Public Engagement and Consultation Meetings

**Methods of community participation:** The RAP team employed a diverse range of approaches during the stakeholder consultation process to ensure effective engagement. These methods included both consultative and participatory meetings, along with informal and formal interviews and discussions. Acknowledging the varying roles and levels of stakeholders in relation to the project, the team organized consultative meetings at different tiers to promote open and interactive communication among all parties involved.

To achieve comprehensive stakeholder involvement, the team utilized a variety of techniques aimed at identifying and consulting key stakeholders. This approach ensured that all relevant voices were heard and actively engaged in the preparation of the RAP, facilitating a collaborative and inclusive process.

During consultation, the stakeholders were informed about the project activities, effects and compensations. They were further informed how they are going to be involved in the preparation of detailed RAP. Questions and opinions were invited from the participants. The minutes of the meeting were prepared and signed by respective Sheha (ANNEX 2).

**Notification to Communities:** The consultation schedule with stakeholders was prepared in collaboration with the RAP expert and the project coordinator in Pemba. The schedule was also shared with both the project coordinator and the Project Social Expert to facilitate effective communication and coordination.

Stakeholders were notified prior to meeting with them. Notifications were through letters from President's Office for Finance and Planning – Pemba sent three days before the date of the planned meeting. Follow up was made through telephone communication and physical visits to the respective offices.

**Consultation:** RAP team have conducted numerous consultation meetings with various stakeholders specifically for RAP. The consultation process conducted in line with RPF (2020), over the period from 2023 and another round 17<sup>th</sup> September to 20<sup>th</sup> October 2024. The objectives of the meetings included:

- i) To gather information, views and recommendations from the stakeholders and project affected persons.
  - ii) To disseminate project information to the stakeholders and project affected persons.
  - iii) To enable stakeholders, learn about the project, its impacts and how these impacts will be mitigated.
- The following persons/institutions were consulted during the preparation of this Resettlement Action Plan:

- Project Affected Persons (Along the Project Area)
- The Ministry of Finance
- Representative of ZECO
- Representative of ZANROADS
- Representative of ZAWA
- Representative of ZEMA
- Local Government Authorities at Sheha and Municipal Council level

**Community Meetings:** Several regular formal and public meetings were conducted with community members, government authorities, project implementers, and other relevant stakeholders to inform the public about project matters, including compensation issues, the expert communicated with the Project Coordinator's office and the Project Manager's office in Pemba prior to the meetings and jointly prepared the schedule.

To promote broad participation, Shehas were specifically instructed to ensure inclusive participation, particularly from vulnerable groups such as women, the elderly, and people with disabilities.

Invitations were disseminated via official letters and through Shehia leaders (Shehas), who notified their communities using loudspeakers, word of mouth, and phone calls. Community and stakeholder meetings were also attended by the Project Manager in Pemba, project liaison officers, and, during the final three meetings in September, a community officer from the Ministry of Finance. During the Meetings all stakeholders and Project Affected Persons (PAPs), including women and vulnerable groups, were informed well in advance of all consultation meetings. It was further observed that women and elderly individuals were the primary disadvantaged groups in attendance. However, there were no specific issues were raised by these groups.

A total of 22 community meetings were held, with 845 people attending. Of those, 464 were women, representing 55%, and 381 were men, representing 45% of the attendees. Meeting minutes were carefully recorded and documented according to best practices. Table 6 provide details of the meeting dates for various sub projects and the number of people who attended.

**Table 5: Number of Community Meeting Conducted and participants**

S/N	Shehia	Date	Participants		
			Male	Female	Total
1.	Chanjaani	26 <sup>th</sup> July, 2024	7	4	11
2.	Kichungwani	26 <sup>th</sup> July, 2024	3	27	30
3.	Wara	26 <sup>th</sup> July, 2024	10	2	12
4.	Gombani	26 <sup>th</sup> July, 2024	9	0	9
5.	Mkoani	17 <sup>th</sup> Sept 2024	11	3	14
6.	Changaweni	17 <sup>th</sup> Sept, 2024	35	35	70
7.	Uweleni	17 <sup>th</sup> Sept, 2024	18	12	30
8.	Mbuyuni	17 <sup>th</sup> Sept, 2024	13	47	60
9.	Ngo'mbeni	17 <sup>th</sup> Sept 2024	41	40	81
10.	Mbuguani	17 <sup>th</sup> Sept, 2024	11	4	15
11.	Utaani	18 <sup>th</sup> Sept, 2024	36	41	77
12.	Bopwe	18 <sup>th</sup> Sept, 2024	30	41	71
13.	Selemu	18 <sup>th</sup> Sept 2024	13	15	28
14.	Jadida	18 <sup>th</sup> Sept, 2024	14	24	38
15.	Mtemani	18 <sup>th</sup> Sept, 2024	3	5	8
16.	Kipangani	18 <sup>th</sup> Sept 2024	4	16	20
17.	Tibirinzi	19 <sup>th</sup> Sept, 2024	22	15	37
18.	Mjini Wingwi	19 <sup>th</sup> Sept 2024	38	22	60
19.	Shumba Mjini	19 <sup>th</sup> Sept, 2024	18	0	18
20.	Konde	20 <sup>th</sup> Sept, 2024	30	96	126
21.	Chachani	20 <sup>th</sup> Sept, 2024	7	8	15
22.	Msigini	20 <sup>th</sup> Sept, 2024	8	7	15
	<b>TOTAL</b>		<b>381</b>	<b>464</b>	<b>845</b>

**Focus Groups Discussions:** were conducted with the potential key groups as indicated in Table 7. The aim was to gather qualitative information that will guide the technical team in the design of social facilities as well as defining compensation delivery mode. During the FGDs 29 groups were involved whereas 104 people participated in the discussions and had the opportunity to give their ideas that will contribute to the design of social facilities.

**Table 6: List of People Consulted by Interview and FGD**

SN	Stakeholders/Insitutions	No of Consulted GroupsGroups	Number of Participants	Dates
1	Project Management Team	1	4	22 <sup>nd</sup> & 23 <sup>th</sup> July, 2024 and 20 <sup>th</sup> Sept, 2024
2	Museum	1	4	24 <sup>th</sup> July 2024
3	Business men	1	4	24 <sup>th</sup> and 25 <sup>th</sup> July 2024
4	Bus/Daladala drivers	1	4	24 <sup>th</sup> July, 2024
5	Chakechake Municipal Council	2	11	24 <sup>th</sup> July and 17 <sup>th</sup> September, 2024
6	Counsellor	1	7	24 <sup>th</sup> July and 17 <sup>th</sup> September ,2024
7	Shehas	11	29	24 <sup>th</sup> to 26 <sup>th</sup> July and 18 <sup>th</sup> to 20 <sup>th</sup> Sept, 2024
8	Mkoani Town Council	1	7	24 <sup>th</sup> July and 17 <sup>th</sup> September, 2024
9	Tibirinzi	1	6	24 <sup>th</sup> July, 2024
10	Ministry Of Finance	1	4	25 <sup>th</sup> July, 2024
11	ZEMA	1	3	25 <sup>th</sup> July, 2024
12	Micheweni	1	4	25 <sup>th</sup> July, 2024
13	Wete Towm Council	1	7	25 <sup>th</sup> July and 18 <sup>th</sup> September, 2024 ,
14	Afisa mdhamini	1	1	25 <sup>th</sup> July, 2024
15	MOICT	1	2	26 <sup>th</sup> July, 2024
16	ZECO	1	2	25 <sup>th</sup> July, 2024
17	ZAWA	1	6	25 <sup>th</sup> July, 2024
18	Gombani	1	2	25 <sup>th</sup> July, 2024
	<b>TOTAL</b>	<b>29</b>	<b>104</b>	

#### 4.3.2 Key Issues and Concerned Emerging from Consultations

The views and concerns of various stakeholders during consultation sessions with various stakeholders through the administering of interviews, survey, focus group discussions and public meetings indicated a significant support on the proposed Big -Z project in Pemba Island. Most of views and concerns aimed at improving the proposed project in terms of conservation measures, issues of consideration during construction and operation phase, measures to minimize impacts and views of how the project will benefit the nearby communities in terms of priority on employment, benefits to local communities, availability of recreational areas and many others. Stakeholders' views and main issues related to the project that arose during consultation sessions with various stakeholders through the administering of interviews, focus group discussions and public meetings are presented in Table 8.

**Table 7: Stakeholders concerns Comments and Responses from consultations**

S/N	Stakeholders/Institution	Issues/ Concerns	Response	Remarks
1.	Afisa Mdamini	To ensure the project's smooth progress and clear communication with the public, as well as to prevent misunderstandings— particularly regarding compensation issues— District representatives should participate in the meetings	Noted	Consultations will be conducted throughout the stages of project implementation.
2.	Zanzibar Environmental Management Authority (ZEMA)	<ul style="list-style-type: none"> <li>• A road improvement project is underway, and the Michakaeni wall designated for rehabilitation by the Project is situated along the roadside. It would be more effective to renovate the wall concurrently with the road construction rather than as part of this project.</li> <li>• The project has not yet completed the necessary registration procedures with ZEMA.</li> <li>• In Mkoani, the bus station is located very close to the school. Therefore, it is essential to either relocate the station or implement measures to ensure it does not pose a risk to the students.</li> </ul>	<ul style="list-style-type: none"> <li>• Note this will be agreed and discussed by the Proponent</li> <li>• The procedure has already started to comply with the registration and approval process</li> <li>• The issue was discussed by the Mkoani Regional and District representatives to look for alternative sites Since they do not have an alternative area, measures to mitigate the impact, including the construction of a fence, have been recommended</li> </ul>	To ensure effective oversight, it is important to engage with the authorities planning to upgrade the road that passes through the area where the Michakaini retaining wall is set to be improved, and to explore the best ways to carry out the construction in that location

S/N	Stakeholders/Institution	Issues/ Concerns	Response	Remarks
3.	Zanzibar Electricity Corporation (ZECO)	Since ZECO has its infrastructure along the Project areas, costs of relocation should be considered during pre-construction phase to pave way for smooth construction work.	The costs of relocating infrastructure will be included in the project costs, and ZECO will be involved during the relocation of the infrastructure that pertains to them.	Utilities relocation costs are included in the contractor's BOQ as separate from the RAP budget
4.	Chake chake Municipal Moyer	Payments for compensation through the standard government system are delayed to the point where the compensation amounts may not be sufficient to replace the affected assets due to inflation. Additionally, there are concerns about potential future issues if payment rates and formats undergo significant changes.	It was explained that the Project Management Team (PMT), as the main agent for implementing the Resettlement Action Plan (RAP), will utilize government rates. However, the implementation of the RAP will adhere to World Bank standards, making the process different from typical government practices. This approach is beneficial for the communities, as it aims to improve their lives rather than make them worse due to the project.	Incorporated in the RAP under legal framework in section
5.	Old Fort Museum	<ul style="list-style-type: none"> <li>The building is historic and needs to be renovated without losing its original appearance.</li> <li>Any additional buildings should closely match the appearance of the existing structure.</li> </ul>	Recommendation has been taken care	Recommendation has been taken care and was discussed and emphasized during client and Consultant Meeting held on 30 <sup>th</sup> September 2024

S/N	Stakeholders/Institution	Issues/ Concerns	Response	Remarks
		<ul style="list-style-type: none"> <li>Renovations should be carried out in phases to allow the center's activities to continue, ensuring that government revenue is not entirely disrupted during construction</li> </ul>		
6.	Pety Traders/Businessman along Community roads Chakechake	<ul style="list-style-type: none"> <li>Before construction begins, the government should inform us in advance so we can relocate our kiosks to another location</li> <li>A bus station should be established at the Michakaeni market area, where traders have been relocated to facilitate increased customer traffic due to the presence of the bus station</li> <li>Where does the Government plan to relocate us to?</li> </ul>	<ul style="list-style-type: none"> <li>At every stage of the project, the community will be kept informed through meetings and updates from local leaders in the relevant areas</li> <li>Placing a bus station in the vicinity of the Michakaini market is not advisable due to its geographical challenges; the steep incline and the condition of the existing road do not support a bus station. Instead, this market area will be utilized as a drop-off and pick-up point for passengers.</li> </ul> <p>The Municipal council has demarcated the Mchakaeni area for relocation of the Petty Traders .</p>	<p>Consultations with these traders will be conducted to inform the processes at all stages of project implementation.</p> <p>All Petty traders along the proposed Community roads and Retaining wall are relocated to the Michakaeni in September 2024</p>

