



TANZANIA NATIONAL ROADS AGENCY



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**TANZANIA ROADS TO INCLUSION AND SOCIO-ECONOMIC OPPORTUNITIES
(RISE) PROJECT**

**RESETTLEMENT ACTION PLAN (RAP)- FOR UPGRADING OF NAMICHIGA –
RUANGWA ROAD 20.58 KM TO BITUMEN STANDARD IN LINDI REGION**

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DEFINITION OF TERMS

TERM	DEFINITION
Asset Inventory	A comprehensive record of land, crops, structures, and other physical assets owned or used by Project Affected Persons (PAPs), documented during the census. It forms the basis for determining compensation entitlements.
Census	A field-based survey was conducted to identify and document all individuals and households affected by the project. It includes socio-economic information and asset ownership of Project Affected Persons (PAPs).
Compensation	The payment in cash, in-kind, or other assistance provided to individuals or groups affected by project-related land acquisition, to offset losses of land, assets, livelihoods, or access to resources.
Compulsory Land Acquisition	The legal process by which the government or an authorized agency acquires land for public use without the voluntary consent of the landowner. Compensation is still required under national laws and ESS5, including for informal or customary land rights.
Costs and Budget	Detailed financial planning for all resettlement activities, including compensation, assistance, administrative expenses, contingency funds, and mechanisms to ensure timely disbursement of funds.
Cut-off date	The official date set by the project beyond which individuals or groups who occupy land or assets in the project area are no longer eligible for compensation or resettlement assistance.
Displaced Persons	Individuals, households, or communities adversely affected physically or economically by land acquisition or restriction of access. This includes those relocated or whose livelihoods are disrupted, regardless of legal tenure
Economic Displacement	Loss of income sources or means of livelihood resulting from land acquisition or restrictions on land use, whether or not the affected persons must physically relocate.
Eligibility	The criteria used to identify who qualifies for compensation, resettlement, and other assistance, based on the census and cut-off date. This includes landowners, tenants, users, and even informal occupants.
Environmental and Social Standards (ESS)	Part of the World Bank's Environmental and Social Framework (ESF). Key standards related to resettlement include: ESS1: Environmental and Social Risk Assessment, ESS5: Land Acquisition, Restrictions on Land Use, and Involuntary Resettlement, ESS10: Stakeholder Engagement and Information Disclosure.
Grievance Redress Mechanism (GRM)	A formal process for receiving, evaluating, and addressing complaints or concerns from stakeholders, especially Project Affected Persons (PAPs), in a transparent and timely manner.
Host Community	The community into which displaced persons are relocated. The RAP considers the social and economic impacts on host communities and provides support to ensure integration.
Involuntary Resettlement	Resettlement occurs without the informed consent of affected persons, often due to land acquisition or restrictions on land use. ESS5 mandates that involuntary resettlement must be avoided where possible and minimized when unavoidable

TERM	DEFINITION
Land	Refers to all land types required for the project, including agricultural, residential, commercial, and communal lands, as well as any structures or improvements on them.
Land acquisition	The process of acquiring land and assets for the project. It may result in physical or economic displacement, and triggers the need for compensation, resettlement, and livelihood restoration as per national law and ESS5.
Livelihood Restoration	Measures to help displaced persons regain or improve their income sources and standard of living. This may include training, employment opportunities, grants, or support for small businesses.
Physical Displacement	The loss of shelter and the need for relocation as a result of project activities. This requires resettlement assistance such as replacement housing and transition support.
Project Affected Persons (PAPs)	Individuals, households, or communities whose assets, land, access to resources, or livelihoods are directly or indirectly affected by project activities. This includes both physically and economically displaced persons.
Replacement cost	The full amount required to replace lost assets at current market prices, including costs for materials, labor, transportation, and transaction fees, without deduction for depreciation or salvage value.
Replacement cost for houses and other structures	The cost of reconstructing affected buildings or structures of equivalent or better quality, including materials, labor, transportation, and legal or registration costs.
Resettlement Action Plan (RAP)	A legally binding document outlining strategies for compensation, relocation, and livelihood restoration for PAPs, in compliance with national law and World Bank ESS5.
Resettlement Assistance	Support provided to displaced persons during their transition, such as moving allowances, temporary housing, livelihood support, and special measures for vulnerable groups.
Voluntary Land Donation	A process in which landowners willingly provide land for project use without compensation, provided that the donation is free of coercion, well-documented, and does not significantly affect the donor's livelihood or shelter.
Vulnerable Groups	Individuals or groups who may be disproportionately affected by the project due to their disadvantaged social, economic, or physical condition. This includes women-headed households, the elderly, persons with disabilities, orphans, and the extremely poor. Special support measures are included in the RAP to protect their rights and wellbeing.

EXECUTIVE SUMMARY

INTRODUCTION

E.1 Project Background

This Resettlement Action Plan (RAP) has been prepared for the Upgrading of the Namichiga–Ruangwa Road (20.58 km) to bitumen standard, as part of the deliverables under the Roads to Inclusion and Socio-Economic Opportunities (RISE) Program, financed by the World Bank. The project involves upgrading the existing earth surface road to bitumen standard, along with associated works such as road widening, drainage improvements, and enhanced safety features. While the project aims to enhance mobility and socio-economic access for rural communities, it will also lead to land acquisition and resettlement impacts for households and assets located within the road corridor.

E.1.1 Project Overview

The Namichiga – Ruangwa Road, spanning approximately 20.58 km in Lindi Region, is being upgraded to bitumen standard under the RISE Program to enhance rural connectivity, road safety, and access to social services and markets. The road traverses three wards Namichiga, Mbekenyera, and Ruangwa and six villages, serving a predominantly agricultural population. Key project components include a two-lane bitumen carriageway with shoulders, improved drainage, safety features, minor bridge structures, and expanded junctions. The road will occupy a 60-meter corridor, requiring additional land acquisition beyond the existing 45-meter reserve.

E.1.2 Components Triggering Resettlement

Several components of the road upgrading project will trigger land acquisition and resettlement impacts. These include road realignment undertaken to improve safety and functionality, which will require acquisition of land beyond the existing corridor and affect private properties, agricultural land, and structures. Corridor widening within the legally designated 60-metre road reserve will also result in impacts. Although the design generally limits the upgraded road width to 45 metres to minimize displacement, sections requiring realignment or constrained by site conditions will utilize the full road reserve, resulting in the acquisition of additional land and impacts on structures and livelihood assets. Additional impacts will arise from the construction of road shoulders, drainage systems, and culverts, which will require the acquisition or clearing of adjacent land and will result in the partial demolition of structures, removal of trees and crops, and temporary or permanent restrictions to property access, particularly in densely populated areas. Improvements to junctions and access roads will displace roadside vendors and disrupt local businesses, while the clearance of existing encroachments within the road reserve will result in physical displacement and loss of livelihoods. Temporary works, including construction camps, borrow pits, detours, and material stockpiles, will require temporary land occupation and will result in temporary loss of land use, restricted access, and compensation to affected landowners and land users in accordance with the provisions of this RAP.

However, in the case of borrow pits, land acquisition will be considered permanent where the affected land cannot be restored to its original productive use following excavation. This may occur where the excavation is too deep or the soil profile has been irreversibly altered; where the pit fills with water and becomes a pond, rendering the land unusable for its previous purpose; where the required restoration is not undertaken; or where the depth and scale of excavation make rehabilitation economically unfeasible. In such cases, the impacts will be treated as permanent land acquisition, and the affected landowners and land users will be compensated in accordance with the applicable provisions of this RAP.

Land requirements for contractor camps, borrow pits, quarries, access roads, detours, spoil disposal areas, stockpile areas and other ancillary facilities that are not covered by the census, asset inventory and valuation forming part of this RAP shall be subject to prior E&S screening. Where such activities result in land acquisition, restrictions on land use, physical displacement or economic displacement, the impacts shall be documented through a RAP Addendum or other appropriate resettlement instrument acceptable to TANROADS and the World Bank. The required census, asset inventory, valuation, consultation, disclosure, compensation and livelihood restoration measures shall be completed before the Contractor is granted access to or commences activities on the affected land. No civil works shall commence in such areas until the applicable resettlement obligations have been fulfilled.

The land acquisition and resettlement impacts identified above will be addressed through the implementation of this Resettlement Action Plan (RAP). The RAP identifies all Project Affected Persons (PAPs) and affected assets, establishes eligibility and entitlement for compensation and resettlement assistance, provides livelihood restoration measures where required, and sets out grievance redress, implementation, monitoring, and reporting arrangements. Compensation and any required resettlement assistance will be completed before the commencement of civil works in the affected areas, ensuring that no displacement occurs until affected persons have received their full entitlements in accordance with applicable national legislation and the project's resettlement requirements.

E 1.3 Objective of the RAP study

The primary objective of this Resettlement Action Plan (RAP) is to provide a comprehensive framework for managing the social and economic impacts arising from land acquisition and involuntary resettlement associated with the upgrading of the Namichiga–Ruangwa Road (20.58 km). The RAP seeks to identify all Project Affected Persons (PAPs) and affected assets, avoid or minimize resettlement impacts where feasible, and ensure fair and timely compensation at full replacement cost. It also provides for resettlement assistance and livelihood restoration to enable PAPs to restore or improve their pre-project living standards, with particular attention to vulnerable groups. In addition, the RAP establishes transparent procedures for stakeholder consultation, grievance redress, and information disclosure, while ensuring full compliance with Tanzanian laws and World Bank Environmental and Social Standard 5 (ESS5). Overall, the RAP aims to promote social inclusion, prevent impoverishment, and support sustainable development in line with international best practice.

E.2 RAP Preparation Methodology

The Resettlement Action Plan (RAP) was prepared using a structured, participatory, and multi-method approach combining document review, field verification, surveys, and stakeholder consultations. Both qualitative and quantitative methods were applied to ensure accurate identification of Project Affected Persons (PAPs), affected assets, livelihoods, and vulnerabilities, in full compliance with World Bank ESS5 and relevant Tanzanian laws.

E.2.1 Ground truthing

Field verification and transect walks were conducted to confirm affected assets and validate secondary data. During the field surveys, each Project Affected Person (PAP) and affected asset was identified and georeferenced using Global Positioning System (GPS) coordinates to accurately establish its location within the project impact corridor. The geospatial data were used to verify property boundaries, support the asset inventory, and facilitate preparation of maps showing the distribution of affected properties and the extent of land acquisition and resettlement impacts. These activities ensured that

cadastral records, village records, and field conditions were consistent and that the project impacts were accurately delineated.

E.2.2 Consultation with Stakeholders

Extensive consultations were held with PAPs, local communities, leaders, TANROADS, and other stakeholders to disclose project information, explain entitlements, and gather feedback. The participatory process strengthened transparency, trust, and informed decision-making.

E.2.3 Literature Review

A comprehensive review of national policies, laws, and project safeguard instruments was undertaken to establish the legal and policy framework for resettlement. Key documents included the RISE Program RPF, ESMF, SEP, LMP, Tanzanian land legislation, valuation guidelines, and World Bank Environmental and Social Standards (ESS5 and ESS10), ensuring full regulatory and donor compliance.

E. 03 Legal and Institutional Framework

The resettlement activities are governed by both Tanzanian national legislation and the World Bank's Environmental and Social Framework. Key national laws include the Constitution of the United Republic of Tanzania, the Land Act, Village Land Act, and Land Acquisition Act, which provide the legal basis for land ownership, acquisition, and compensation. The project also adheres to World Bank Environmental and Social Standard 5 (ESS5), which promotes the avoidance and minimization of involuntary resettlement and requires measures to restore livelihoods. In cases where national laws differ from World Bank policies, the latter will prevail to ensure the rights and entitlements of Project-Affected Persons (PAPs) are fully protected.

E. 04 Stakeholder Engagement and Public Participation

Stakeholder consultations for this project involved inclusive engagement with Project-Affected Persons (PAPs), vulnerable groups, women, and key institutions across six villages in Namichiga, Ruangwa, and Mbekenyerwa wards. Through community meetings, focus group discussions, key informant interviews, and household-level consultations, the project team communicated the scope, compensation processes, and grievance mechanisms while gathering valuable feedback on impacts and concerns. Key issues raised included compensation eligibility, valuation of crops and structures, and utility relocations. Responses were incorporated into the RAP with clear eligibility criteria, detailed valuation methods, and coordinated institutional roles, ensuring compliance with World Bank ESS10 and national standards. The transparent and phased engagement strategy empowered affected communities and fostered collaborative planning to mitigate social risks and support equitable resettlement outcomes.

E.05 Socioeconomic Baseline of PAPs

The Project will affect 467 Project-Affected Persons (PAPs) across six villages in three wards. Most PAPs rely on agriculture as their primary source of livelihood, with the majority living on inherited or purchased land for over 15 years. The affected population is predominantly Muslim and of Mwera ethnicity, with limited income levels and primarily primary-level education. Vulnerable groups include female-headed households, the elderly, and low-income families. Most PAPs prefer cash compensation and are willing to participate in livelihood restoration programs, particularly in agriculture and small business support. Communication preferences lean heavily toward mobile phones, village meetings, and local leaders. Detailed demographic, economic, and asset-related data are presented in Chapter four.

E. 06 Magnitude of Impacts

The upgrading of the Namichiga–Ruangwa Road in Lindi Region will require the acquisition of approximately 145,620 square meters (14.6 hectares) of land. A total of 467 Project-Affected Persons (PAPs) across six villages will be impacted by the project. The implementation of the road works will result in both physical and economic displacement due to the loss of land, residential and commercial structures, agricultural crops and trees, public infrastructure, and community-owned assets. These impacts have been identified through detailed field surveys, socio-economic profiling of affected households, and GPS-based asset mapping. The data collected provides the foundation for determining eligibility, valuation, compensation, and resettlement assistance in accordance with Tanzanian legal requirements and the World Bank's Environmental and Social Standard 5 (ESS5) on Land Acquisition, Restrictions on Land Use, and Involuntary Resettlement. The extent of Impact is shown below

Wards	Villages	Land Size (Sqm.)
Namichiga	Namichiga B	32,840
	Namichiga A	18,087
Mbekenyerera	Naunambe	52,599
	Mbekenyerera	18,087
Ruangwa	Likangala	10,607
	Mchangani	13,153
TOTAL		145,620

E.06.1 Project-Affected Persons (PAPS)

A total of 467 Project-Affected Persons (PAPs) have been identified along the 20.58 km Road corridor. These PAPs are distributed across six villages in three wards Namichiga, Mbekenyerera, and Ruangwa and were identified through field surveys, asset mapping, and socio-economic assessments as shown below:

Ward	Village	Number of PAPs
Namichiga	Namichiga B	83
	Namichiga A	79
Mbekenyerera	Naunambe	158
	Mbekenyerera	99
Ruangwa	Likangala	27
	Mchangani	21
Total		467

E.06.2 Vulnerable PAPs

Out of the total 467 PAPs identified along the Namichiga–Ruangwa road corridor, 166 individuals (approximately 35.5%) were classified as vulnerable under one or more of the above categories. These individuals are considered at higher risk of being disproportionately affected by resettlement and may require tailored assistance such as priority in compensation processing, livelihood restoration support, and post-resettlement monitoring.

E.06.3 Physical Displacement

The proposed road upgrading project will result in the physical displacement of 25 PAP records whose occupied residential and mixed-use structures will be fully affected by the project. Of these, 19 PAP records are associated with residential structures, while 6 PAP records are associated with mixed-use structures that serve both residential and commercial purposes. The affected PAPs will therefore be required to relocate from the affected premises.

Physical displacement is concentrated in Namichiga A Village, where 14 PAP records will require relocation, comprising 10 residential and 4 mixed-use PAP records. This is followed by Naunambe

Village, with 9 PAP records, comprising 7 residential and 2 mixed-use PAP records. Namichiga B Village has 1 residential PAP record, while Mbekenyera Village has 1 residential PAP record. No physical displacement is anticipated in Likangara or Mchangani Villages, as no occupied residential or mixed-use structures are fully affected by the project.

In terms of the affected structures, a total of 35 buildings are expected to be affected among the physically displaced PAP records. The higher number of affected buildings compared with the number of PAP records is attributable to the fact that some PAP records have more than one affected building. The gender distribution of the physically displaced PAP records indicates that 19 are male and 6 are female, representing 76% and 24%, respectively, of the total 25 physically displaced PAP records.

In addition to the loss of residential accommodation, the six PAP records associated with mixed-use structures will also experience economic displacement due to the disruption or loss of commercial activities undertaken within the same premises. Appropriate compensation, relocation assistance, livelihood restoration measures, and statutory disturbance and accommodation allowances will be provided to all physically displaced PAPs in accordance with the Land Act, Cap. 113; the Roads Act, Cap. 167; the Land (Assessment of the Value of Land for Compensation) Regulations, 2001 (as amended); and the requirements of the World Bank Environmental and Social Standard 5 (ESS5).

E.06.4 Economic Displacement

In addition to physical displacement, the project will result in economic displacement through the loss of livelihood assets and sources of income for Project Affected Persons (PAPs). A total of 2,526 crops cultivated within the project corridor will be affected, resulting in the loss of agricultural production, which constitutes a primary source of food security and household income for many affected families. The project will also impact business premises and other income-generating activities, particularly in Namichiga and Naunambe villages, where commercial activities are more concentrated. These impacts are expected to cause temporary and permanent disruptions to livelihoods and will therefore be addressed through compensation at full replacement cost and appropriate livelihood restoration measures in accordance with the entitlement framework and the requirements of the World Bank Environmental and Social Standard 5 (ESS5).

E.06.5 Impacts of Cultural and Graves

The proposed project will result in the disturbance and necessary relocation of graves, which are considered culturally and spiritually sensitive assets in Tanzanian communities. Based on the asset inventory and physical verification conducted during the RAP preparation, a total of eighteen (18) graves have been identified within the designated road reserve, primarily located in Likangala village.

E.06.6 Measures to Avoid or Minimise Resettlement

Several measures have been incorporated into the project to reduce displacement impacts. The legally designated road reserve for this class of road is 60 meters in width. However, to limit the extent of land acquisition and reduce the number of affected households and assets, the design team has committed to utilizing only 45 meters of the corridor wherever possible. This reduction aims to preserve existing residential and commercial structures, minimize disruption to livelihoods, and lessen the overall social and economic impact on communities along the 20.58 km alignment.

In specific locations where realignment is necessary due to technical, safety, or environmental constraints, the full 60-meter road reserve will be applied. Such decisions are made only where strictly required, and after evaluating alternative design options to avoid or minimize displacement.

E.07- Eligibility and Entitlements

The eligibility and entitlements framework is designed to ensure fair and comprehensive compensation and support to all Project-Affected Persons (PAPs), in line with Tanzanian law and the World Bank's Environmental and Social Standard 5 (ESS5). Eligibility extends to individuals and entities with formal legal rights, customary landholders, tenants, informal occupants, and vulnerable groups such as female-headed households and people with disabilities. Eligible impacts include loss of land, residential and commercial structures, crops, income sources, and access to socio-economic services. Compensation will be provided at full replacement cost, including allowances for relocation, disturbance, and loss of income, with special provisions for vulnerable groups to prevent disproportionate impacts. Communal and public infrastructure affected by the project will be restored or replaced in collaboration with relevant authorities. The cut-off date, established to prevent encroachment and ensure transparent inclusion, marks the deadline for eligibility. This comprehensive approach ensures that all affected parties receive fair compensation and livelihood restoration, aligning with international best practices and fostering social equity throughout the project implementation.

E.08 Establishing Cut-off Dates

The cut-off date is a critical mechanism for determining eligibility for compensation and resettlement assistance and for preventing speculative claims. For this project, the socioeconomic census and asset inventory were conducted between 16th and 26th June 2025. Due to the extensive length of the project corridor, the census was undertaken over several days to ensure complete coverage of all affected persons and assets.

Prior to and throughout the census exercise, affected communities were informed through community consultation meetings and local government authorities of the commencement and completion dates of the census. During these meetings, it was clearly communicated that eligibility for compensation and resettlement assistance would be limited to persons, households, and assets identified and recorded during the socioeconomic census and asset inventory, and that any new occupation or assets established after the census would not be eligible. Records of these consultation meetings are provided in Appendix I.

Following completion of the field surveys, a two-week period was allocated for data cleaning, verification, and validation of the census and asset inventory to ensure the accuracy of the eligibility database. The verified eligibility list was finalized and formally confirmed on 13 July 2025. The cut-off date does not restrict affected persons from submitting grievances or complaints after this date.

Affected persons and other interested parties may submit grievances at any time through the established Grievance Redress Mechanism (GRM), including complaints concerning possible omissions, errors, inaccurate information, or other concerns relating to the census, asset inventory, eligibility determination, valuation, compensation, or other project-related impacts. Such grievances will be received, registered, assessed, and addressed in accordance with the established GRM procedures. Where a grievance concerns an alleged omission from the census or asset inventory, the project will undertake the necessary verification and, where the claim is substantiated and the affected person meets the applicable eligibility requirements, the appropriate corrective action will be taken.

Following the cut-off date, new occupation of the project-affected area or establishment of new assets for the purpose of obtaining compensation shall not create eligibility for compensation. This restriction does not apply to grievances concerning persons, land interests, structures, crops, businesses or other assets that existed before the cut-off date but were omitted, incorrectly recorded or otherwise disputed during the census and asset inventory. Such grievances may be submitted and verified through the Project GRM throughout RAP implementation.

E.09 Asset Valuation and Compensation

The valuation and compensation framework for this project ensured that all Project-Affected Persons (PAPs) receive fair and full replacement cost compensation in line with World Bank Environmental and Social Standard 5 (ESS5) and Tanzanian legal requirements. The process aimed at preventing impoverishment and enable PAPs to restore or improve their pre-displacement living conditions.

A thorough census and asset inventory identified affected households and assets, while qualified valuers applied market-based, replacement cost, and income approaches to determine compensation values. Compensation covered land, structures, crops, trees, and economic losses, as well as allowances for disturbance, transport, and grave relocation to facilitate smooth resettlement and livelihood restoration.

Special measures addressed the needs of vulnerable groups, including female-headed households, elderly persons, and people with disabilities, ensuring equitable treatment and additional support where needed. Community engagement and transparent validation processes strengthened trust and minimized disputes.

E.10 Livelihood and Income Restoration Plan

The Livelihood Restoration and Improvement program for this Project is designed to support Project-Affected Persons (PAPs) in regaining and enhancing their pre-displacement income and living standards. The program is grounded in extensive consultations with affected communities, aligning with international standards such as the World Bank ESS5, to ensure timely and effective livelihood recovery. A comprehensive needs assessment identified four priority support areas: agricultural inputs, vocational training, small business financing, and job placement assistance. The majority of PAPs (73%) expressed willingness to participate in the Livelihood Restoration Program, indicating strong community support.

The program emphasizes participatory, transparent, and gender-responsive approaches, with tailored interventions for vulnerable households. Specific components include agricultural training, financial management education to optimize compensation use, vocational skills development aligned with local market demands, job placement services linked to project-related opportunities, and access to small business loans.

E.11 Institutional Arrangements

The Institutional Arrangements for the Resettlement Action Plan (RAP) define a multi-agency framework ensuring effective, transparent, and timely implementation in line with Tanzanian law and the World Bank's Environmental and Social Standard 5 (ESS5). TANROADS acts as the lead agency responsible for coordinating RAP activities, compensation payments, grievance management, and reporting, supported by a dedicated RAP Implementation Unit. The Ministry of Finance oversees funding disbursement, while the Ministry of Lands ensures legal compliance and land acquisition oversight. Regional and local authorities facilitate community engagement and grievance resolution. Technical agencies like RUWASA and TANESCO manage the protection and relocation of water and electricity infrastructure. A local bank handles secure compensation payments, and contractors adhere to RAP provisions during construction. An independent local NGO supports awareness, community participation, and monitoring. The plan also details procedures for disclosure of compensation packages, opening of bank accounts, and ensuring equitable access to benefits, particularly for vulnerable groups. These arrangements collectively aim to safeguard Project Affected Persons' rights and livelihoods throughout the resettlement process.

E.12 RAP Implementation Schedule

The Resettlement Action Plan (RAP) implementation follows a phased and sequenced approach aligned with the project construction schedule to ensure full compliance with World Bank ESS5 and Tanzanian legal requirements. All Project Affected Persons (PAPs) will receive full compensation and assistance prior to any displacement, in accordance with the “resettlement before construction” principle. RAP implementation includes planning and mobilization, compensation payment, livelihood restoration, and continuous monitoring and reporting. A No Objection Certificate (NOC) system will be used to confirm completion of resettlement obligations before civil works commence. Community participation and a functional Grievance Redress Mechanism (GRM) are maintained throughout the process to ensure transparency and accountability, while identified implementation risks are managed through defined mitigation measures. Overall, the RAP implementation strategy safeguards PAPs’ rights and livelihoods while supporting timely and orderly project execution.

E.13 Grievance Redress Mechanism

The Grievance Redress Mechanism addresses the procedures for the project that TANROADS will engage with people affected by land acquisition fairly and transparently and will seek to prevent grievances rather than going through a redress process. According to the Resettlement Handbook, a grievance can be defined as an actual or perceived problem that might give grounds for complaint from the affected people.

The Land Acquisition Act No.47 of 1967 stipulates the power and the procedures for acquiring land and the required degree of compensation. The local authorities can handle the grievance and dispute in the first place. In summary, those seeking redress will have to notify the local government and ward offices. If that fails, disputes can be referred to the district level. Resolution of disputes should be speedy, just as well as fair, and local NGOs that are conversant with these issues could be engaged by the project. If all failed, the PAP with a complaint will be informed about his or her right to start a court case by Tanzanian laws. During the public consultations meetings with all the respective projects of 3 wards and 6 Villages where a total of 18 GRCs members were nominated by the communities.

E.14. Budget and Financing

The estimated cost for implementing the Resettlement Action Plan (RAP) is TZS 3,236,648,712.34 (approximately USD 1,244,864.89). The budget covers compensation for affected assets, livelihood restoration, grievance redress, monitoring and evaluation, RAP implementation and management, support for vulnerable Project Affected Persons (PAPs), and a contingency provision. The budget has been prepared based on the approved valuation report, verified asset inventories, and the entitlement framework in accordance with the World Bank Environmental and Social Standard 5 (ESS5) and applicable national legislation.

Table 1: Valuation Summary

Budget Category	Amount (TZS)
Compensation	2,257,407,920.31
Livelihood Restoration	250,000,000.00
Grievance Redress Mechanism	75,000,000.00
Monitoring and Evaluation	120,000,000.00
RAP Implementation and Management	180,000,000.00
Support for Vulnerable PAPs	60,000,000.00
Subtotal	2,942,407,920.31
Contingency (10%)	294,240,792.03
Total RAP Budget	3,236,648,712.34
Equivalent (Approx.)	USD 1,244,864.89

E.15. Monitoring and Evaluation

Monitoring and Evaluation (M&E) will be undertaken by an independent RAP monitor to oversee efficiency, suitability and effectiveness of RAP implementation. The M&E will include monitoring and verification of processes and activities in RAP implementation and will prepare and submit the reports to the TANROADs periodically. The generated information will be used to identify mid-course corrections and in doing any improvement in project design and implementation of the future project.