S/N	Stakeholders/Institution	Issues/ Concerns	Response	Remarks
	Mkoani Regional and district Authority	<ul style="list-style-type: none"> <li>The project information is well communicated at all levels (Ward and Sheha leaders are informed in advance)</li> <li>The issue of compensation should be well informed.</li> </ul>		On the ground, there are certain areas where the project was not clearly understood by the community and even by their leaders.
	Ward and Shehia Leaders	<ul style="list-style-type: none"> <li>What is the role of community leaders (Sheha) in RAP planning and implementation?</li> <li>Ensure proper arrangement of compensation to the affected properties</li> <li>Assure community participation in all phases of the project</li> <li>What measures are in place to ensure that community members are not overlooked in favor of casual laborers from distant areas or foreign workers?</li> </ul>	<ul style="list-style-type: none"> <li>The Sheha will be responsible for identifying land for the resettlement of Project-Affected Persons (PAP) They will also participate in grievance redress and management as ex officio members of the grievance committees</li> <li>Construction contractors will try to recruit individuals with relevant skills from the local community, while experienced skilled labor will be prioritized for technical positions</li> </ul>	Incorporated in RAP GRM section
	Community at 4 Shehia Levels	<p>The concerns below echoed at every Shehia meeting regarding to PAPs:</p> <ul style="list-style-type: none"> <li>Majority of community members were worried of unfair compensation of affected properties.</li> <li>The eligibility and compensation packages shall be made transparent to the PAPs; and</li> </ul>	<ul style="list-style-type: none"> <li>The process for asset valuation and compensating is transparent and participatory. If an individual is dissatisfied with their assigned compensation, they have</li> </ul>	Consideration in the RAP

S/N	Stakeholders/Institution	Issues/ Concerns	Response	Remarks
		<ul style="list-style-type: none"> <li>When is the implementation of the project activities expected to begin?</li> </ul>	<p>the right to lodge their complaint to a GRC that will be established to address project-related grievances, including those concerning valuation and payment of compensation</p> <ul style="list-style-type: none"> <li>The Project is at the Design Stage it is expected that by mid next year the design will be approved</li> </ul>	
	Mkoani District Council Representatives	<ul style="list-style-type: none"> <li>There will not be any complaints about compensation on land acquisition process as almost all land parcels are public land, but there will be compensation on affected crops like banana trees, cassavas etc. and trees planted to project sites.</li> <li>They propose presence of children games to the Umoja Garden, enough private and public parking, toilets (female and male), waiting bays and prayers room (female and male) to the new bus stand.</li> <li>Project will help to reduce accidents, especially to the footpath's users and flood control because there are no drainages.</li> <li>The project has already been significantly delayed, so its</li> </ul>	<ul style="list-style-type: none"> <li>The valuation process will involve all items, including crops, and will identify ownership in collaboration with local leaders</li> </ul> <p>This has been considered in the design</p>	<ul style="list-style-type: none"> <li>Considered in the RAP</li> </ul>

S/N	Stakeholders/Institution	Issues/ Concerns	Response	Remarks
		<p>implementation must be expedited, and political interference should be avoided.</p> <ul style="list-style-type: none"> <li>Majority of residents tend to dispose of waste in drains, making it crucial public awareness on the proper use and maintenance of the infrastructure being constructed, particularly the drains.</li> </ul>		
	Traders at Umoja Children Park and Wete children Park	Are we going to be compensated for the losses we are going to suffer due to the relocation?	Basically, the traders will be temporarily moved to allow construction works no cash compensation that will be paid to them.	<ul style="list-style-type: none"> <li></li> </ul>

## **4.4 STAKEHOLDER ENGAGEMENT DURING RAP IMPLEMENTATION**

The engagement and consultation will take place during RAP implementation processes as follows:

### **4.4.1 Compensation Disclosure**

Prior to the commencement of the disclosure process, the BIG Z Project Management Team (PMT) will organize a district wise seminar to engage the Shehas from all affected Shehias. The seminars will be held at the District Commissioners' offices to notify the Shehas of the Government of Zanzibar's intention to disburse compensation to PAPs affected by the AUP Pemba construction activities.

Shehas will be informed of their roles in the disclosure process, including verifying the PAP lists, informing PAPs of the disclosure exercise, participating in the preparation of compensation disclosure schedules, and identifying PAPs and witnessing the PAPs during the disclosure of their compensation and signing of the Compensation Agreement Form (CAF).

Throughout the disclosure period, the PMT will maintain communication with all relevant Shehas to ensure timely notification of PAPs regarding disclosure dates, times, and venues. Shehas and their official assistants will contact PAPs through phone calls and face-to-face interactions. The PMT will also send official letters to Shehas to support these communications. These efforts aim to ensure that all PAPs are effectively reached and informed.

PAPs will be advised to visit their respective DC offices for verification of their names and compensation amounts. They will be required to bring national identity cards (IDs) and bank account details. For groups of inheritors, they will be required: IDs and photographs of all family members, a family letter, and the power of attorney.

### **4.4.2 Consultation Meetings**

Upon arrival at the disclosure venue, PAPs will be registered on an attendance sheet and welcomed to a designated consultation area equipped with chairs and shelter. The BIG Z safeguard team, led by the Project Coordinator, will address the PAPs and provide information on the Resettlement Action Plan (RAP) process, compensation determination procedures, applicable rules and regulations, and timelines for compensation disbursement.

The team will also explain eligibility criteria for disclosure and list the necessary documents each PAP must present. PAPs will be encouraged to ask questions, and PMT team members will respond and provide clarifications.

### **4.4.3 Disclosure and CAF Signing**

Disclosure of compensation details will be conducted through one-on-one meetings to maintain confidentiality. Each PAP will be identified by the Sheha and directed to a PMT officer for disclosure. The PMT officer will verify the PAP's status (owner, representative, or family representative) and confirm relevant documentation: national ID for owners and power of attorney and supporting documents for representatives or inheritors.

No PAP will be allowed to sign the CAF without complete and valid documentation. If the PAP agrees with the disclosed information, they will sign the CAF.

### **4.4.4 Counselling and Grievance Redress**

In cases where a PAP disagrees with the disclosed compensation amount, asset listing, or measurements, they will be directed to a counselling room for further explanation. If the PAP's concerns are resolved during counselling, they will return to the disclosure room to sign the CAF. If the issue remains unresolved, the PAP will be advised to complete a grievance form for further investigation.

#### **4.4.5 Daily Reporting and Follow-Up**

At the close of each day, the disclosure team will compile a daily report documenting: the number of PAPs who attended the disclosure exercise, the number of signed CAFs, the number of PAPs with and without bank accounts, the number of grievance forms submitted, and the number of absentees.

Shehas will be asked to explain any absences. The team will also identify PAPs who were unable to sign due to incomplete documentation, particularly in inheritance and representation cases. For each issue identified, mitigation measures will be developed and implemented in the following days.

## 5. SOCIO-ECONOMIC BASELINE SURVEYS

This chapter provides a socio-economic overview of the project area, focusing on demographic characteristics, economic factors, infrastructure, and the distribution of public utilities. It explains the results of census and socio-economic surveys and consultations for sub-project's roads. The information and data presented have been gathered through literature review, site observations during reconnaissance, and analysis of spatial maps.

### 5.1 Area and Population

The subprojects are located in Pemba Region, specifically in Chakechake Municipal Council, Wete Town Council, Micheweni Town Council and Mkoani Town Council covering a total of 20 Shehias. The area of Pemba Island is approximately 988 square kilometers (about 381 square miles) having a human population of 543,441 (Census 2022) including 262,857 males and 280,598 females with a sex ratio of 94. The number of households in the Councils was 101,040 with an average household size of 5.6 (Population and Housing Census - 2022). The population has been increasing every year. In 2012, Pemba Island had a total population of 406,808 (166,758 males and 240,050 females), This represents an increase of 136,633 people over a period of 10 years from 2012 to 2022 (Table 9). The increase of the population is due to improved infrastructure and rural-urban migration due to different Social-Economic activities.

### 5.2 Demography of The Affected Areas

The census recorded affected population all-inclusive 573 property owners. Table 7 below presents numerical information of the types of PAPs.

**Table 8: Characteristics of Property owners (PAPs)**

Shehia	Crops only	Land only	Land and Structure	Land, Structure and Crops	Land and Crops	Structure only	Structure and Crops	Total
Chanjaani	0	2	5	8	1	0	0	16
Kichungwani	9	0	1	0	0	0	0	10
Wara	19	1	13	0	11	10	3	57
Msingini	1	0	0	0	0	0	0	1
Chachani	1	0	0	0	0	0	0	1
Gombani	16	9	7	3	21	0	1	57
Tibirinzi	12	0	0	0	0	0	0	12
<b>Sub Total</b>	<b>58</b>	<b>12</b>	<b>26</b>	<b>11</b>	<b>33</b>	<b>10</b>	<b>4</b>	<b>154</b>
Mjini Wingwi	19	7	4	2	22	1	0	55
Shumba Mjini	5	1	0	0	2	1	0	9
Konde	17	15	11	11	50	5	3	112
<b>Sub Total</b>	<b>41</b>	<b>23</b>	<b>15</b>	<b>13</b>	<b>74</b>	<b>7</b>	<b>3</b>	<b>176</b>
Changaweni	13	0	0	0	0	1	0	14
Uweleni	18	0	0	0	0	0	0	18
Mbuyuni	19	1	3	0	0	1	0	24
Mbuguani	2	0	0	0	0	2	0	4
Ng'ombeni	16	0	0	0	0	0	0	16

Shehia	Crops only	Land only	Land and Structure	Land, Structure and Crops	Land and Crops	Structure only	Structure and Crops	Total
<b>Sub Total</b>	<b>68</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>76</b>
Bopwe	23	0	0	0	0	0	0	23
Jadida	0	0	1	0	0	1	0	2
Kipangani	27	1	7	4	0	22	7	68
Mtemani	25	0	7	5	0	14	4	55
Selemu	4	0	7	1	0	3	0	15
Utaani	4	0	0	0	0	0	0	4
<b>Sub Total</b>	<b>83</b>	<b>1</b>	<b>22</b>	<b>10</b>	<b>0</b>	<b>40</b>	<b>11</b>	<b>167</b>
	<b>250</b>	<b>37</b>	<b>66</b>	<b>34</b>	<b>107</b>	<b>61</b>	<b>18</b>	<b>573</b>

### 5.3 Demographic of the PAPs along roads subproject

Census recoded PAPs from all subprojects as presented in Table 10. Most PAPs are found at Micheweni 176 constituting 30.7% of all PAPs; followed by Wete 167 (29.1%) and Chakechake 154 (26.9%) whereas Mkoani Sub projects have the least number of PAPs 76 (13.3%).

**Table 9: Number of PAPs along the roads Sub Projects**

DISTRICT	SUB - PROJECT	NO OF PAPs
Chake Chake	Chachani Juu -Msingini Kisimani FP	12
	Chachani -(B/Mji)-Minazini Uwanja Mpira FP	3
	Chachani -Mitambuuni -Michakaini bondeni	3
	Kichungwani -Bahja bondeni FP	8
	Kilimatinde Juu -Kichungwani Kisimani FP	9
	Misifuni Juu -Malofa Bondeni FP	5
	Mtoni Bondeni -Shamiani Skuli FP	12
	Tibirinzi FP	7
	Africana_Kichungwani_Rd	5
	Pataya-Messiy a Jeshi Rd	16
	Maendeleo_Rd	48
	Pataya-Ndugukitu Rd	14
	Minazini Drain	3
	Kichungwani Juu -Mabwawani Drain	5
	Retaining Wall at Michakaini School	1
	Museum	1
	Chanjaani Bus Terminal	2
<b>Sub Total</b>		<b>154</b>
Wete	Kitutia -Mitiulaya -Selemu Rd	10
	Kitutia -Mitiulaya -Selemu + Link to School Rd	5
	Kipangani Road	26
	Jadida -Bubujiko -Mtemani Rd	74
	Bopwe Drain	32
	Kipanga Drain	5
	Jadida Drain	5
	Chasasa Drain	5
Selemu Drain	5	

DISTRICT	SUB - PROJECT	NO OF PAPS
	<b>Sub Total</b>	<b>167</b>
Mkoani	Jondeni Uwanjani/ Mvumokiti FP	5
	Kinyassini -Mkirikiti bondeni FP	9
	Mikarafuuni -Mpika tango FP	2
	Mapinduzi-Kisima hafidhi-Kibigilini-Mwalim Salmin-Madrassa	3
	Said mzee-Mvumokiti FP	6
	Mbuyuni- Mjini Mkoani FP	9
	Mkoani Port Office-Market FP	1
	Ng'ombeni Skuli-Mjini Mkoani FP	5
	Ndooni- Ndooni kijiji kipya FP	3
	Tangi la Maji – Basra FP	1
	Mbuguani Bakery- Bondeni FP	1
	Changaweni-Kijiweni FP	7
	Changaweni-Biziredi FP	8
	Changaweni-Maalim Hassan FP	4
	Ng'ombeni Skuli Drain 250m	2
	Changaweni - Kiwandani Mlapole Drain 135m	1
	Kinyasini - Mpikatango Drain (495m)	2
	Mjini Mkoani - Mbuyuni Drain (320m)	3
	Mkoani Bus Terminal	3
Umoja Children Park	1	
	<b>Sub Total</b>	<b>76</b>
Micheweni	Micheweni -Mjini Wingwi Rd	36
	Kinowe -Konde Rd	48
	Konde Rd (Upembani Rd)	42
	Konde Rd (Upembani Rd)	30
	Access To Shumba Fish Market (Shumba Rd)	5
	Shumba Fish Market (Shumba Rd)	15
	<b>Sub Total</b>	<b>176</b>
	<b>Grand Total</b>	<b>573</b>

## 5.4 Availability of Social Services

### 5.4.1 Education Services

Pemba Island has several Government and private kindergartens, pre-primary, primary, secondary and high schools, vocational training centres, and colleges that serve students from across Pemba Island regions. The education awareness within the Councils is very high whereby every ward /Shehia have a primary school, and some wards have a secondary school. The key education institutions in the project areas comprise of primary schools with pre-primary classes, Secondary schools, and Vocational Training Centres. The project innovations, specifically upgrading of roads, are expected to improve access to education services within the project areas and beyond.

### 5.4.2 Health Services

Health services in Pemba include both private and public facilities with oversight through the Ministry of Health and Social Welfare (MOHSW). Public facilities include first- and second-line Primary Health Care Units (PHCU) at the village level, Primary Health Care Centers (PHCC) or cottage

hospitals at 30-bed capacity and District hospitals. Private facilities include over-the counter shops and pharmacies. Pemba Island has a total of 63 health facilities, which includes 58 Primary Health Care Units (PHCU) 2 Cottage hospitals (PHCC) and 3 District hospitals with capacity of 80-120 beds. The project area has human laboratories, dispensaries, pharmacies and medical shops that serve the communities with normal routine clinics and health services required at such level. Locally, upgrading roads is expected to improve access to several health facilities.

### **5.4.3 Water Sources and Supply**

The domestic water supply conditions in Pemba Island are influenced by factors such as infrastructure, population density, and seasonal variations. Residents primarily rely on a mix of piped water, boreholes, and surface water sources. While urban areas often have better access to treated water, rural regions face significant challenges due to limited infrastructure, resulting in a reliance on unsafe water sources.

Efforts to improve water supply and quality have been implemented in recent years, focusing on expanding access to clean water and promoting sustainable practices. However, challenges such as water scarcity during dry seasons and the need for better sanitation facilities remain critical issues that must be addressed to ensure equitable access to safe drinking water.

The Zanzibar Water Authority (ZAWA) is central to water supply in urban areas like Mkoani, Wete, Micheweni, and Chake Chake. ZAWA has established piped water systems to provide treated water, significantly enhancing public health and quality of life. However, the coverage and accessibility of these systems vary, with some communities, particularly in remote areas, still relying on alternative sources, especially during peak demand seasons.

ZAWA is tasked with monitoring water quality to ensure it meets health standards, conducting regular testing and maintenance to minimize contamination risks. Despite these efforts, issues such as aging infrastructure, seasonal shortages, and rapid population growth put pressure on existing resources, complicating consistent water delivery.

To address these challenges, ZAWA is actively pursuing projects to expand and upgrade water supply systems. These initiatives aim to enhance service delivery and ensure sustainable access to clean water for all urban residents. In addition to ZAWA's supply, Pemba Island also relies on underground water sources and rainwater harvesting, particularly when ZAWA's supply is insufficient to meet demand.

### **5.4.4 Electricity Supply**

Electricity supply in the urban areas of Chake Chake, Wete, Micheweni, and Mkoani is crucial for supporting economic development and improving the quality of life for residents. Each municipality has its own unique characteristics regarding electricity access and reliability.

In Chake Chake, the electricity supply is primarily managed by the Zanzibar Electric Company (ZECO), which provides a network of grid connections to households and businesses. While many areas have reliable access to electricity, some outlying communities may experience intermittent supply issues, particularly during peak demand periods.

Wete benefits from a more developed infrastructure, with most households connected to the grid. The availability of electricity has spurred local businesses and improved public services, though challenges remain with outages and the need for maintenance of aging infrastructure.

In Micheweni, electricity access is more limited compared to Wete and Chake Chake. While efforts are underway to expand the grid, many residents still rely on alternative sources, such as solar

power and generators, particularly in rural areas. This has implications for local economic activities and quality of life.

Mkoani has seen recent investments aimed at improving electricity supply and reliability. The municipality has focused on upgrading the existing grid and expanding access to underserved areas. However, similar to other regions, it faces challenges with consistent supply and infrastructure maintenance.

#### **5.4.5 Telecommunication Services**

Telecommunication services in the urban areas of Chake Chake, Wete, Micheweni, and Mkoani are essential for facilitating communication and access to information, which in turn impacts economic growth and social connectivity.

In Chake Chake, the telecommunication infrastructure is well-established, with multiple mobile network providers offering services such as voice calls, text messaging, and data. However, internet connectivity can be inconsistent, with some areas experiencing slower speeds or unreliable access. Wete, as one of the larger urban centers, benefits from robust telecommunication infrastructure. The presence of several service providers ensures competitive pricing and a variety of services, including 4G mobile networks. This has enhanced internet access and improved communication for both residents and businesses, fostering economic activity.

In Micheweni, telecommunication services are available, but coverage is not as extensive as in Wete or Chake Chake. While residents primarily rely on mobile services, internet coverage can be limited, especially in more remote areas. There is a need for ongoing efforts to improve infrastructure and delivery service in this municipality.

Mkoani has witnessed improvements in telecommunication services in recent years, driven by investments aimed at expanding network coverage and enhancing internet connectivity. Despite this progress, challenges remain in ensuring equal access to reliable services across all areas.

The main mobile network providers operating in these urban areas include Zantel, which offers extensive coverage and a variety of services, making it a popular choice among residents. Tigo has established a strong presence, provided competitive mobile services and committing to improving network infrastructure. Airtel focuses on affordable mobile voice and data services, while Zanzibar Telecom (ZANTEL) tailors its offerings to meet the specific needs of the Zanzibar population. Together, these providers contribute significantly to the connectivity and communication needs of the communities in Chake Chake, Wete, Micheweni, and Mkoani.

#### **5.4.6 Solid Waste Collection Services**

Solid waste collection services are essential for maintaining public health and environmental integrity in the Project area. While each municipality/town council has made progress in managing solid waste, several challenges persist that need to be addressed.

In **Chake Chake**, the municipal council oversees solid waste collection services, which are structured around regular collection schedules. However, service delivery can be inconsistent, particularly in more remote areas. Recent assessments indicate that approximately 60-70% of the waste generated in Chake Chake is collected regularly. Efforts have been made to encourage the community to separate their waste, though participation levels vary. Ongoing awareness campaigns aim to improve compliance and foster better waste management practices among residents.

**Wete**, on the other hand, benefits from a more robust waste collection system. With better infrastructure and resources, the municipal council has increased the frequency of waste collection to accommodate its larger population. During FGD it estimates that around 75-85% of waste is collected regularly in Wete. The municipality has implemented community engagement programs that promote recycling and proper waste disposal, yielding positive results in participation and awareness among residents.

In **Micheweni**, solid waste collection services are operational, but they face significant challenges, including limited resources and inconsistent service delivery. The council is actively working to enhance the efficiency of its waste management practices. Current data indicates that collection rates are approximately 50-60%, with many residents still relying on informal disposal methods. To address these issues, awareness initiatives are being developed to encourage better waste separation and recycling practices within the community.

**Mkoani** has seen improvements in its waste collection services due to recent investments in infrastructure. However, challenges remain, such as equipment shortages and limited disposal options. The estimated solid waste collection rate in Mkoani is around 65-75%. The local council is promoting community involvement in waste management and has initiated educational programs to enhance understanding of proper waste disposal methods.

## 6. MAGNITUDE OF IMPACTS

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### 6.1 Key Anticipated Benefits

The interventions across various sub-projects are designed to bring about significant positive impacts for the communities involved. These benefits include enhanced safety, economic growth, improved access to essential services, and an overall better quality of life for residents. The implementation of these projects is expected to yield a range of advantages that reinforce one another. Each sub-project contributes uniquely to these outcomes, collectively enhancing the well-being of the community. The following are expected to be impacts from each subcomponent to allow construction of the project.

#### 6.1.1 Anticipated Benefits of Urban Upgrading Projects

- i) **Improved Safety:** Upgrading urban roads and foot paths typically includes better signage, lighting, and traffic management, which can significantly reduce accidents and enhance pedestrian safety.
- ii) **Reduced Vehicle Maintenance:** Bitumen roads are smoother and cause less wear and tear on vehicles. This means reduced maintenance costs for vehicle owners, including fewer tire replacements and less frequent repairs.
- iii) **Increased newly established businesses** can attract new businesses, boost local economies, and increase property values.
- iv) **Enhancing health and fitness through walking and biking due to improved road infrastructure.**
- v) **Environmental Benefits: Modern road upgrades can incorporate sustainable practices, such as** improved drainage systems and the use of eco-friendly materials, which contribute to better environmental outcomes.
- vi) **Enhanced Public Transport:** Upgrading roads can create dedicated lanes for public transport, encouraging its use and improving overall mobility for the community.
- vii) **Increased Property Values:** Better road infrastructure can lead to higher property values, as residents often prefer locations with easy access to well-maintained roads.
- viii) **Enhanced Connectivity:** Improved roads will provide a smoother surface for vehicles, which can lead to faster and more efficient transportation. This, in turn, will improve connectivity within the project area, making it easier for people to access essential services and markets.
- ix) **Aesthetic Improvements:** New or rehabilitated footpaths can enhance the visual appeal of neighborhoods, contributing to a more attractive urban environment.

### 6.2 Potential Adverse Impacts

There can be negative impacts associated with the project interventions. The following are potential negative impacts:

- i) *Social impact:* The construction activities can disrupt local communities, causing inconvenience, noise, and dust. The increased traffic on upgraded roads can lead to higher noise levels in adjacent areas.
- ii) *Traffic congestion:* The road construction phase can cause traffic congestion, detours, and delays, which can inconvenience commuters and businesses; and
- iii) *Impact on local businesses:* Road upgrading activities can disrupt local businesses along the road sections, leading to temporary closures.
- iv) *Property loss:* Road upgrading will involve demolition of some properties to pave way for construction activities. This can include land parcels, residential houses, commercial/business structures, and crops. This loss has an impact on individuals, families, and the community.
- v) *Potential increase of transmission of sexually transmitted diseases:* The influx of road construction workers and others seeking for job opportunities during construction phase, may bring about undesired sexual behaviours leading to unprotected sex;

- vi) *People displacement*: Some people may be displaced from their previous settlements. Displacement often carries significant social, economic, and psychological consequences for those affected.

### 6.3 Presentation Numerical Impacts

The subsequent sections present the numerical data of the impacts on assets land, building and crops.

#### 6.3.1 Summary of impacts

The proposed Road upgrading project and its associated infrastructure is expected to directly affect assets owned by people living in the project areas within West B and in Urban Municipal councils. Table 11 below presents a summary of impacts on private and community assets.