TABLE OF CONTENTS	
DEFINITION OF TERMS	3
EXECUTIVE SUMMARY.....	5
LIST OF TABLES	21
LIST OF FIGURES.....	22
ABBREVIATION.....	23
CHAPTER ONE	25
1.1 Background information	25
1.2.1 Project Location and Administration	26
1.3 Objective of the RAP	29
1.3.1 Specific Objectives.....	29
1.4 RAP Principles and Impact Minimization Measures.....	29
1.5 Scope of the Resettlement Action Plan (RAP)	31
1.6 Assumptions and Limitations	31
CHAPTER TWO	33
2.0. RAP PREPARATION METHODOLOGY	33
2.1. Introduction.....	33
2.2 Literature Review.....	33
2.3 Ground truthing.....	33
2.4. Consultation with Stakeholders.....	34
2.5. Asset Inventory, Census and Socio-Economic Surveys	34
2.6 Formulation of Survey Instruments	35
2.7 Delineation of the Survey Areas.....	35
2.8 Identification of PAPs.....	36
2.9 Establishment of the Cut-Off Date	36
2.10. RAP Disclosure	37
2.11 Assessment of vulnerability	37
3.0 CHAPTER THREE	POLICY AND LEGAL FRAMEWORK
.....	39
3.1 Land Ownership in Tanzania.....	39
3.2 Policies	40
3.2.1 The National Land Policy (1995)	40
3.2.2 National Human Settlements Development Policy (2000)	40
3.2.3 Resettlement Policy Framework (2003).....	40

3.3 National Legislation and Regulations.....	41
3.3.1 Constitution of the United Republic of Tanzania, 1977.....	41
3.3.2 Dispute Courts Act, No.2 Of 2002	41
3.3.3 Land Act Cap 113 R.E. 2019	42
3.3.4 The Village Land Act (CAP. 114 R.E. 2019)	42
3.3.5 The Land Acquisition Act [CAP. 118 RE 2019]	43
3.3.6 Land Use Planning Act No. 6 Of 2007	43
3.3.7 The Graveyard Removal Act, 1969.....	43
3.3.8 The Court (Land Disputes Settlements) Act No.2 Of 2002.....	44
3.3.9 Compensation Disputes Act Section 13 (1)	44
3.3.10 Valuation and Valuers' Registration Act No.7 Of 2016	44
3.3.11 The Road Act 2007	45
3.4 World Bank Environmental and Social Framework (ESF)	46
3.4.1 Overview of the ESF	46
3.4.2 ESS5: Land Acquisition, Restrictions on Land Use, and Involuntary Resettlement....	46
3.4.3 Comparison of National Legislation and WB ESS5	47
CHAPTER FOUR.....	53
4.0. PUBLIC AND COMMUNITY PARTICIPATION	53
4.1. Introduction.....	53
4.2 Objectives of Public Participation.....	53
4.3. Stakeholder Engagement Guidance	53
4.3.1. Tanzania Legal guidance	53
4.3.2 World Bank Environmental and Social Standard 10 (Ess10): Stakeholder Engagement and Information Disclosure	54
4.4 Stakeholder Identification and Analysis.....	54
4.4.1 Categories of the Identified Stakeholders	55
4.5 Stakeholder Engagement Approach	56
4.6 Summary of Engagement Activities to Date	57
4.8.1 Focus Group Discussions (FGDs) With Vulnerable Groups and Women.....	58
4.8.2 Key Informant Interviews.....	59
4.8.3 Household-Level Consultations.....	59
4.9 Key Issues and Concerns Raised by Stakeholders & Affected Communities	60
4.10. Key Mitigation Measures to Address Community Concerns	65
4.11 Future Engagement Plan	65

4.12 Communications Plan.....	66
CHAPTER 5.....	68
5.0. SOCIO-ECONOMIC CENSUS OF PAPs.....	68
5.1. Introduction.....	68
5.2 Demographic Characteristics.....	68
5.2.1 Population Size and Distribution.....	68
5.2.2 Gender of PAPs	68
5.2.3 Age Distributions of PAPs.....	69
5.2.4 Household Head Characteristics	70
5.2.5 Religion of Project Affected Persons	70
5.2.6 Ethnic Composition of PAPs.....	71
5.2.7 Marital Status of PAPs.....	72
5.2.8 Marital Structure.....	72
5.2.9 Educational Attainment of PAPs	73
5.3 Land and Resource Ownership of PAPs.....	74
5.3.1 Acquisition of Land	74
5.3.2 Type of Occupancy	74
5.3.3 Duration of Stay on Land.....	75
5.3.4 Alternative Land for Project Affected Persons.....	75
5.3.5 Primary land use	76
5.3.6 Income Sources of PAPs.....	77
5.3.7 Primary Source of Income.....	77
5.4 Farming Methods and Crops	78
5.4.1 Types of Crops Cultivated by PAPs	78
5.4.2 Farming Methods	78
5.4.3 Compensation Methods	78
5.4.4 Bank Account Ownership	78
CHAPTER SIX.....	80
6.0. MAGNITUDE OF IMPACTS	80
6.1. Introduction.....	80
6.2 Project-Affected Persons (PAPs)	80
6.3 Vulnerable PAPs.....	81
6.4 Project Land Requirements	82
6.5 Nature and Types of Displacement	83

6.5.1 Physical Displacement	83
6.5.2 Economic Displacement.....	84
6.6 Categories of Impacted Households	85
6.7 Community and Public Resources Affected	86
6.8 Impact on Public Infrastructures	87
6.9 Impacts on Cultural Heritage and Graves	88
6.10 Others Unintentionally Impact.....	88
6.11 Potential Impacts during Construction Stage.....	89
6.12 Measures to Avoid or Minimise Resettlement	91
CHAPTER SEVEN.....	92
7.0. ELIGIBILITY AND ENTITLEMENT	92
7.1. Introduction.....	92
7.2. Eligibility.....	92
7.3. Types of Projects Affected People.....	92
7.4 Eligibility Criteria and Entitlement	94
7.4.1 Physical Displacement	94
7.4.2 Loss of Land	95
7.4.3 Loss of Crops.....	95
7.4.4. Loss Of Communal Property and Infrastructure.....	95
7.4.5. Loss Of Income/Profit	95
7.5. Cut-off date	104
7.6 Vulnerable Groups.....	104
7.7 Entitlements for Unforeseen Impacts	105
7.8 Handling of Temporary Impacts	105
7.9 Gender-Specific Eligibility and Inclusion	105
CHAPTER EIGHT	106
8.0. VALUATION AND COMPENSATION	106
8.1. Introduction.....	106
8.2 Valuation Principles	106
8.3 Census and Asset Inventory	107
8.3.1 Purpose and Objectives	107
8.3.2 Methodology	107
8.3.3 Inclusion of Vulnerable Groups.....	110
8.4 Valuation Methodology	110

8.4.1 Land Valuation	110
8.4.2 Structures and Building Valuation.....	110
8.4.3 Crops and Trees Valuation	111
8.4.4 Replacement Cost Verification and Top-Up	111
8.4.5 Compensation for Loss of Income or Business	111
8.4.6. Compensation Allowances	112
CHAPTER NINE	114
9.0. LIVELIHOOD AND INCOME RESTORATION	114
9.1 Introduction.....	114
9.2. The aims of the Livelihood Restoration Plan (LRP).....	114
9.3. Needs Assessment and Programs Identification	114
9.4. Willingness To Participate in Livelihood Restoration Program	115
9.5 Proposed Livelihood Restoration Programs.....	116
9.5.1 Approach to the Livelihood Restoration Program for Ensuring Unrestricted Access, Transparency, and Accountability	116
9.5.2 Agricultural Training and Support	116
9.5.3 Financial Management Training for Compensation Payments	117
9.5.4 Vocational Training	117
9.5.5 Job Placement Assistance	118
9.5.6 Small Business Loans	119
9.6 PAPs' Own LRP Initiatives	119
9.7 Support for Vulnerable Groups	119
9.8 Gender-Inclusive Livelihood Planning	120
9.9 Time-Bound Plan for Livelihood Restoration Activities.	120
CHAPTER TEN.....	122
10.0. INSTITUTION RESPONSIBILITIES FOR RAP IMPLEMENTATION	122
10.1 Introduction.....	122
10.2 Tanzania National Road Agency (TANROADS) - Lead Implementing Agency	122
10.3 Ministry of Finance (MOF)	124
10.4 Ministry of Lands, Housing and Human Settlements Development (MLHHSD).....	124
10.5 Regional and District Commissioners' Offices.....	125
10.6 Village and Ward Authorities	125
10.7 Rural Water Supply and Sanitation Agency (RUWASA)	125
10.8 Tanzania Electric Supply Company Limited (TANESCO)	126

10.9 Local Bank: Compensation Paying Agent (PA)	126
10.10 Contractor.....	127
10.11 Independent local NGO.....	127
CHAPTER 11	128
11.0. IMPLEMENTATION SCHEDULE	128
11.1. Implementation process	128
11.2 Delivery of Entitlement	128
11.2.1 Notification of Disclosure of Compensation Packages	128
11.2.2 Opening of Bank Accounts and Introduction Letters from Local Leaders	129
11.2.3 Public Notification and Disclosure of Compensation Entitlements.....	129
11.2.4 Payment of Compensation dues.....	129
11.3 Emphasis on Sequencing: “Resettlement Before Construction”	130
11.4 Linkage between Resettlement Implementation and Initiation of Civil Works for Each of the Project Components	130
11.5. Implementation Schedule.....	131
CHAPTER TWELVE	134
12.0. GRIEVANCE REDNESS MECHANISM	134
12.1. Introduction	134
12.2 Objectives of the Grievance Redress Mechanism.....	134
12.3 Guiding Principles of the GRM.....	135
12.4. Raising Awareness of the Grievance Redress Mechanism (GRM).....	135
12.5. Type of Complaints and Conflict to Be Dealt With	136
12.6. Grievance and Complaints Procedures.....	136
12.6.1 Registration of complaints	137
12.6.2 Screening and Categorization of Complaints.....	138
12.6.3 Investigation and Resolution of Complaints.....	139
12.6.4 Feedback to the Complainant.....	140
12.6.5 Appeal Process	141
12.6.6 Closure of Grievance	141
12.6.7 Grievance Records and Documentation	142
12.7. Grievance Committee	142
12.7.1 Internal Grievance Committee.....	143
12.7.2 External Grievance Committee.....	143
12.7.3 Overview of The Selected GRC at the Village Level.....	143

12.8 Grievance Procedures for Women and Vulnerable Groups.....	144
12.8.1 Guiding Principles	144
12.8.2 Designated Focal Persons	144
12.8.3 Reporting Channels	145
12.9 Handling Gender-Based Violence (GBV) or Sexual Exploitation and Abuse (SEA) Cases	145
12.10 Monitoring and Evaluation of the GRM	145
12.11 Regular Data Collection.....	146
12.12 Performance Indicators	146
CHAPTER THIRTEEN	148
13.0 COST AND BUDGET.....	148
13.1. Introduction	148
13.2. RAP Budget	148
13.3 Financing Arrangements.....	150
CHAPTER FORTEEN	152
14.0. MONITORING AND EVALUATION PLAN.....	152
14.1. Objectives Of Monitoring and Reporting	152
14.2 Internal Monitoring and Evaluation.....	152
14.3 Process for Integrating Feedback from Internal Monitoring into Implementation	153
14.4 External Monitoring and Evaluation	154
14.5 Schedule of Monitoring and Evaluation.....	155
14.6 Reporting Indicators.....	155
14.7 Monitoring of Vulnerable Groups	157
14.8 Monitoring Indicators for Vulnerable Groups	158
14.9 Operationalizing Monitoring Indicators for Vulnerable Groups.....	159
14.10 RAP Completion Audit	160
ANNEX I: REFERENCES	161

LIST OF TABLES

. Table 1: Valuation Summary.....	12
Table 2: Administrative Divisions along the road.....	27
Table 3: Overview of The ESS 5: Land Acquisition, Restrictions on Land Use, And Involuntary Resettlement.....	46
Table 4: Gaps analysis between National and Applicable Standards.....	49
Table 5: Key Issues raised with by Institution Stakeholders.....	61
Table 6: Summary of Key Issues raised by PAPs during the community meeting with PAPs	64
Table 7: Summary of Project Affected People Along Namichiga - Ruangwa Road.....	80
Table 8: Vulnerable PAPs identified per village.....	81
Table 9: Land Acquisition by Village	83
Table 10: Physically Displaced Households by Village	84
Table 11: Distribution of affected PAPs, crop plots, and structures by village.....	85
Table 12: Entitlement Matrix.....	96
Table 13: Summary of Willingness to Participate.....	115
Table 14: TANROADS RAP Unit	123
Table 15: Estimated RAP Budget	148
Table 16: Schedule of Monitoring and Evaluation.....	155
Table 17: Monitoring and Evaluation Indicators	156
Table 18: Monitoring Indicators for Vulnerable Groups	158

LIST OF FIGURES

Figure1: Google image of the project road	26
Figure 2: Ruangwa District Location Map (Source : consultant 2024)	27
Figure 2: Community Meeting with PAPs at Namichiga and Mbekenyera.....	58
Figure 3: Focus Group Discussion with Affected Women's as well as Elders	59
Figure 4: Gender of PAPs (Social-Economic Survey, June 2025).....	69
Figure 5: Age Distributions of PAPs.....	69
Figure 6: Household head of PAPs	70
Figure 7: Religion of the PAPs	71
Figure 8: Ethnic groups of PAPs.....	71
Figure 9: Marital Status of PAPs.....	72
Figure 10: Marriage forms of PAPs	73
Figure 11: Level of Education of PAPs	73
Figure 12: Acquisition of the Land of PAPs.....	74
Figure 13: Type of Occupancy of PAPs	75
Figure 14: Alternative Land of the PAPs	76
Figure 15: Primary Land Use of PAPs.....	76
Figure 16: Bank Account Ownership by PAPs.....	79
Figure 17: Affected public bore hole in Namichiga A.....	87
Figure 18: Graves to be affected along the road Reserve at Likangala Village.....	88
Figure 19: Field Enumerators Conducting Household Interviews with Project-Affected Persons (PAPs) in the Project Area.....	108
Figure 20: Valuated Asset with Unique Number at Mbekenyera Village.....	109
Figure 21: Willingness to Participate in Livelihood Restoration Program of PAPs.....	115
Figure 22: Proffered type of Livelihood Restoration Support of PAPs	119

ABBREVIATION

CBO	Community-Based Organization
CCROs	Certificates of Customary Right of Occupancy
CSOs	Civil Society Organizations
CoI	Corridor of Impact
DC	District Council
DEDs	District Executive Directors
DGRC	District Grievance Redress Committee
EM	Entitlement Matrix
ESF	Environmental and Social Framework
ESIA	Environmental and Social Impact Assessment
ESS5	Environmental and Social Standard 5
ESS7	Environmental and Social Standard 7
ESS10	Environmental and Social Standard 10
FGDs	Focus Group Discussions
FPIC	Free, Prior, and Informed Consent
GBV	Gender-Based Violence
GFP	Grievance Focal Person
GIS	Geographic Information System
GoT	Government of Tanzania
GPS	Global Positioning System
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
GRS	Grievance Redress Service
Ha	Hectares
KIIs	Key Informant Interviews
LGAs	Local Government Authorities
LRP	Livelihood Restoration Program
MFIs	Microfinance Institutions
NBS	National Bureau of Statistics
NIDA	National Identification
NGOs	Non-Governmental Organizations
NLUPC	National Land Use Planning Commission
NOC	No Objection Certificate
PA	Paying Agent
PAPs	Project Affected Persons
PIU	Project Implementation Unit
PWDs	Persons With Disabilities
PSSN	Productive Social Safety Net
RAP	Resettlement Action Plan
RE	Revised Edition
RISE	Road Inclusion to Social Economic Opportunities
RoW	Right-of-Way
RUWASA	Rural Water Supply and Sanitation Agency
SACCOs	Savings and Credit Cooperative Societies
SEA	Sexual Exploitation and Abuse
TANESCO	Tanzania Electric Supply Company Limited
TANROADS	Tanzania National Roads Agency
TASAF	Tanzania Social Action Fund

TZS
URT
VEOs
VETA
VGRC
WEOs

Tanzania Shilling
United Republic of Tanzania
Village Executive Officers
Vocational Education and Training Authority
Village Grievance Redress Committee
Ward Executive Officers

CHAPTER ONE

1.1 Background information

The Government of the United Republic of Tanzania, through the Tanzania National Roads Agency (TANROADS), is implementing the Roads to Inclusion and Socio-Economic Opportunities (RISE) Program with financing from the World Bank. The Program aims to improve rural accessibility and road safety in selected regions of Tanzania, thereby contributing to inclusive economic growth, improved access to social services, and poverty reduction.

As part of the Program, TANROADS is undertaking the upgrading of the Namichiga–Ruangwa Road, a 20.58 km road corridor located in Lindi Region, to bitumen standard. The road serves as an important transport link for communities in the project area, providing access to markets, schools, health facilities, administrative centres, and other socio-economic opportunities. Upgrading the road is expected to improve mobility, reduce travel time and vehicle operating costs, enhance road safety, and support the socio-economic development of the surrounding communities.

The proposed project involves upgrading the existing earth/gravel road into an all-weather bitumen-standard road. The design comprises a 6.5-metre-wide two-lane carriageway, with two traffic lanes of 3.25 metres each and 1.5-metre-wide shoulders on both sides to improve road safety and accommodate non-motorized transport users. The road pavement structure will consist of engineered layers, including improved subgrade, sub-base, base course, and bituminous surfacing designed to accommodate projected traffic volumes and prevailing climatic conditions.

The project also incorporates climate-resilient drainage infrastructure, including side drains, mitre drains, pipe culverts, and box culverts, to facilitate proper stormwater management, reduce flooding risks, and protect the road from erosion and water damage. Improvements to junctions, intersections, settlement areas, and trading centres will further enhance traffic circulation, accessibility, and safety for motorists, pedestrians, cyclists, and other vulnerable road users. These interventions are guided by the People-Centered Design Approach, which promotes inclusivity, accessibility, safety, and integration with adjacent land uses.

While the project will largely follow the existing road alignment, certain sections require road widening, geometric improvements, minor realignments, and expansion of drainage infrastructure beyond the current road reserve. To accommodate these improvements, a 45-metre project corridor has been adopted, extending 22.5 metres on either side of the road centreline. This corridor forms the basis for identifying, surveying, and valuing all affected land, structures, businesses, crops, trees, and other assets that may be impacted by project implementation.

Consequently, implementation of the project will require land acquisition and may result in involuntary resettlement impacts, including loss of land and assets, physical displacement, economic displacement, and disruption of livelihoods for some Project Affected Persons (PAPs). In recognition of these impacts, and in accordance with the requirements of the World Bank Environmental and Social Standard 5 (ESS5) on Land Acquisition, Restrictions on Land Use and Involuntary Resettlement, as well as applicable Tanzanian laws and regulations, TANROADS engaged JBN Consult & Planners in Joint Venture with Network for Water and Sanitation (NETWAS) Tanzania Limited to prepare a Resettlement Action Plan (RAP) for the Namichiga–Ruangwa Road Project.

The RAP identifies all PAPs and affected assets, assesses the nature and magnitude of project impacts, and establishes measures for compensation, resettlement assistance, livelihood restoration, and support to vulnerable groups. The RAP has been informed by detailed socio-economic surveys, asset inventories, and

stakeholder consultations undertaken within the project area. It has been prepared in compliance with Tanzanian legal requirements and the World Bank ESS5, with the objective of ensuring that resettlement impacts are avoided where feasible, minimized where unavoidable, and effectively mitigated through fair compensation at replacement cost, meaningful stakeholder engagement, accessible grievance redress mechanisms, and appropriate livelihood restoration measures.

The overall objective of the RAP is to ensure that affected persons are not worse off as a result of project implementation and, where possible, are assisted in improving their livelihoods and living standards, thereby contributing to the social sustainability and development objectives of the RISE Program.

1.2.1 Project Location and Administration

Administratively the proposed Namichiga - Ruangwa (20.58km) road section is located in Lindi region, Ruangwa district. The road traverses Ruangwa, Mbekenyera and Namichiga wards and the road leads to Kiranjeranje area in Lindi district. The road will be constructed to bitumen standard and the road section forms part of Kiranjeranje –Namichiga -Ruangwa roads (120km) project in Lindi region. The Namichiga - Ruangwa (20.58km) road project section passes through Namichiga A&B, Likangala and Mchangani, Naunambe and Mbekenyera villages which are agriculture potential areas producing cashew nuts, groundnuts, maize, simsim and cassava. The road is found in Lindi region and it will act as an important shortest route from Kiranjeranje which is the junction in (T7) to Ruangwa, Nachingwea, Masasi, Newala and Nanyumbu districts instead of the main route to Lindi town up to Masasi district branching off to Nangaga to Ruangwa which is almost 160km route. The proposed road will stimulate economic growth as it will reduce transport costs and facilitate the transportation of products from the project areas to the market centers in Lindi and other places outside the region

A location map showing the location of the proposed road is shown in the figure below.

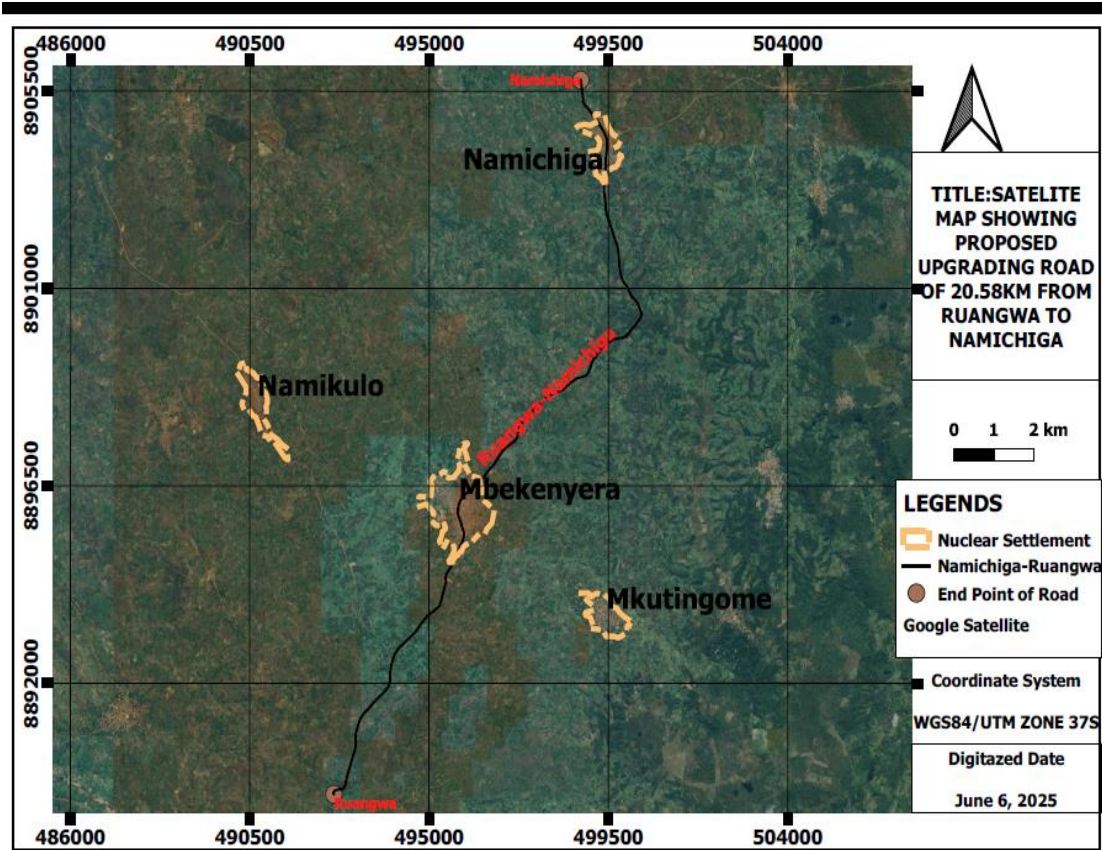


Figure1: Google image of the project road
Source: Google Earth Images 2024

Ruangwa is one of the six Districts from Lindi Region with a total area of 2,560 km² which is approximately equal to 256,036 hectares. It lies between latitude 9.50 S and 100 S and longitude 38.50E and 39.50E. The district shares borders with Kilwa District in the north, Liwale in the Northwest, Nachingwea and Masasi in the South and Lindi in the East.

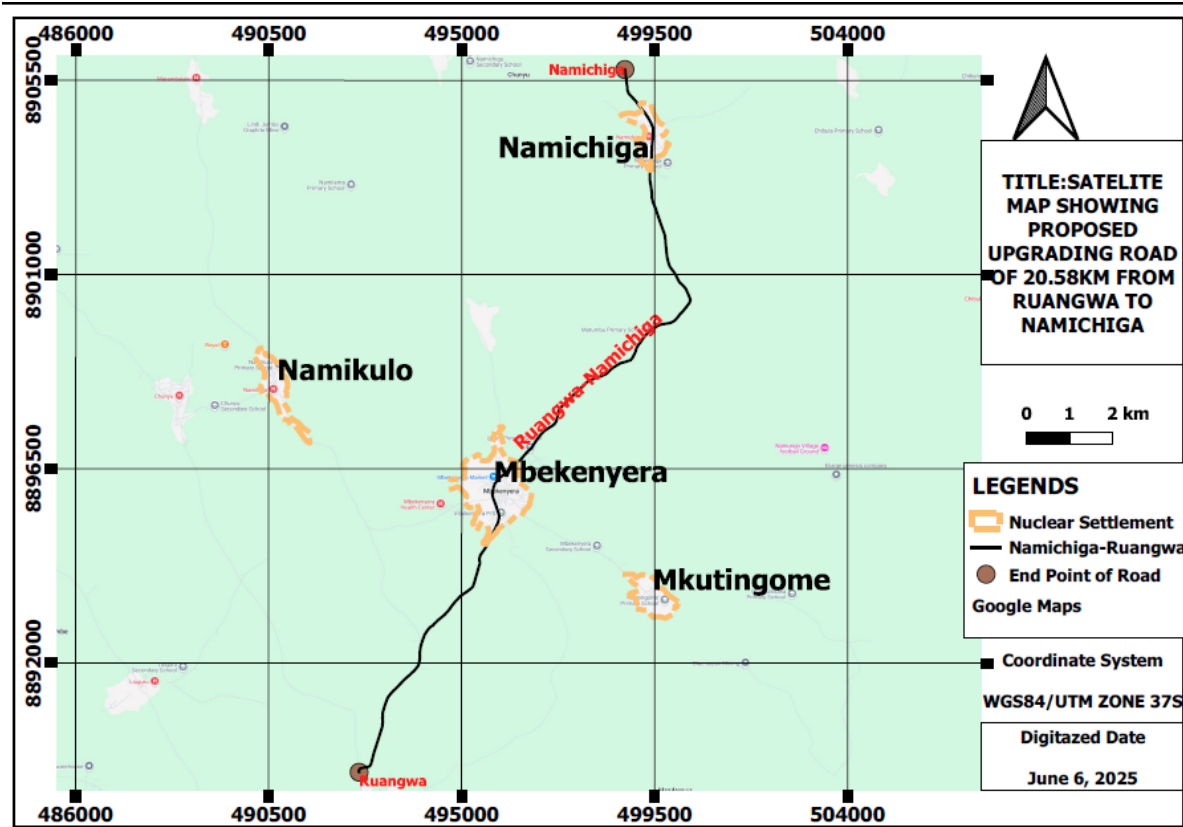


Table 2: Administrative Divisions along the road.

District	Ward	Village	Chainage	Coordinates
Ruangwa DC	Ruangwa	Mchangani	103 + 850	-10.02822, 38.9409
		Likangala	103 + 050	
	Mbekenyera	Mbekenyera	98 + 000	-9.98512, 38.96215
		Naunambe	94 + 041	
	Namichiga	Namichiga A	87 + 0500	-9.91085, 38.9951
		Namichiga B	87 + 000	

Source: Consultant Field Study, June 2025.

1.2.2 Project Area of Influence

For the purpose of resettlement planning, the Project Area of Influence (AoI) has been categorized into distinct impact zones based on the nature and extent of anticipated project impacts. These include:

- Core Impact Area:** Areas subject to permanent land acquisition for the construction and upgrading of the road and associated infrastructure.
- Direct Impact Area:** Areas required temporarily during project implementation, including contractor camps, borrow pits, quarry sites, detours, and material storage areas. Borrow pits will generally be treated as temporary land requirements where the affected land can be fully rehabilitated and restored to its original productive use after excavation. However, where rehabilitation and restoration are not possible or are not undertaken, land acquisition associated with the borrow pit will be

considered permanent. This includes situations where the land cannot be restored to its original productive use due to excessive excavation depth or irreversible alteration of the soil profile; where the pit fills with water and becomes a pond, rendering the land unusable for its previous purpose; where restoration is not carried out; or where the depth and scale of excavation make rehabilitation economically unfeasible.

- **Indirect Impact Area:** Areas where project activities may result in indirect socio-economic impacts, particularly on livelihoods, access, or economic activities.

This zoning framework provides the basis for identifying eligible Project Affected Persons (PAPs) and determining applicable compensation and resettlement assistance measures. Under this RAP, only impacts identified within the approved 45-meter construction corridor have been inventoried, assessed, and valued. Any additional impacts associated with ancillary or temporary project facilities located outside the approved corridor will be subject to separate screening, assessment, and compensation processes prior to commencement of site occupation or construction activities.

1.3 Need for the RAP

As part of fulfilment of the requirements for implementation of the proposed upgrading of the Namichiga–Ruangwa Road to bitumen standard, the project requires preparation of RAP in accordance with applicable national laws and the requirements of the World Bank Environmental and Social Framework (ESF), particularly Environmental and Social Standard 5 (ESS5) on Land Acquisition, Restrictions on Land Use and Involuntary Resettlement. The RAP has been prepared to address the resettlement impacts associated with the project and to ensure that affected persons are adequately compensated and assisted during project implementation.

The proposed road upgrading project will involve widening of the road corridor, improvement of junctions, installation of drainage infrastructure, road safety improvements, and establishment of temporary construction facilities. These activities will result in acquisition of land, demolition of structures, loss of crops and trees, disturbance of businesses, and impacts on livelihoods for persons occupying or utilizing land within the project corridor. Consequently, the RAP preparation process was undertaken to identify affected persons and assets, assess displacement risks and livelihood impacts, establish eligibility criteria and entitlements, and develop compensation and livelihood restoration measures in compliance with national legislation and ESS5 requirements.

The findings and recommendations of this RAP are intended to guide project implementation in a manner that minimizes adverse social impacts while enhancing the anticipated socio-economic benefits of the project for affected communities and other stakeholders. The RAP also supports integration of social safeguards considerations into the final road design and implementation arrangements.

This RAP has been prepared in line with the requirements of Tanzanian laws and regulations as well as the principles of the World Bank ESF and people-centered infrastructure development approaches, which aim to ensure inclusive, safe, and accessible road infrastructure for all categories of users.

- I. The proposed road design seeks to accommodate the needs of different road users, including pedestrians, cyclists, bodaboda operators, public transport users, persons with disabilities, women, children, and other vulnerable groups. The design will also consider surrounding land use patterns and settlement characteristics to ensure proper integration between the road infrastructure and adjacent developments. Particular emphasis has been placed on road safety improvements, non-motorized transport facilities, drainage systems, public transport access, and safe movement of vulnerable road users along the project corridor.
- II. The project recognizes the importance of effective stakeholder engagement, institutional coordination, and community participation throughout the project lifecycle. The RAP process therefore involved extensive consultations and information disclosure with Project Affected Persons (PAPs), local communities, government authorities, business operators, vulnerable groups, and other

stakeholders. The consultation process aimed at ensuring that concerns related to land acquisition, compensation, relocation, livelihood restoration, and project impacts are adequately addressed in a transparent and participatory manner.

This assignment therefore entails preparation of a Resettlement Action Plan (RAP) for the proposed upgrading of the Namichiga–Ruangwa Road to bitumen standard. The RAP has been prepared in accordance with the national legal and institutional framework governing land acquisition and compensation, while also aligning with international best practice standards, particularly the World Bank Environmental and Social Framework (ESF) and ESS5 requirements relating to involuntary resettlement and livelihood restoration.

1.3 Objective of the RAP

The purpose of preparing a Resettlement Action Plan (RAP) during the project cycle is to establish a clear framework for mitigating and restoring the livelihoods of project-affected communities, as early as possible, prior to the commencement of project activities. This proactive approach facilitates timely and effective disclosure to key stakeholders, enabling meaningful consultation, feedback, and incorporation of stakeholder inputs before project approval and implementation.

The overarching objective of the RAP is to avoid, to the extent possible, the adverse land-acquisition and resettlement impacts associated with the proposed project. Where avoidance is not feasible, the RAP seeks to ensure that such impacts are identified and effectively eliminated, mitigated, or minimized to acceptable levels, in accordance with relevant policies and standards.

The RAP intends to address potential loss or restrictions on land, impacts on buildings and crops, disrupted sources of livelihoods and access that may arise from mobilization, construction, operation and decommission activities and provide for measures to avoid, minimize and compensate for losses and impacts, paying particular to the special needs and interests of persons with disabilities, the elderly, women, and other members of groups in a situation of vulnerability.

1.3.1 Specific Objectives

- Develop mitigation measures to ensure that the affected people are not worse off because of the project and at least their livelihoods are restored to those of before the project.
- Engage PAPs and communities to gain understanding of project objectives and impacts
- Involve PAPs and other stakeholders in developing a plan for physical relocation and compensation for lost assets
- Provide information that will be used to implement the resettlement plan.
- Put down the grievance mechanisms which will be used during the RAP implementation; and outline institutional arrangements for the implementation of the RAP.

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

- The provision of timely and fair compensation, with the goal that all project-affected persons would be compensated at replacement cost to at least restore their pre-project living standard levels.
- Necessary assistance for relocation to all PAPs whose property /home will be demolished, before displacement.

1.4 RAP Principles and Impact Minimization Measures

The preparation and implementation of this Resettlement Action Plan (RAP) is guided by the principles of avoiding, minimizing, and mitigating adverse social and economic impacts resulting from land acquisition and involuntary resettlement associated with the upgrading of the Namichiga–Ruangwa Road to bitumen standard. The RAP has therefore been prepared in accordance with applicable Tanzanian laws and

regulations as well as the requirements of the World Bank Environmental and Social Framework (ESF), particularly Environmental and Social Standard 5 (ESS5).

The following key principles have guided the RAP preparation and implementation process:

I. Avoidance and Minimization of Displacement

The project design has sought, as far as practicable, to avoid or minimize involuntary resettlement impacts through optimization of the road alignment and utilization of the existing road corridor. The design generally adopts a 45-meter corridor instead of the full statutory road reserve width in order to reduce displacement of households, businesses, and community assets.

II. Fair and Prompt Compensation

All eligible Project Affected Persons (PAPs) will be compensated fairly, promptly, and at full replacement cost for losses resulting from project implementation. Compensation will cover affected land, structures, crops, trees, businesses, and other livelihood assets in accordance with national valuation standards and ESS5 requirements.

III. Livelihood Restoration and Improvement

Measures will be undertaken to restore, and where possible improve, the livelihoods and living standards of affected persons, particularly vulnerable groups and economically displaced households. Assistance measures may include relocation support, livelihood restoration assistance, transitional support, and special assistance to vulnerable PAPs.

IV. Meaningful Stakeholder Engagement

The RAP process emphasizes continuous consultation and participation of affected communities and stakeholders throughout project planning and implementation. PAPs have been consulted during asset identification, valuation, socio-economic surveys, and disclosure of project information to ensure transparency and informed participation.

V. Special Attention to Vulnerable Groups

Particular consideration will be given to vulnerable individuals and households including women-headed households, elderly persons, persons with disabilities, widows, low-income households, and other socially disadvantaged groups to ensure they are not disproportionately affected by the project.

VI. Transparency and Grievance Redress

A transparent grievance redress mechanism will be established to enable PAPs and stakeholders to raise concerns and seek resolution of issues related to compensation, valuation, relocation, and project implementation in a timely and accessible manner

During final design and prior to commencement of works, TANROADS and the Design/ Supervision Consultant shall continue to apply the mitigation hierarchy to avoid and minimize land acquisition and physical and economic displacement. Design modifications that can reasonably avoid residential structures, productive land, businesses, community facilities, graves and other sensitive receptors shall be considered before confirming acquisition. Any design change that increases the resettlement footprint beyond that assessed under this RAP shall be screened to determine whether supplementary census, valuation, consultation and a RAP Addendum are required.

1.5 Scope of the Resettlement Action Plan (RAP)

The purpose of this Resettlement Action Plan (RAP) is to identify and address the involuntary resettlement impacts associated with the upgrading of the Namichiga–Ruangwa Road (20.58 km) in Lindi Region, being implemented under the Roads to Inclusion and Socio-Economic Opportunities (RISE) Program. The preparation of this RAP is a requirement under both Tanzanian national laws and regulations notably the Land Act (1999), the Village Land Act (1999), and the Environmental Management Act (2004) as well as the World Bank's Environmental and Social Standard 5 (ESS5), which governs land acquisition, restrictions on land use, and involuntary resettlement.

Based on the magnitude and nature of the anticipated impacts, this RAP is classified as a Full RAP in accordance with the World Bank's ESS5. This classification is due to the significant number of people and assets affected, the presence of vulnerable groups, and the need for comprehensive measures to address both physical and economic displacement.

This RAP covers the following types of impacts:

- Permanent land acquisition: Loss of privately owned land and right-of-way required for road widening and associated infrastructure.
- Physical displacement: Loss of residential and commercial structures, leading to relocation of individuals, households, and businesses.
- Economic displacement: Loss of income sources, including disruption to small businesses, roadside vendors, farmers, and other livelihood activities.
- Temporary disruptions: Interruption of access during construction, especially for roadside activities, public services, and transport routes.
- Loss of community resources or infrastructure: Such as water points, footpaths, or utility lines within the project corridor.
- Vulnerable groups: Identification and targeted support for groups that may be disproportionately affected, including women-headed households, persons with disabilities, the elderly, and low-income households

1.6 Assumptions and Limitations

The preparation of this Resettlement Action Plan (RAP) was undertaken based on several assumptions and subject to certain limitations that may influence implementation outcomes and future updates of the report. These assumptions and limitations are outlined below:

- I. It is assumed that all information and data provided by Project Affected Persons (PAPs), local government authorities, village leaders, and other relevant stakeholders during socio-economic surveys, asset inventories, valuation exercises, and stakeholder consultations are accurate, complete, and representative of the prevailing conditions within the project area.
- II. The RAP has been prepared based on the current engineering design, approved construction corridor, and available project information at the time of the study. Any substantial changes in project design, alignment, road width, or ancillary facilities during implementation may result in additional impacts requiring reassessment and possible update of the RAP.
- III. It is assumed that project implementation and commencement of construction activities will proceed in accordance with the planned implementation schedule. Significant delays in project execution may lead to changes in land use, property ownership, settlement patterns, asset values, and socio-economic conditions, which could necessitate review and updating of compensation rates and impact assessments.
- IV. The RAP is based on asset inventories, valuation data, and socio-economic information collected during the field assessment period and up to the established cut-off date. Any structures, developments, crops, businesses, or activities established within the project corridor after the cut-off date shall not be eligible for compensation or resettlement assistance unless otherwise determined by the project authorities in accordance with applicable procedures.

- V. It is assumed that compensation payments, livelihood restoration measures, and other resettlement assistance activities will be implemented prior to commencement of civil works in affected areas, in line with national legal requirements and the provisions of ESS5.
- VI. The RAP assumes continued cooperation and coordination among key stakeholders including Tanzania National Roads Agency (TANROADS), local government authorities, valuation professionals, contractors, PAPs, and relevant sector institutions during RAP implementation.
- VII. It is assumed that sufficient financial, institutional, and human resources will be made available to facilitate effective implementation, monitoring, and completion of all RAP activities within the planned timeframe.

CHAPTER TWO

2.0. RAP PREPARATION METHODOLOGY

2.1. Introduction

The preparation of this Resettlement Action Plan (RAP) adopted a structured participatory approach, observation through transect walk and multi-method approach to ensure compliance with the World Bank Environmental and Social Standard 5 (ESS5), as well as Tanzanian laws and regulations governing land acquisition and resettlement. Both qualitative and quantitative techniques were employed to collect reliable and verifiable data on Project-Affected Persons (PAPs), their assets, sources of livelihood, and potential vulnerabilities. The methodology included the following key components.

2.2 Literature Review

A thorough review of relevant project and policy documents was conducted to ensure that the Resettlement Action Plan (RAP) aligns fully with the applicable legal, regulatory, and institutional frameworks governing land acquisition, resettlement, and compensation. The review encompassed the Resettlement Policy Framework (RPF) for the RISE Program, which defines the overarching principles and procedures for resettlement; the Environmental and Social Management Framework (ESMF), which provides guidance on managing environmental and social risks; and the Stakeholder Engagement Plan (SEP), which outlines strategies for effective consultation and participation of affected parties. The Labour Management Procedures (LMP) were also examined to ensure adherence to labor standards during RAP implementation.

Key national legal instruments, including the National Land Policy (1995), the Land Act (1999), and the Village Land Act (1999), were reviewed to establish statutory requirements for land tenure, acquisition, and compensation. Additionally, the Valuation and Compensation Guidelines provided technical guidance on determining fair and equitable compensation for affected assets. At the international level, particular attention was given to the World Bank Environmental and Social Standards—specifically ESS5 on Land Acquisition, Restrictions on Land Use, and Involuntary Resettlement, and ESS10 on Stakeholder Engagement and Information Disclosure—to ensure compliance with donor requirements.

2.3 Ground truthing

To complement the document review, ground truthing and field verification exercises were carried out across all project-affected areas. These included physical verification of affected assets such as land, structures, and crops, engagement with project-affected persons (PAPs) to validate information obtained from the literature review, and cross-checking cadastral and village land records against actual on-the-ground conditions. These field-based assessments ensured that the RAP accurately reflects local realities, confirms the extent of project impacts, and provides a reliable basis for determining eligibility and compensation for affected persons. Additionally, ground truthing was done to obtain below specific information;

- Identification of potentially directly affected villages, their local names, and geo-referencing their location (GPS location).
- Available social services within the area include health centres, educational facilities, water sources, public utilities, religious structures, police and postal posts, government administrative buildings; NGOs and Community Based Organizations (CSOs and CBOs) offices.
- Additional information on the location of service infrastructure, access points and burial grounds was continuously gathered during the social studies, as part of work undertaken by the social team.

2.4. Consultation with Stakeholders

Extensive consultations and engagement meetings were held with PAPs, local community members, village and ward leaders, TANROADS representatives, and other relevant stakeholders, including vulnerable groups. These consultations were designed to inform communities about the project, potential impacts, their rights and entitlements, and the grievance redress mechanism. Using participatory approaches, the process-built trust, encouraged feedback, and incorporated community input into project planning.

2.5. Asset Inventory, Census and Socio-Economic Surveys

A comprehensive socio-economic survey was conducted among households and individuals located within the project area of influence to establish baseline socio-economic conditions of the affected communities. The survey gathered detailed information relating to household demographics, sources of livelihood and income, employment status, education levels, health conditions, land ownership and use patterns, housing characteristics, access to social services and infrastructure, as well as existing social and economic vulnerabilities. Particular attention was given to identification of vulnerable groups including women-headed households, elderly persons, persons with disabilities, low-income households, and other socially disadvantaged groups that may require special support during RAP implementation.

The socio-economic data collected provided an important basis for understanding the living conditions and socio-economic characteristics of Project Affected Persons (PAPs). The findings were used to assess potential project impacts on households and livelihoods, inform compensation planning, and guide the development of appropriate mitigation measures, livelihood restoration strategies, and support programs for affected persons.

In addition to the socio-economic survey, a complete census and asset inventory of all potentially affected households, individuals, and properties within the approved project corridor was undertaken. The census exercise involved identification and enumeration of all PAPs, documentation of land ownership and occupancy status, recording of affected assets, and verification of claims through consultations with local authorities and affected communities. Each affected household and asset was assigned a unique identification number to facilitate tracking, validation, and management of compensation and resettlement processes.

The asset inventory included detailed recording and valuation of affected land, residential and commercial structures, crops, trees, fences, utility connections, businesses, and other livelihood assets that may be impacted by project implementation. The inventory exercise formed the basis for determining eligibility, compensation entitlements, and resettlement assistance measures in accordance with applicable national laws and the requirements of the World Bank Environmental and Social Standard 5 (ESS5).

Following completion of the census, socioeconomic survey and asset inventory, the PAP database was cross-checked against the valuation schedule, field asset records, georeferenced coordinates and village verification records. The verification process examined consistency in PAP identification numbers, names, sex, tenure status, affected land area, structures, crops and trees, livelihood impacts, vulnerability status and corresponding compensation entitlements. Any discrepancy identified through the reconciliation process shall be resolved and documented before disclosure and payment of individual compensation entitlements.

2.6 Formulation of Survey Instruments

The preparation of survey instruments for the Resettlement Action Plan (RAP) was undertaken to facilitate systematic collection of reliable and comprehensive data required for identification, assessment, and analysis of project impacts on affected persons and communities. The survey instruments were designed in accordance with the requirements of Tanzanian laws and regulations, as well as the World Bank Environmental and Social Framework (ESF), particularly Environmental and Social Standard 5 (ESS5) on Land Acquisition, Restrictions on Land Use, and Involuntary Resettlement.

The formulation process involved development of structured questionnaires, asset inventory forms, valuation sheets, consultation checklists, and field verification templates to support collection of both quantitative and qualitative information. The instruments were carefully designed to capture data relevant to land acquisition, displacement impacts, socio-economic conditions, ownership and occupancy status, livelihood activities, vulnerability characteristics, and stakeholder concerns within the project area.

The socio-economic questionnaires included sections on household composition, age and gender distribution, education levels, occupation, income sources, land ownership, housing conditions, access to public services, and identification of vulnerable groups such as women-headed households, elderly persons, persons with disabilities, and low-income households. The instruments also captured information related to livelihood dependence, business activities, agricultural production, and community resources that could potentially be affected by project implementation.

Asset inventory and valuation forms were developed to document affected land parcels, structures, crops, trees, businesses, fences, utilities, and other physical and economic assets located within the approved project corridor. The forms were structured to facilitate accurate measurement, verification, geo-referencing, photographic documentation, and valuation of affected properties in accordance with approved valuation procedures and compensation requirements.

In addition, stakeholder consultation tools and interview guides were prepared to support community engagement activities, focus group discussions, key informant interviews, and public meetings conducted during RAP preparation. These instruments enabled collection of views, concerns, recommendations, and expectations from Project Affected Persons (PAPs), local leaders, government institutions, and other stakeholders regarding project impacts and resettlement planning. Prior to commencement of field activities, the survey instruments were reviewed and refined to ensure clarity, consistency, completeness, and suitability for the local context. Enumerators and field teams were also oriented on the use of the instruments to ensure consistency and accuracy in data collection throughout the RAP study area.

2.7 Delineation of the Survey Areas

The delineation of survey areas for the Resettlement Action Plan (RAP) was undertaken to define the geographical boundaries within which socio-economic surveys, census activities, asset inventories, valuation exercises, and stakeholder consultations were conducted. The survey area was determined based on the proposed road design, approved construction corridor, engineering requirements, and anticipated zones of direct and indirect project influence.

For purposes of this RAP, the primary survey area covered the approved 45-meter construction corridor, measured as 22.5 meters on either side of the road centreline. This corridor formed the main area for identification and assessment of Project Affected Persons (PAPs), affected land, structures, crops, trees, businesses, and other livelihood assets likely to be impacted by the implementation of the proposed road upgrading project.

The delineation process involved review of engineering drawings, alignment maps, preliminary design information, and field verification to establish the extent of potential project impacts along the

road corridor. Particular attention was given to sections requiring road widening, realignments, drainage improvements, junction upgrading, and other infrastructure components likely to extend beyond the existing road reserve

2.8 Identification of PAPs

The Resettlement teams informed all Village leaders about the study in advance before commencement of survey;

- The Resettlement Specialist worked together with members Village leadership committees to inform the PAPs that the study team would be coming to their areas within the next few days to carry out data collection.
- The identification of the affected land and associated owners (PAPs) followed the following process:
- Surveyors requested Village leaders to nominate members to help them in identification of land, properties and owners.
- Land Surveyors prescribed the project area by marking boundaries by using coordinates from design layouts and subsequently identified affected land plots within those boundaries.
- The Village member's committee assisted to identify land and asset owners. This was followed by interviews, firstly for the asset valuers followed by the enumerators with a Census form; and
- If a landholder had more than one piece of affected land, each land was surveyed by the land surveyors separately. However, only one Census or Socio-Economic survey was completed for each PAP.
- Given that prior notifications were sent to the PAPs, and since most of them work in the vicinity—either on their farms near their homes or at market centres—Most of PAPs were present and available during the surveys. As the project area is in rural settings, there were no urban features such as renters or tenants.

2.9 Establishment of the Cut-Off Date

The cut-off date is a critical mechanism for determining eligibility for compensation and resettlement assistance and for preventing speculative claims. For this project, the socioeconomic census and asset inventory were conducted between 16th and 26th June 2025. Due to the extensive length of the project corridor, the census was undertaken over several days to ensure complete coverage of all affected persons and assets.

Prior to and throughout the census exercise, affected communities were informed through community consultation meetings and local government authorities of the commencement and completion dates of the census. During these meetings, it was clearly communicated that eligibility for compensation and resettlement assistance would be limited to persons, households, and assets identified and recorded during the socioeconomic census and asset inventory, and that any new occupation or assets established after the census would not be eligible. Records of these consultation meetings are provided in Appendix I

Following completion of the field surveys, a two-week period was allocated for data cleaning, verification, and validation of the census and asset inventory to ensure the accuracy of the eligibility database. The verified eligibility list was finalized and formally confirmed on 13 July 2025. The cut-off date does not restrict affected persons from submitting grievances or complaints after this date. Affected persons and other interested parties may submit grievances at any time through the established Grievance Redress Mechanism (GRM), including complaints concerning possible omissions, errors, inaccurate information, or other concerns relating to the census, asset inventory, eligibility determination, valuation, compensation, or other project-related impacts. Such grievances will be received, registered, assessed, and addressed in accordance with the established GRM procedures. Where a grievance concerns an alleged omission from the census or asset inventory,

the project will undertake the necessary verification and, where the claim is substantiated and the affected person meets the applicable eligibility requirements, the appropriate corrective action will be taken.

Following the cut-off date, new occupation of the project-affected area or establishment of new assets for the purpose of obtaining compensation shall not create eligibility for compensation. This restriction does not apply to grievances concerning persons, land interests, structures, crops, businesses or other assets that existed before the cut-off date but were omitted, incorrectly recorded or otherwise disputed during the census and asset inventory. Such grievances may be submitted and verified through the Project GRM throughout RAP implementation.

2.10. RAP Disclosure

Following finalization of the Resettlement Action Plan (RAP), and upon incorporation of comments and approval by Tanzania National Roads Agency (TANROADS) and the World Bank, the RAP will be disclosed at both national and project area levels in accordance with national regulations and World Bank disclosure requirements.

At the national level, the approved RAP will be disclosed through TANROADS' official website and other appropriate platforms. At the local level, the RAP will be made available in accessible public locations within the project area, including TANROADS Regional and District Offices, Ward and Village offices, and other relevant public institutions. Disclosure will also be supported through community meetings to ensure that Project Affected Persons (PAPs) and other stakeholders are adequately informed about the RAP contents, their entitlements, and the implementation arrangements.

To ensure transparency while safeguarding privacy, information disclosed will exclude personal and sensitive details of individual PAPs. All disclosure activities will be conducted in a manner that is culturally appropriate and understandable to the affected communities.

2.11 Assessment of vulnerability

The vulnerability of a household was assessed based on both the social status of the household head and the economic situation of the household, with reference to the criteria for ultra-poor households in Tanzania as established under the Tanzania Social Action Fund (TASAF) – Mpango wa Kusaidia Kaya Maskini Zaidi.

The assessment process involved cross-checking household information with local leaders (Village Chairpersons) to identify whether any affected households were registered under TASAF as poor or ultra-poor and currently receiving financial support from the government. According to local leaders, no Project Affected Households (PAHs) in the project area fell under this category.

In addition, the RAP team undertook a broader assessment to help identify hidden or emerging vulnerable cases that may not be formally captured under TASAF but could still face disproportionate risks because of project impacts. This proactive approach ensures compliance with ESS requirements and provides a mechanism to offer support should vulnerable groups be identified during RAP implementation. The categories of vulnerability considered included:

- Abandoned women
- Abandoned children
- People with mental and physical disabilities
- Orphans
- Widows/widowers
- Elderly people (65 years and above)
- People living with HIV/AIDS

Households with very low expenditure/consumption (below TSh 100,000 per year) combined with a high dependency ratio, defined as one able-bodied person supporting more than three dependents. Dependents may include:

- Elderly people are above 65 years
- Children aged 0–18 years
- Persons who are physically disabled, mentally impaired, or chronically ill (e.g., paralyzed, diabetic, etc.)

3.0 CHAPTER THREE

POLICY AND LEGAL FRAMEWORK

This chapter presents the policy and legal framework guiding the Rapid Resettlement Action Plan for Project Displaced Persons and their compensation. It reviews relevant national policies and laws of Tanzania alongside the project financing institution's requirements. Although Tanzania lacks a specific resettlement policy, its government follows three key principles: avoidance of displacement, fair compensation, and replacement of lost assets. This section outlines the national legal background on land acquisition and resettlement, compares it with international standards especially World Bank ESS5 and identifies how gaps will be addressed to meet best practices.

3.1 Land Ownership in Tanzania

According to the Land Act (1999), all land in Tanzania is public land vested in the President as the trustee on behalf of its citizens. Therefore, the Land Act places ultimate land ownership in the President as a trustee on behalf of all Tanzanians. The Land Act deals with general land, including urban areas and private estates. It provides the legal framework for three land categories, namely Village Land, General Land, and Reserved Land. Reserved Land includes all land set aside for special purposes, including forest reserves, game parks, game reserves, land reserved for public utilities and highways, hazardous land and land designated under the Town and Country Planning Ordinance. General Land is a residual category. It includes all unused land that is not Reserved Land or Village Land. According to the interviewees, there is no Reserved or General Land in the Project area.

As freehold land does not exist in Tanzania, the Land Act provides for the Granted Right of Occupancy for persons who want to occupy the land. Granted Rights of Occupancy are available for General and Reserved land, subject to any statutory restrictions and the terms of the grant. The terms of the Right of Occupancy are between 33 years and 99 years. The Act states that rights of occupancy are granted under development conditions and restricted to nationals only. The Act became effective with the enactment of the Village Land Regulations passed in 2001. However, the regulations are cumbersome and require land administration at the village level to submit more than 50 different forms. This is a significant number and has prevented Village Councils from taking full advantage of the land regulations.

The Village Land Act vests all village land in the village Assembly, and the Village Council administers the land through the authority of the Village Assembly. The Village Council is accountable to the Village Assembly for land management decisions and has the responsibility and authority to manage land, including issuing certificates of Customary Right of Occupancy within their area and establishing and administering local registers of communal land rights. In theory, it concentrates considerable powers in the Village Council to impose detailed control of the use of land and to define the terms and criteria for ownership of land. In practice, interviews have revealed that Village Councils neither have the knowledge nor the necessary infrastructure to manage customary land registration. Therefore, Village Councils default to the application of local customary practices, provided that it does not conflict with state land regulations.

Village Land comprises (i) all land within the boundaries of a registered village established by the Local Government Act, (ii), all land of a given village according to the agreement between that village and its neighbors, and (iii) any land a villager has been using or occupying for the past 12 years. According to the Village Land Act, customary rights of occupancy automatically apply to village lands in perpetuity and are of equal status and effect to a Granted Right of Occupancy.

Lastly, holders of Granted Right of Occupancy or Customary Rights of Occupancy may lease that right (leasehold), or part of that right, to any person for a definite or indefinite period. Long-term leases shall be in writing and registered. Short-term leases are defined as leases for one year or less; they may be written or oral and need not be registered. Holders of Customary Rights of Occupancy may lease and rent their land, subject to any rules and restrictions imposed by the Village Council.

3.2 Policies

3.2.1 The National Land Policy (1995)

The National Land Policy (1995) provided that a dual system of tenure, which identifies both customary and statutory rights of occupancy as being equal in law be established. The policy further states that land has value and that land rights including the interests of citizens owning land shall not be taken without due process of law and with full, fair, and prompt compensation once the land is acquired. In principle, the Minister responsible for land matters is the sole authority on land issues. But the policy must include the public and private institutions, whose functions are associated with land, namely, local authorities, communities, non-governmental organizations (NGOs) and community-based development organizations (CBO) to participate as well as co-operate with the minister at different levels during policy implementation and utilization of land.

The land policy states that all land is public land, vested in the president as a trustee, and that this should be entrenched in the constitution. According to the policy, the administration of village land is vested in the village councils. Village councils must consent before any alienation of village land is affected. In case of land allocations, village councils shall report to respective village assemblies. To address the problem of multiple land allocations and its resultant disputes, the Commissioner for Lands is the delegated sole authority for the administration of land. He may appoint officers to administer on his behalf.

3.2.2 National Human Settlements Development Policy (2000)

The National Human Settlements Development Policy (2000) provides the framework for planning, development, and management of human settlements in Tanzania. The policy aims to promote sustainable, well-planned, and socially inclusive settlements that improve living conditions, enhance access to services, and support economic development.

Key objectives include guiding urban and rural settlement planning, ensuring adequate housing, improving infrastructure, and managing environmental impacts related to human settlements. The policy also emphasizes community participation in settlement development and calls for coordination among various government agencies and stakeholders.

3.2.3 Resettlement Policy Framework (2003)

The impacts due to resettlement resulting from development projects may give rise to economic, social and environmental risks resulting in production systems being dismantled, people facing impoverishment when their productive assets or income sources are lost, people being relocated to environments where their productive skills may be less applicable and the competition for resources increases; community institutions and social networks being weakened; kin groups being dispersed; and cultural identity, traditional authority, and the potential for mutual help being diminished or lost. The resettlement policy may be triggered because the project activity causes land acquisition, namely: a physical piece of land is needed and people may be affected because they are cultivating that land, they may have buildings on the land, they will use the land for watering and grazing of animals or they may otherwise access the land economically, spiritually or in any other way which may not be possible during and after the project is implemented. Therefore, people will appropriately

be compensated for their loss (of land, property, or access) either in kind or in cash, of which the former is preferred. The Land Act No.4 and Village Land Act No.5 of 1999 have set clear procedures for full, fair and prompt compensation while acquiring land from citizens. These procedures should be adhered to, especially the Land (assessment of the value of compensation) Regulations – made under S.179 of Land Act No. 4 of 1999. GN 78 was published on 4/5/2001.

The policy applies to all displaced persons regardless of the total number affected, the severity of impact and whether or not they have legal title to land. Particular attention should be paid to the needs of vulnerable groups among those displaced; especially those below the poverty line, the landless, the elderly, women and children, indigenous groups and ethnic minorities, or other displaced persons who may not be protected through Tanzania land compensation legislation. In particular, the taking of land and related assets may take place only after compensation has been paid and, where applicable, resettlement sites, new homes, related infrastructure, public services and moving allowances have been provided to displaced persons. For sub-projects requiring relocation or loss of shelter, the policy further requires that measures to assist the displaced persons to be implemented following the sub-project resettlement plan of action. The policy aims to have the affected persons perceive the process and any compensation to be full, fair and prompt

3.3 National Legislation and Regulations

The present laws and regulations governing land acquisition, allocation, and compensation are summarized in this section. In order to prevent the Project Affected People (PAPs) from being in a worse situation than they were prior to the project's implementation, these laws were created. The goal of the compensation is to guarantee that households who have had their land or property commanded for public use do not profit or loss as a result.

3.3.1 Constitution of the United Republic of Tanzania, 1977

Part III of the Constitution of the United Republic of Tanzania of 1977 provides the foundation for upholding the basic constitutional rights and duties of the people. The following provisions are of direct relevance to RAP:

- a. Equality before the law: according to Article 13 (1) of the Constitution of the URT (1977), all persons are equal before the law and are entitled, without any discrimination to protection before the law. Along the same lines, Article 13 (4) provides that, no person shall be discriminated against by any person or any authority acting under any law or in the discharge of the functions or business of any state office
- b. Right to own property: article 24 (1) states that 'subject to provisions of the relevant laws of the land, every person is entitled to own property, and has a right to the protection of his property held following the law. Article 24 (2) provides that 'subject to the provisions of sub-article (1) it shall be unlawful for any person to be deprived of property for nationalization or any other purposes without the authority of law which makes provision for fair and adequate compensation.

Constitutionally, if one's land or land property must be acquired, the individual affected must be fully, fairly, and promptly provided with compensation.

3.3.2 Dispute Courts Act, No.2 Of 2002

The Act provides for the establishment of land dispute settlement machinery and for matters incidental thereto. The Act indicates courts having jurisdiction subject to section 167 of the Land Act and Section 62 of the Village Land Act, 1999. It states that every dispute or complaint concerning land shall be instituted in the Court having jurisdiction to determine land disputes in the given area (Section 3). The Courts of the jurisdiction include a) The Village Land Council; b) The Ward Tribunal;

c) the District Land and Housing Tribunal; d) The High Court (Land Division); e) The Court of Appeal of Tanzania. The Act gives the Village Land Councils powers to resolve land disputes involving village lands (Section 7). If the Council fails to resolve the dispute, the matter can be referred to the Ward Tribunal as established by the Land Act (1999) and the Village Land Act. If any dispute arises because of this Project, the provisions of this Act shall be observed.

3.3.3 Land Act Cap 113 R.E. 2019

The Land Act Cap. 113 R.E. 2019 is the comprehensive legislative framework that governs land tenure, administration, management, and utilization in mainland Tanzania. The Act establishes that all land in Tanzania is public land vested in the President as trustee on behalf of all Tanzanian citizens, thereby prohibiting outright private ownership but allowing for various rights of occupancy. Land is classified under three principal categories: Village Land, which is under the jurisdiction of village councils; General Land, which includes land not classified as village or reserved; and Reserved Land, designated for special uses such as conservation areas, public utilities, and infrastructure.

The Act further elaborates on the nature and issuance of land tenure rights, distinguishing between Granted Rights of Occupancy which are statutory rights formally issued for periods ranging from 33 to 99 years and Customary Rights of Occupancy, which arise from traditional usage and occupancy practices within village lands and are protected in perpetuity. It details the processes for lawful land acquisition, especially for public purposes, requiring compliance with due process, including transparent notification, valuation, compensation at replacement cost, and resettlement assistance where applicable.

Dispute resolution is a critical component under the Act, which designates a multi-tiered system of dispute adjudication. Disputes initially are addressed by village land councils, escalating to ward tribunals, district land and housing tribunals, the High Court (Land Division), and finally the Court of Appeal. This structure ensures that land-related conflicts have a clear and accessible path for resolution, thereby enhancing legal certainty and tenure security.

The Act also prescribes institutional roles and responsibilities across various government bodies, including the Commissioner for Lands and village authorities, in administering land rights, registering land, and overseeing land transactions. By consolidating statutory and customary land rights within a unified legal framework, the Act aims to promote equitable land access, sustainable management, and socio-economic development.