**Table 10: Summary of Displacement Impacts in all Shehias**

Wilaya	Shehia	PAPs	No. of Buildings	No. Crops	Land size(sq.m) Affected
Chakechake	Chanjaani	16	17	360	6572
Chakechake	Kichungwani	10	1	13	9
Chakechake	Wara	57	6	192	2374
Chakechake	Msingini	1	0	2	0
Chakechake	Chachani	1	0	2	0
Chakechake	Gombani	57	3	242	2877
Chakechake	Tibirinzi	12	0	61	0
<b>Sub-total Chakechake</b>		<b>154</b>	<b>27</b>	<b>872</b>	<b>11832</b>
Micheweni	Mjini Wingwi	55	3	324	2663
Micheweni	Shumba Mjini	9	1	1023	9341
Micheweni	Konde	112	26	808	12488
<b>Sub-total Micheweni</b>		<b>176</b>	<b>30</b>	<b>2155</b>	<b>24492</b>
Mkoani	Changaweni	14	1	60	0
Mkoani	Uweleni	18	0	61	0
Mkoani	Mbuyuni	24	4	83	319
Mkoani	Mbuguani	4	1	7	0
Mkoani	Ng'ombeni	16	0	69	0
<b>Sub-total Mkoani</b>		<b>76</b>	<b>6</b>	<b>280</b>	<b>319</b>
Wete	Bopwe	23	0	88	0
Wete	Jadida	2	0	0	41
Wete	Kipangani	68	23	184	646
Wete	Mtemani	55	8	159	407
Wete	Selemu	15	1	25	304
Wete	Utaani	4	0	24	0
<b>Sub-total Wete</b>		<b>167</b>	<b>32</b>	<b>480</b>	<b>1398</b>
<b>Grand Total</b>		<b>573</b>	<b>95</b>	<b>3787</b>	<b>38041</b>

### 6.3.2 Impacts on Land

The findings of the asset inventory reveal that a total of 38,041m<sup>2</sup> of land will undergo permanent acquisition due to the project, as detailed in Table 12 below. The impacted land is owned by 167 PAPs who will lose their land parcels to a varying degree. Notably, the affected land is customary and public land.

**Table 11: Land to be affected by the Project in each Shehia**

Shehia	No. Of PAPs	Land size(sqm) Affected	Land value (Tshs)
<b>1. Chake Chake District</b>			
Chanjaani	16	6572	394,320,000.00
Kichungwani	10	9	540,000.00
Wara	57	2374	94,960,000.00
Msingini	1	0	-
Chachani	1	0	-
Gombani	57	2877	71,925,000.00
Tibirinzi	12	0	-
<b>Sub Total Chake chake</b>	<b>154</b>	<b>11832</b>	<b>561,745,000.00</b>
<b>2. Micheweni District</b>			
Mjini Wingwi	55	2663	79,890,000.00
Shumba Mjini	9	9341	280,230,000.00
Konde	112	12488	374,640,000.00
<b>Sub Total Micheweni</b>	<b>176</b>	<b>24492</b>	<b>734,760,000.00</b>
<b>3. Mkoani District</b>			
Changaweni	14	0	-
Uweleni	18	0	-
Mbuyuni	24	319	9,570,000.00
Mbuguani	4	0	-
Ng'ombeni	16	0	-
<b>Sub Total Mkoani</b>	<b>76</b>	<b>319</b>	<b>9,570,000.00</b>
<b>4. Wete District</b>			
Bopwe	23	0	-
Jadida	2	41	1,640,000.00
Kipangani	68	646	58,140,000.00
Mtemani	55	407	16,280,000.00
Selemu	15	304	21,280,000.00
Utaani	4	0	0
<b>Sub Total Wete</b>	<b>167</b>	<b>1398</b>	<b>97,340,000.00</b>
<b>Grand Total</b>	<b>573</b>	<b>38,041</b>	<b>1,403,415,000.00</b>

### 6.3.3 Impacts on Buildings

A total of 95 structures will be affected by the project there are residential structures, as well as commercial and mixed use. Out of identified structures, a total of 25 will face complete removal and relocation, whereas 70 will experience partial impact, involving the loss of elements such as walls, front verandas, foundations, or specific rooms. Table 10 below presents magnitude of impacts on buildings shehia - wise.

**Table 12: Impacts on Buildings and Structure**

District	Shehia	No. of Buildings	Building Value
Chake Chake District	Chanjaani	17	444,794,661.75
	Kichungwani	1	1,870,425.00
	Wara	6	75,721,790.00
	Msingini	0	-
	Chachani	0	-
	Gombani	3	111,598,650.00
	Tibirinzi	0	-
	<b>Sub Total Chake chake</b>	<b>27</b>	<b>633,985,526.75</b>
Micheweni District	Mjini Wingwi	3	23,032,880.00
	Shumba Mjini	1	24,916,220.00
	Konde	26	158,723,651.25
	<b>Sub Total Micheweni</b>	<b>30</b>	<b>206,672,751.25</b>
Mkoani District	Changaweni	1	60,000.00
	Uweleni	0	-
	Mbuyuni	4	69,673,500.00
	Mbuguani	1	2,208,775.00
	Ng'ombeni	0	-
	<b>Sub Total Mkoani</b>	<b>6</b>	<b>71,942,275.00</b>
Wete District	Bopwe	0	-
	Jadida	0	2,309,400.00
	Kipangani	23	234,862,542.50
	Mtemani	8	56,858,441.00
	Selemu	1	39,794,617.50
	Utaani	0	-
	<b>Sub Total Wete</b>	<b>32</b>	<b>333,825,001.00</b>
	<b>Grand Total</b>	<b>95</b>	<b>1,246,425,554.00</b>

#### 6.4 Impacts on Trees and Permanent Crops

Land acquisition for the project leads to loss of trees including exotic trees, Indigenous trees, fruits trees as well as permanent crop trees. Major trees that are significant in terms of earning livelihoods include mango, banana, pawpaw or papaya, sugarcane clusters, guava, coco yam, lemon, orange, coconut, Pomegranate, Avocado, Bread fruit, Passion, guava, Lemon and Tamarind. Others have medicinal and cultural values such as Moringa, Pine, Ashok, Palmyra and Hedge. The number of trees that are likely to be felled is 3787. These trees were valued, and the owners will be paid compensations. Table 14 below presents the impacts on trees and crops in the affected shehias.

**Table 13: Magnitude of Impacts on Trees and Permanent Crops**

Shehia	No. Crops	Crops Value (Tsh)
Chanjaani	360	5,101,625.10
Kichungwani	13	221,500.00
Wara	192	5,101,950.00
Msingini	2	20,000.00

Shehia	No. Crops	Crops Value (Tsh)
Chachani	2	10,000.00
Gombani	242	8,817,170.00
Tibirinzi	61	1,112,000.00
<b>Sub Total</b>	<b>872</b>	<b>20,384,245.10</b>
Mjini Wingwi	324	10,193,275.00
Shumba Mjini	1023	1,515,500.00
Konde	808	27,397,226.93
<b>Sub Total</b>	<b>2155</b>	<b>39,106,001.93</b>
Changaweni	60	361,200.00
Uweleni	61	874,250.00
Mbuyuni	83	1,299,000.33
Mbuguani	7	5,270,500.00
Ng'ombeni	69	867,000.00
<b>Sub Total</b>	<b>280</b>	<b>8,671,950.33</b>
Bopwe	88	1,674,775.00
Jadida	0	-
Kipangani	184	2,748,125.33
Mtemani	159	6,622,625.00
Selemu	25	168,500.00
Utaani	24	347,075.00
<b>Sub Total</b>	<b>480</b>	<b>11,561,100.33</b>
<b>Grand Total</b>	<b>3787</b>	<b>79,723,297.70</b>

## 6.5 Proposed Mitigation Measures to Address the Adverse Impacts

The design team involving a design engineer, surveyor, valuer and RAP expert under directives of the client in collaboration with Project manager, Municipal and Town Council representatives and community have considered feasible alternative project designs to avoid and/or minimize physical and economic displacement impacts, while balancing environmental, social, and financial costs and benefits. Moreover, this RAP advises as follows:

- (i) The contractor should collaborate closely with relevant institutions to restore assets like water pipes, electrical, and telecommunication infrastructures. This collaboration aims to expedite the recovery of these services, ensuring a swift return to normalcy.
- (ii) Regarding the water sources at risk, the contractor will offer alternative options within the available space. In the event of disruption to water pipes, the contractor will install temporary public water lines for the affected community's use until normal services are restored. Additionally, efforts will be made to minimize the downtime for impacted water pipes, electrical, and telecommunication services, ensuring that disconnection and reconnection times are kept as brief as possible. Affected communities will be informed in advance about the temporary suspension of these services, enabling them to take necessary measures to mitigate the impacts.

## 7. ELIGIBILITY FOR COMPENSATION AND RESETTLEMENT ASSISTANCE

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Eligible individuals are those who are directly affected socially and economically by the road project due to several factors:

- a) Compulsory acquisition of land and other assets, which can lead to i) Relocation or loss of shelter; ii) Loss of access to assets; and iii) Loss of income sources or livelihoods, regardless of whether the affected persons need to move to a different location.
- b) Forced denial of access to legally designated socio-economic services, which adversely impacts the livelihoods of displaced individuals.

In this RAP, all affected categories have been identified, along with their corresponding entitlements. This includes compensation for main buildings, other structures, land, and trees/crops.

The project recognizes the rights of all affected persons (PAPs), regardless of their tenure status, if they owned, occupied, or used the affected land prior to the cut-off date. The cut-off date for eligibility to resettlement entitlements was established when the survey and valuation of affected properties were completed.

Eligible assets for compensation include buildings, land, and developments on land such as permanent crops and trees, these categories are essential for determining which PAPs qualify for compensation and other forms of resettlement assistance, in accordance with existing laws and World Bank requirements. For compensation purposes, the cut-off date will only consider properties that existed before the enumeration of properties and assets in the project area.

### 7.1 Identification of Project Affected Groups/Individuals

Based on the laws and policies, the individuals and groups affected are those who face asset loss or are denied access to legally designated social and economic services due to the proposed project activities. This includes a variety of losses, such as land, structures, and trees. A census and public consultation conducted in the project area identified three main categories of affected persons (PAPs):

**Category 1:** Owners of plots without buildings within the right-of-way. This group includes PAPs who are losing land (both customary and leased), as well as trees and crops.

**Category 2:** Owners of plots with residential buildings in the right-of-way. These PAPs are losing both land and homes, impacting their livelihoods and sources of income.

**Category 3:** Owners of plots with non-residential buildings in the right-of-way. They face losses to their livelihoods and sources of income, as well as the intrinsic values associated with their properties, such as location convenience, customer patronage, and access to utilities like water and electricity.

**Category 4:** Property-less PAPs, who do not own land or structures but operate in the affected areas. This group includes tenants and street vendors,

### 7.2 Eligibility Criteria

All affected people (PAPs), including those without formal legal rights or claims to the land they occupy, are eligible for compensation or assistance based on the nature and extent of their impact. To qualify for entitlements, the following criteria must be met:

- a) The PAP must have been located within the direct impact zone of the Corridor/Right of Way prior to the established cut-off date, which is set when the census is completed.

- b) The PAP must suffer a quantifiable loss, meaning they experience a partial or total loss of an asset, whether permanently or temporarily, and this loss can be assessed in monetary terms (for example, tenants or sharecroppers who may be affected).
- c) The ownership of the asset must be either formally registered or at least recognized, and the individual's presence or association with the location should be acknowledged or well known within the local community.

Based on these criteria, affected individuals will be considered eligible for compensation in instances where structures, trees, and crops are located within the proposed project corridor.

### **7.3 Eligibility for Compensation**

According to World Bank policies and guidelines, affected persons (PAPs) are defined as individuals who, as a result of project implementation, lose the right to own, use, or benefit from built structures, land (whether residential, agricultural, or pasture), crops (annual or perennial), trees, or any other fixed or movable assets, either in whole or in part, and either permanently or temporarily.

PAPs will be considered eligible for compensation regardless of their tenure status, if they owned, occupied, or used the affected land prior to the established cut-off date. The cut-off date for eligibility to resettlement entitlements, which marks the beginning of the valuation of affected properties. For compensation purposes, only properties that existed before the enumeration of assets in the project area will be considered.

Eligible assets for compensation include buildings, land, and developments on the land, such as crops, trees, and boreholes. Additionally, affected public social services, such as power supply, will be assessed for costs related to replacement and construction at appropriate sites.

Public utility infrastructures, including pipes, water distribution systems, control valves with chambers, bulk meters, electric poles, and telephone cables, will be valued separately. The costs associated with relocating these utilities will be determined by the respective utility authorities.

### **7.4 Entitlement Matrix**

A resettlement entitlement matrix has been prepared to specify the entitlements and benefits that individuals or communities affected by resettlement are entitled to receive. It outlines the rights, compensation, and support that displaced people should receive to mitigate the adverse impacts of their displacement and help them rebuild their lives in a new location. Table 6 presents the Resettlement Entitlement Matrix for the proposed project.