3.3.4 The Village Land Act (CAP. 114 R.E. 2019)

The Village Land Act Cap. 114 R.E. 2019 governs the administration, management, and use of village land in mainland Tanzania. This Act empowers village communities to hold, manage, and control land collectively through their respective village councils and assemblies. The Act recognizes village land as a distinct category of land, separate from General and Reserved Land, and confers upon villages the right to administer land within their boundaries according to customary laws and practices.

Under the Act, all village land is vested in the Village Assembly, which is the highest decision-making body at the village level. The Village Council acts as the executive organ responsible for day-to-day land management, including issuing Certificates of Customary Rights of Occupancy (CCROs) to individuals and families based on customary tenure. These customary rights have the same legal effect as statutory rights and are protected in perpetuity unless legally revoked.

The Act provides detailed procedures for land allocation, transfer, registration, and dispute resolution at the village level. It mandates that any alienation or transfer of village land must be approved by the Village Assembly, and it prohibits alienation of village land without community consent. The Act also emphasizes conflict resolution through local institutions such as Village Land Councils and Ward Tribunals before escalating disputes to higher courts.

3.3.5 The Land Acquisition Act [CAP. 118 RE 2019]

The Land Acquisition Act [Cap. 118 R.E. 2019] provides the legal framework for the government to acquire land for public purposes in Tanzania. This Act empowers the President to acquire land compulsorily if it is deemed necessary for public interest, such as infrastructure development, urban expansion, or other national projects. It applies to both General Land and Village Land, and outlines the procedures to be followed for lawful acquisition.

The Act stipulates that prior to land acquisition, formal notice must be issued in the Government Gazette and served to the affected landholders. It allows for preliminary investigations such as surveying and valuation to determine the feasibility of the intended acquisition. Once the land is declared needed for public use, the President may direct the Commissioner for Lands to take possession of the land, after which compensation must be paid.

Compensation under the Act includes the value of land, buildings, crops, and any other permanent improvements affected by the acquisition. It also allows for consideration of disturbance allowances and loss of profits, as determined through valuation. However, the Act does not explicitly define “replacement cost” as required by international standards, which often necessitates alignment with more recent policies or safeguards like those from the World Bank.

3.3.6 Land Use Planning Act No. 6 Of 2007

The Land Use Planning Act No. 6 of 2007 establishes the legal and institutional framework for land use planning in Tanzania. The Act aims to ensure sustainable land management, optimal land utilization, and coordination of development efforts through systematic land use planning at all levels—national, regional, district, and village.

The Act mandates the preparation of land use plans in accordance with national development objectives and environmental sustainability. It outlines the responsibilities of various institutions, including the National Land Use Planning Commission (NLUPC), which is the central authority responsible for formulating land use policies, providing technical guidance, and approving land use plans.

At the local level, the Act empowers District Councils and Village Councils to initiate and implement participatory land use planning processes. Village land use plans must be developed through community consultations and approved by the Village Assembly. These plans guide decisions on land allocation, zoning, and resource management, and help prevent land use conflicts.

3.3.7 The Graveyard Removal Act, 1969

The Graveyard Removal Act of 1969 provides the legal framework for the exhumation and relocation of human remains in Tanzania. The Act applies in situations where graveyards or individual graves must be removed or relocated to allow for public works or development projects. It outlines the procedures, responsibilities, and conditions under which such removals can legally occur.

Under this Act, the removal of graves can only be done with prior official permission, typically granted through the Ministry responsible for health or local government. Notification must be provided to relatives of the deceased, and sufficient time must be allowed for objections or claims. The Act stipulates that human remains must be treated with dignity, and that proper reburial or other culturally appropriate practices must be observed during the relocation process.

Additionally, the Act often requires public notices to be posted in appropriate places and/or published in the Government Gazette and local media, informing the public of the planned removal. Where relatives of the deceased cannot be traced, the law allows for exhumation to proceed under official supervision, provided all legal requirements are met.

3.3.8 The Court (Land Disputes Settlements) Act No.2 Of 2002

The Court (Land Disputes Settlements) Act No. 2 of 2002 provides the legal framework for the establishment and operation of courts and tribunals responsible for handling land-related disputes in mainland Tanzania. The Act is designed to ensure accessible, affordable, and timely resolution of land conflicts, particularly for rural communities and individuals without access to higher courts. The Act sets out a hierarchical structure of land dispute resolution mechanisms, including:

- Village Land Councils – the first point of contact for resolving land disputes at the community level;
- Ward Tribunals – which hear appeals or unresolved matters from Village Land Councils;
- District Land and Housing Tribunals – formal institutions with legal authority to adjudicate complex land and housing cases;
- The High Court (Land Division) – handles appeal from District Tribunals;
- The Court of Appeal of Tanzania – the final appellate authority on land disputes.

Each level of this structure is legally empowered to handle disputes based on its jurisdiction, as defined under Section 3 of the Act. The law emphasizes mediation and reconciliation at lower levels to reduce the need for formal litigation, particularly in rural and village contexts. The Act also outlines procedures for filing claims, submitting evidence, issuing decisions, and appealing rulings.

3.3.9 Compensation Disputes Act Section 13 (1)

Section 13(1) of the Compensation Disputes Act provides a legal framework for resolving disputes arising from land acquisition for public purposes in Tanzania. It outlines the procedures for addressing disagreements related to compensation, including the amount, entitlement, and apportionment among affected parties.

Key provisions include:

- **Dispute Resolution Mechanism:** If a dispute arises regarding compensation, the Minister or any person holding or claiming an interest in the land may institute a suit in the Court for the determination of the dispute.
- **Timeframe for Resolution:** The dispute must be settled within six weeks from the date of the publication of notice that the land is required for a public purpose.
- **Jurisdiction:** The Court has the authority to determine matters related to compensation disputes, including the amount, entitlement, and apportionment.
- **Appeal Process:** Decisions made by the Court can be appealed in accordance with the Civil Procedure Code.

3.3.10 Valuation and Valuers' Registration Act No.7 Of 2016

The Act stipulates that a Chief Valuer within the Ministry of Lands shall be responsible for advising the Government on all matters relating to valuation practices and activities. The Chief Valuer shall conduct a valuation of properties or other assets upon request from Government institutions,

individuals, and members of the public. The Chief Valuer shall also carry out or cause to be carried out, oversee, and approve or endorse all valuation reports. The endorsement of valuation reports shall be effectuated within six months after the last person evaluates interest in the property. Furthermore, the Act stipulates that payment of compensation shall be effectuated "promptly," i.e., within six months after approval of valuation by the Chief Valuer. The valuation shall be done by the Government or authorized valuers appointed and registered by the Chief Valuer.

The Act also guides valuation practice. The bases of valuation shall include market, cost, and income, while the methods of valuation shall consist of the following:

- Direct market comparative method;
- Replacement cost or contractors test method;
- Income approach or investment method;
- Profit method; and
- Residual method.

For any valuation, the cut-off date shall be the commencement date, after which a person shall not add or improve anything to the land or such premises. A person or entity, which fails to effect prompt payment of compensation, shall, in addition to the principal sum, be liable to pay an interest to be chargeable at the average percentage rate of interest offered by commercial banks on fixed deposits until such compensation is paid. Where the compensation and claim are not settled within two years, the valuation shall not have any legal effect and shall start afresh.

3.3.11 The Road Act 2007

The Roads Act, 2007 is the principal legislation governing the development, management, and maintenance of public roads in Tanzania. The Act provides a comprehensive legal framework for the classification, declaration, and control of roads and related infrastructure. It categorizes roads into trunk roads, regional roads, district roads, and feeder roads, and vests the authority for their administration in designated agencies.

Under this Act, Tanzania National Roads Agency (TANROADS) is responsible for the management and maintenance of trunk and regional roads. The Act gives the Minister responsible for roads the authority to declare or reclassify roads, road reserves, and rights-of-way, including the power to acquire land for road development.

Importantly, the Act establishes provisions for the protection of road reserves and defines their width, typically ranging from 22.5 to 60 meters, depending on road classification. It prohibits unauthorized development, settlement, or use of land within the road reserve and outlines procedures for compensation when land is acquired for road construction or expansion.

3.3.12 The Land (Assessment of The Value of Land for Compensation) Regulations Of 2001

The Regulations mandate rapid compensation payments within six months after the subject land's acquisition or revocation. If compensation is not received for six months following acquisition or revocation, provisions are created for the payment of interest. The claimant may appeal to the High Court for relief if they are unsatisfied with the compensation's amount or mode of payment or the length of time it took to be paid. The High Court will decide the payment amount and method, calculate any additional costs for the trouble caused, and, if justifiable, will order the plaintiff to be compensated in accordance with those decisions.

3.4 World Bank Environmental and Social Framework (ESF)

The World Bank Environmental and Social Framework (ESF), introduced in 2018, establishes a comprehensive set of standards to promote sustainable development by preventing and mitigating adverse social and environmental impacts of Bank-financed projects. The ESF is designed to enhance the environmental and social outcomes of projects, with emphasis on stakeholder engagement, transparency, and accountability.

3.4.1 Overview of the ESF

The ESF consists of ten Environmental and Social Standards (ESSs) that define the responsibilities of borrowers and the requirements for managing environmental and social risks and impacts. These standards cover a wide range of issues including labor, resource efficiency, biodiversity, community health and safety, and, notably for this RAP, land acquisition and involuntary resettlement.

3.4.2 ESS5: Land Acquisition, Restrictions on Land Use, and Involuntary Resettlement

ESS5 is specifically focused on addressing the risks and impacts associated with involuntary resettlement and restrictions on land use. The objectives of ESS5 are to avoid or minimize displacement where feasible, provide fair and prompt compensation and assistance to affected persons, and help restore or improve their livelihoods and living standards.

Table 3: Overview of The ESS 5: Land Acquisition, Restrictions on Land Use, And Involuntary Resettlement

Section In the ESS5	Summary Description
General	This ESS applies to permanent or temporary physical and economic displacement resulting from the following types of land acquisition or restrictions on land used or imposed in connection with project implementation.
Defining Eligibility (PAPs Classification):	According to the ESS5, affected persons may be classified as persons: a. Who has formal legal rights to land or assets; b. Who does not have formal legal rights to land or assets, but have a claim to land on assets that are recognized or recognizable under national law; or c. Who have no recognizable legal right or claim to the land /assets they occupy /use. The census must be conducted to establish the status of the affected persons.
Screening and Appraisal (Project Design):	The applicability of ESS5 to the borrower will be determined during the WB's environmental and social screening process. The Borrower will demonstrate that involuntary land acquisition or restrictions on land use are limited to direct project requirements for clearly specified project purposes within a clearly specified period of time.
Community Engagement:	The Borrower will engage with affected communities, including host communities, through the process of stakeholder engagement described in ESS10. Decision-making processes related to resettlement and livelihood restoration will include options and alternatives from which affected persons may choose. Disclosure of relevant information and meaningful participation of affected communities and persons will take place during the consideration of alternative project designs, and thereafter throughout the planning, implementation, monitoring, and evaluation of the compensation process,

Section In the ESS5	Summary Description
	livelihood restoration activities, and relocation process. Additional provisions apply to consultations with displaced Indigenous Peoples, in according to ESS7.
Grievance mechanism:	The Borrower will ensure that a grievance mechanism for the project is in place, in accordance with ESS10 as early as possible in project development to address specific concerns about compensation, relocation or livelihood restoration measures raised by displaced persons (or others) in a timely fashion. Where possible, such grievance mechanisms will utilize existing formal or informal grievance mechanisms suitable for project purposes, supplemented as needed with project-specific arrangements designed to resolve disputes in an impartial manner.
Planning and implementation:	Where land acquisition or restrictions on land use are unavoidable, the Borrower will, as part of the environmental and social assessment, conduct a census to identify the persons who will be affected by the project, to establish an inventory of land and assets to be affected, to determine who will be eligible for compensation and assistance, and to discourage ineligible persons, such as opportunistic settlers, from claiming benefits.
Institutional arrangement:	The Borrower's plan will establish the roles and responsibilities relating to financing and implementation, and include arrangements for contingency financing to meet unanticipated costs, as well as arrangements for timely and coordinated response to unforeseen circumstances impeding progress toward desired outcomes.
Implementation and Monitoring:	Borrowers will establish procedures to monitor and evaluate the implementation of the plan and will take corrective action as necessary during implementation to achieve the objectives of this ESS.
Collaboration with other responsible agencies or subnational jurisdictions:	The Borrower will establish means of collaboration between the agency or entity responsible for project implementation and any other governmental agencies, subnational jurisdictions or entities that are responsible for any aspects of land acquisition, resettlement planning, or provision of necessary assistance. In addition, where the capacity of other responsible agencies is limited, the Borrower will actively support resettlement planning, implementation, and monitoring.

3.4.3 Comparison of National Legislation and WB ESS5

The Analysis of previous resettlement documentation including resettlement plans, frameworks shows that there are some divergences between World Bank ESS5 and Tanzanian legislation in the sphere of compensation for involuntary resettlement in the investment projects. The main discrepancies are in public consultation before resettlement activities, detailed explanation of entitlements to project affected population, and provision of just compensation instead of full replacement cost, carry out socioeconomic surveys among PAPs, Livelihood's restoration programs.

Tanzanian Laws only provide compensation for land that is legally owned by PAPs and no compensation to encroachers for the same. The World Bank ESS5 provides compensation for land to both legal owners and encroachers before the cut off dates.

It is important to note that because of State ownership of lands in Tanzania, land use is only possible with the permission of local authorities (as given by an attorney by the President) on the basis of a

lease or on other terms. Accordingly, land use issues are fully covered by land legislation and are governed by provisions of customary law/traditional practices and lease. According to Tanzania laws, those who use or occupy land outside the two lines of official permission will not be entitled to legal compensation. The State will have the right to seize the land from those “illegal land users”. Persons who take up their residence in the area after the cut-off date are not entitled to compensation or any other form of resettlement assistance.

World Bank in its ESS 5 highlights that particular attention should be paid to the needs of the most vulnerable groups among those displaced, especially those below the poverty line, the landless, the elderly, women and children, indigenous peoples, ethnic minorities, and also other categories of displaced persons whose interests may not be protected by national legislation with regard to the compensations for the land plots subject to withdrawal. The most stringent will prevail in cases of discrepancies between WB and Tanzanian legislation, not just simply in relation to compensation issues but to all issues. A further comparison between the Tanzania Legislations and the World Bank and harmonization measures (i.e., gap filling measures) are contained in Table below

Table 4: Gaps analysis between National and Applicable Standards

Resettlement Aspect	World Bank (ESS5)	National Regulations	Gaps	Measures To Fill the Gaps
Land Acquisition, Restrictions on Land Use and Involuntary Resettlement	Requires Borrowers to: (i) Avoid or minimize involuntary resettlement by exploring project design alternatives (ii) Avoid forced eviction (iii) Mitigate unavoidable adverse impacts from land acquisition or restrictions on land use through timely compensation for loss of assets at replacement cost and assisting displaced persons in their efforts to improve, or at least restore, livelihoods.	The Land Acquisition Act [Cap. 118 RE 2019] Provides for the following: - Minister responsible for land to authorize any person to enter upon the land and survey the land to determine its suitability for a public purpose. - The Government of Tanzania is supposed to pay compensation to any person who suffers damage as a result of any action.	Currently in Tanzania there is no specific-resettlement policy itemizing procedures and processes that would safeguard and prevent the PAP from being left worse off by the project.	ESS5 will prevail. RAP will be developed in line with both National and legislation and ESS 5
Compensation entitlements	Affected persons may be classified as persons: (a) Who have formal legal rights to land or assets; (b) (b) Who do not have formal legal rights to land or assets, but have a claim to land or assets that is recognized or recognizable under national law; ¹⁴	Compensation Regulations 2001, as well as the Village Land Regulations, 2001, assets for compensation paid for loss of land and shall include the value of unexhausted improvements, disturbance allowance, transport allowance, accommodation allowance, and loss of profits.	There is no gap between Tanzania law and WB as far as those with (a)formal legal rights and those (b)without formal legal rights, but have a claim to such land under customary practices, eligible for compensation	Under the Project, all eligible owners of land will be subject to compensation. PAPs encroaching the land that they are using will be as well eligible for livelihood restoration including security of tenure and thus provision of alternative land. Affected tenants are not eligible for compensation but are eligible for livelihood assistance or accommodation allowance for three Months.
Loss of Profits	ESS5 provides under economic displacement: In cases where land acquisition or restrictions on land use affect commercial enterprises, (this includes shops, restaurants, services, manufacturing facilities and other enterprises), regardless of size and whether licensed or unlicensed.	According to the Land Assessment of the value of Land for Compensation) Regulations, 2001, as well as the Village Land Regulations, 2001, compensation for loss of any land of interest shall include loss of profits	Tanzanian regulations provide for income restoration allowances where the PAPs incurred losses of business income. However, it has not been in practice	Compensation on the lost income and profit will be made as per ESS5

Resettlement Aspect	World Bank (ESS5)	National Regulations	Gaps	Measures To Fill the Gaps
Valuation approaches	ESS5 asserts that when land acquisition or restrictions on land use (whether permanent or temporary) cannot be avoided, the Borrower will offer affected persons compensation at replacement cost, and other assistance as may be necessary to help them improve or at least restore their standards of living or livelihoods.	Tanzania law provides for the calculation of compensation on the basis of the market value of the lost land and unexhausted improvements, plus a disturbance and accommodation allowance and loss of profits where applicable.	A gap lies in the disparity between the two approaches Market Value vs replacement cost Under the Market value approach, the amount paid in most cases does not amount to that required to replace the lost assets.	Under this Project, eligible PAPs will be entitled for compensation that will be calculated under replacement cost approach to ensure that all impacted assets are compensated/replaced as per ESS5
Restoration of Affected Incomes and Livelihoods	ESS has made a provision that where applicable livelihood restoration and improvement programs will commence in a timely fashion in order to ensure that affected persons are sufficiently prepared to take advantage of alternative livelihood opportunities as the need to do so arises.	-	In Tanzanian regulations no provision for restoration of the affected livelihoods, neither as standalone programs nor included in the compensations	ESS5 principles regarding income restoration will be considered under this project. The client will identify and formulate livelihood restoration programs in consultations with the affected groups.
Assistance with vulnerable and severely affected PAP	ESS5; a resettlement plan provides for transitional relocation assistance to people who are physically displaced. Such assistance may include transportation, food, shelter, and social services that are provided to affected persons during the relocation to their new site;	Tanzanian law does not make provisions requiring the government to pay special attention to vulnerable groups in the administration of compensation.	Moreover, there are no provisions that require the government to pay special attention to vulnerable groups or indigenous peoples	The RAP will identify all vulnerable PAPs and severely affected PAPs during the socioeconomic survey as per ESS5 and ensure tailored support is provided (e.g., priority in livelihood programs, in-kind support, housing assistance, or transport). This ensures these groups are not left worse off due to the project.
Public Land Users (Encroachers)	World Bank's ESS 5 on Land Acquisition, Restriction on Land	Tanzania law on compulsory acquisition and compensation is	Tanzania law does not recognize the Seasonal	In compliance with ESS5, the RAP includes

Resettlement Aspect	World Bank (ESS5)	National Regulations	Gaps	Measures To Fill the Gaps
	Use and Involuntary Resettlement, includes users or displaced persons who have no recognizable legal rights or claim to the land or assets they occupy or use	limited to those who can prove de jure or de facto land ownership.	land/resource users and informal settlers as eligible for compensation for assets and provision with resettlement and livelihood assistance	encroachers and informal users who were present before the cut-off date. While they will not receive compensation for land, they will be provided with compensation for structures, crops, and relocation/livelihood assistance to support them during transition.
Grievance Handling Procedures	ESS5 requires that a project-specific grievance redress mechanism (GRM) be established early in the project cycle to receive, address, and resolve concerns related to land acquisition, compensation, relocation, or livelihood restoration. The GRM should be culturally appropriate, accessible, transparent, and responsive to all project-affected people, including vulnerable groups.	The Land Acquisition Act [CAP 118 R.E. 2019], under Section 13, allows disputes over compensation, ownership, or interest in land to be resolved through the High Court, if unresolved within six weeks after the notice of acquisition. Tanzania's legal framework does not require or provide for project-specific GRMs but relies on existing formal judicial systems and traditional local structures such as village councils and ward tribunals.	The law in Tanzania does not provide for the establishment of grievance resolution mechanisms specific to particular resettlement cases. Tanzania has a well-established and accessible local grievance redress mechanism through existing systems and structures.	RAP will establish a project specific to Grievance Redress Mechanism (GRM) in line with World Bank ESS5. The GRM will operate from the early stages of the project and remain active throughout implementation. It is designed to be simple, transparent, locally accessible, and includes clear procedures and timelines for receiving, reviewing, and resolving grievances related to compensation, resettlement, and livelihoods.
Stakeholder engagement and information disclosure	ESS5 requires meaningful, inclusive, and ongoing consultation with project-affected persons (PAPs), local authorities, and host communities throughout the planning, implementation, and monitoring phases. The process must be gender-inclusive and sensitive to vulnerable groups, including	The Land Act, Cap. 113 (1999) and Valuation and Valuers Registration Act (2016) require notification of affected persons and limited engagement during the valuation stage. These laws mandate disclosure of the valuation process and compensation entitlements, but do not require ongoing or	In Tanzania there is no legal obligation for continuous engagement or disclosure beyond the valuation step.	RAP will ensure continuous and inclusive stakeholder engagement at all phases: during census and asset inventory, during RAP preparation and disclosure, and throughout implementation. Consultations will include vulnerable persons, with

Resettlement Aspect	World Bank (ESS5)	National Regulations	Gaps	Measures To Fill the Gaps
	additional provisions where indigenous people or vulnerable persons are involved, as per ESS7. Information must be disclosed in an understandable and accessible manner.	inclusive consultations throughout the project cycle		gender-sensitive approaches applied. The project will disclose information in local languages using multiple platforms (e.g., village meetings, noticeboards, radio) to ensure that all PAPs, including illiterate and vulnerable persons, are informed and can participate meaningfully.

Where differences exist between national requirements and World Bank ESS5, the Project shall apply the measure necessary to achieve the objectives and requirements of ESS5 while remaining consistent with applicable national law. Accordingly, compensation and resettlement measures under this RAP include, as applicable, compensation at full replacement cost, recognition of eligible customary and legally recognizable land rights, compensation for eligible non-land assets of persons without recognizable land rights, livelihood restoration, transitional and relocation assistance, targeted support to vulnerable PAPs, accessible grievance redress, and completion of compensation and resettlement assistance before displacement or commencement of works in the affected area.

CHAPTER FOUR

4.0. PUBLIC AND COMMUNITY PARTICIPATION

4.1. Introduction

This chapter outlines the public participation and stakeholder engagement activities conducted with all Project-Affected Persons (PAPs) throughout the project lifecycle. Consultations with PAPs were carried out during the Environmental and Social Impact Assessment (ESIA) and at the initiation of the Resettlement Action Plan (RAP)

In addition to PAPs, other relevant stakeholders were engaged during critical project phases, including the census and asset inventory, household socioeconomic surveys, and the valuation of affected assets. The involvement of PAPs and other stakeholders is fundamental to the success of the project. Beyond being an ethical and moral imperative, meaningful stakeholder engagement is cost-effective over the long term, fostering project acceptance, minimizing conflicts, and enhancing sustainability.

The consultation process also serves as a platform for PAPs to voice their perspectives, concerns, and expectations regarding the project and its potential impacts on their present and future livelihoods.

4.2 Objectives of Public Participation

The primary aim of public participation and stakeholder engagement was to identify and address the interests and concerns of stakeholders during the preparation of the Resettlement Action Plan (RAP), ensuring these are fully integrated into the project planning process.

The specific objectives of public participation in this project were to:

- Promote transparency and accountability by keeping Project-Affected Persons (PAPs) and other stakeholders well-informed about the project's activities, potential impacts, and planned mitigation measures.
- Facilitate inclusive and meaningful engagement by providing accessible, culturally appropriate, and equitable opportunities for all stakeholders including vulnerable and marginalized groups to express their views, concerns, and aspirations.
- Enhance project design and implementation through the incorporation of stakeholder feedback, thereby improving the effectiveness of mitigation measures and ensuring the project aligns with local needs and priorities.
- Build trust and foster collaboration between the project team, PAPs, and other stakeholders, which helps to ensure smoother project implementation and reduces potential conflicts.
- Empower affected communities by enabling them to actively participate in decisions that impact their lives and livelihoods, thus supporting their rights and promoting social equity.

Ensure compliance with national laws and the World Bank Environmental and Social Framework (ESF), which require meaningful consultation throughout all stages of the project cycle

4.3. Stakeholder Engagement Guidance

4.3.1. Tanzania Legal guidance

Stakeholder consultations were also conducted in compliance with Tanzanian laws and policies that require public involvement in land acquisition, environmental assessment, and infrastructure development.

Key legislation that informed the engagement process included:

- The Environmental Management Act, Cap. 191 (2004) – Required that public consultation be part of the Environmental and Social Impact Assessment (ESIA) process. This was adhered to by engaging communities and stakeholders during baseline studies and impact assessments.

- The Environmental Impact Assessment and Audit Regulations, 2005 – These regulations mandate that developers consult with affected persons and institutions. All consultations were conducted in line with Regulation 17 and documented accordingly.
- The Land Acquisition Act, Cap. 118 (1967) – Require notification of affected persons and public engagement prior to compulsory land acquisition. Public meetings were held in project-affected villages to explain the acquisition process and rights to compensation.
- The Village Land Act, Cap. 114 (1999) – Recognize the role of village councils and assemblies in land-related decision-making. Engagements were conducted in collaboration with village governments to ensure community-level participation in resettlement planning.

These legal provisions provided the national legal framework for ensuring that stakeholders were adequately informed and consulted during project planning.

4.3.2 World Bank Environmental and Social Standard 10 (Ess10): Stakeholder Engagement and Information Disclosure

The engagement process was fully aligned with the principles and requirements outlined in the World Bank's Environmental and Social Standard 10 (ESS10). ESS10 emphasizes that stakeholder engagement is a continuous and structured process that must begin early in the project cycle and continue throughout implementation and monitoring.

The project team applied the key elements of ESS10, including:

- Early identification and analysis of stakeholders, especially those likely to be affected by the project;
- Timely disclosure of relevant project information in a manner that was understandable, culturally appropriate, and accessible to all stakeholders;
- Meaningful consultations that were inclusive and participatory, allowing stakeholders to influence key decisions;
- Special efforts to include disadvantaged and vulnerable groups, such as women, the elderly, people with disabilities, and poor households;
- Establishment and communication of a Grievance Redress Mechanism (GRM) to manage complaints and concerns transparently;
- Detailed documentation of all consultation activities, issues raised, and how feedback was incorporated into project planning.

To operationalize these principles, a comprehensive Stakeholder Engagement Plan (SEP) was prepared and used as a guiding document throughout the engagement process.

4.4 Stakeholder Identification and Analysis

The stakeholder identification and analysis process for this project was carried out systematically to ensure the engagement of all relevant parties who were either affected by or had an interest in the project. This process formed the foundation for the development of targeted communication strategies, inclusive participation, and conflict-sensitive consultation approaches in accordance with World Bank ESS10 requirements and national regulations.

The process of stakeholder identification for this project was conducted through a structured and inclusive methodology, designed to ensure that all individuals, groups, and institutions with interests in or likely to be affected by the project were accurately captured. This approach was grounded in both the World Bank Environmental and Social Standard 10 (ESS10) and national requirements for public consultation. The following are methodology employed for identification of stakeholders:

a. Literature Review

The identification began with a comprehensive desk review of existing documents and records, including local land registers, administrative maps, previous environmental and social assessments, and project feasibility studies. This allowed the project team to build a preliminary list of potential stakeholders based on known land ownership, administrative boundaries, and service networks.

b. Field Assessments

Following the desk review, field-based assessments were undertaken to validate and expand on this information. These included site reconnaissance visits, informal interviews, and direct observations along the Right of Way (RoW) and surrounding communities. During these visits, local knowledge was used to identify socially significant groups and individuals who may not have been apparent in official records, such as seasonal land users, informal settlers, or vulnerable households.

c. Participatory consultations with local leaders, institutions, and community members.

To ensure inclusivity and accuracy, the team also conducted participatory consultations with key community leaders, including village chairpersons, ward executive officers, elders, women's representatives, and youth leaders. These consultations enabled the project to identify marginalized voices, community dynamics, and hidden stakeholders who might otherwise be overlooked in conventional analysis.

d. Socio-economic surveys and institutional mapping

In parallel, socio-economic surveys were carried out among households and businesses located within the project impact zone. These surveys helped in understanding the demographic, economic, and cultural characteristics of affected persons and confirmed their stake in the resettlement, compensation, and livelihood restoration processes.

Institutional mapping was conducted to identify government bodies, public utilities, and sectoral agencies involved in the planning, regulation, or delivery of services that intersected with the project.

e. Focus group discussions

Additionally, focus group discussions (FGDs) were held with different population segments including women, Vulnerable group, and persons with disabilities to obtain their perspectives on the project, identify special needs, and assess how project risks and benefits might be distributed across groups.

4.4.1 Categories of the Identified Stakeholders

The identified stakeholders were classified into the following categories:

Stakeholder	Role / Importance to Project/Relevant in the RAP
Ministry of Lands, Housing & Human Settlements	Verify landownership; oversee compensation processes; resolve disputes; ensure compliance with national land laws and regulations
Lindi Regional office	Provide regional project monitoring and oversight; ensure compliance with regional and national policies; support coordination between district authorities and sector agencies
Ruangwa District Office	Facilitate coordination at district level; oversee community engagement, grievance management, and project compliance; support approval of relocation and compensation processes

Stakeholder	Role / Importance to Project/Relevant in the RAP
Ruangwa Local Authorities	Facilitate community engagement, grievance management, and coordination
TANROADS	Lead implementing agency; overall project coordination; ensure adherence to World Bank ESS requirements; supervise implementation of RAP, infrastructure relocation, and construction activities
TANESCO	Oversee electricity infrastructure relocation; ensure continuity of electricity supply; coordinate with contractors to minimize disruption; implement safety standards
RUWASA	Oversee relocation of water supply pipelines; ensure continuity of water services; ensure compliance with environmental and regulatory requirements during relocation
Contractors & Suppliers	Execute construction works, utility relocation, and resettlement activities; implement mitigation measures and social safeguards; coordinate with resettlement and sector teams to adhere to project schedule
Local Communities & Vulnerable Groups	Indirectly affected; ensure social cohesion and inclusion of vulnerable groups (female-headed households, elderly, persons with disabilities, orphans, child-headed households, households below poverty line); identify localized risks and support needs; participate in consultations and decision-making
Project-Affected Persons (PAPs)	Directly affected by land acquisition, structures, crops, or livelihoods; primary beneficiaries of compensation, relocation, and livelihood restoration; provide input on preferences for cash/in-kind compensation and relocation options

4.5 Stakeholder Engagement Approach

The stakeholder engagement approach adopted under this project was designed to promote inclusive, transparent, and meaningful participation throughout the project lifecycle—beginning from the planning phase through implementation, monitoring, and closure. This approach was structured to align with the World Bank’s Environmental and Social Standard 10 (ESS10): Stakeholder Engagement and Information Disclosure, as well as with applicable national regulations on public consultation, transparency, and citizen participation.

Stakeholder engagement was approached as a continuous and iterative process, not a one-time event. It emphasized early involvement, open dialogue, culturally appropriate communication, and responsiveness to the needs and concerns of all stakeholder groups, particularly Project-Affected Persons (PAPs) and vulnerable populations.

The following principles guided the stakeholder engagement process;

- **Inclusivity and Equity:** Engagement activities were designed to include all relevant groups regardless of gender, age, literacy level, or social status. Special attention was given to vulnerable groups, ensuring their voices were heard and their specific needs reflected in project planning.
- **Transparency and Timely Information Sharing:** Information regarding the project scope, land acquisition process, asset valuation methods, compensation entitlements, cut-off dates, and grievance mechanisms was shared in a timely, clear, and locally understood manner.

- **Participation and Dialogue:** Communities were not only informed but also actively involved in consultations. This allowed for two-way communication, where stakeholders could express their views, ask questions, and raise concerns that were recorded and considered.
- **Accessibility and Cultural Sensitivity:** Meetings were held at community-friendly times and locations, in the local language (Swahili), using oral explanations, translated materials, or visual aids when needed, to ensure broad understanding and participation.
- **Responsiveness and Accountability:** Feedback from stakeholders was documented and analyzed to inform project decisions, including updates to the Resettlement Action Plan (RAP), the Entitlement Matrix, and the implementation of mitigation measures. Channels were provided for stakeholders to raise grievances and receive responses in a fair and timely manner.

4.6 Summary of Engagement Activities to Date

As part of the preparation of the Resettlement Action Plan (RAP), community consultation meetings were conducted within the project-affected villages to ensure transparent communication, stakeholder participation, and effective engagement of Project Affected Persons (PAPs). The meetings were carried out across Namichiga, Ruangwa, and Mbekenyeru Wards covering six affected villages namely Namichiga A, Namichiga B, Mchangani, Likangala, Naunambe, and Mbekenyeru.

The consultation meetings brought together a wide range of stakeholders including representatives from the District Council, village government leaders, PAPs, local community members, valuers, and social and environmental experts. The meetings provided an opportunity for communities to understand the proposed road project, anticipated impacts, valuation procedures, compensation principles, and grievance redress mechanisms.

During the meetings, the RAP team presented detailed information regarding the project scope, road alignment, asset inventory process, eligibility criteria, valuation methodology, and entitlement framework. Community members were also informed about their rights and responsibilities during RAP implementation. In addition, the meetings allowed PAPs and other stakeholders to raise concerns, ask questions, and provide recommendations regarding project implementation and compensation processes.

Attendance during the consultation meetings was satisfactory, reflecting strong community interest and active participation throughout the RAP preparation process. In total, 421 people participated in the meetings, of whom 297 were men and 124 were women.

S/N	Village	Male	Female	Total
1	Likangala	35	16	51
2	Mchangani	28	16	44
3	Namichiga A	56	19	75
4	Namichiga B	59	22	81
5	Mbekenyeru	71	29	100
6	Naunambe	48	22	70
Total		297	124	421

Overall, women represented approximately 29.4% of the consultation participants, while men represented 70.6%. The participation level indicates that both men and women were involved in the consultation process, although male participation was comparatively higher during the engagement meetings.



Figure 2: Community Meeting with PAPs at Namichiga and Mbekenyeri
Source: (Consultant Field Study, June 2025)

4.8.1 Focus Group Discussions (FGDs) With Vulnerable Groups and Women

Special attention was given to engaging vulnerable groups and women through targeted Focus Group Discussions (FGDs), which were conducted separately to ensure a safe and inclusive environment for open dialogue. Recognizing that these groups often face unique social, economic, and cultural barriers that can limit their participation in general community meetings, separate sessions were organized to encourage free expression of their specific concerns and priorities. The vulnerable groups included elderly persons, individuals with disabilities, and low-income households, while women's groups were engaged distinctly to capture gender-specific perspectives. Local facilitators, fluent in the community's language and trained in culturally sensitive engagement techniques, guided the discussions. Topics addressed during the FGDs focused on anticipated impacts of the road project, such as disruptions to livelihoods, access to essential services and resources, safety concerns, and equitable access to compensation and benefits. Women participants highlighted both the opportunities the project could create such as improved mobility and economic participation, and their concerns related to road safety and potential social changes. Meanwhile, vulnerable households shared insights into the challenges they might face during construction and resettlement, including access restrictions and the adequacy of support mechanisms.



Figure 3: Focus Group Discussion with Affected Women's as well as Elders

Source: (Consultant Field Study, June 2025)

4.8.2 Key Informant Interviews

Key Informant Interviews (KIIs) were conducted with strategically selected individuals who hold critical knowledge, leadership positions, or institutional responsibilities relevant to the road project. These interviews targeted local leaders, representatives from key sectoral institutions such as TANROADS, RUWASA, and TANESCO, as well as district officials from relevant departments. The purpose of the KIIs was to clarify roles, understand institutional mandates, assess readiness for coordination, and gather expert insights on the anticipated challenges and opportunities of the project. Interviews were held in-person at district offices and field locations, using semi-structured interview guides to allow for flexibility and depth in responses. Discussions focused on project implementation responsibilities, land acquisition procedures, inter-agency collaboration, service relocation needs (e.g., water and electricity lines), and strategies for effective community engagement.

4.8.3 Household-Level Consultations

As part of the socio-economic survey and asset inventory process, one-on-one consultations were conducted with directly affected households to ensure accurate data collection and to provide a personalized platform for discussing individual concerns. These consultations were held at the household level within the project area and involved Project-Affected Persons (PAPs) whose land, structures, or livelihoods were likely to be impacted by the road construction. Trained survey teams visited each household, explained the purpose of the project, outlined the procedures for asset identification and valuation, and responded to any questions raised by the PAPs. During the consultations, detailed information was collected on household composition, sources of income, land and asset ownership, and perceived impacts of the project. These sessions also allowed for clarification of compensation entitlements, disclosure of grievance redress options, and the collection of individual concerns related to relocation, livelihood restoration, and vulnerable household needs. The one-on-one approach ensured privacy, built trust, and enabled meaningful engagement, especially for individuals who may have been hesitant to speak in public forums.

4.9 Key Issues and Concerns Raised by Stakeholders & Affected Communities

Stakeholder engagement activities such as village meetings, focus group discussions, key informant interviews, and household consultations enabled open dialogue between the project team and affected communities. These forums served not only as platforms for information sharing but also as critical opportunities for stakeholders to raise their views, concerns, and expectations regarding the proposed road project and its associated impacts.

Capturing these concerns was essential to inform project planning, enhance risk mitigation, and strengthen the design of resettlement and livelihood restoration measures. Special attention was given to ensure that all voices including those of women, youth, elders, and vulnerable households were heard and documented. Concerns were categorized based on their thematic relevance (e.g., land, compensation, resettlement, safety) and their implications for project design and implementation.

The section below summarizes the key issues raised by stakeholders, reflecting both the common themes across the project area and specific community-level priorities that will need to be addressed during further planning and implementation. The full detailed information is shown in Annex V of this report. Other relevant Institutions such TTCL were consulted during the ESIA Stage,

Table 5: Key Issues raised with by Institution Stakeholders

INSTITUTION	POSITION OF THE CONSULTED PERSONNEL	VIEWS/ CONCERNS	RENSPONSE FROM THE CONSULTANT	THE ACTION TAKEN IN THIS RAP
Regional Commissioner Lindi	Ag. Regional Administrative Secretary	Concerned that during the 2018 road expansion, some people living within the road reserve were not compensated and were forced to demolish their structures. Wanted to know the reaction of these people now that the project is being re-implemented in the same area	Explained that the 2018 project was not funded by the World Bank and therefore did not fully comply with ESS5 requirements. For this current project, all affected people, including those living within the road reserve, will be compensated in line with ESS5 standards. The previously affected people have expressed satisfaction and appreciation for this improved approach.	This RAP includes provisions to compensate all affected persons within the road reserve in accordance with ESS5. It outlines eligibility criteria, valuation methods, and a grievance redress mechanism.
District Commissioner Office - Ruangwa	Ag. District Administrative Secretary	He advised that all the affected people must be consulted for them to know their rights as human beings to avoid unnecessary conflict, which, at the end of the day, they refer them to the DAS for resolution.	Acknowledged the importance of early and inclusive consultations and reassured that affected persons were directly involved in all key stages of the RAP process.	This RAP details inclusive engagement activities, including village meetings, FGDs with vulnerable groups, and individual consultations (Chapters 10.6 & 10.10). A Grievance Redress Mechanism is also provided (Chapter 11) to handle complaints transparently.
District Executive Director – Ruangwa	District Executive Director District Community Development Officer District Land Officer District Valuer District Treasurer District Engineer – District Urban and Rural Infrastructure Development	The proposed road project will pass through areas with cashews and mango trees, and other trees. Will there be any compensation for the removal of these trees?	Confirmed that all affected productive and perennial trees including cashew and mango were inventoried and will be compensated at full replacement value in line with ESS5.	This RAP includes valuation of all affected assets, including trees. Compensation rates for various species are provided, and eligibility is clearly outlined in Entitlements Chapter.
TANROADS	Ag Regional Manager	Praised the Government for implementing the road project in the area and emphasized its	Acknowledged TANROADS' support and confirmed alignment with national road	Continuous coordination with TANROADS has been ensured throughout

INSTITUTION	POSITION OF THE CONSULTED PERSONNEL	VIEWS/ CONCERNS	RENSPONSE FROM THE CONSULTANT	THE ACTION TAKEN IN THIS RAP
		importance for regional connectivity and development.	standards and technical guidelines.	the RAP preparation. Technical inputs from TANROADS have informed the asset inventory process, corridor alignment verification, and the resettlement planning to ensure compliance with engineering and safety requirements.
		TANROADS at the Regional Level where the projects are implemented should be closely engaged and consulted in every phase of the project RAP survey.	Commitment was made to actively engage TANROADS throughout planning, implementation, and monitoring stages.	Regional TANROADS officials were actively involved in verification of Right of Way boundaries, review of road alignment, and oversight of asset valuation activities. T
TANESCO-Ruangwa	District Manager	TANROAD is supposed to compensate for the relocation of affected poles	Acknowledged the concern and clarified that the relocation of utility infrastructure, including electricity poles, will be coordinated during implementation.	This RAP recognizes the need to relocate affected electricity poles. While the actual relocation will occur during implementation, Coordination with TANESCO is planned for implementation under Institutional Arrangements Chapter.
RUWASA-Ruangwa	Ag. District Manager-RUWASA	Along the route from Namichiga to Ruangwa there are some of our water distribution infrastructures that will be affected.	Acknowledged the concern and confirmed that the project team has mapped all utilities and infrastructure along the corridor and will coordinate closely with RUWASA to minimize disruptions.	This RAP recognizes the need to relocate affected water utilities. While the actual relocation will occur during implementation, Coordination with RUWASA is planned for implementation under

INSTITUTION	POSITION OF THE CONSULTED PERSONNEL	VIEWS/ CONCERNS	RESPONSE FROM THE CONSULTANT	THE ACTION TAKEN IN THIS RAP
				Institutional Arrangements Chapter.
TARURA	Ag Regional Manager	He proposed to be the part of technical team and proposed that each intersection of the feeder roads, TANROADS should construct skidding to avoid erosion	The consultant welcomed TARURA's proposal and confirmed their inclusion in the technical coordination team. The recommendation for erosion control measures was noted and integrated into the ESIA Report.	-

Table 6: Summary of Key Issues raised by PAPs during the community meeting with PAPs

Issues From Stakeholders	Response from Technical Team	The action taken in this RAP
There are people whose areas were demolished earlier, and some were marked with red and green marks. Does the one with a green mark get compensated?	No, they won't be compensated because this is a new project and the previous valuation is only valid for 3 years; those with green marks were valued 7 years ago, thus outside the current eligibility period.	This RAP clarifies the validity period for compensation valuations and defines eligibility accordingly. Chapter of the compensation and valuations, only those impacted within the current project timeline are compensated.
In 2012, people were demolished by 30 meters according to the standards. But now it is 45 meters; so, from which point will we be counted 30 or 45 meters?	The setback will be counted as 22.5 meters from the road centreline on both sides, which corresponds to a 45-meter RoW. However, in areas requiring realignment, the counting may be based on 30 meters from the centre line.	This RAP clearly defines the Right of Way (RoW) at 45 meters (22.5m on either side of the road centerline) as per current standards. Adjustments in alignment are discussed in Chapter 3 – Action taken to minimize resettlement
Could clarification be provided as to why compensation for commercial buildings has not been addressed?	Compensation will be provided for commercial buildings. However, owners are required to present valid business licenses to verify the legitimacy of their business operations.	This RAP includes provisions for compensating commercial structures and loss of income for affected businesses. Eligibility criterias are outlined in Chapter 5 (Eligibility Criteria)
Demolitions did not start today; will those who were already demolished be compensated?	No, they will not be compensated because we cannot evaluate or verify non-existent structures. Compensation is based on physical verification and inventory of existing assets at the time of the survey.	The RAP outlines that compensation is provided only for assets present and verifiable during the cut-off date established by the asset inventory process. This is clearly stated in Cut-off Date) and Chapter of Eligibility Criteria. The principle follows ESS5 to ensure fairness and transparency.
It is understood that completed houses will be compensated; however, what about a block house that has not been plastered or floored, but is inhabited - is there any information on such houses being compensated?	They will be compensated based on the level of development and usability. All inhabitable structures, regardless of finish, are considered.	The RAP includes provisions for compensation of all affected structures based on their current physical condition and use at the time of the survey. Valuation rates were applied proportionally to the level of completion. This is detailed in Chapter of Valuations and Compensations
Will the 45 meters be measured from the edge of the road or the roadside?	It will be measured from the center of the road.	The RAP clarifies that the 45-meter road reserve is measured from the road centerline, with 22.5 meters on each side
Could you provide clarification on the growth percentages?	The percentage of growth will be as follows; Optimum 100% Young 50% Old stage 30% Early Growth 25% Early Maturity 75% Seedling 15%	The RAP includes detailed valuation criteria for crops and trees in Chapter of Valuation Methodology. These percentages are used to determine compensation rates based on the stage of growth, ensuring fair and consistent valuation of affected assets.

Issues From Stakeholders	Response from Technical Team	The action taken in this RAP
Could you clarify the compensation for bricks and timber (earthen houses with grass-thatched roofs)?	They will be compensated.	The RAP provides compensation for all structures, including traditional and semi-permanent houses. of Valuation Methodology outlines the unit rates and compensation process based on structure type and materials.

4.10. Key Mitigation Measures to Address Community Concerns

The concerns raised by stakeholders during the consultation process have been incorporated into the design and implementation of this Resettlement Action Plan (RAP). To address these concerns, the following measures will be implemented:

- Clear communication and disclosure: Information on the project, eligibility criteria, cut-off date, compensation procedures, and the approved Right-of-Way will continue to be disclosed to Project Affected Persons (PAPs) through community meetings, public notices, and individual consultations.
- Transparent compensation process: Compensation for affected land, structures, crops, trees, and livelihood losses will be determined in accordance with applicable Tanzanian legislation and the World Bank Environmental and Social Standard 5 (ESS5). All eligible PAPs will receive compensation before the commencement of civil works in the affected areas.
- Verification and validation of affected assets: The inventory of affected assets and valuation results will be verified with PAPs prior to compensation to ensure accuracy and provide an opportunity to resolve any discrepancies.
- Livelihood restoration: PAPs experiencing economic displacement, including owners of commercial properties and businesses, will receive the applicable livelihood restoration assistance as provided for in this RAP to minimize income losses and support the restoration of livelihoods.
- Grievance Redress Mechanism (GRM): A project-level GRM will be established and maintained throughout RAP implementation to enable PAPs and other stakeholders to submit complaints or appeals related to eligibility, valuation, compensation, or other resettlement matters. All grievances will be addressed in a timely, transparent, and fair manner.
- Continuous stakeholder engagement: Stakeholder consultations will continue throughout RAP implementation to keep affected communities informed of project progress, compensation schedules, relocation activities, and any changes that may affect them. Feedback received during implementation will be considered to improve the resettlement process.

4.11 Future Engagement Plan

The future engagement plan for the implementation of the Resettlement Action Plan (RAP) is structured to ensure continuous, transparent, and inclusive communication with all Project Affected Persons (PAPs) and relevant stakeholders. Key activities planned under this engagement framework include:

- Advance Announcement of Payment and Land Clearance: Notify all stakeholders, particularly vulnerable groups and women, ahead of compensation payments and land clearance activities through inclusive channels.

- **Compensation of Affected People:** Ensure fair and timely compensation payments to all PAPs, with special outreach to vulnerable households and women-headed families to guarantee they receive their entitlements.
- **Disclosure of Compensation Packages:** Provide accessible and clear information about compensation packages to all affected persons, using tailored communication methods that accommodate literacy levels and language preferences, especially targeting vulnerable groups and women.
- **Operation of the Grievance Redress Mechanism (GRM):** Maintain a functioning grievance mechanism with accessible complaint channels and support for vulnerable persons and women, including confidential options and assistance in filing grievances.
- **Regular Consultations During Livelihood Restoration:** Conduct focused engagement sessions with vulnerable groups and women to monitor livelihood restoration progress, solicit feedback, and adapt support measures accordingly.
- **Capacity Building and Empowerment Activities:** Organize training and awareness programs specifically for women and vulnerable groups to enhance their understanding of their rights, project benefits, and how to participate effectively in project activities.
- **Inclusive Community Meetings:** Ensure that all meetings are scheduled at convenient times and locations for women and vulnerable groups, providing supportive environments such as childcare facilities or separate discussion groups where necessary.

Monitoring Social Impacts on Vulnerable Groups: Engage women and vulnerable groups regularly to identify and address any emerging social or economic issues related to the project implementation

4.12 Communications Plan

To ensure effective, timely, and inclusive communication with all Project Affected Persons (PAPs) and stakeholders throughout the implementation of the RAP, the following communication activities will be carried out:

a. Initial Disclosure of the RAP:

Once the RAP is approved, it will be disclosed to all stakeholders, including PAPs, local authorities, civil society organizations, and relevant institutional partners. The purpose is to raise awareness about the resettlement process, eligibility criteria, entitlements, timelines, and grievance redress options. Disclosure will be done through public meetings at village level, distribution of Kiswahili-language leaflets, posting summaries on local noticeboards, and broadcasting announcements through local radio stations. This ensures all groups, including those with low literacy, receive the necessary information.

b. Focused Group Discussions (FGDs) with Vulnerable Groups:

Dedicated FGDs will be conducted with women, youth, the elderly, persons with disabilities (PWDs), and other identified vulnerable groups to discuss their specific concerns and needs. These sessions will help tailor resettlement and compensation approaches to ensure inclusivity. Female facilitators and social workers will be engaged to lead gender-sensitive discussions. Meetings will be held at times and locations convenient to these groups, with provisions such as childcare and disability access where needed.

c. Notice of Compensation Schedule:

At least 14 days before compensation is disbursed, all PAPs will be formally informed about the dates and locations for payment. The objective is to ensure PAPs have adequate time to prepare and access

their compensation entitlements. Notification will be delivered through village assemblies, posters in public places, SMS messages, and, where appropriate, house-to-house visits for those with mobility challenges.

d. Support for Bank Account Opening:

Given that some PAPs particularly elderly individuals, women, and low-income groups do not possess bank accounts, the project will coordinate with local banks and financial service providers to assist them in opening accounts. This initiative will be carried out before the commencement of compensation and will include basic financial literacy sessions to ensure PAPs can access and manage their funds independently.

e. Notice of Land Clearance and Relocation Dates:

PAPs will receive at least 30 days' notice before any land clearance or relocation activities begin. This advance notice allows them time to harvest seasonal crops, remove personal assets, and make necessary arrangements. Information will be shared through public address systems, meetings facilitated by village and ward officers, and written notifications delivered directly to households when necessary.

f. Information on the Grievance Redress Mechanism (GRM):

All PAPs will be informed about the availability of the GRM to address any issues or concerns arising during RAP implementation. Information on how to submit complaints, the locations of help desks, and available support for vulnerable persons will be communicated through posters, verbal explanations during community meetings, and accessible printed materials. Special attention will be given to ensuring the GRM is inclusive of illiterate individuals and persons with disabilities.

g. Communication on Livelihood Restoration Activities:

PAPs eligible for livelihood restoration programs including women, youth, and economically vulnerable individuals will receive detailed information on training sessions, grant opportunities, and business support services. Communication will be facilitated through community meetings, briefings by vocational trainers, and printed guides distributed at local government offices. Emphasis will be placed on practical steps for enrolment and participation.

h. Monitoring and Feedback Sharing:

Quarterly monitoring and feedback meetings will be held with PAPs, village leaders, and ward-level committees to provide updates on RAP implementation progress and receive community feedback. These sessions will be used to adjust implementation strategies, resolve grievances, and improve project accountability. Community feedback will be documented and addressed in follow-up meetings, and summary updates will be shared in public forums.

i. Awareness of Women's Rights in Compensation:

Special awareness sessions will be held to ensure that women understand their rights to compensation, particularly in cases of joint land ownership or family inheritance. These sessions will address the risk of exclusion in male-dominated households and encourage joint or direct payments to women. The information will be delivered through women's meetings, local radio talk shows, and illustrated Kiswahili leaflets, with the involvement of local women leaders and gender officers.

CHAPTER 5

5.0. SOCIO-ECONOMIC CENSUS OF PAPs

5.1. Introduction

This section outlines the current living conditions, livelihood patterns, demographic characteristics, and access to social services among the PAPs. The purpose is to establish a comprehensive understanding of the socio-economic context prior to project implementation, which will serve as a benchmark for planning, monitoring, and evaluating the effectiveness of resettlement and livelihood restoration interventions.

The socio-economic baseline aims to:

- Understand the demographic composition and livelihood systems of the affected population.
- Identify vulnerable groups who may require targeted support.
- Assess levels of income, land ownership, housing conditions, and access to services.
- Inform the design of mitigation measures in line with the World Bank's Environmental and Social Framework (ESF), particularly ESS5 on Land Acquisition, Restrictions on Land Use, and Involuntary Resettlement.

Provide input for the formulation of a fair and inclusive compensation framework and livelihood restoration strategy.

5.2 Demographic Characteristics

Understanding the demographic structure is essential for effective resettlement planning, as it helps determine the composition of households, dependency ratios, and the specific needs of various population groups such as PAPs, the elderly, and women.

The demographic data was obtained through a full census and socio-economic survey conducted with all affected households. This data provides insight into the age structure, gender distribution, household sizes, and other key characteristics of the PAP population. These factors influence household vulnerability, income-generating capacity, and the types of support required during and after resettlement.

5.2.1 Population Size and Distribution

The census survey identified a total of 467 Project Affected Persons (PAPs) across six villages located within Namichiga, Mbekenyera, and Ruangwa Wards. The distribution of PAPs indicates that Naunambe Village has the highest number of affected persons, accounting for 33.8% of the total PAPs, followed by Mbekenyera Village with 21.2%. Namichiga B and Namichiga A account for 17.8% and 16.9%, respectively, while Likangala (5.8%) and Mchangani (4.5%) have the lowest proportions of affected persons. Overall, the distribution reflects varying levels of project impacts across the villages traversed by the proposed road corridor, with the highest concentrations of affected persons occurring in the more densely settled sections of the alignment.

5.2.2 Gender of PAPs

The gender distribution among the Project Affected Persons (PAPs) shows that males constitute a significant majority, accounting for approximately 68.6%, while females represent 31.4% of the affected population, as shown in the figure below.

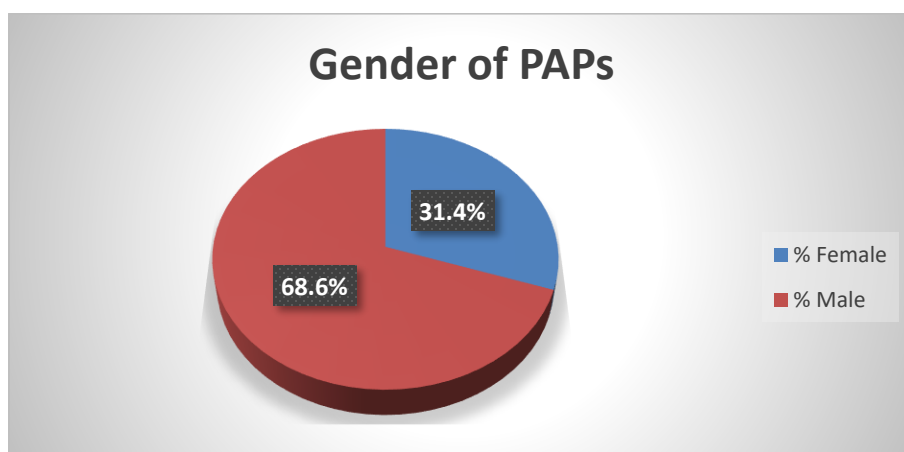


Figure 4: Gender of PAPs (Social-Economic Survey, June 2025)
Source: (Social-Economic Survey, June 2025)

This imbalance reflects prevailing local customs and land tenure systems where men are more commonly recognized as landowners or household heads. Understanding this gender disparity is crucial for the design and implementation of resettlement and livelihood restoration programs. It highlights the importance of adopting gender-sensitive approaches that ensure women's inclusion and equitable access to compensation, support services, and decision-making processes. Special attention should be given to empowering female PAPs, who may face greater vulnerabilities despite their lower representation among the affected population.

5.2.3 Age Distributions of PAPs

The age distribution of the Project Affected Persons (PAPs) reveals that nearly half (48.3%) fall within the 46 to 65 years age group, followed by 23.4% aged 65 years and above. The working-age group of 31 to 45 years comprises about 24.7%, while the youngest group of 18 to 30 years represents only 3.5% of the total PAP population, as shown in the figure below.

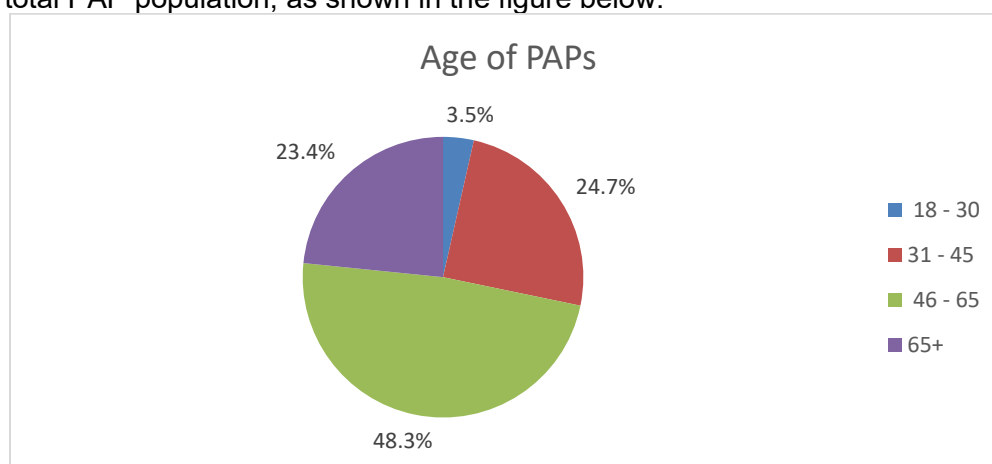


Figure 5: Age Distributions of PAPs
Source: (Social-Economic Survey, June 2025)

This demographic profile indicates that a significant proportion of PAPs are middle-aged or elderly, which has implications for resettlement planning and livelihood restoration. The high percentage of older PAPs may require tailored social support and healthcare considerations during relocation. Additionally, livelihood interventions should be designed to accommodate the capacities and needs of these age groups, ensuring that income restoration programs are inclusive and sustainable across different life stages.

5.2.4 Household Head Characteristics

The household head data for the 467 Project Affected Persons (PAPs) indicate that the majority of households are male-headed (260 households, 54%), while female-headed households account for 85 households (19%). In addition, 100 households (22%) are headed by elderly persons aged 60 years and above, 2 households (1%) are headed by persons with disabilities, and 20 households (4%) are headed by widows or widowers.

The distribution of household head characteristics shows the presence of various demographic groups within the project area, including elderly-headed, female-headed, and other potentially vulnerable households. These characteristics reflect differing social and economic conditions among affected households. The household head profile of PAPs is presented in Figure below.

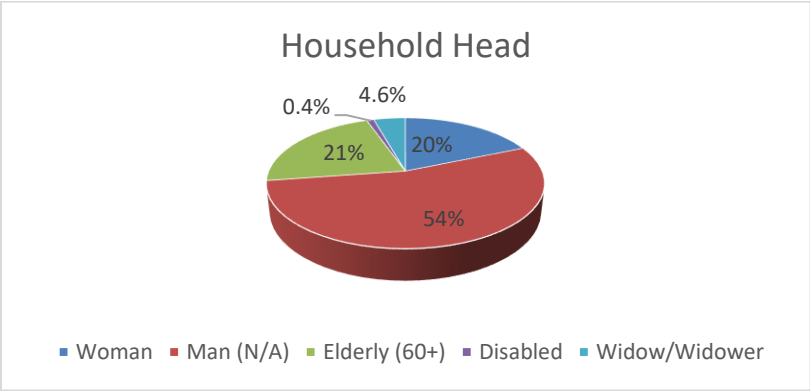


Figure 6: Household head of PAPs
Source: (Social-Economic Survey, June 2025)

5.2.5 Religion of Project Affected Persons

Information on the religious affiliation of Project Affected Persons (PAPs) provides an understanding of the social and cultural context within the project area. Religious composition may influence community values, social interactions, and customary practices.