**Table 14: Entitlement Matrix**

PRE-CONSTRUCTION STAGE					
Type of loss		Category of PAP	Eligibility	Entitlement	Entitlement details
<b>1. Loss of land</b>	Agricultural, commercial, residential	Landowner	Owner PAP	<ul style="list-style-type: none"> <li>i) Cash compensation for the land at replacement cost (according to the prevailing market prices of the land at the affected areas).</li> <li>ii) Disturbance allowance equivalent to 15% of the value of land lost will be provided.</li> <li>iii) In-kind compensation i.e. lands for land for those who will opt for in-kind compensation. The GoRZ through LGAs will find alternative land of the same quality as the affected one and provide to the PAPs opting for the same.</li> </ul>	<p>The payment of replacement cost shall consider:</p> <ul style="list-style-type: none"> <li>• To arrive at a full replacement cost of land the value of labour invested in preparing agricultural land will be compensated for using wage for the same period.</li> <li>• The labour cost will be calculated on what it would cost a farmer to create a replacement land. A full replacement cost.</li> </ul>
	Private (free hold / lease hold) Customary,				
<b>2. Loss of structure</b>	Residential	Dwelling owner	PAP / Household	<ul style="list-style-type: none"> <li>a) Replacement of the affected structure</li> <li>b) Lump-sum shifting / transport allowance up to 10% of the compensation sum.</li> <li>c) Disturbance allowance equivalent to 15% of the value of land lost will be provided.</li> </ul>	In-kind compensation will be payable for those losing main dwelling houses .
		Structure Owner/ Unauthorized			
		Encroacher or Squatter	PAP / Household	<ul style="list-style-type: none"> <li>a) Replacement cost of structure at a replacement cost</li> <li>d) Right to salvage materials from the existing structure, even if compensated.</li> </ul>	<p>Encroachers will be paid the development on the land as per OP4.12. And the right to salvage the materials.</p> <p>If the encroacher is vulnerable other assistance provided to vulnerable PAPs will apply.</p>
		Renter	PAP / Household	<ul style="list-style-type: none"> <li>a) Reimbursement for unexpired tenancy/ lease period or the amount of deposit or advance paid by the tenant to the</li> </ul>	Proof of a formal

				<p>landlord or the remaining amount at the time of expropriation</p> <p>b) Lump-sum transport allowance up to 10% of the compensation sum.</p>	<p>tenancy agreement has to be provided. In the absence of a formal agreement, a month's rent will be provided.</p>
	Commercial (Loss of Business Structure)	Structure Owner who is also a Business Owner	PAP/Business Entity	<p>a) Replacement of structure replacement cost.</p> <p>b) Lump-sum shifting allowance of 10% of the value for the impacted structure. Right to salvage materials from the existing structure.</p>	
		Tenant/Renter who is also a business owner all other land user who are trading in the affected areas	Tenant/ Renter with proof of tenancy/ Leasing or in absence of formal agreement, identification through premises owner	<p>a) Reimbursement for unexpired tenancy/ lease period or the amount of deposit or advance paid by the tenant to the landlord or the remaining amount at the time of expropriation.</p> <p>b) Lump-sum shifting allowance of 10% of the compensation sum.</p>	<p>Proof of a formal rental agreement must be provided.</p> <p>Note: Amount will be deducted from the compensation payable to landowners through tax and business licenses) must be provided.</p>
<b>3.Crops and Trees</b>	fruit trees and perennial crop	Crop Owner	Owner PAP,	<p>a) The valuation of perennial crops will be based on the product of their average yield (kg/tree/year).</p> <p>b) The valuation of fruit trees will consider the time between planting and bearing of fruits</p> <p>c) Valuation will be based on the product of yield, period between planting and bearing of fruits and market price.</p>	<p>The highest market price/kg and expected life span plus established cost will be considered.</p> <p>Proof of sales will be required to support computation of yield and productivity</p>
	Other trees			<ul style="list-style-type: none"> <li>• Compensation will be based on the provision of the Forestry Gazette, Government of Zanzibar (2015).</li> <li>• Replacement of the cleared /trimmed trees</li> </ul>	<ul style="list-style-type: none"> <li>• Size of trees being lost will be considered in the valuation as the bigger trees will attract high rates.</li> <li>• Based on discussions with Department of Forestry.</li> <li>• PIU in consultation with forest Departments will be able to advise the PAPs on the appropriate types of trees with same or higher productivity that</li> </ul>

					<p>the trimmed ones. This will ensure compliance with the principle of replacement value. In the same spirit the PAPs will be advised on the suitable timing for planting the trees.</p> <ul style="list-style-type: none"> <li>PIU in collaboration with LGAs will procure the seedlings and distribute the same to the PAPs who will plant the trees after receiving the tree planting training from the forestry department through its extension officer.</li> </ul>
	Annual crops			Three months' notice to harvest standing crops shall be given. However, if notice cannot be given, compensation for these crops shall be paid at market value	
<b>CONSTRUCTION PHASE</b>					
Loss of Access due to construction works	Urban dwellers	Community will face difficulties accessing their homes during project construction	Provision of alternate access.	Provision of access path(s), wooden planks, etc. not exceeding 100 meters. at identified locations in consultations with community	
Loss of access to services	Temporary Impact during relocation of the utilities	The residents of the proposed project site (blocks, schools, Market) shall suffer disruptions in the services which shall result in disturbance and nuisance to them. in the manner they accessed	Provision of temporary access  Reinstatement of the disrupted supply lines (water pipelines, telecommunication cables and power lines)	- The PMT will work in tandem with the relevant authorities to ensure that the public utilities affected by the project are relocated quickly so as to minimize the disruptions in the provision of services they offer.	
Health, Safety and gender violence	Injuries, breakouts, disturbances and other		A local NGOs shall be engaged to provide Continuous:	- PMT will hire local NGO that will handle social safeguards issues	

	<p>vices are to be expected during the project implementation.</p>		<p>Public Health Education and awareness, attend gender-based violence incidences, safety awareness and follow up</p>	<p>including awareness on HIV/AIDS, Health issues, Road safety matters, Gender Based Violence.</p> <ul style="list-style-type: none"> <li>· The GRCs will be operationalized to keeptrack of all grievances raised by the communities.</li> </ul>
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## 7.5 Organizational Procedures for Delivery of Entitlements

The delivery of entitlements will involve several agencies, as outlined below

- i) Local Government Authorities (LGAs): Responsible for coordinating and overseeing the implementation of entitlements at the local level, including, compensation, and community development initiatives.
- ii) Land Authorities: Handles matters related to land acquisition and compensation, ensuring legal compliance and proper documentation.
- iii) Ministry of Finance: Manages the allocation and disbursement of funds for compensation and other financial entitlements.
- iv) Social Welfare Departments at LGAs: Ensures that vulnerable groups, such as the elderly, disabled, and women-headed households, receive appropriate support and entitlements.
- v) Legal Agencies or Courts: May be involved in resolving disputes related to entitlements and ensuring that all legal procedures are followed.
- vi) Community Representatives or Committees: Serve as intermediaries between the affected people and the implementing agencies, ensuring that the entitlements are delivered fairly and effectively.

These agencies work together to ensure that all entitlements are delivered efficiently, fairly, and in accordance with the legal and regulatory frameworks.

Key issues in entitlement delivery during the following two stages:

- A) **During RAP Preparation:** The following were considered:
  - Public Participation - PAPs were involved in this process from the beginning of the project.
  - Notification of Land Resource Holders - they were notified formally and informally.
  - Documentation of Holdings and Assets: Meetings were held with PAPs to discuss compensation and PAPs filled forms in the presence of Shehia leaders.
- B) After the RAP Is cleared - during RAP implementation: the following issues will be considered.
  - Agreement on compensation and preparation for contract such that compensation is explained to individual PAPs, contract will be prepared and read in the presence of local leaders before signing; and
  - Compensation Payment: Handing over property shall be done in presence of Shehia leaders and compensation paid through the bank.

## 8. ASSETS INVENTORY AND VALUATION

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### 8.1 Basis of Valuation Methods

According to Section 4 of The Land Tenure Act 1992, the primary basis for valuation for compensation is "Market Value." This encompasses the market values of land, buildings, crops, trees, and other improvements like boreholes, electrical systems, and fencing. In contrast, the World Bank's Operational Policy (WB OP. 4.3) emphasizes "Replacement Cost" as the main valuation basis. This method determines the funds needed to replace lost assets and cover transaction costs, without considering depreciation of structures and assets. Additionally, losses that are difficult to quantify in monetary terms' such as access to public services, customers, suppliers, or natural resources like fishing and grazing efforts are made to secure access to equivalent and culturally appropriate resources and earning opportunities.

### 8.2 Scope of the Valuation Work

The assignment encompassed the following key areas:

- Conducting a reconnaissance survey of all subproject sites in Chakechake MC, Wete TC, Micheweni TC, and Mkoani TC to identify existing properties within the project corridor, including their descriptions.
- Determining entitlement to compensation for lost assets based on market value, referencing the proposed centerline.
- Assessing market rates for land and unexhausted improvements, taking location and other factors into account.
- Collecting data on trees and estimating quantities for each road.
- Preparing a detailed schedule for each property that includes its location, description, rightful owner, and compensation value.
- Advising on potential compensation amounts in accordance with local laws governing compulsory land acquisition and resettlement of affected persons.
- Identifying households and businesses impacted by the project and the owners of the relevant properties.
- Evaluating compensation amounts for property losses, outlining the valuation methodology used, and ensuring compliance with local laws and practices.

### 8.3 The Valuation Method

The valuation process was conducted by a registered valuer using a valuation inspection form provided by the Department of Lands and Registration in Zanzibar. The RAP Consultant and Valuer conducted joint site inspections on properties that will be impacted by the project and collaborated with the Survey team to ascertain indicative property values within the scope of this endeavor. The Project Manager disseminated information to the communities through Sheha regarding planned RAP initiatives and the potential for resident relocation. The methods for determining value were as follows:

#### 8.3.1 Valuation of Land

The valuation of land for acquisition by the project was based on its current market value. The process involved determining the size of the affected land, inventorying the impacted parcels, and documenting details such as the names of landowners, asset ID numbers, asset locations, and their usage.

To establish the market value of the properties discussed in this report, the valuation team relied on data from recent property sales in the area. According to Tanzanian land laws, the state has the authority to acquire land for public purposes, including projects that serve governmental or societal interests, such as the current road project. During the valuation survey, it was noted that some parcels of land would be partially acquired while others would be fully taken to establish the project's right-of-way.

Landowners whose properties are being acquired for the proposed road corridor typically receive compensation for their losses, either in the form of cash payments or alternative land of equal value.

However, it was noted that there were no alternative developed lands available for this project. Compensation amounts have been calculated based on prevailing market rates. All affected properties have been inspected and valued, with the rates applied reflecting the average local market values determined in each District location as instructed by the chief valuer's guideline.

### 8.3.2 Valuation of Building and Other structures

Payable compensation for buildings has been determined through research conducted in the locality and surrounding areas to establish the likely market value of the structures located within the right-of-way. Consultations with district land offices provided valuable insights into local market conditions and trends, while discussions with local leaders helped establish indicative property price levels for comparison with current construction rates. This inquiry into construction costs and prices informed the valuation of properties identified for acquisition.

For the affected housing structures within the project site, the valuation utilized replacement costs without accounting for depreciation, focusing instead on the market value of the buildings based on material prices at the time of assessment. Values were assigned according to various factors, including the type of structure, the number of supporting elements, size, construction materials, usage, and percentage of loss. Most affected buildings are residential homes made of sand-cement blocks with corrugated iron sheet roofs, though a few are constructed from mud, bricks, or pole walling, also with iron sheet roofing.

### 8.3.3 Valuation of Trees/crops

The Earnings Approach is the standard methodology used to assess the market value of crops, trees, and plantations for compensation purposes. This approach evaluates the potential income that the crops or trees would generate, helping to determine an appropriate compensation amount. For this project, the compensation rates outlined in the *Crop Compensation Rates Schedule* of the Revolutionary Government of Zanzibar 2023 serve as the basis for determining the value of affected crops and trees. These rates provide a clear framework for calculating compensation based on the type, age, and maturity of the crops and trees. For further details, the guidelines of the *Crops and Trees Compensation Schedule*.

The predominant species identified in the area are permanent trees. Zanzibar's laws mandate full, fair, and prompt compensation payments within six months of the Valuation Report's approval. The timeline for implementing the Resettlement Action Plan (RAP) is linked to the date of the valuation, and affected persons (PAPs) are advised not to undertake any further development on the land and properties that have been inventoried and valued.

The land under crops in the project areas is limited, and sufficient time should be allowed for farmers to harvest their yields before the land is acquired. During the process of identifying crops and trees within the right-of-way, the valuers specifically noted the trees located within the defined corridor.