The socio-economic survey of 467 PAPs indicates that the majority of PAPs (approximately 89%) identify as Muslim, while about 11% identify as Christian. This distribution reflects the prevailing religious composition of communities within the project area, which is characteristic of many rural settlements in the coastal and south-eastern regions of Tanzania.

The religious affiliation of PAPs is presented in Figure below

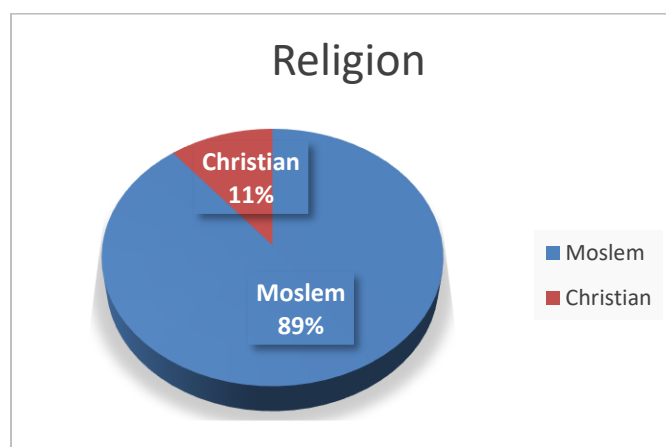


Figure 7: Religion of the PAPs

Source: (Social-Economic Survey, June 2025)

5.2.6 Ethnic Composition of PAPs

The ethnic composition of the 467 Project Affected Persons (PAPs) is predominantly made up of the Mwera ethnic group, who represent approximately 91.8% of the affected population, as shown in the figure below. This overwhelming majority is consistent across all villages along the project corridor, indicating that the Mwera community is the principal ethnic group residing in the project area. Other ethnic groups such as the Makonde (0.9%), Matumbi (0.7%), and Makua (1.1%) are present in very small numbers, alongside other minority groups comprising about 5.5% of the PAP population.

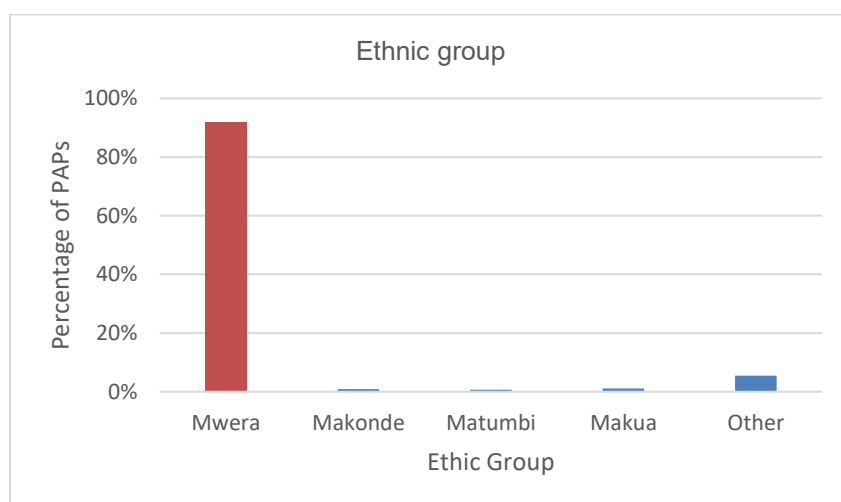


Figure 8: Ethnic groups of PAPs

Source: (Social-Economic Survey, June 2025)

This dominant presence of the Mwera community suggests a relatively homogenous ethnic profile along the project corridor, which may facilitate culturally coherent resettlement planning. However, the presence of minority ethnic groups highlights the need to ensure inclusivity and respect for diverse cultural practices in the design and implementation of compensation, livelihood restoration, and community engagement strategies.

5.2.7 Marital Status of PAPs

The marital status data indicate that the majority of Project Affected Persons (PAPs), 341 individuals (73%), are married, reflecting a high prevalence of family-based households across the project area. This is followed by 50 individuals (11%) who are single, 41 individuals (9%) who are widowed or widowers, and 35 individuals (8%) who are divorced. As illustrated in Figure 4.7 below, this distribution suggests that a significant proportion of the affected population lives in household units with dependents and shared family responsibilities.

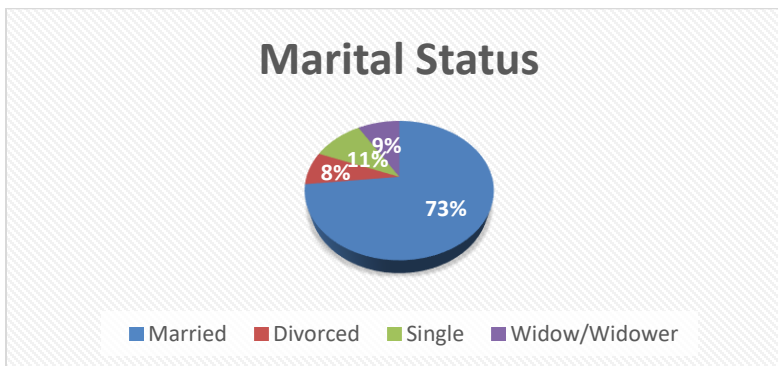


Figure 9: Marital Status of PAPs
Source: (Social-Economic Survey, June 2025)

The high percentage of married PAPs has implications for compensation planning, as it may require considering joint ownership and household-based entitlements, particularly in cases where both spouses contribute to household livelihoods or share rights to land and other assets. Special attention should also be given to widows and divorced individuals, who may face greater social and economic vulnerability especially women who are heads of households and may have limited access to resources or land under customary systems. These groups may require targeted livelihood support, legal aid, or social protection measures to ensure that resettlement does not exacerbate their existing vulnerabilities.

5.2.8 Marital Structure

Among the 341 married Project Affected Persons (PAPs) identified during the census survey, the majority are in monogamous marriages (299 individuals, 88%), while 42 individuals (12%) are in polygamous unions. This indicates that monogamy is the predominant marital arrangement among PAPs within the project area, although polygamous marriages are also present.

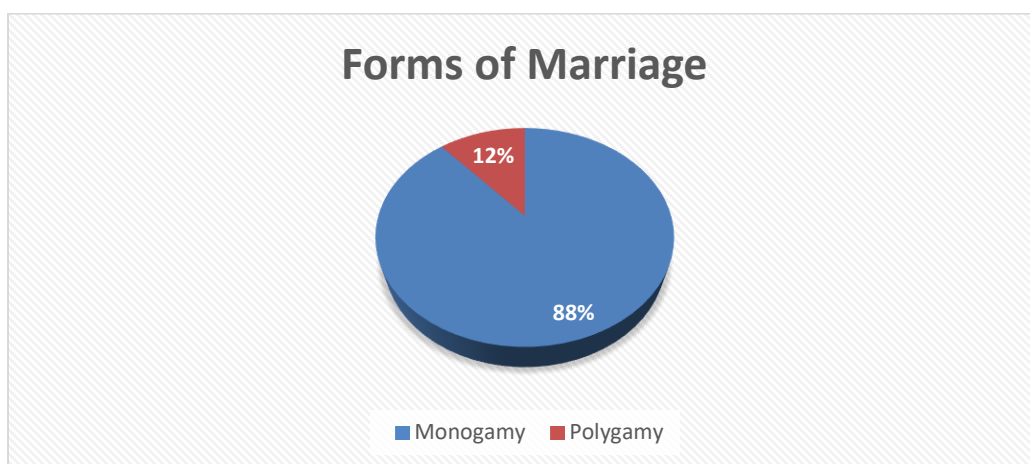


Figure 10: Marriage forms of PAPs

Source: (Social-Economic Survey, June 2025)

Figure 10 illustrates the distribution of marriage forms among married PAPs across the project area, reflecting the presence of both monogamous and polygamous marital arrangements within the affected communities.

5.2.9 Educational Attainment of PAPs

The educational profile of the 467 Project Affected Persons (PAPs) reveals that the majority, 366 individuals (78%), have attained primary education as their highest level of schooling. In addition, 43 individuals (9%) have no formal education, while 41 individuals (9%) have completed secondary education. A smaller proportion have attained higher levels of education, with 5 individuals (1%) having completed tertiary college education, 11 individuals (2%) holding university degrees, and 1 individual (0.2%) having technical or vocational training, as illustrated in the figure below.

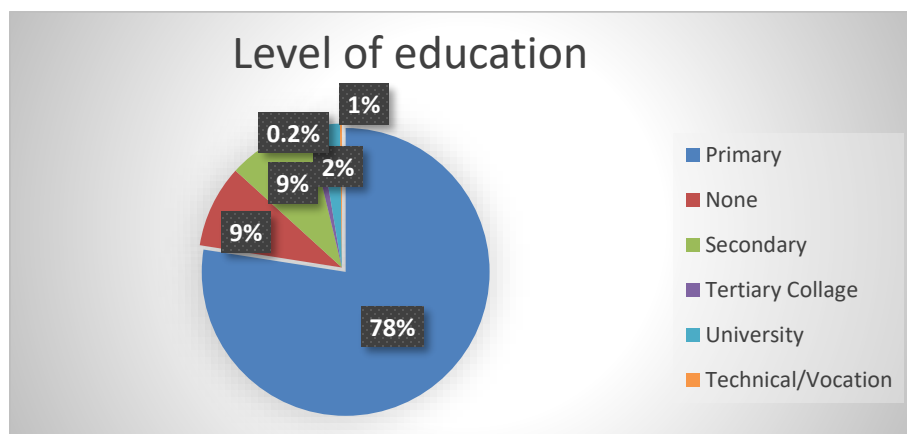


Figure 11: Level of Education of PAPs

Source: (Social-Economic Survey, June 2025)

This educational landscape suggests a community with generally low to moderate literacy levels, which has several implications for RAP implementation. Firstly, consultation and information-sharing processes must be designed to accommodate the varying educational backgrounds of PAPs. All communication whether written or verbal should be in simple, accessible Swahili, and use visual aids

or oral translation where necessary to ensure comprehension and meaningful participation, particularly for those without formal education.

Secondly, the education levels influence how PAPs understand their rights and entitlements, interact with grievance redress mechanisms, and engage in negotiation and decision-making processes. Efforts should be made to support informed participation by ensuring that PAPs fully grasp the resettlement procedures, timelines, and compensation options available to them.

5.3 Land and Resource Ownership of PAPs

5.3.1 Acquisition of Land

An analysis of land acquisition methods among the Project Affected Persons (PAPs) reveals that most individuals obtained their land either through inheritance (221 individuals, 47.3%) or by purchase (173 individuals, 37%), as shown in the Figure 4.10 below. Other forms of acquisition include customary allocation by village authorities (13 individuals, 2.8%), possession of general (public) land (24 individuals, 5.1%), and unspecified or informal means (36 individuals, 7.7%).

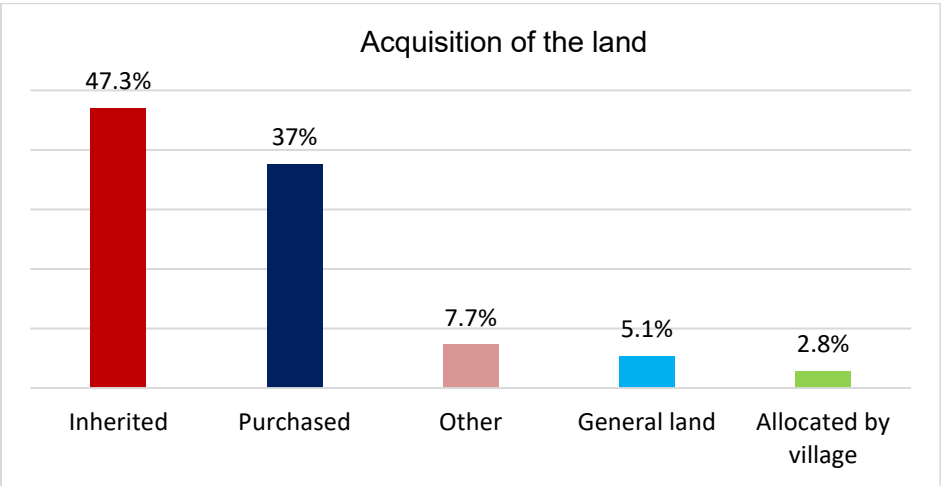


Figure 12: Acquisition of the Land of PAPs
Source: (Social-Economic Survey, June 2025)

This distribution reflects a strong reliance on traditional land tenure systems, particularly inheritance, which is common in rural settings where land is passed down through family lines. The high number of purchased plots also suggests the presence of more individualized ownership arrangements, potentially supported by informal or partially formal documentation. These variations in land tenure can have direct implications on eligibility for compensation, as not all PAPs possess formal titles or legal proof of ownership, even if they have legitimate customary or transactional claims.

5.3.2 Type of Occupancy

The analysis of land occupancy status among the 467 Project Affected Persons (PAPs) shows varied forms of land use and tenure within the project area. The findings indicate that 204 PAPs (43.7%) are classified as encroachers, while another 204 PAPs (43.7%) are partial encroachers, meaning they legally own part of the land they occupy while encroaching on the remaining portion. Recognized landowners/occupants account for 50 PAPs (10.7%). The remaining PAPs comprise 4 customary occupants (0.9%), 4 caretakers (0.6%), and 1 tenant (0.4%). The results indicate that most affected persons occupy land either as encroachers or partial encroachers, with a relatively small proportion holding formal land ownership rights.).

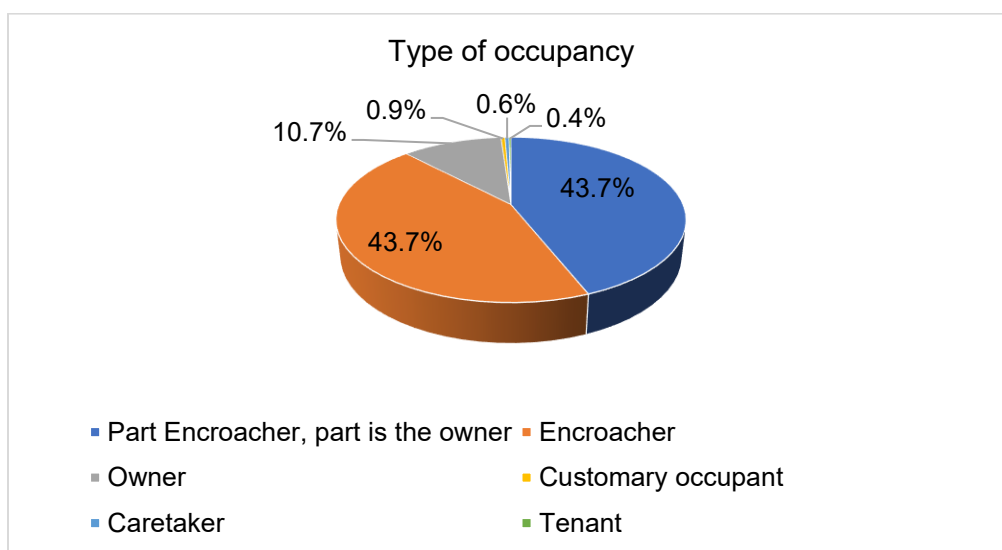


Figure 13: Type of Occupancy of PAPs

Source: (Social-Economic Survey, June 2025)

5.3.3 Duration of Stay on Land

The duration of land occupancy among the 467 Project Affected Persons (PAPs) indicates that the majority of PAPs have long-established residence within the project area. The census results show that 375 PAPs (80.3%) have occupied their land for more than 15 years. In addition, 40 PAPs (8.6%) have resided on the land for 11–15 years, 25 PAPs (5.4%) for 6–10 years, and 27 PAPs (5.8%) for 1–5 years. Overall, the findings indicate that the project area is predominantly occupied by a long-settled population with strong attachment to their land and communities.

5.3.4 Alternative Land for Project Affected Persons

The assessment of access to alternative land among the 467 Project Affected Persons (PAPs) indicates that 246 PAPs (52.7%) reported having access to other land that could potentially be used for relocation or continuation of livelihood activities, while 221 PAPs (47.3%) reported having no alternative land available. This distribution indicates that slightly more than half of the affected persons have access to alternative land resources, while a substantial proportion do not, underscoring the need for appropriate compensation and livelihood restoration measures for PAPs without alternative land,

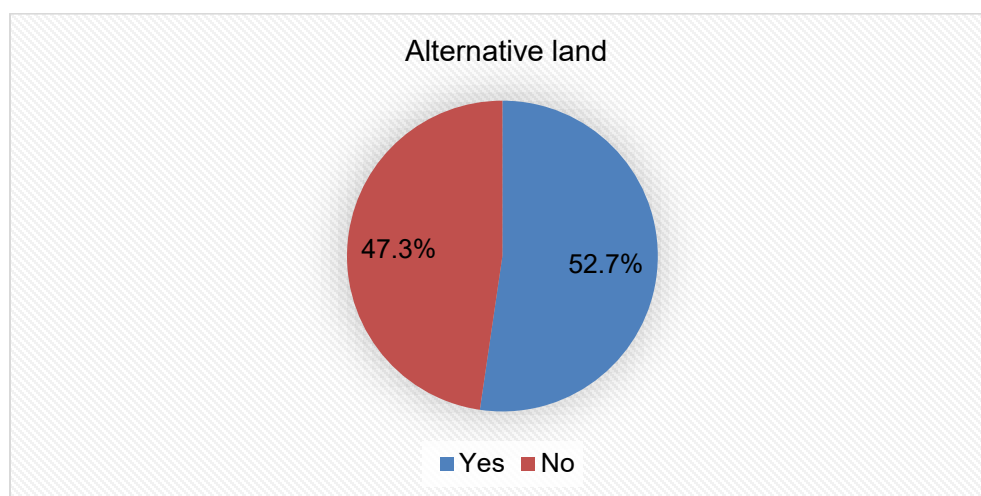


Figure 14: Alternative Land of the PAPs

Source: (Social-Economic Survey, June 2025)

Figure 14 illustrates the proportion of PAPs with access to alternative land compared to those without such access. The presence or absence of alternative land reflects variations in land ownership patterns, access to productive resources, and land availability among households in the affected communities. Overall, the findings indicate that a substantial segment of the PAP population relies solely on the affected land, while others maintain additional land holdings within or outside the project area.

5.3.5 Primary land use

An assessment of the primary land use among the 467 Project Affected Persons (PAPs) indicates that the affected land is predominantly used for agricultural purposes (210 PAPs, 45%), followed by residential use (177 PAPs, 38%) and commercial use (75 PAPs, 16%). A small proportion of PAPs, 5 individuals (1%), reported mixed land use, where the affected land serves a combination of residential, agricultural, or commercial purposes, as illustrated in the figure below.

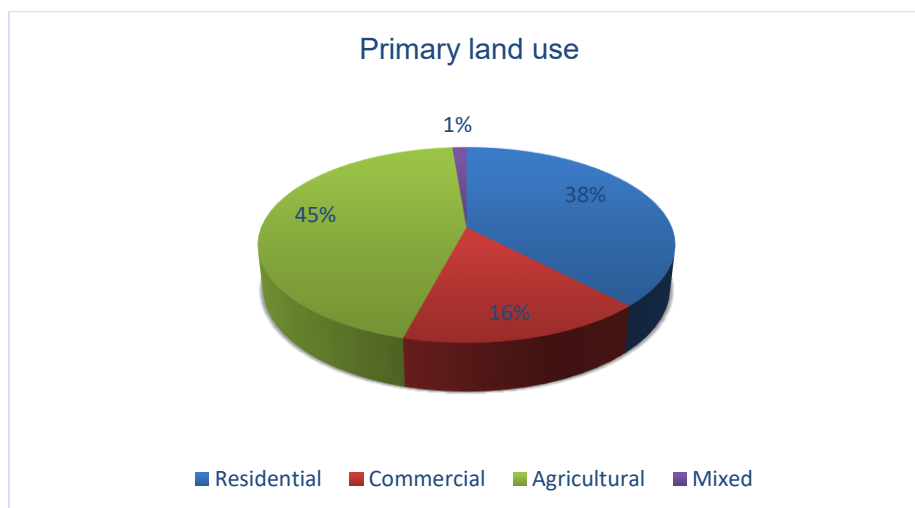


Figure 1: Primary Land Use of PAPs

Source: (Social-Economic Survey, June 2025)

The high proportion of agricultural land indicates that the project will significantly impact farming-based livelihoods, particularly in villages such as Naunambe and Mbekenyera, where agricultural land

dominates. This highlights the importance of incorporating comprehensive livelihood restoration measures within the RAP, including support for access to replacement farmland, agricultural inputs, and training for improved productivity.

The large number of residential plots affected also raise concerns about physical displacement, which may necessitate the provision of replacement housing, support for land acquisition, and social infrastructure, especially in areas where relocation within the same village is not possible. For the 87 PAPs whose land is used for commercial purposes, the loss of business premises could result in income disruption and should be addressed through tailored economic rehabilitation support, such as transitional allowances or assistance in re-establishing businesses.

PAPs reporting mixed land use will require special attention to ensure that all components of their land-based activities are accounted for in the compensation process—whether it is shelter, food production, or income generation.

5.3.6 Income Sources of PAPs

The assessment of average monthly household income among the 467 Project Affected Persons (PAPs) indicates that the majority of households fall within the lower income brackets. The survey results show that 401 households (85.9%) earn between TZS 100,000 and 400,000 per month. A smaller proportion, 44 households (9.4%), reported monthly incomes in the range of TZS 500,000–1,000,000, while 17 households (3.6%) earn between TZS 1,000,001 and 2,000,000. Only 5 households (1.1%) reported monthly incomes exceeding TZS 2,000,000.

Overall, the income distribution indicates that most PAP households rely on relatively low- and modest-income sources. These income levels reflect livelihoods that are largely based on small-scale economic activities typical of rural and peri-urban settings, including farming, petty trade, and informal employment. The findings provide an overview of the economic conditions of PAP households within the project area.

5.3.7 Primary Source of Income

The analysis of primary income sources among the 467 Project Affected Persons (PAPs) indicates that the majority rely on agriculture as their main livelihood activity. The survey results show that 410 PAPs (87.8%) reported agriculture as their primary source of income, reflecting the predominantly rural and agrarian nature of the project area. Agricultural activities are mainly small-scale and subsistence-oriented and constitute the primary means of food production and income generation for most households.

In addition, 35 PAPs (7.5%) reported small-scale business activities as their main source of income, including petty trading and other informal commercial activities. Formal employment was reported by 12 PAPs (2.6%), representing a relatively small proportion of the affected population. A limited number of PAPs derive income from other informal activities (7 PAPs, 1.5%) or remittances (2 PAPs, 0.4%), while 1 PAP (0.2%) reported having no source of income. Overall, the income source profile demonstrates limited livelihood diversification among PAPs, with most households depending on a single primary economic activity.

5.4 Farming Methods and Crops

5.4.1 Types of Crops Cultivated by PAPs

The agricultural profile of the Project Affected Persons (PAPs) indicates a strong reliance on cashew nut cultivation, which is practiced by 218 PAPs, representing 68% of all PAPs engaged in crop production. Cashew nuts are the dominant crop within the project area and are primarily cultivated as a cash crop, forming an important source of household income.

Other crops are cultivated by a smaller proportion of PAPs, including maize (7%) and simsim (sesame) (7%), followed by cassava (4%) and groundnuts (4%). These crops are mainly grown for subsistence purposes, contributing to household food consumption and dietary needs. The presence of both cash and food crops reflects a mixed farming system commonly practiced in rural areas within the project corridor. Overall, the crop composition demonstrates a livelihood pattern that combines income-oriented perennial crops with short-cycle food crops, reflecting local agro-ecological conditions and household subsistence strategies

5.4.2 Farming Methods

An assessment of farming practices among 230 Project Affected Persons (PAPs) engaged in crop production indicates that the majority practice commercial farming. The survey results show that 164 PAPs (71.3%) reported commercial farming as their main farming method, reflecting a strong orientation toward market-based agricultural production.

In addition, 53 PAPs (23.0%) practice seasonal farming, primarily linked to rainfall patterns and cropping seasons. A smaller proportion of PAPs engage in subsistence farming (7 PAPs; 3.0%), while 6 PAPs (2.6%) reported practicing year-round cultivation. Overall, the distribution of farming methods reflects varying agricultural practices within the project area, with a predominance of income-oriented farming alongside limited subsistence and continuous cultivation activities.

5.4.3 Compensation Methods

The assessment of compensation preferences among the 467 Project Affected Persons (PAPs) indicates a strong preference for cash compensation. The census results show that 454 PAPs (97.2%) expressed a preference for cash compensation, while 13 PAPs (2.8%) preferred in-kind compensation, such as land-for-land or house-for-house replacement. The PAPs who preferred in-kind compensation were identified in Namichiga B and Naunambe villages.

5.4.4 Bank Account Ownership

The assessment of bank account ownership among the 467 Project Affected Persons (PAPs) indicates a relatively high level of participation in the formal financial system within the project area. The survey results show that 352 PAPs (75.4%) reported having an active bank account, while 115 PAPs (24.6%) reported not having a bank account.

Bank Account Ownership

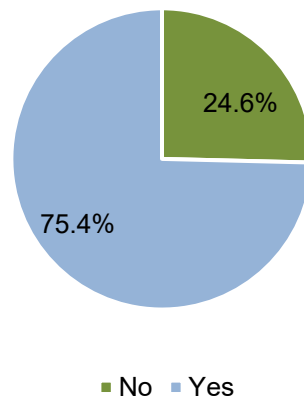


Figure 16: Bank Account Ownership by PAPs
Source: (Social-Economic Survey, June 2025)

Figure 16 presents the distribution of PAPs by bank account ownership status. The presence of bank accounts among a large proportion of PAPs suggests that formal financial services are accessible to many households within the affected communities. At the same time, the absence of bank accounts among approximately one-quarter of PAPs reflects variations in financial inclusion, which may be influenced by factors such as location, income levels, age, literacy, and access to banking facilities. Overall, the findings provide an overview of the financial access profile of PAPs within the project area and highlight differences in banking participation across affected households.

CHAPTER SIX

6.0. MAGNITUDE OF IMPACTS

6.1. Introduction

This chapter outlines the scope and scale of land acquisition and resettlement impacts associated with the implementation of the Namichiga – Ruangwa Road.

To accommodate the proposed road improvements and ensure compliance with national engineering and safety standards, the project requires the acquisition of land within the designated road reserve corridor. This land acquisition has led to a range of resettlement impacts, including the displacement of households, loss of residential and commercial structures, disruption of agricultural activities, and the relocation of public and community assets. In some cases, affected persons face economic displacement due to the loss of access to land, crops, or income-generating activities, while others are subject to physical displacement requiring relocation from homes or business premises.

The findings presented in this chapter are derived from comprehensive field assessments, including household surveys, asset inventories, GPS-based mapping, and socio-economic profiling of affected populations. These activities were conducted across six villages of Namichiga A and Namichiga B in Namichiga Ward; Naunambe and Mbekenyerera in Mbekenyerera Ward; and Likangala and Mchangani in Ruangwa Ward directly impacted by the road corridor. The data collection process was carried out in close collaboration with Ruangwa district local government officials, Ward/village leaders, and community representatives, ensuring transparency, local participation, and the accurate identification of Project-Affected Persons (PAPs) and their assets.

6.2 Project-Affected Persons (PAPs)

Table 7: Summary of Project Affected People Along Namichiga - Ruangwa Road

Ward	Village	Number of PAPs
Namichiga	Namichiga B	83
	Namichiga A	79
Mbekenyerera	Naunambe	158
	Mbekenyerera	99
Ruangwa	Likangala	27
	Mchangani	21
Total		467
Source: Consultant Field Study, June 2025.		

A total of 467 Project-Affected Persons (PAPs) has been identified along the 20.58 km Road corridor. These PAPs are distributed across six villages in three wards Namichiga, Mbekenyerera, and Ruangwa and were identified through field surveys, asset mapping, and socio-economic assessments conducted with the support of local authorities and community representatives.

PAPs are individuals, households, or groups whose land, residential or commercial structures, crops, or other assets are affected by the project, leading to either physical displacement (loss of shelter) or economic displacement (loss of income or means of livelihood), or both. A detailed socio-economic profile of the identified Project-Affected Persons (PAPs), including information on household characteristics, income sources, land use patterns, and the presence of vulnerable groups such as female-headed households, the elderly, and persons with disabilities, is provided in Chapter 4: Socio-Economic Baseline.

6.3 Vulnerable PAPs

Out of the total 467 Project Affected Persons (PAPs) identified along the road corridor, 166 individuals (35.5%) were classified as vulnerable under one or more of the established vulnerability categories. These individuals are considered to be at a higher risk of experiencing disproportionate adverse impacts from land acquisition and resettlement and may therefore require additional support measures. Such measures include priority in compensation processing, targeted livelihood restoration assistance, facilitation during compensation payments, and enhanced post-resettlement monitoring. Table 9 presents the distribution of vulnerable PAPs by village and the predominant vulnerability characteristics to support the planning and implementation of targeted assistance.

Table 8: Vulnerable PAPs identified per village and Required Additional Assistance

Ward	Village	Total PAPs	Vulnerable PAPs	Key Vulnerability Type	Nature of Resettlement Risk	Additional Assistance Required
Namichiga	Namichiga B	83	27	Female-headed, elderly, disabled	Increased difficulty in relocation, reconstruction, accessing compensation procedures and restoring livelihoods; mobility and accessibility constraints; limited household labour and income-earning capacity	Priority compensation processing; assistance during compensation and relocation; accessible consultation/payment arrangements; targeted livelihood restoration; financial literacy and post-resettlement follow-up
Namichiga	Namichiga A	79	25	Female-headed, elderly, poor	Higher risk of impoverishment and difficulty meeting transitional and relocation costs; limited capacity to restore affected livelihoods; elderly PAPs may require physical and administrative assistance	Priority compensation processing; transitional and relocation assistance; targeted livelihood support; financial literacy; linkage to available social protection programmes; enhanced monitoring
Mbekenyera	Naunambe	158	52	Elderly, female-headed, poor, disabled	Multiple and potentially overlapping vulnerabilities may increase exposure to livelihood deterioration, difficulties in relocation and barriers to accessing compensation and livelihood restoration measures	Case-specific assistance based on vulnerability assessment; priority compensation; relocation assistance; accessible payment arrangements; targeted livelihood restoration; social protection linkages; enhanced post-resettlement monitoring

Ward	Village	Total PAPs	Vulnerable PAPs	Key Vulnerability Type	Nature of Resettlement Risk	Additional Assistance Required
Mbekenyerwa	Mbekenyerwa	99	40	Elderly, female-headed, disabled	Mobility/accessibility constraints, limited household labour and potential difficulty in relocation, reconstruction and livelihood restoration	Physical assistance during relocation where required; accessible consultation and payment arrangements; priority compensation processing; tailored livelihood support; enhanced follow-up
Ruangwa	Likangala	27	7	Female-headed, elderly	Potential constraints in managing compensation, relocation and livelihood restoration; elderly PAPs may experience reduced mobility and capacity to re-establish livelihoods	Priority compensation processing; assistance with compensation procedures and relocation where required; targeted livelihood restoration and post-resettlement monitoring
Ruangwa	Mchangani	21	15	Elderly, female-headed, disabled	High concentration of vulnerable PAPs with potential mobility, accessibility, income-restoration and relocation constraints	Individual vulnerability assessment; priority compensation; accessible payment arrangements; physical relocation assistance where required; targeted livelihood restoration; enhanced monitoring
Total		467	166			

Source: Social-Economic Survey, June 2025

Note: Vulnerability characteristics may overlap, and an individual PAP or household may fall within more than one vulnerability category. The additional assistance to be provided shall therefore be determined on the basis of the specific vulnerability and resettlement impacts experienced by each PAP/household and shall be provided in addition to the compensation and other entitlements applicable to the underlying loss.

6.4 Project Land Requirements

The project will require the acquisition of approximately 145,620 square metres (14.56 hectares) of land along the 20.58 km road corridor to accommodate road widening, drainage improvements, and associated infrastructure within the designated road reserve. Land acquisition will affect six villages across Namichiga, Mbekenyerwa, and Ruangwa Wards, with varying levels of impact due to differences in settlement patterns, land use, and the road alignment.

The largest land acquisition will occur in Naunambe Village (Mbekenyerwa Ward), accounting for approximately 36.1% of the total land required, followed by Namichiga B Village (22.6%) and Mbekenyerwa Village (12.6%). The smallest land acquisition will occur in Likangala Village (Ruangwa

Ward), accounting for approximately 7.3% of the total land requirement, reflecting the relatively low settlement density and fewer affected assets within the project footprint.

Overall, the land acquisition will affect residential, agricultural, commercial, and community land uses, resulting in impacts on land ownership, physical assets, and livelihoods. Appropriate compensation, resettlement assistance, and livelihood restoration measures have been developed in accordance with the requirements of the Land Act, Cap. 113, the Roads Act, Cap. 167, and the World Bank Environmental and Social Standard 5 (ESS5).

Table 9: Land Acquisition by Village

Village	Land Area (m ²)	% of Total
Naunambe	52,599	36.1%
Namichiga B	32,840	22.6%
Mbekenyera	18,334	12.6%
Namichiga A	18,087	12.4%
Mchangani	13,153	9.0%
Likangala	10,607	7.3%
Total	145,620	100.0%

Source: Social-Economic Survey, June 2025

The affected land is predominantly held under customary tenure. None of the affected landowners possess registered title deeds or Granted Rights of Occupancy. The socio-economic survey established that 54% of affected landowners acquired their land through inheritance under customary arrangements, while 38% acquired their land through purchase agreements supported by sale or transfer letters issued or witnessed by the respective Village Governments. The remaining 5% obtained their land through general land allocation, and 3% through allocation by the Village Government or family members. Accordingly, all affected land is held under customary rights of occupancy or other legitimate customary claims and is eligible for compensation in accordance with the Land Act, Cap. 113, the Village Land Act, Cap. 114, the Roads Act, Cap. 167, and the World Bank Environmental and Social Standard 5 (ESS5).

6.5 Nature and Types of Displacement

The implementation of the project will lead to both physical and economic displacement of Project-Affected Persons (PAPs), primarily due to land acquisition and the consequent loss of residential and commercial structures, public facilities, and livelihood sources such as crops and small enterprises.

6.5.1 Physical Displacement

The proposed road upgrading project will result in the physical displacement of 25 PAP records whose occupied residential and mixed-use structures will be fully affected by the project. Of these, 19 PAP records are associated with residential structures, while 6 PAP records are associated with mixed-use structures that serve both residential and commercial purposes. The affected PAPs will therefore be required to relocate from the affected premises.

Physical displacement is concentrated in Namichiga A Village, where 14 PAP records will require relocation, comprising 10 residential and 4 mixed-use PAP records. This is followed by Naunambe Village, with 9 PAP records, comprising 7 residential and 2 mixed-use PAP records. Namichiga B Village has 1 residential PAP record, while Mbekenyera Village has 1 residential PAP record. No physical

displacement is anticipated in Likangara or Mchangani Villages, as no occupied residential or mixed-use structures are fully affected by the project.

In terms of the affected structures, a total of 35 buildings are expected to be affected among the physically displaced PAP records. The higher number of affected buildings compared with the number of PAP records is attributable to the fact that some PAP records have more than one affected building.

Table 10: Physically Displaced Households by Village

Village	Residential	Mixed Use	Total
Namichiga A	10	4	14
Namichiga B	1	0	1
Naunambe	7	2	9
Mbekenyera	1	0	1
Likangara	0	0	0
Mchangani	0	0	0
TOTAL	19	6	25

Source: Social-Economic Survey, June 2025

6.5.2 Economic Displacement

Beyond physical displacement, the project will also result in economic displacement through the loss of productive assets and livelihood sources. The principal economic impacts include:

- 2,526 individual crops cultivated within the project corridor, resulting in reduced agricultural production, which constitutes a major source of food security and household income for many affected families.
- Agricultural land and other livelihood assets, including areas used for informal economic activities located within the road reserve.
- Business premises and income-generating structures, particularly in Namichiga and Naunambe villages, where commercial activities are more concentrated.

The loss of crops, productive land, and business structures is expected to reduce household income and disrupt existing livelihood activities. Accordingly, the Resettlement Action Plan provides compensation at full replacement cost together with appropriate livelihood restoration measures to support affected households in restoring their income and living standards in accordance with the requirements of World Bank Environmental and Social Standard 5 (ESS5).

Table 11: Distribution of affected PAPs, crop plots, and structures by village

Ward	Village	No. of PAPs	Crops Lost	Structures Affected
Namichiga	Namichiga B	83	363	16
	Namichiga A	79	325	46
Mbekenyera	Naunambe	158	972	42
	Mbekenyera	99	429	25
Ruangwa	Likangala	27	233	0
	Mchangani	21	204	2
Total		467	2,526	131
Source: Consultant Field Study, June 2025				

This data highlights that the highest number of PAPs and affected assets are located in Naunambe village (Mbekenyera Ward), which experiences the greatest concentration of crop losses and structural impacts, followed by Namichiga A and Mbekenyera villages. Likangala village experiences the least structural impact, with no buildings affected, though crop losses remain significant.

6.6 Categories of Impacted Households

The Project will impact individuals and households in varying degrees, depending on the type and extent of assets affected by the land acquisition process. These impacts are categorized based on the specific combinations of land, structures, and crops lost by each household. Understanding these categories is essential for designing compensation packages and livelihood restoration measures that are equitable, proportionate, and sensitive to vulnerability, in alignment with the principles outlined under World Bank ESS5 and national resettlement guidelines.

The PAPs fall into the following seven categories of impact:

- **Land Only (40 PAPs):** These households will lose land without any associated structures or crops. The impacts are limited to the acquisition of land and do not result in physical displacement or the loss of buildings or agricultural assets.
- **Structure Only (30 PAPs):** This category comprises households affected only by structures, with no loss of land or crops. The affected structures include 18 commercial structures (60.0%), 7 residential structures (23.3%), 3 mixed-use structures (10.0%), and 2 government-owned structures (6.7%), which comprise two boreholes. The commercial structures primarily accommodate small-scale businesses operating along the project corridor, while the mixed-use structures are used for both residential and commercial purposes. The two government-owned boreholes provide community water supply services and will require replacement or relocation to ensure continued access to water.
- **Land and Crops (175 PAPs):** The largest group of PAPs in this category faces economic displacement due to the loss of cultivated land and crops, which are critical sources of household food and income. Restoration of agricultural livelihoods will be a key priority.
- **Land, Structure, and Crops (30 PAPs):** This category experiences the most extensive project impacts, involving the simultaneous loss of land, structures, and crops. Consequently, these households will require compensation for all affected assets, relocation assistance where applicable, and livelihood restoration support. However, these households are not necessarily more socioeconomically vulnerable than other affected households. Socioeconomic vulnerability was assessed separately based on criteria such as age, disability, gender of the household head, and other vulnerability indicators. The poverty and economic condition of affected households was also assessed in the socioeconomic survey, including household

income and livelihood sources. Additional assistance will therefore be provided to households identified as vulnerable, irrespective of their impact category. .

- Crops Only (144 PAPs): This group is the most numerous. These PAPs lose only crops but retain their land and structures. While less severe in terms of displacement, the impact on household income and food security can still be significant, especially for subsistence farmers.
- Land and Structure (39 PAPs): These PAPs lose both land and built structures, but do not have crops on the affected portion. Compensation will be needed for both the structure and the land, along with support for any relocation of structure and Crops (9 PAPs): This category comprises households affected by the loss of structures and crops, without the loss of the underlying land. The affected structures include 6 residential structures (66.7%), 2 commercial structures (22.2%), and 1 mixed-use structure (11.1%), which is abandoned and unoccupied. Residential structures are occupied dwelling houses, while the commercial structures accommodate small-scale business activities. The mixed-use structure combines residential and commercial functions but is currently abandoned. Compensation under this category will cover both the affected structures and crops in accordance with the RAP Entitlement Matrix.

6.7 Community and Public Resources Affected

In addition to impacts on private households, the project will permanently affect three public assets located within the project Right-of-Way. These comprise two public boreholes and one community market structure (business hall), which provide essential community services, including access to water and a venue for community meetings and local economic activities.

The acquisition of these public assets will result in the permanent loss of the existing facilities within the project footprint. The affected assets have been identified, valued, and included in the compensation schedule in accordance with the applicable national legislation and the RAP Entitlement Matrix. Compensation will be provided to the respective public institutions or authorities responsible for these assets. The implementing agency will coordinate with the relevant authorities to ensure that any necessary measures are undertaken to maintain continuity of the affected public services..

Estimated Beneficiaries and Associated Impacts

The public water points serve approximately 20 households, providing essential access to clean water for drinking, cooking, and sanitation. Disruption of these water points, even temporarily, may lead to increased travel distances, water scarcity, and associated health risks. The community business hall supports local economic and social gatherings for an estimated 100 community members; its disruption may limit communal meetings, social organization, and economic activities.

Planned Mitigation Measures

To minimize short-term impacts during the replacement process, temporary measures will be implemented:

- Water points: Provision of alternative water sources, such as temporary boreholes, water trucking, or shared access to nearby functional wells.
- Community business hall: Identification of alternative community spaces for meetings and economic activities, including temporary shelters or shared facilities in nearby villages.

Long-Term Measures

The relocation and replacement of these assets will follow a participatory approach involving village councils, local government authorities, and other stakeholders. Site identification and reconstruction planning will be carried out in close consultation with the affected communities to ensure continuity and quality of services. Replacement structures will be designed and constructed to meet or exceed the service standards of the original facilities, thereby minimizing adverse social impacts and ensuring the sustainability of community benefits.

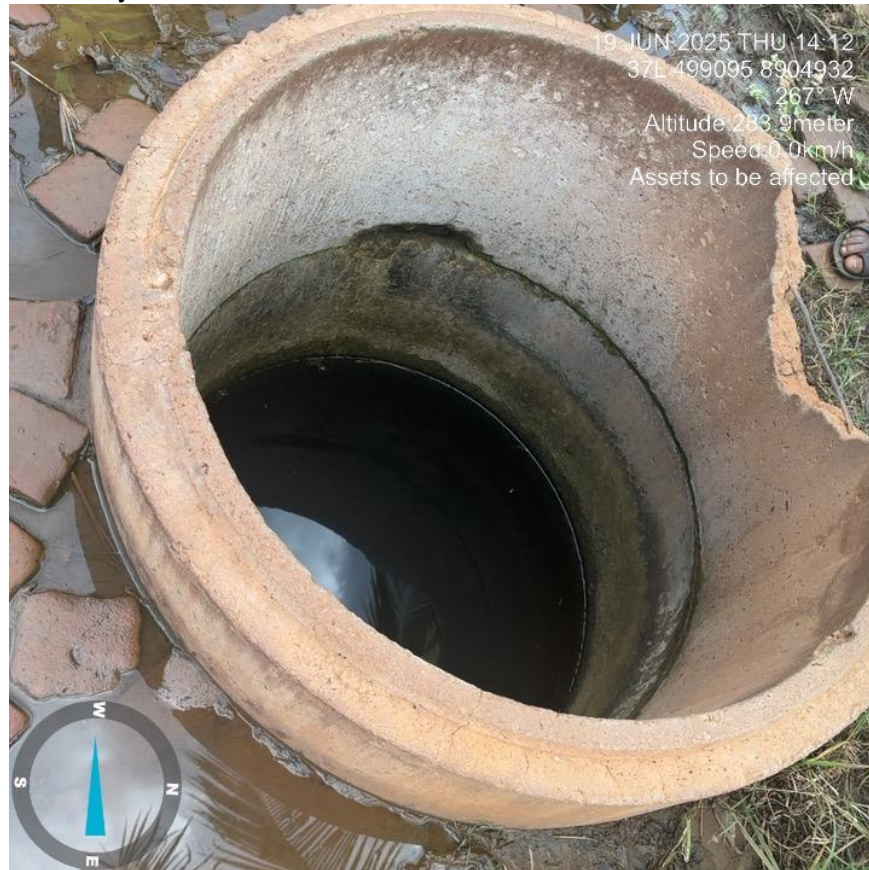


Figure 17: Affected public bore hole in Namichiga A

Source: (Social-Economic Survey, June 2025)

6.8 Impact on Public Infrastructures

In addition to household and community assets, the project corridor is served by public utility infrastructure managed by RUWASA and TANESCO, including water supply pipelines and electricity distribution lines. These utilities generally run parallel to the road and provide essential water and electricity services to the surrounding communities.

Field verification established that the existing water supply and electricity utility infrastructure is located outside the project's 45 m Right-of-Way (22.5 m from the road centerline on each side). As these utilities are outside the area directly required for the proposed road improvement works, they are not directly affected and were therefore not included in the RAP asset inventory.

Nevertheless, during the detailed design and prior to construction, the contractor shall verify the location of all existing utilities in collaboration with RUWASA, TANESCO, and other relevant utility providers. If any unforeseen conflicts with the final road design are identified, appropriate protection, relocation, or diversion measures shall be implemented in accordance with the requirements of the respective utility authorities and the construction contract.

6.9 Impacts on Cultural Heritage and Graves

The proposed project will necessitate the disturbance and relocation of graves located within the road reserve, which are recognized as culturally and spiritually sensitive sites in Tanzanian society. Based on the asset inventory and physical verification conducted during the RAP preparation, a total of eighteen (18) graves has been identified within the designated road corridor situated in Likangala village. Graves are of profound emotional, cultural, and ancestral significance to affected families and communities. As such, their disturbance must be managed with the highest degree of respect, in accordance with both Tanzanian laws (such as the Graves (Removal) Act) and traditional practices. The project acknowledges the spiritual and emotional weight of grave relocation and is committed to implementing mitigation measures that are culturally appropriate and community driven. All relocations will be carried out in close consultation with the affected families, village leaders, religious representatives, and local authorities.



Figure 18: Graves to be affected along the road Reserve at Likangala Village

Source: (Consultant Field Work, June 2025)

6.10 Others Unintentionally Impact

In addition to the planned land acquisition and resettlement activities, the project may cause unintentional or incidental impacts on individuals, households, or properties during the construction phase. These impacts may result from unforeseen construction activities or accidents, including damage to crops, fences, structures, utilities, or infrastructure located adjacent to the construction zone. Such incidents are typically caused by the movement of heavy machinery, excavation works, or temporary access routes.



NOTE

In the event that such unintentional impacts occur, affected properties shall be assessed and compensated in accordance with the provisions outlined in this RAP Entitlement Matrix. The responsibility for managing and addressing these impacts lies with the Client (project proponent), in collaboration with the contractor. To ensure accountability and compliance, the requirement to compensate for incidental damages must be explicitly incorporated into the contractor's obligations under the project contract.

6.11 Potential Impacts during Construction Stage

i) Disruption of Services and Access to Social Facilities

During the construction phase of the road project, temporary disruptions to community services and access to social facilities are anticipated. These impacts may arise due to ongoing construction activities, movement of heavy machinery, excavation works, and temporary diversions along the road corridor. Community members may experience temporary difficulties in accessing schools, health facilities, markets, religious institutions, water points, and local businesses.

Roadside businesses, petty traders, food vendors, and bodaboda (motorcycle) operators may also experience temporary interruptions to their daily operations due to restricted access, reduced customer movement, or relocation from active construction areas. In some locations, utility services such as electricity lines and water supply pipelines may require relocation or temporary interruption during construction activities.

The contractor will be required to implement appropriate mitigation measures to minimize disruption to community services and maintain safe access to social facilities throughout the construction period. Advance notice shall be provided to affected communities prior to any planned service interruption or access restriction.

ii) Increased Risk of HIV/AIDS and Other Sexually Transmitted Infections due to Labour Influx

The construction phase is expected to attract workers and job seekers from outside the project area. Experience from similar infrastructure projects indicates that the influx of migrant workers may contribute to increased risks of HIV/AIDS, sexually transmitted infections (STIs), and other communicable diseases within host communities.

This situation commonly arises when workers, particularly male workers living away from their families, interact closely with local communities. Economic vulnerability among some community members, especially women and youth, may increase exposure to unsafe sexual practices and exploitation.

The project may also increase risks related to Gender-Based Violence (GBV), Sexual Exploitation and Abuse (SEA), Sexual Harassment (SH), and child abuse if proper management measures are not implemented. To address these risks, the contractor shall prepare and implement a HIV/AIDS and GBV Management Plan in collaboration with relevant district authorities and health departments.

In addition, priority shall be given to recruitment of local labour where feasible in order to reduce labour influx and associated social risks. Awareness campaigns, code of conduct enforcement, and regular sensitization programs will also be undertaken during project implementation.

Detailed mitigation measures related to labour influx, HIV/AIDS, GBV, SEA/SH, child protection, occupational health and safety, and community health and safety are addressed in the ESIA and ESMP. The RAP addresses these issues specifically where they relate to PAP vulnerability, livelihood restoration, resettlement assistance, and grievance management.

iii) Safety Risks to Women, Adolescents, and Children

Infrastructure construction projects may expose women, adolescents, and children to various social and safety risks if adequate safeguards are not implemented. The presence of construction workers, increased movement of vehicles and machinery, and temporary socio-economic changes within project areas may contribute to increased vulnerability among these groups.

Women and girls may face heightened risks of gender-based violence, sexual harassment, exploitation, and abuse associated with labour influx and increased economic activities around construction sites. Adolescent girls and boys may also be exposed to risks such as school dropout, early pregnancies, drug and substance abuse, child labour practices, and unsafe social behaviours.

Children living near active construction areas may face additional dangers associated with open excavations, operation of heavy equipment, increased traffic, and unsafe construction zones. Without proper control measures, there is also potential risk of child abuse and child exploitation.

The project will therefore implement measures aimed at protecting vulnerable groups and promoting community safety during construction. These measures will include awareness programs, enforcement of workers' code of conduct, restriction of child labour practices, community sensitization, and collaboration with local authorities and social welfare officers.

iv) Temporary and Permanent Land Acquisition for Construction Camps, Borrow Areas, and Related Facilities

Temporary land acquisition may be required during project implementation for the establishment of contractor's camps, borrow pits, quarry sites, access roads, spoil disposal sites, equipment storage areas, and material preparation areas located outside the project Right-of-Way covered under this RAP.

The use of such areas may result in permanent and temporary loss of land, damage to crops, restricted access to properties, disruption of livelihood activities, or temporary economic displacement affecting nearby land users and communities. In particular, land required for borrow pits may result in permanent land acquisition where the affected land cannot be restored to its original productive use following excavation, including where the excavation results in irreversible alteration of the soil profile, the pit fills with water and becomes a pond, restoration is not undertaken, or the depth and scale of excavation make rehabilitation economically unfeasible. Since the exact locations of these ancillary facilities have not yet been identified at the RAP preparation stage, the associated impacts have not been included in the current asset inventory and valuation. Once the locations are confirmed, the affected land and assets will be assessed and the applicable compensation and resettlement measures will be undertaken in accordance with this RAP.

Following completion of the detailed design and prior to the commencement of construction works, the Contractor, in collaboration with the Supervising Consultant and the Implementing Agency, shall identify and assess all temporary land requirements for ancillary facilities. Where permanent and temporary land acquisition or livelihood impacts are identified, appropriate compensation and mitigation measures shall be implemented in accordance with this RAP, applicable national legislation, and the World Bank Environmental and Social Standard 5 (ESS5) before the affected land is occupied or construction activities commence. Where additional land or assets are identified for ancillary facilities, including borrow pits, quarry sites, contractor camps, detours, material storage areas, or other facilities that were not covered by the current RAP, a RAP Addendum shall be prepared, disclosed, and implemented in accordance with ESS5. The RAP Addendum shall identify the affected land, assets, landowners, land users, and associated impacts and shall establish the applicable compensation and resettlement measures. The affected PAPs shall be compensated and the applicable resettlement measures implemented prior to occupation of the additional land or commencement of works on the affected areas. No works shall commence on such additional areas until the RAP Addendum has been prepared and disclosed, the required compensation and resettlement measures have been implemented, and the affected PAPs have been compensated in accordance with the applicable requirements..

Any additional physical or economic displacement arising outside the current RAP corridor shall be identified and assessed by the Contractor, in collaboration with the Supervising Consultant and the Implementing Agency, prior to the commencement of activities in the affected area. Where project activities result in temporary or permanent land acquisition, restrictions on land use, or loss of assets or livelihoods, the affected persons shall be compensated and provided with appropriate assistance in accordance with this RAP, applicable national legislation, and World Bank ESS5. Where the assessment identifies impacts that are not covered under the current RAP, a supplementary RAP addendum shall be prepared, disclosed, approved, and implemented prior to the commencement of works in the affected area.

6.12 Measures to Avoid or Minimise Resettlement

In line with the World Bank's Environmental and Social Standard 5 (ESS5), which emphasizes the avoidance and minimization of involuntary resettlement wherever feasible, several measures have been incorporated into the project of Namichiga – Ruangwa to reduce displacement impacts.

The legally designated road reserve for this class of road is 60 meters in width. However, to limit the extent of land acquisition and reduce the number of affected households and assets, the design team has committed to utilizing only 45 meters of the corridor wherever possible. This reduction aims to preserve existing residential and commercial structures, minimize disruption to livelihoods, and lessen the overall social and economic impact on communities along the 20.58 km alignment.

In specific locations where realignment is necessary due to technical, safety, or environmental constraints, the full 60-meter road reserve may be applied. Such decisions are made only where strictly required, and after evaluating alternative design options to avoid or minimize displacement.

CHAPTER SEVEN

7.0. ELIGIBILITY AND ENTITLEMENT

7.1. Introduction

This chapter defines the eligibility criteria used to identify Project-Affected Persons (PAPs) entitled to compensation, resettlement assistance, and livelihood restoration arising from land acquisition under the Project. Eligibility and asset valuation are determined in accordance with national legislation and the World Bank's Environmental and Social Standard 5 (ESS5), using approved methods for valuing land, structures, crops, and livelihoods. The criteria apply to individuals, households, groups, and institutions with legal, customary, or recognized rights to affected assets within the project area as of the established cut-off date.

7.2. Eligibility

Eligibility for compensation and resettlement assistance under the Project applies to all persons, households, and entities directly affected by project activities, regardless of their legal status, provided they were present within the project area prior to the established cut-off date. Project impacts arise primarily from land acquisition, removal of structures, and disruption of livelihoods within the Right of Way (RoW).

In accordance with national legislation and the World Bank Environmental and Social Standard 5 (ESS5), eligible persons include those who, as of the cut-off date, experience one or more of the following impacts:

a. Compulsory acquisition of land and other assets, resulting in:

- Loss of shelter due to partial or full demolition of residential structures;
- Loss of assets or access to assets, including land, structures, crops, and other improvements;
- Loss of income sources or means of livelihood due to the loss of business premises, farmland, or access to productive areas, irrespective of whether physical relocation is required.

b. Restriction or loss of access to socio-economic services; including situations where project activities limit access to essential services such as markets, schools, water points, or health facilities, thereby adversely affecting livelihoods and daily living conditions.

7.3. Types of Projects Affected People

This project will result in land acquisition and other related impacts along the designated road corridor and associated work areas. As a result, various individuals, households, businesses, and institutions will be directly or indirectly affected. Project-Affected Persons (PAPs) are defined as individuals or groups who, as a result of the project's land requirements, will lose land, structures, crops, trees, sources of income, or access to natural or social resources.

The following categories of PAPs have been identified for this project, based on the socio-economic survey, asset inventory, and stakeholder consultations:

I. Legal Landowners

This category includes individuals with legally recognized ownership rights, such as holders of registered title deeds or Certificates of Customary Right of Occupancy (CCROs), who are entitled to

compensation at replacement cost in accordance with national legislation and World Bank ESS5. Notwithstanding the absence of registered titles, customary landowners and persons with legally recognizable claims to land shall be entitled to compensation at replacement cost in accordance with ESS5. Where land-based compensation is applicable, replacement land of equal or higher value and with security of tenure shall be provided where feasible; otherwise, cash compensation at replacement cost shall be provided in accordance with the entitlement provisions of this RAP. However, the asset inventory established that none of the affected households possess registered title deeds or CCROs. The affected land is held predominantly under customary tenure, with ownership based on inheritance, village-recognized purchase agreements, or family allocation. Accordingly, no PAPs fall under the formal ownership category.

II. Customary Landholders

These are individuals or households whose land tenure is based on traditional or community recognition, without formal registration. Their rights are typically acknowledged under Tanzanian customary land laws. Although they may not have legal documentation, they will be entitled to compensation for land and assets under both national law and ESS5 provisions including compensation at replacement cost for legally recognizable customary land rights and other legally recognizable claims to land. Where land-based compensation is appropriate and feasible, replacement land of equal or higher value with security of tenure will be considered; otherwise, cash compensation at replacement cost will be provided in accordance with this RAP.

III. Tenants and Leaseholders

These include persons who rent or lease residential, agricultural, or commercial land and structures from formal or informal owners. They will not be entitled to land compensation but will be eligible for compensation for any improvements they have made, and for loss of use or income.

IV. Encroachers (Informal Occupants)

Encroachers are individuals or groups who occupy land within the road reserve or project footprint without legal or customary rights. While will not be eligible for compensation for land, they will be entitled to compensation for affected structures, crops, and trees, and may receive disturbance allowances. Their eligibility is conditional on having occupied the land prior to the cut-off date.

V. Informal Business Operators and Traders

This group includes roadside vendors, kiosks, and other small-scale commercial operators who earn a livelihood from businesses located within the project-affected area. Although their land occupation may be informal, they will be entitled to compensation for structures, loss of business income, and temporary loss of livelihood.

VI. Vulnerable Groups

These include individuals or households at greater risk of adverse impacts due to physical, social, or economic disadvantages. Vulnerable PAPs may include:

- Elderly-headed households
- Female-headed households
- People with disabilities

- Poor households
- Orphans and child-headed households

Such individuals will require special attention during compensation and relocation planning to ensure they are not disproportionately affected by the project. Additional assistance will be provided to safeguard their welfare.

VII. Institutions and Public Service Facilities

This category includes public institutions and community facilities that may be affected by the project. Such assets are entitled to compensation in accordance with the applicable legal framework and the RAP Entitlement Matrix to ensure continuity of public services. For this project, the affected public assets comprise:

- Two public boreholes.
- One community market structure (business hall) used for community meetings and local economic activities.

These public assets have been identified, valued, and included in the compensation schedule. Compensation will be provided to the respective public institutions or authorities responsible for the assets in accordance with applicable national legislation and the RAP Entitlement Matrix

7.4 Eligibility Criteria and Entitlement

All Project Affected Persons (PAPs) surveyed during the field campaign from 16th to 28th June 2025 are eligible for compensation. Eligibility for compensation and resettlement assistance applies to persons who, as of the established cut-off date, had eligible rights, claims, occupation, assets or livelihood activities within the project-affected area in accordance with the eligibility categories established in this RAP. The census and asset inventory constitute the principal basis for determining eligibility; however, a person or eligible pre-cut-off asset inadvertently omitted from the census may be considered where a grievance is submitted and subsequent verification demonstrates that the person or asset existed within the affected area before the cut-off date. Compensation packages will be provided as summarized in the entitlement matrix below

7.4.1 Physical Displacement

The proposed road upgrading project will result in the physical displacement of 25 PAP records whose occupied residential and mixed-use structures will be fully affected by the project. Of these, 19 PAP records are associated with residential structures, while 6 PAP records are associated with mixed-use structures that serve both residential and commercial purposes. The affected PAPs will therefore be required to relocate from the affected premises.

Physical displacement is concentrated in Namichiga A Village, where 14 PAP records will require relocation, comprising 10 residential and 4 mixed-use PAP records. This is followed by Naunambe Village, with 9 PAP records, comprising 7 residential and 2 mixed-use PAP records. Namichiga B Village has 1 residential PAP record, while Mbekenyera Village has 1 residential PAP record. No physical displacement is anticipated in Likangara or Mchangani Villages, as no occupied residential or mixed-use structures are fully affected by the project.

In terms of the affected structures, a total of 35 buildings are expected to be affected among the physically displaced PAP records. The higher number of affected buildings compared with the number of PAP records is attributable to the fact that some PAP records have more than one affected building.