### 8.4 Topping up Allowances

This Resettlement Action Plan (RAP) also accounts for compensation related to unforeseen damage during the construction phase, referred to as on-the-spot compensation. This compensation will be provided by the contractor using contingency funds.

In addition to the parameters mentioned above, the valuation of affected assets includes the following allowances as part of the valuation process:

- i) **Loss of Accommodation:** Tenants forced to terminate their rental agreements due to project impacts will receive an accommodation allowance. This allowance is based on current market rates for residential rent in the area. In this RAP, rent rates are determined by building type and location, ranging up to three months based on valid tenancy contracts at the cutoff date. This amount will be deducted from the compensation owed to the landlord.

- ii) **Disturbance Allowance:** This allowance is calculated by applying as 15% of land value
- iii) **Transport Allowance:** This allowance is calculated based on prevailing market rates and is provided only to Project Affected Persons (PAPs) who occupied residential or commercial structures. The transport allowance covers the actual costs of moving twelve tons of belongings by the cheapest method (either rail or road) within twenty kilometres from the displacement point. The formula is:  $\text{Transport Allowance} = 12 \text{ tons} \times \text{Actual Cost per Ton per Kilometer} \times 20 \text{ km}$ .

## 9 RAP IMPLEMENTATION INSTITUTIONAL ARRANGEMENTS

The project will mainly use the existing institutional arrangements for RAP implementation under LGAs with some additions. A number of organizations and institutions will be involved with implementation process of RAP at different levels as discussed in the next sub-sections.

### 9.1 Organizational Arrangements – Roles and Responsibilities

#### 9.1.1 Project Management Team

The PIU is the primary implementing agencies for all initiatives under the BIG-Z program. PIU oversee various activities, including resettlement (compensation payments, grievance redressal), procurement, and construction works. The implementation of RAP will take place at the local level, with PIU collaborating closely with the respective city and town councils.

The PIU include Environmental and Social Safeguards Specialists (ESS), whose primary responsibility is to ensure that project activities comply with World Bank safeguard standards and the rules and procedures of the Government of Tanzania (GoT). Key responsibilities of the PMT's Environmental and Social team will include:

- (i) The responsibilities of the Environmental and Social Safeguards Specialists (ESS) within the Project Implementation Team (PIU) are as follows:
  - Monitor that contractors adhere to all Environmental and Social Management Plans (ESMP) requirements.
  - Providing guidelines on the digitalization of RAP development and preparation.
  - Establish and training Grievance Redress Mechanism (GRM) members on procedures and processes, ensuring that personnel across all project districts are well-informed.
  - Conduct verification of PAPs and prepare relocation schedules.
  - Participate in field visits to gather community feedback and perceptions regarding payment issuance, the relocation of displaced households, and livelihood support for vulnerable households.
  - Facilitate and/or oversee the provision of in-kind compensation to affected individuals.
  - Support contractors with resettlement-related issues as they arise.
  - Participate in all Review missions/Workshop of BIG-Z

The implementation of RAP also involves other departments within Project PMT at different stages. The PC provides leadership and guidance throughout the RAP development process. The roles and responsibilities of the other sections and departments are summarized in table 9-1. By collaborating effectively, these departments will ensure the successful implementation of the RAP, meeting both project objectives and community needs.

**Table 15: Roles and Responsibilities of PIU Sections in RAP Implementation**

Departments	Roles and Responsibilities i
<b>Communication and Outreach Team</b>	<ul style="list-style-type: none"> <li>• Providing guidance and advice on communication and community outreach services to the stakeholders and PAPs</li> <li>• Facilitate sensitization activities across the project areas by interactions with district authorities and at community level</li> <li>• Provide inputs to participate actively in the disclosure of the RAP at the district level.</li> <li>• Acts as the focal point on training on Financial Literacy by provision of necessary support to the RAP Payment Agent (and the RAP Implementation Unit) in communication with PAPs on the financial products.</li> <li>• Be the focal point in the additional community outreach activities aimed at creating</li> </ul>

Departments	Roles and Responsibilities i
	<p>awareness and appreciation of BIG-Z vide planned activities such as radio programs, formation of radio listening clubs, development of brochures, flyers, and other communication material as deemed necessary.</p> <ul style="list-style-type: none"> <li>• Undertake site visits as necessary during RAP implementation to review effectiveness of community outreach activities.</li> <li>• Coordinate with councils particularly in urban areas to facilitate work of RAP preparation and subsequently implementation</li> <li>• Participate in monthly review meetings with all relevant stakeholders and provide inputs to the minutes of the meetings to the PIU</li> <li>• Provide input to the scope of work of the Agency proposed to be contracted for the Implementation Completion Audit of the RAP Implementation of BIG-Z from the point of assessing efficacy of the outreach activities</li> <li>• Participate in all RAP related Review missions/Workshop for BIG-Z projects</li> </ul>
<b>Monitoring, Evaluation</b>	<ul style="list-style-type: none"> <li>• Act as the focal point on Internal Monitoring of the BIG – Z including RAP.</li> <li>• Provide input to the usage of RAP Database as a tool for monitoring project progress;</li> <li>• Provide inputs to the review of RAP progress reports.</li> <li>• Provide inputs to the scope of work of the Agency proposed to be contracted for the Implementation Completion Audit of the RAP Implementation in BIG-Z projects;</li> <li>• Review reports of the RAP Implementation Completion Audit;</li> </ul>
<b>Procurement</b>	<ul style="list-style-type: none"> <li>• Providing procurement guidance and advice on all consultancies and services</li> <li>• Ensure timely procurement of all contracts – goods and services relating to RAP implementation:</li> </ul>
<b>Accounts Department (Fiscal Agent)</b>	<ul style="list-style-type: none"> <li>• Providing finances to consultants in a timely manner for payment for deliverables</li> <li>• Providing finances for payments to IDIQ building contractors, RAP consultants, RAP Payment Agent for PAPs, District Council officials who will be facilitating RAP implementation activities</li> </ul>
<b>Legal Directorate</b>	<p>Providing legal advice on issues such as vetting of Compensation Agreements and other issues arising during RAP implementation</p>

### 9.1.2 Ministry of Infrastructure, Communication and Transport (MOICT)

Responsible for the overall management of Zanzibar Urban Sector Project (ZUSP) activities, offering overall coordination and technical support to participating institutions i.e. Chakechake, Wete, Micheweni, Mkoani Councils and Department of Urban and Rural Planning (DoURP). The councils take the primary duty of implementing own sub-projects including environmental and social safeguards, and reporting requirements while Department of Urban and Rural Planning (DoURP) is responsible for planning and overseeing implementation of prioritized and approved urban upgrading infrastructure.

### 9.1.3 Supervising Engineer

The Supervising Engineer plays a crucial role in overseeing the contractors responsible for constructing the infrastructure. This position involves ensuring that all construction activities are carried out according to the specified guidelines and standards. One of the key responsibilities of the Supervising Engineer is to assist in realigning routes in areas affected by resettlement issues. This task requires a keen understanding of the project's impacts on local communities and the ability to implement solutions that minimize disruption while maintaining project timelines.

The Supervising Engineer, social and RAP experts, should carefully monitor any instances where contractors might unintentionally impact private property. This involves evaluating potential encroachments and addressing any concerns voiced by property owners. By fostering clear

communication with all stakeholders and ensuring adherence to legal and regulatory standards, the social and RAP expert plays a key role in resolving conflicts and promoting a cooperative atmosphere essential for successful project execution. Ultimately, this position is crucial for balancing the project's needs with the rights and concerns of the community.

#### **9.1.4 Ministry of Land, Housing, Water and Energy**

Is the principal ministry responsible for land management and land delivery (planning and processing, allocating and registering land) through departments of the Ministry for Lands and its departments. The ministry is also responsible with environmental management (ZEMA and Department of Environment - DoE); Water management and supply-ZAWA; Electricity supply – ZECO; and Utility regulatory – ZURA.

#### **9.1.5 President Office, Regional Administration, Local Government and Special Department:**

Responsible for coordination and administration of the connection between different levels of the government i.e. regional administration, district administration and local government; municipal council, town council and Shehia committees.

#### **9.1.6 Pemba District Councils**

- Notifying the affected Ward and Shehia Council of the proposed Project.
- Advise Shehia Council on the management of public land.
- Participate in the land and asset valuation process.

#### **9.1.7 Shehia (Sheha Committees)**

- Participate in Project consultation and disclosure meetings.
- Mobilise affected households and provide feedback / notification to PAPs on project related issues.
- Participate in identification of affected households and witness property valuation exercise.
- Participate and witness land survey and mapping of project area.
- Support PAPs during the preparation and submission of their compensation claims.
- Witness the compensation payment process.

### **9.2 Institutional Arrangements for Delivery of Entitlements**

Several organizations and institutions will be involved with RAP implementation processes at different levels and times. However, the overall coordination of RAP activities will be under the PMT and other institutions and organizations that have the legal obligations to carry out functions related to resettlement and or compensation including various local authorities.

PIU in collaboration with Municipal, district councils and shehas will post notices in the affected areas advising PAPs to collect their compensation payments from designated places the office should prepare a written record, to be signed by the PAP, indicating that the PAP has received the payment. PAPs without bank accounts including those in vulnerable group will be assisted by PIU in collaboration with local government authorities (Shehias) to open bank accounts. 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 and farmers will be given notice to harvest their crops. In addition to these activities, the RAP team shall work with communities to ensure effective restoration of pre-project levels.

## 9.2.2 Responsibility of Stakeholders

To ensure effective collaboration and accountability among all stakeholders involved in the RAP for the project, the following outlines the responsibilities of RAP stakeholders in the Big Z AUP - Pemba

### **i) Councils (Chakechake, Wete, Micheweni, and Mkoani):**

Collaborate with the Project Management Team (PMT) to implement the Resettlement Action Plan (RAP) at the local level. Their responsibilities include community mobilization, monitoring of resettlement activities, grievance resolution, and ensuring that local development priorities are considered during implementation.

### **ii) Project Implementation Unit (PIU):**

Oversee the overall coordination and execution of the RAP. Key responsibilities include establishing a Resettlement Committee comprising representatives from relevant ministries and a qualified local NGO to guide and support the resettlement process.

### **iii) RAP Implementation Monitoring:**

This is a firm or NGO engaged to conduct independent assessments of RAP implementation during annual audits. Their role is to evaluate compliance with RAP requirements, assess the effectiveness of resettlement measures, and recommend improvements to ensure alignment with donor and safeguard standards.

### **iv) RAP Paying Agent:**

Handle the financial management of resettlement funds. This includes ensuring the secure and timely disbursement of compensation and other entitlements to Project Affected Persons (PAPs) in accordance with the RAP provisions.

### **v) Grievance Redress Committees (GRCS):**

Act as a liaison between the project and affected communities. These committees facilitate two-way communication, provide feedback to project implementers, support grievance resolution, and help ensure that the interests and concerns of PAPs are heard and addressed throughout the RAP process.

## 9.3 Implementation Schedule

The implementation schedule details the estimated duration of each activity involved in the RAP implementation, which includes several resettlement activities. Adhering to this schedule is crucial to prevent any delays in the commencement of the project. Before initiating RAP activities, several measures must be considered to ensure efficient execution.

These measures include engaging an NGO or consultant and meticulously addressing all issues in compliance with national laws and the requirements of the funding agency, particularly the Resettlement Policy Framework. It is vital to refrain from starting any civil work until all Project-Affected Persons (PAPs) entitled to compensation have been compensated and all resettlement concerns have been resolved.

Land and asset acquisition should occur only after compensation has been disbursed, and any necessary assistance for relocation has been provided prior to displacement. An indicative time schedule for finalizing and implementing the RAP is presented in the implementation schedule (Table 17), which will be reviewed before the finalization of the RAP report.

**Table 16 : RAP Implementation schedule**

S/N	ACTIVITY	TIMELINES					
		2025					
		JUNE	JULY	AUG	SEPT	OCT	NOV
<b>1.0</b>	<b>Activities to be completed prior to commencement of Compensation Payment</b>						
1.1	Final Verification of missing PAPS						
1.3	Establishment and Operationalize GRM						
1.4	Finalization of draft RAP report						
1.5	Internal Review and approval process of RAP						
1.6	Disclosure of Draft RAP						
1.7	RAP approval and public disclosure-						
1.8	Undertake Financial Literacy awareness programs						
1.13	Updating and finalization of RAP database						
1.14	Internal Monitoring						
<b>2.0</b>	<b>Activities to be completed prior to commencement of civil works</b>						
2.1	Opening of Bank accounts for PAPS						
2.2	Hold Shehia level meetings to counsel the PAPS						
2.3	Payment of compensation and vacation of land						
2.4	Dismantling of structures and Relocation of PAPS						
2.5	Handover of site for construction						
<b>3.0</b>	<b>Activities to be completed of all activities under RAP/LRP</b>						
3.1	Periodic monitoring of support measures to PAPS						
3.2	Preparation of Periodic Monitoring Reports						
3.3	Implementation Completion Audit						
3.4	Annual project Review Workshop						
3.5	RAP Implementation Completion Report						

## 10. GRIEVANCE REDRESS MECHANISM

A grievance redress mechanism (GRM) is essential for allowing stakeholders, including residents and businesses, to report concerns about a project. It focuses on systematic documentation and tracking of complaints, ensuring timely responses and transparency. The mechanism includes escalation procedures for unresolved issues and engages the community to build trust and raise awareness. It addresses a variety of concerns, such as construction and environmental impacts, fostering open communication and accountability. By encouraging stakeholder participation and learning from resolved grievances, the GRM enhances the overall success of the project and informs future initiatives.

### 10.1 Objectives of the Grievance Redressal Mechanism (GRM)

The project team holds the primary responsibility for addressing all complaints and grievances. The GRM will be structured in two tiers: the first tier will operate at the community level, where Shehia-GMC clusters will be established, and the second tier will be at the district level.

The main objectives of the GRM are as follows:

- To ensure that disputes related to the preparation and implementation of the RAP for this project are prioritized and handled separately.
- To assist project proponents in maintaining implementation timelines and overall schedules by preventing delays in grievance resolution.
- To reduce the likelihood of lengthy and costly litigation that PAPs might otherwise face.

### 10.1 Likely Grievances

The types of grievances that may arise or have already occurred during the Feasibility Study stage, as well as those likely to occur during RAP implementation and the construction phase, are listed below:

**Table 17 : Likely Grievances**

<i>Stage</i>	<i>Types of grievances (indicative)</i>
<i>Planning/Pre-construction</i>	<ul style="list-style-type: none"> <li>• Lack of awareness of the project footprint, wayleave/corridor this already occur in some of areas.</li> <li>• Missing of parcel, error in identification and/or incorrect measurement (or perceptions over incorrect measurement) of affected assets.</li> <li>• Disagreement regarding inheritance or ownership of assets and fearing loss of compensation.</li> <li>• Lack of adequate communication on the project developments, not enough consultation/sensitization,</li> <li>• Disagreement over the rates utilized valuation of affected assets this was asked during RAP sensitization meeting.</li> <li>• Mistakes in the formulation of compensation agreement documents;</li> </ul>
<i>RAP Implementation</i>	<ul style="list-style-type: none"> <li>• Mode of payment of compensation and time delays.</li> <li>• Not enough work during construction stage / dissatisfaction over wages given;</li> </ul>

<i>Stage</i>	<i>Types of grievances (indicative)</i>
<i>Construction</i>	<ul style="list-style-type: none"> <li>• wrong identification of livelihood restoration schemes, their inadequacy, training support and lack of necessary assistance.</li> <li>• increased cases of HIV/AIDS due to intercultural interactions.</li> <li>• likelihood of increase in Gender Based Violence (GBV);</li> <li>• loss of access not addressed.</li> <li>• loss of property due to theft allegedly by construction personnel.</li> <li>• damage to crops caused due to ongoing construction work e.g. deep cutting/excavations</li> <li>• dissatisfaction over replacement structures.</li> <li>• Snag in cost reductions cause non-restatement of the soil leading to risk of flooding and blockage of the drains.</li> </ul>
<i>Post construction</i>	<ul style="list-style-type: none"> <li>• Manifestation of the missing PAPs.</li> <li>• Misuse of the infrastructures e.g. garbage throwing in the drains</li> <li>• Land encroaching of the compensated corridor</li> <li>• Security of the project infrastructure</li> </ul>

## 10.2 Principles of Effective Grievance Redressal

The RPF provides the guiding Principles in formulation of effective grievance redressal process for Big Z project which are as follows:

- i) Institutions and procedures laid down are consistent with the anticipated grievances.
- ii) Takes cognizance of the existing socio-cultural setting such as making use of existing structure – Shehia in resolution of disputes.
- iii) Is housed within existing formal institutional structures thereby ensuring continuity
- iv) Should be well represented in its composition particularly aimed to resolve the types of grievances that are likely.
- v) Is accessible/close to the source of grievance to not make reporting of grievance difficult in the first place.
- vi) Takes cognizance of the need to resolve grievances as they are better resolved at the level at which they occur rather than the next higher level.
- vii) Provides appropriate orientation and training to all stakeholders involved in redressal of grievances.
- viii) Is well-supported by an effective information dissemination mechanism to prevent occurrence of a grievance in the first place due to lack of information.
- ix) Fixes a time frame for resolution of grievance and communicates the same to communities.
- x) Is timely and responsive i.e. Its recommendation and decisions are implemented by the project implementers; and finally
- xi) Is adequately resourced to ensure desired effectiveness.
- xii) No financial payments required for PAPs to have their grievances addressed.

## 10.3 Grievance Management Committees' Structure, and Functioning

The RAP provides a simplified grievance redress mechanism that will enable timely settlement of grievances to the PAPs. There will be two tiers' levels of grievance management committees. BIG - Z will be responsible for operationalizing the Shehia - GMCs by providing them with specific TORs for the execution of required work immediately after the approval of the RAP, and committees' compositions are presented in the subsequent sections while the estimated financial resources for GRC trainings and operationalization are presented in the Budget section of this RAP.

### 10.3.1 Shehia – GMCs

The establishment of the Shehia-level Grievance Redress Committee (GRC) was conducted in a participatory and transparent process aimed at ensuring local ownership, inclusivity, and credibility of the grievance handling mechanism. Prior to establishing the GRC, the Project Safeguards Team, in collaboration with the Shehia leadership, conducts sensitization meetings with community members and Project Affected Persons (PAPs).

The purpose of these meetings is to:

- Explain the objectives and importance of the Grievance Redress Mechanism (GRM);
- Clarify how grievances will be received, recorded, and resolved.
- Describe the roles, responsibilities, and expected conduct of GRC members; and
- Discuss eligibility criteria for GRC membership.

These sessions ensure that the community understands the process and can participate meaningfully in selecting their representatives.

Throughout the project areas, the PMT has established the Resettlement and Grievances Management Committee in all Shehias. These committees will play a vital role in representing the interests of PAPs and communities within the project's zone of influence. It will serve as a central point for handling grievances related to resettlement activities, ensuring that all concerns raised by complainants are addressed effectively within the framework established by the Shehia committees.

In cases where grievances cannot be resolved at the Shehia level, the committee will act as an exit point, referring these unresolved issues to the district committees for further action. The committee should be committed to ensuring that responses and resolutions are communicated to PAPs within an agreed timeline of seven days, promoting efficiency and accountability in the grievance redress process. Additionally, the committee will function as the local monitoring and oversight body for the BIG-Z and Municipal and Town Councils, focusing on issues such as corridor encroachment and vandalism of construction materials. It will also work to educate the community on the proper use of infrastructure to prevent misuse.

**Composition of Shehia- GMCs:** At the community level, the Resettlement and Grievances Management Committee will be in Shehias depending on numbers of PAPs in a particular area. Total number of members of Shehia - GMCs would be between 10 and 15. The committee may at any time co-opt any member to help in resolving grievances if it is necessary. The composition of the committee formed is presented below:

- i) Chairperson – Sheha
- ii) Deputy Chairperson
- iii) Secretary PAP
- iv) Elected PAP representative of the affected areas (blocks/Zones)
- v) Women Representative
- vi) Community Development Assistant (Deputy secretary)
- vii) NGO representative (co – opted depending on the pertinent issues within the areas preferably GBV and SEA)

#### District- GMCs

BIG-Z will be responsible for operationalizing the District Grievance Redress Mechanism Committees (GRMCs) by providing them with specific terms of reference (TORs) for executing their necessary functions. This includes offering targeted training and resources to equip the committees effectively for their roles.

The committee will play a crucial role in representing the interests of project-affected people (PAPs) and communities within the district. It will assist the project in identifying PAPs and potential land, enterprise, or livelihood losses that may result from project activities. This support is vital for ensuring that the impacts of the project are accurately assessed and addressed.

The committee will serve as an appeal point for grievances related to resettlement activities that remain unresolved at the Shehia committees. Issues that cannot be settled at this level will be escalated to the appropriate legal channels, ensuring that all avenues for resolution are explored. The committee is dedicated to ensuring that responses and resolutions reach PAPs within an agreed timeline of seven days, thereby fostering efficiency and trust in the grievance resolution process.

To promote transparency and accountability, the committee will facilitate public participation during property valuation and claims related to loss of livelihood. This engagement is essential for ensuring that the interests of affected individuals are adequately represented and considered. Furthermore, the committee will act as the local monitoring and oversight body for the Municipal and District Councils, focusing on preventing encroachment within the compensated corridor. It will also monitor safety standards, labor requirements, and community health issues during construction works, reporting any concerns to BIG-Z.

**Composition of District – GMCs:** The composition of the committee will include a mix of representatives from within and outside the district administration. It will include the Shehas as they preside over the district and are widely respected within their areas. The composition of the Committee will be as follows:

- i) District Commissioner – Chairperson
- ii) District Lands Officer.
- iii) District valuer
- iv) Sheha from the concerned Shehia;
- v) District Environment Officer.
- vi) Representative from Community Support Organization (CSO)/Non-Government Organization NGO (local / international) with GBV and SEA as the core business.
- vii) District Community Development Officer; and
- viii) Official from BIG - Z;

#### **10.4 Capacity enhancement and operationalization of GRCs**

The effectiveness of the Grievance Redress Mechanism (GRM) depends largely on the capacity of GRC members to handle grievances in a fair, transparent, and timely manner. Since GRC members are typically drawn from the local community, Shehia leaders, and representatives of Project Affected Persons (PAPs), most of them may have limited prior exposure to grievance management systems, documentation protocols, or the guiding principles of involuntary resettlement under international standards.

Therefore, PIU considered a structured capacity-building and continuous support to be essential to enable GRCs to perform their functions effectively and in alignment with the project's safeguard requirements.

##### **10.5.1 Capacity Enhancement Measures**

The Project's Safeguards Team, led by the Community Outreach Specialist and Social Safeguards Officer, provides a comprehensive capacity-building program to strengthen the GRCs'

understanding and operational capacity. The capacity enhancement measures include the following components:

a) Induction and Orientation Training

Upon establishment, all GRC members undergo induction sessions designed to:

- Introduced the overall objectives and structure of the GRM.
- Adopt the Terms of Reference (ToR) - Each GRC adopted and signed its Terms of Reference, outlining its mandate, jurisdiction, membership, quorum, decision-making procedures, and reporting obligations. The ToR also specified timelines for acknowledging and resolving grievances.
- Clarified the roles and responsibilities of GRC members at the Shehia level.
- Explain grievance procedures — from receipt, registration, and assessment to resolution and closure.
- Highlighted the principles of transparency, equity, non-discrimination, confidentiality, and accountability in grievance management; and
- Familiarized members with the use of grievance registration forms, tracking logs, and reporting templates.

b) Skills Development and Practical Sessions

- Practical training modules are provided on:
- Effective communication and mediation skills for handling sensitive complaints.
- Negotiation and conflict-resolution techniques for resolving disputes amicably.
- Documentation and record-keeping to ensure traceability and auditability of all cases; and
- Gender sensitivity and inclusion, emphasizing the need to ensure equitable participation and fair treatment of women, youth, and vulnerable groups in the grievance process.

c) Continuous Mentoring and On-the-Job Support

Beyond the initial training, the Project’s Social Safeguards Team has the responsibility to conduct regular mentoring visits to support GRC members during the initial months of operation. These visits include:

- Joint review of grievance registers and case files.
- Guidance on response timelines and escalation procedures.
- Identification of challenges and refresher coaching sessions; and
- Collection of feedback for improving the GRM system.

### 10.5.2. Operationalization of GRCs

The project set aside budgets (funds) to ensure that after the capacity enhancement process, GRCs are formally operationalized through a structured sequence of activities designed to make them fully functional and visible to the community.

a) Provision of Tools and Logistical Support

To ensure effective functioning, each GRC is provided with essential tools and materials, including:

- Grievance logbooks and standardized complaint forms.
- Stationery and storage folders.
- Communication aids (e.g., mobile phones or airtime for follow-up); and
- Meeting registers and summary sheets for documenting decisions and actions.
- Where feasible, a modest operational budget is allocated to facilitate regular meetings and local travel for GRC members.

#### c) Launch and Public Disclosure

The GRCs were introduced to the wider community through public meetings facilitated by the Shehia and the Project Safeguards Team. During the launch:

- The GRC's composition, functions, and contact persons are announced.
- Information posters or notice boards displaying grievance submission procedures, timelines, and contact details are posted at Shehia offices and public places; and
- PAPs are encouraged to use the mechanism freely and without fear of retaliation.

#### d) Commencement of Grievance Handling

After formalization, the GRC begins receiving, registering, and addressing complaints in accordance with the GRM procedures. Each grievance is documented, assessed, and responded to within prescribed timeframes. Complex or unresolved cases are escalated to higher-level GRCs or to the Project Implementation Unit (PIU).

### 10.5 Grievances Redressal Procedures

Dispute procedure under existing law the RAP will be accessible to the public, outlining appeal channels at different organizational levels and identifying accountable entities along with their designated response timelines. The GRCs will serve as the formal grievance procedure, through which those who feel aggrieved will first bring their concerns. The procedures for dispute resolution through the court of law are cumbersome and costly, because most of the PAPs have limited knowledge about legal issues and their rights with respect to the laws. Thus, these Grievance Committee should be established to listen to complaints brought to them by PAPs and solve them before a decision to go to court is undertaken by the PAPs.

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

#### **STEP 1 – LOGGING AND RECORDING OF GRIEVANCE:**

As a first step, all complaints and grievances relating to any aspect of the project are to be properly lodged by the PAP through the representative member of the Grievance Management Committee and then recorded in the Grievance Form by the Grievance committee secretary or other member of Shehia GRC. The contact details of the Shehia -GMC members will be made public to the PAPs. Additionally, the Shehas will also be available to help the PAPs to channel their grievances to the committee. Grievance Form feeds into the RAP Database managed centrally at BIG - Z. Complaints that are not connected to the Project are to be filtered by the Shehia Committee secretary 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 SHEHIA- GRIEVANCE MANAGEMENT COMMITTEE LEVEL:**

The Shehia- GMC shall maintain a record/register of all complaints/grievances received so that these can be recorded collectively. At this step, all cases are to be heard by the Shehia- GMC and addressed. There after consultations conducted with the PAPs in a transparent manner and aimed at resolving matters through consensus. To ensure transparency, all meetings aimed at resolving such complaints are conducted places specifically designated for this purpose. Minutes of such meetings shall be kept and if the resolution proposed by the Shehia- GMC is accepted by the PAP, the PAP will sign the grievance form to show agreement and the grievance will subsequently be

closed, otherwise Step 3 below will be followed in appeal. A period of 14 days is provided to hear and redress the grievance.

**STEP 2 – REDRESSAL AT DISTRICT - GRIEVANCE MANAGEMENT COMMITTEE LEVEL**

If the Complainant does not receive any response from the Shehia- 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 district - Grievance Management Committee (District- GMC). During the appeal to the district- GMC, all the necessary details will be attached, and the Complainant notified accordingly of the venue, date and time of when a hearing will be conducted and resolved within 14 days' time. If the resolution proposed by the district- GMC is accepted by the PAP, the PAP will sign the grievance form to show agreement, and the grievance will subsequently be closed.

**STEP 3 – CIVIL COURTS OPTION:**

If the affected person is not satisfied with the decision of the 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.

**Table 18: Summary of Grievance Redress Process**

Step	Reporting of Grievance	Officer / Committee Members	Timeframe to Redress	Grievance Redressed	Grievance not Redressed
1	The Shehia level will have its grievance committee, the committee will meet whenever a grievance is filed	<ul style="list-style-type: none"> <li>i) Chairperson – Sheha</li> <li>ii) Deputy Chairperson</li> <li>iii) Secretary PAP</li> <li>iv) PAP representative</li> <li>v) Women Representative</li> <li>vi) Community Development Assistant (Deputy secretary)</li> <li>vii) NGO representative (co-opted members)</li> </ul>	Upon receipt of the grievance, the Grievance committee at the Shehia project level will meet and try to resolve the grievance amicably with the active participation of the aggrieved party within 14 days from the date of the file of grievance.	If the grievance is resolved and the complaints are satisfied with the committee’s decision, a summary of the same shall be recorded in the GRM Logbook and Minutes of the meetings will be documented, the PAP will sign the grievance form to indicate their agreement, leading to the closure of the grievance. signed by the complaints and the case closed.	If the PAP does not accept the resolution or grievance is not resolved, they can proceed to Step 2 for an appeal. A period of 14 days is allotted for hearing and addressing the grievance.
2	If a complainant is not satisfied with the step 1 decision, the case shall be forwarded to District GRC	<ul style="list-style-type: none"> <li>i) District Commissioner – Chairperson</li> <li>ii) District Lands Officer.</li> <li>iii) District valuer</li> <li>iv) Sheha from the concerned Shehia;</li> <li>v) District Environment Officer.</li> <li>vi) CSO/NGO Representative -</li> <li>vii) District Community Development Officer.</li> <li>viii) Official from BIG - Z;</li> </ul>	At the District level the Grievance Redress Committee (GRC) will meet once a month if any grievances files could not be resolved at lower levers	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.	If the grievance is not resolved, go to step 3.
3	If a complainant is not satisfied with the step 2, District- GMC decision he/she will be informed of his/her rights to take the grievance to the court of law.				The decision of the court of law will be final

## 10.6 Responsibility for addressing issues of GBV/SEA

The World Bank's ESF mandates that the Borrower establish a grievance mechanism to effectively receive and resolve concerns and grievances from project-affected parties, particularly regarding the Borrower's environmental and social performance. This grievance mechanism must be proportional to the risks and impacts associated with the project. In compliance with this requirement, the PMT will undertake several critical steps to address issues related to gender-based violence (GBV) and sexual exploitation and abuse (SEA).

In addition to having an expert on the consultant's team to help manage GBV/SEA issues, the PMT will recruit service providers that specialize in GBV and SEA support. This will involve establishing partnerships with local organizations, such as non-governmental organizations (NGOs) and community institutions that are trusted by the local population and have experience in GBV prevention and response.

The PMT will specifically focus on community organizations that advocate for women's and girls' rights, as these entities can serve as vital entry points for survivors seeking services. They can also play an important role in raising awareness about the code of conduct (CoC) and promoting initiatives aimed at preventing GBV. When selecting community-based organizations, the PMT will prioritize those with a track record of effectively engaging with the local population to tackle the root causes of GBV. This includes providing livelihood support and implementing community-based interventions designed to challenge the social norms and attitudes that perpetuate GBV.

These activities fall within the broader categories of GBV prevention and response, ensuring that the PMT not only addresses incidents of violence but also works proactively to mitigate future risks. By fostering partnerships with established local organizations, the PMT aims to create a comprehensive support system for individuals affected by GBV and SEA, ultimately contributing to a safer and more equitable environment for all project-affected parties.

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

- i) Undertaking a community mapping of GBV risk 'hot spots and vulnerable target groups that may be most susceptible to project induced GBV, particularly SEA.
- ii) In consultation with the IA, based on the community mapping, identifying the specific GBV prevention activities to be undertaken to address GBV risks (see Section 2 for the types of risks to be considered);
- iii) 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);
- iv) Providing training related to ensuring knowledge of standards laid out in the CoC and services that are available for survivors.
- v) Ensuring that the project has 'safe spaces' where survivors can report incidents of GBV to trained personnel.
- vi) Raising awareness around the existing accountability mechanisms and supporting the development of a Stakeholder Engagement Plan; and,
- vii) Channelling complaints to the appropriate accountability mechanism

## 11. ESTIMATED RAP IMPLEMENTATION BUDGET

To implement the Resettlement related measures, budgetary provisions will be made available, in terms of each RAP Component. Budgetary estimation for various components in resettlement implementation is necessary; this includes resettlement management. Accordingly, land acquisition and resettlement expenses for consultation and participation, grievance redress, the cost of relocation, income restoration, transitional allowance, livelihood program, monitoring and evaluation, administration, contingencies etc. are included as cost estimates for social management.

## 12. MONITORING AND EVALUATION PLAN

The effective execution of the Resettlement Action Plan (RAP) is critical to this project. Monitoring and evaluation are essential for addressing issues related to compensation, relocation, land acquisition, and livelihood restoration. These processes include both internal and external assessments to ensure that RAP implementation aligns with established objectives and methods. Specific situations will be closely monitored throughout these procedures. Monitoring is vital to ensure that the objectives and commitments outlined in the RAP are achieved. The PIU, RAP Monitoring Agent will handle internal monitoring, while a consultant may offer technical assistance in implementing the RAP.

### 12.1 Internal Monitoring

PMT will be responsible for the internal M&E implementation for the resettlement/compensation plans. The M&E objective will be to make a final evaluation to determine:

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

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

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

The indicators in Table 21. will be used to monitor and evaluate the implementation of resettlement and compensation plans.

**Table 19: Indicators for Monitoring and Evaluation of RAP Implementation**

Parameters	Indicators	
Impacts on assets and people	Number of Affected assets compensated	Quarterly, annually
	Number of replaced trees and structures	Quarterly, annually
	Number of restored livelihoods and income	Quarterly, annually
Financial (compensation/ establishment)	Amount of total compensation disbursed	End Term Evaluation
	Amount of compensation paid to PAPs by Sub Project, Shehia, and District	End Term Evaluation
	Number of PAPs paid compensation (disaggregated by gender) in cash/cheque/bank account	End Term
	Number of PAPs already have bank accounts and those yet to open	End Term Evaluation

Parameters	Indicators	
	Number of PAPs who were not found and not paid	End Term Evaluation
/Income Enhancement	Number of PAPs who continue to reside in the same areas as before	Quarterly
	Number of vulnerable PAPs who have shifted by area	Quarterly
	Number of total PAPs enrolled into ongoing government programs (by type)	Quarterly
	Number of youths, unemployed employed in construction works by type of services provided	Quarterly
	Number of emerging PAPs due to unforeseen construction impacts	Monthly
	Number of Encroachers existing within the compensated corridor	Monthly
	Number of Consultations meetings held with communities by village	Quarterly, Midterm and End Term
	Time taken for issuance of expropriation order and date of vacating the land	Quarterly, Midterm and End Term
Institutional Strengthening	Number of training courses provided to the committees (GRCs)	Quarterly
	Number of grievance committees with full staffing and functioning	Quarterly
	Number of members of each grievance committee disaggregated by gender, age and education levels	Quarterly
	Number of grievances resolved by 'level' (first level, second level and third level) of resolution	Quarterly
	Number of cases that have been referred to courts	Quarterly
Compensation usage	Number of men and women built new homes to replace the demolished/impacted ones	Midterm and End
	Number of men and women planted trees to replace the lost ones	Midterm and End
	Number of men and women built new homes to replace the demolished/impacted ones	Midterm and End
	Number of men and women planted trees to replace the lost ones	Midterm and End

## 12.2 Reporting Requirements

The following are suggested reporting requirements:

- The Consultants responsible for supervision and implementing RAP shall prepare monthly and quarterly progress report on resettlement progress activities.
- PMT shall also monitor RAP implementation and submit quarterly reports to Ministry of Finance; and
- External monitoring agency shall submit annual reports directly to PMT for determining whether RAP goals have been achieved and livelihoods have been restored as well as suggest suitable recommendations for improvement.

## REFERENCES

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URT (1977), The Constitution of the United Republic of Tanzania of 1977, United Republic of Tanzania (URT)

The World's Bank Operational Policy 4.12 – Involuntary Resettlement

The World Bank (2014). Involuntary Resettlement Resource Book, Planning and Implementation on Development Projects.

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

Zanzibar Environmental Management for Sustainable Development Act of 1996



**Annex 1: Asset inventory, Census and Social Economic tools**

Asset inventory - <https://ee-eu.kobotoolbox.org/x/5OVJjLVf>

Census -<https://ee-eu.kobotoolbox.org/x/Cc7A59zo>

Annex 2: Minutes of Stakeholders Meetings

<https://drive.google.com/file/d/1bJHOod-fQ3jdYxLxNaNQ-TTBJ0Ig5ct/view?usp=sharing>

Annex 3: Meeting Attendance lists

<https://drive.google.com/file/d/1zaDxgEPMcY8RJ3cd2r3G4ONFxCY237ep/view?usp=sharing>