Other affected structures, including commercial buildings, public service structures, and one agricultural storage shed, do not result in physical displacement. The agricultural structure is a storage shed used for storing agricultural produce and farm inputs. These structures are addressed under economic displacement and will be compensated in accordance with the RAP Entitlement Matrix.

7.4.2 Loss of Land

A total of 467 Project Affected Persons (PAPs) will be affected by land acquisition under the project, with a cumulative affected land area of approximately 145,620 m² (14.56 ha). The affected land is distributed across the project villages as follows: 32,840 m² in Namichiga B, 18,087 m² in Namichiga A, 52,599 m² in Naunambe, 18,334 m² in Mbekenyera, 10,607 m² in Likangara, and 13,153 m² in Mchangani. All eligible affected landowners and land users will receive cash compensation at full replacement cost, determined in accordance with the approved valuation, applicable national legislation, and the requirements of the World Bank Environmental and Social Standard 5 (ESS5)..

7.4.3 Loss of Crops

Cash compensation will be provided for crops affected by project activities in accordance with the approved valuation rates, applicable national legislation, and the requirements of World Bank ESS5. The asset inventory identified a total of 2,526 affected crop units, comprising annual food crops such as maize and cassava, as well as perennial crops including sugarcane, bananas, and various fruit trees. Where practicable, affected households will be given sufficient advance notice to harvest seasonal crops before construction activities commence. However, where seasonal or perennial crops cannot be harvested before land possession or are damaged as a result of project activities, the affected persons will be entitled to compensation at full replacement cost based on the approved valuation. Compensation for crops will be paid before land possession or commencement of works in the affected area.

7.4.4. Loss Of Communal Property and Infrastructure

The project will permanently affect three public assets, comprising two public boreholes and one community market structure (business hall) located within the project Right-of-Way. These assets have been identified, valued, and included in the compensation schedule. Compensation will be provided to the respective public institutions or authorities responsible for the affected assets in accordance with applicable national legislation and the RAP Entitlement Matrix. The implementing agency will coordinate with the relevant authorities to ensure continuity of the affected public services during project implementation.

7.4.5. Loss Of Income/Profit

PAPs whose businesses experience temporary or permanent disruption during construction or operation phases will be entitled to loss of profit allowances. This applies to both legally registered and informal businesses located outside the road reserves, ensuring livelihood restoration support

Table 12: Entitlement Matrix

PAP /IMPACT CATEGORY	Entitled person	Extent of Impact	COMPENSATION	Additional note
Loss of Land Permanent Loss of residential or commercial plot/ non-arable land or access to it (complete or partial.	Individual PAPs Households	Total land affected: 145,620 m ² (14.56 ha) across six villages: - Namichiga B: 32,840 m² - Namichiga A: 18,087 m² - Naunambe: 52,599 m² - Mbekenyera: 18,334 m² - Likangala: 10,607 m² - Mchangani: 13,153 m²	- According to PAP's preference, based on replacement cost, taking into consideration the market value, including the value of any activities conducted on the land. - Land replacements where feasible. - Land for land replacement will be in terms of a new parcel of land of equivalent size and productivity with a secure tenure status at an available location that is acceptable to PAPs. - Transfer of the land to PAPs shall be free of taxes, registration, and other costs - Relocation assistance where feasible (costs of shifting + assistance in reestablishing economic trees +allowance up to a maximum of 12 months while short-term crops mature - If the PAP is a tenant Cash compensation for the harvest or product from the affected land or asset, equivalent to the average market value of the last 3 years, or the market value of the crop for the remaining period of the tenancy/ lease agreement, whichever is greater;	Full loss of land is considered to occur when one of the following applies: - The entire land parcel falls within the project Right-of-Way and is acquired by the project; - The remaining portion of the land is too small, inaccessible, or irregularly shaped to support its intended residential, commercial, or agricultural use; - The remaining land cannot be used safely or economically due to the project works or no longer complies with applicable land use or planning requirements. Also, - Undertake formal Consultations and agree with PAPs on the type of compensation (cash or in-kind) - Provide PAPs an equivalent land (of similar size, value, and quality) in the nearby locality. This only happens: if the land is available and requested by the PAPs and agreed to by the project and concerned Authorities

PAP /IMPACT CATEGORY	Entitled person	Extent of Impact	COMPENSATION	Additional note
Full Encroachers (Informal occupants entirely within road reserve)	Individuals or households fully occupying land within the road reserve without legal title	204 PAPs Loss of land, structures, and/or crops entirely within project ROW	• No compensation for land (as it's public) • Cash compensation for structures at full replacement cost (if occupied) • -Cash compensation for perennial and annual crops • - Livelihood restoration and transitional support • Relocation assistance where displacement occurs	Encroachers are not eligible for land compensation but are compensated for assets and livelihood impacts in line with World Bank ESS5. All assistance is provided to ensure no one is worse off due to the project.
Partial Encroachers (Structures or land partially within road reserve)	Individuals whose plots or structures are partially affected by the project (i.e., part of land is inside road reserve, remainder is legally held or outside project ROW)	204PAPs Partial loss of land, crops, or structures, but continued use of remaining portion is viable	• Cash compensation for the affected portion of structures and formal or customary land • Crops compensated at full replacement value • Disturbance allowance • Right to salvage materials from the affected portion • No resettlement is required where a joint assessment by the Implementing Agency, Supervising Engineer, and Registered Valuer confirms that the remaining land or structure is structurally safe, accessible, and capable of continuing its intended residential, commercial, or agricultural use without posing a risk to occupants or resulting in a significant loss of functionality	If the remaining land parcel is too small or inaccessible to support its existing use, or if the remaining structure is rendered unsafe or unsuitable for continued occupation or use, the asset shall be considered non-viable. In such cases, the PAP will be entitled to full compensation and, where applicable, relocation assistance in accordance with this RAP and ESS5. 5 This category of PAPs will be informed of the possibility of contesting this decision via the Grievance Mechanism.
Loss of Structures	Individual PAPs Households	132 structures affected, comprising: • Residential: 73 • Commercial: 44 • Mixed-use: 11 • Public service: 3 • Agricultural: 1	• Cash compensation for the entire structure and other fixed assets with depreciation and taking into account the market value. • Right to salvage materials without deduction from compensation	Full loss of structure is computed when one of the following happens: (Entire structure is subjected to demolition; The proportion of the impacted area is over more than 30% of its area; and the main features of the house such as soak tank and toilet or kitchen subjected to be

PAP /IMPACT CATEGORY	Entitled person	Extent of Impact	COMPENSATION	Additional note
		119 structures are occupied while 13 are unoccupied.	• (Transport allowance) = 12 tons x actual cost/ton/Km x 20Km • Disturbance allowance (additional to land compensation): Calculated as the assessed land value multiplied by the average interest rate offered by commercial banks on 12-month fixed deposits, in accordance with the Land (Assessment of the Value of Land for Compensation) Regulations.. • Accommodation allowance = Rent/p.m. x 36 Months • Rehabilitation assistance if required (assistance with job placement, skills training)	demolished). When the structure has suffered substantial construction impacts.
Loss of Structures and Public/Community Infrastructure	Structures Only Individual PAPs, Households, Structure owners	30 PAPs comprising 18 commercial structures, 7 residential structures, 3 mixed-use structures, and 2 public structures (boreholes).	• Cash compensation for affected structures at full replacement cost. • Compensation for associated improvements attached to the structure. • Right to salvage materials from the affected structure without deduction from compensation. • Transport, accommodation, and disturbance allowances where physical displacement occurs, in accordance with applicable legislation. • Livelihood restoration assistance where commercial activities are affected.	• Households occupying fully affected residential or mixed-use structures shall receive resettlement assistance where physical displacement occurs. • Owners of commercial structures shall receive assistance for economic displacement in accordance with this RAP and ESS5. • The two public boreholes and the community market structure (business hall) shall be replaced or restored to an equivalent or improved functional standard, in consultation with the responsible authorities and affected users, prior to their removal or interruption of the

PAP /IMPACT CATEGORY	Entitled person	Extent of Impact	COMPENSATION	Additional note
				existing service. Where continuous service is required, temporary alternative facilities or services shall be provided and maintained until the replacement facility is fully operational. All costs associated with replacement, relocation, temporary service provision and restoration shall be borne by the Project and shall not be transferred to the affected community or individual users.
Loss of Business	Individual PAPs Households	Disruption of business activities due to construction or access restrictions	Financial Top-ups, Loss of income)	Compensation for loss of business income/profit shall be provided to eligible PAPs experiencing temporary or permanent disruption of business or livelihood activities as a result of the Project. Such compensation is distinct from, and shall be provided in addition to, any livelihood restoration assistance for which the PAP is eligible. The amount of the financial top-up shall be determined based on the verified loss of income or business earnings, using available financial records, business licenses, tax records, or, for informal businesses, socioeconomic survey data and other verifiable evidence such as business inventories, sales records, or local authority confirmation. Where documentary evidence is unavailable, a reasonable estimate shall be made through triangulation of available information, including consultation with the PAP,

PAP /IMPACT CATEGORY	Entitled person	Extent of Impact	COMPENSATION	Additional note
				socioeconomic survey data, business inventories, sales records where available, market information, and confirmation from relevant local authorities. Compensation for loss of income shall be calculated based on the verified average monthly net income attributable to the affected business or livelihood activity and the applicable period of business disruption. For temporary disruption, compensation shall cover the verified period during which the affected business or livelihood activity is unable to operate or operates at a demonstrably reduced level as a result of the Project. The applicable period shall be determined for each affected PAP based on the nature and duration of the disruption and the time reasonably required to restore or re-establish the affected activity.. Financial compensation for loss of income shall be provided separately from livelihood restoration measures and in accordance with the RAP entitlement framework and the principles of ESS5..
Loss of perennial crops/commercial trees	Farmers or individuals who cultivate the land and who have formal legal ownership rights to the land on which the crops are planted	Total number of crops 2470 in all villages including trees	• Cash compensation for the development of land • Cash compensation based on the type, age and productive value of affected trees	• The valuation of perennial crops will be based on the product of their average yield (kg/tree/year • Valuation will be based on the product of yield, the period between planting and bearing fruits and the market price • The sub-project activities should take into consideration the cropping patterns and seasons to

PAP /IMPACT CATEGORY	Entitled person	Extent of Impact	COMPENSATION	Additional note
				avoid partial or complete loss if possible.
Loss of seasonal crops	Individual PAPs Households Institutions		• Compensation at full replacement cost for seasonal crops that cannot be harvested before land possession or are damaged by project activities. • Where practicable, PAPs shall be given adequate notice and sufficient time to harvest mature seasonal crops before land is taken.	PAPs shall be provided with adequate notice before land possession to enable harvesting where feasible. Where harvesting is not possible or crops are damaged as a result of project activities, compensation shall be paid at full replacement cost in accordance with ESS5 and the RAP entitlement framework.
Loss of cultural assets-graves	Individual PAPs Households	18 graves to be relocated	• Compensation for grave relocation shall be provided in accordance with the Graves (Removal) Act, 1969, while respecting the cultural and traditional practices of the affected families, including customary purification and reburial ceremonies. • Preservation, compensation, and relocation of graves shall be undertaken in consultation with the affected families and the relevant Local Government Authority responsible for approving grave relocation. Where graves are identified as having archaeological or cultural heritage significance, the relevant Government institution responsible for cultural heritage and national antiquities shall also be consulted.	• Identification of the new sites. Relocation of the graves • Costs to cover the reburial ceremonies, buying coffins and construction of tombstones for graves that had tombstones
Land Acquisition and Restrictions Associated with Ancillary Facilities	Landowners, customary landholders, tenants, land users, businesses and	Temporary or permanent acquisition or occupation of land; restriction of access or land use; damage to	• Permanent acquisition: compensation at full replacement cost and applicable resettlement/livelihood	Ancillary facilities not covered by the census, asset inventory and valuation under this RAP shall be subject to prior E&S screening. Where they result in land acquisition, restrictions

PAP /IMPACT CATEGORY	Entitled person	Extent of Impact	COMPENSATION	Additional note
	other eligible PAPs affected by contractor camps, borrow pits, quarries, access roads, detours, spoil disposal areas, stockpile areas and other ancillary facilities	assets; and/or temporary or permanent economic displacement	restoration assistance. Temporary occupation: compensation for temporary loss of land use and verified income/livelihood losses for the period of occupation; restoration of the affected land to its pre-project condition or an agreed productive condition; and compensation at full replacement cost for any damaged or lost assets.	on land use, physical displacement or economic displacement not covered by this RAP, the impacts shall be addressed through a RAP Addendum or other appropriate resettlement instrument acceptable to TANROADS and the World Bank. Compensation, assistance and livelihood restoration requirements shall be completed before access to the affected land or commencement of the relevant works.
Loss Emanating from Construction Activities This includes loss of Access due to construction works (Temporary or permanent disruption of access)	Regular use of the places close to construction sites' livelihoods activates due to improved infrastructure (homes, businesses, schools, Hospitals, etc.	Temporary restriction of access and potential damage to buildings, structures, or other assets located within or immediately adjacent to the approved construction footprint and working corridor during construction activities.	• Provision of alternative access to affected properties wherever practicable. • Any buildings, structures, fences, utilities, or other assets damaged as a result of project activities shall be repaired by the Contractor at no cost to the affected owner or compensated at full replacement cost where repair is not feasible. • PAPs shall have access to the Grievance Redress Mechanism to report and resolve construction-related damages.	Provision of access path(s), wooden planks, etc. not exceeding 100 meters. at identified locations in consultations with the community
Livelihood Restoration	Economically displaced PAPs, including owners of affected businesses, employees, tenants, vulnerable households, farmers losing productive assets, and other PAPs whose income	PAPs experiencing economic displacement (to be determined during RAP implementation based on verified impacts).	• Livelihood restoration planning and counselling. • Business re-establishment support. • Skills development and vocational training. • Financial literacy and entrepreneurship training. • Agricultural extension support and access to improved farm inputs where agricultural livelihoods are affected.	Livelihood restoration measures will be implemented in accordance with the RAP Livelihood Restoration Plan and World Bank ESS5. Support will be tailored to the specific needs of affected PAPs, with priority given to vulnerable households and those experiencing significant income loss.

PAP /IMPACT CATEGORY	Entitled person	Extent of Impact	COMPENSATION	Additional note
	sources are adversely affected by the project.		• Employment opportunities in project-related activities, where feasible and subject to qualifications. • Targeted assistance for vulnerable households. • Monitoring and follow-up to assess livelihood recovery.	
Gender-Responsive Compensation and Assistance	Women PAPs, including female landowners, spouses, women with customary or statutory land rights, women-headed households, widows, female tenants, and women engaged in affected livelihood activities.	All eligible women PAPs affected by the project.	• Equal access to compensation and resettlement assistance without discrimination. • Compensation payments made directly to eligible women or jointly to spouses, as appropriate and in accordance with applicable law and household preferences. • Equal access to livelihood restoration programs, skills training, employment opportunities, financial literacy training, and other project benefits. • Priority support for vulnerable women, including women-headed households, widows, elderly women, and women with disabilities. • Women's participation in consultation, disclosure, grievance redress, and monitoring processes.	The Project shall ensure that women receive compensation and livelihood restoration benefits on an equal basis with men, consistent with the Constitution of Tanzania, applicable land laws, and World Bank ESS5 and ESS10. Measures shall be implemented to prevent discrimination and ensure women's meaningful participation throughout RAP implementation.

7.5. Cut-off date

The cut-off date is a critical mechanism for determining eligibility for compensation and resettlement assistance and for preventing speculative claims. For this project, the socioeconomic census and asset inventory were conducted between 16th and 26th June 2025. Due to the extensive length of the project corridor, the census was undertaken over several days to ensure complete coverage of all affected persons and assets.

Prior to and throughout the census exercise, affected communities were informed through community consultation meetings and local government authorities of the commencement and completion dates of the census. During these meetings, it was clearly communicated that eligibility for compensation and resettlement assistance would be limited to persons, households, and assets identified and recorded during the socioeconomic census and asset inventory, and that any new occupation or assets established after the census would not be eligible. Records of these consultation meetings are provided in Appendix I

Following completion of the field surveys, a two-week period was allocated for data cleaning, verification, and validation of the census and asset inventory to ensure the accuracy of the eligibility database. The verified eligibility list was finalized and formally confirmed on 13 July 2025.

7.6 Vulnerable Groups

Certain Project-Affected Persons (PAPs) may be at higher risk of adverse impacts from displacement due to their social, economic, physical, or cultural characteristics. These vulnerable groups may include but are not limited to female-headed households, elderly persons without family support, persons with disabilities, chronically ill individuals, widows, child-headed households, and extremely poor households.

In line with the World Bank Environmental and Social Standard 5 (ESS5), and the project's commitment to equity and inclusion, these vulnerable groups are entitled to additional assistance beyond standard compensation and resettlement support to ensure that they are not disproportionately harmed by the project and are able to fully restore their living standards and livelihoods.

Entitlements for vulnerable PAPs will include the following:

- Priority access to compensation payments
- Additional transitional support, such as rental assistance, or transportation for relocation;
- Tailored livelihood restoration support, including home-based income opportunities, caregiver support, or access to targeted training programs;
- Assistance with legal and administrative requirements, such as obtaining replacement documents, land titles, or accessing social services;
- Individualized case management, including regular follow-up by social officers to ensure effective support;
- Preferential access to grievance mechanisms, with dedicated staff or focal points to assist vulnerable individuals with complaints or appeals.

All vulnerable households were identified during the census and socio-economic survey and recorded in the entitlement database. These households will be continuously monitored throughout the resettlement process to ensure they are receiving their entitlements and are not experiencing undue hardship.

7.7 Entitlements for Unforeseen Impacts

Unforeseen impacts may arise during project implementation despite comprehensive planning and assessment. These impacts may include unexpected loss of assets or access to communal resources, livelihood disruptions, impacts on previously unidentified persons or structures, project design changes extending beyond the original corridor, or construction-related environmental and health risks. In line with the World Bank's Environmental and Social Standard 5 (ESS5) and the Do No Harm principle, such impacts will be addressed in an equitable, transparent, and timely manner.

Unforeseen impacts will be identified through continuous field monitoring by safeguard teams, contractor and supervision consultant reporting, and use of the Grievance Redress Mechanism (GRM). Identified impacts will be verified and assessed to determine eligibility and quantify losses. Affected persons will receive compensation or assistance equivalent to the approved Entitlement Matrix or supplementary entitlements where required, with ongoing community engagement, disclosure, monitoring, and reporting to ensure accountability and effective resolution.

7.8 Handling of Temporary Impacts

Temporary impacts may occur during construction activities, including temporary land occupation, restricted access to properties or businesses, disruption of livelihoods, and damage to crops or other assets. The Project will minimize such impacts through careful planning and consultation with affected persons. Where temporary losses are unavoidable, affected persons shall receive appropriate compensation or assistance in accordance with the Entitlement Matrix and ESS5. All temporarily occupied land shall be restored to its original or an agreed condition after construction, and temporary impacts will be monitored throughout implementation. Affected persons will also have access to the Grievance Redress Mechanism (GRM) to ensure that any concerns are addressed promptly.

7.9 Gender-Specific Eligibility and Inclusion

Women in rural project areas may face barriers to accessing compensation and resettlement entitlements due to customary land tenure practices, limited documentation, and social norms, particularly where they are not recognized as formal land or asset owners. During the census and asset inventory conducted from 16–26 June 2025, efforts were made to capture information on all household members and asset users, including women, and to identify female-headed and vulnerable households. However, some women's customary or informal claims may not have been fully recorded.

To address potential gender-related gaps, the project will apply additional measures to ensure equitable inclusion. These include verification of women's land and asset use during grievance handling and follow-up consultations, joint entitlement and compensation arrangements for jointly used assets, and direct recognition of widows and female dependents where applicable. Women lacking formal documentation will be supported through administrative and legal assistance, and female-headed households will receive priority consideration for transitional support and livelihood restoration measures. These actions aim to ensure that women benefit equitably from compensation and resettlement processes in line with national frameworks and World Bank ESS5.

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CHAPTER EIGHT

8.0. VALUATION AND COMPENSATION

8.1. Introduction

This chapter presents the valuation approach, methodology, and compensation entitlements applied for Project-Affected Persons (PAPs) under the road project. Valuation was undertaken to ensure compensation at full replacement cost, in compliance with the World Bank Environmental and Social Standard 5 (ESS5) and applicable Tanzanian laws and regulations, including land acquisition and valuation legislation. The process aimed to prevent impoverishment and enable PAPs to restore or improve their pre-project living standards and livelihoods.

All affected assets were valued by qualified and licensed valuers, with oversight from relevant authorities. Compensation assessment covered statutory components such as market value of unexhausted improvements, disturbance allowance, loss of profit, transport allowance, and accommodation allowance. Asset values were determined using market comparisons, income-based valuation, or replacement cost methods, ensuring fairness, consistency, and alignment with both national legal frameworks and international best practice.

8.2 Valuation Principles

The valuation and compensation process were guided by a set of core principles designed to ensure fairness, compliance with applicable legal frameworks, and alignment with the World Bank Environmental and Social Standards (ESS5). These principles are described below:

a) Full Replacement Cost

The principle of full replacement cost ensures that all affected assets including land, structures, crops, and other immovable improvements are valued based on the amount it would cost to replace them in today's market without considering depreciation. This approach ensures that PAPs are not left worse off as a result of the project. For buildings and structures, replacement cost includes the cost of materials, labor, transport, contractor margins, and any associated fees. For land, it is based on prevailing market rates for similar land in comparable locations. Crops and trees are valued using government-approved schedules that reflect market value at various stages of maturity.

b) Transparency

Transparency was a cornerstone of the valuation process. The methods, unit rates, and valuation criteria were explained to PAPs during consultation meetings and individual household visits. Each affected person had the opportunity to review the inventory of their affected assets, verify accuracy, and provide feedback. This open approach fostered trust, helped minimize misunderstandings or disputes, and reinforced the credibility of the compensation process. Public disclosure of valuation schedules and grievance redress mechanisms further enhanced transparency.

c) Equity

The valuation process aimed to treat all PAPs fairly and equitably, regardless of their socioeconomic status, tenure security, or the type of asset affected. Equity in compensation was ensured by considering the unique circumstances of each household, including the condition, use, and productivity of affected assets. Special consideration was given to vulnerable groups such as female-headed households, elderly persons, and people with disabilities by applying supportive measures to ensure

they receive adequate and accessible compensation and assistance. Where similar assets differed in condition or construction quality, this was reflected in the valuation amounts provided

d) Participation

Active participation of PAPs was emphasized throughout the valuation process. During the census and asset inventory stages, households were directly involved in identifying and confirming their assets. Feedback was encouraged, and PAPs were invited to raise concerns or request clarification on any aspect of the valuation. This participatory approach strengthened the legitimacy of the process and increased the likelihood of acceptance of compensation outcomes. It also allowed for culturally appropriate engagement and helped ensure that no group was excluded, especially vulnerable and marginalized individuals.

8.3 Census and Asset Inventory

The census and asset inventory process are a critical component of the Resettlement Action Plan (RAP), as required under World Bank Environmental and Social Standard 5 (ESS5). These activities serve to identify all persons and households who will be displaced or otherwise affected by the project, establish eligibility for compensation and resettlement assistance, and provide the data necessary for transparent and equitable valuation.

8.3.1 Purpose and Objectives

The main objectives of the census and asset inventory were to:

- Identify and enumerate all Project-Affected Persons (PAPs), including those experiencing physical and/or economic displacement;
- Establish a cut-off date for eligibility for compensation and assistance;
- Generate detailed data on the type, quantity, quality, and legal status of all affected assets;
- Classify PAPs according to categories of impact (e.g., land loss, structure loss, livelihood impact);
- Identify vulnerable individuals and households who may require additional support;
- Provide a verified database for use in asset valuation, entitlement calculation, and monitoring of resettlement outcomes.

8.3.2 Methodology

The census and inventory were conducted by qualified valuation professionals and trained enumerators, working in collaboration with local government authorities, ward and village leaders, and community representatives. A combination of tools and techniques was used, including:

a) Census Survey of Households

As part of the Resettlement Action Plan (RAP) process, a comprehensive household census was conducted to enumerate all Project-Affected Persons (PAPs) within the project's right-of-way. Each potentially affected household was visited in person by trained enumerators working under the supervision of licensed valuers, sociologists and in coordination with local government leaders. The census captured essential demographic and socioeconomic data to establish a clear baseline for

entitlement eligibility, vulnerability assessment, and resettlement planning. Information collected included household composition, national identification numbers, age, gender, marital status, education level, occupation, land tenure type, sources of income, and the duration of residence at the affected location. Particular emphasis was placed on identifying vulnerable individuals and households who may face additional risks due to displacement. These included female-headed households, elderly persons living alone, people with disabilities, chronically ill individuals, and landless tenants or informal occupants. Such households were flagged for targeted support and assistance during relocation and livelihood restoration processes. The census data also informed the determination of livelihood dependency on affected assets, ensuring that compensation and assistance packages would enable PAPs to restore or improve their pre-displacement living conditions.

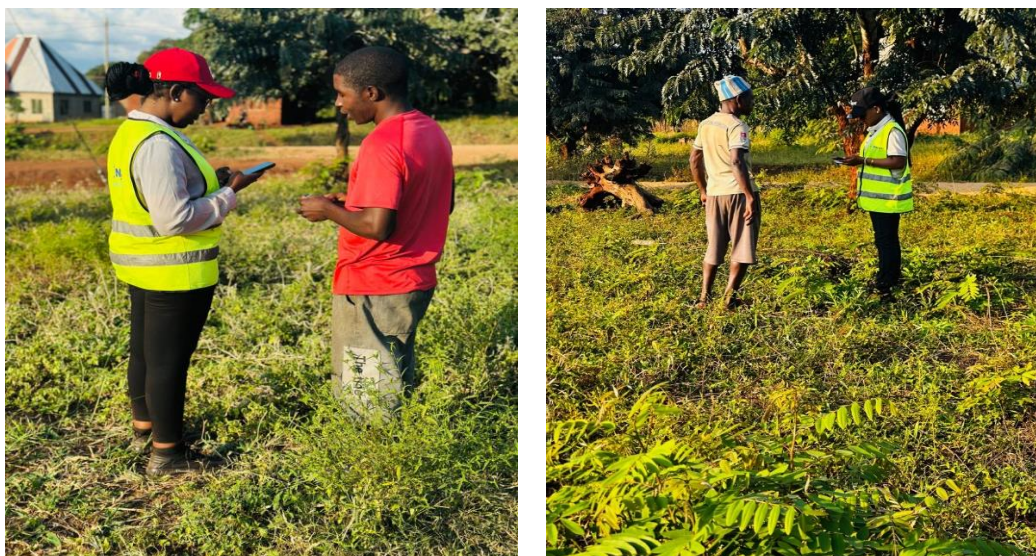


Figure 19: Field Enumerators Conducting Household Interviews with Project-Affected Persons (PAPs) in the Project Area

Source: (Social-Economic Survey, June 2025)

b) Asset Inventory

In parallel with the household census, a comprehensive asset inventory was conducted to document all immovable assets affected by the project. This process involved systematic field verification, measurement, and recording of land parcels, structures, trees, crops, and other physical developments owned or used by Project-Affected Persons (PAPs). For land, parcel boundaries were mapped using handheld GPS devices, and key details such as size, land use (residential, agricultural, or commercial), legal status (e.g., granted right of occupancy, customary tenure, or informal occupation), and any encumbrances or disputes were documented.

All structures were inventoried with precision, categorized by their use (residential, commercial, or auxiliary), and assessed for size, construction materials (e.g., burnt bricks, mud and wattle, cement), roofing type, foundation, presence of flooring and ceilings, physical condition, and estimated construction year. Measurements were taken and photographs captured to provide a visual record and enhance accuracy in valuation.

Crops and trees were also recorded in detail. Tree species were identified and documented based on type and stage of maturity using standardized categories (e.g., seedling, young, mature) as per the government's approved valuation guidelines. The Southern Zone Tree Valuation Table (2023) was used

as a reference for estimating economic value. For seasonal and perennial crops, the acreage, productivity, and current market value were considered.

In addition to the above, other permanent improvements were inventoried. This included infrastructure such as water wells (drilled and hand-dug), septic tanks, pit latrines, fences, animal sheds, and boreholes. All items were assigned provisional replacement values based on recognized construction standards and prevailing market rates. This asset inventory formed the foundation for determining compensation entitlements and ensuring that all losses were accounted for at full replacement cost, without deductions for depreciation.

c) Photographic and Spatial Documentation

To enhance data accuracy, transparency, and traceability, all affected structures and land parcels were geo-referenced and photographed during the field inventory. Enumerators used GPS-enabled tablets to capture spatial coordinates for each structure and plot, ensuring precise location referencing for valuation and resettlement planning. Each asset was tagged with a unique household identification code, which was physically marked on-site and digitally linked to the corresponding photographic and inventory data. Sketch maps were also prepared to visually represent the layout of affected parcels and their relation to key landmarks, infrastructure, and project boundaries. This spatial and photographic documentation provides a verifiable record of the pre-project conditions and serves as a critical safeguard for both project implementers and PAPs throughout the compensation and relocation process.



Figure 20: Valuated Asset with Unique Number at Mbekenyera Village
Source: (Social-Economic Survey, June 2025)

d) Community and Leadership Validation

To ensure accuracy, fairness, and transparency in the inventory and valuation process, all collected data were subjected to community and leadership validation. Each recorded asset and household entry was cross-checked through in-person consultations with the respective household members, adjacent neighbors, and local leaders, including Ward Executive Officers (WEOs), Village Executive Officers (VEOs), and Village Chairperson leaders. This collaborative validation process helped to resolve

discrepancies, verify land ownership and use rights, and identify any omissions or overlapping claims. After initial data compilation, draft asset inventories were disclosed to the affected households for review. PAPs were given the opportunity to provide feedback, request corrections, and confirm the accuracy of the information recorded. This participatory step was critical in building trust, ensuring informed consent, and reducing the risk of future grievances.

8.3.3 Inclusion of Vulnerable Groups

Special attention was given to identifying households with heightened risk of impoverishment or marginalization due to displacement. Vulnerable PAPs identified through the census included:

- Female-headed households
- Elderly persons living alone
- People with disabilities
- Households below the poverty line
- Orphans or child-headed households

These individuals were flagged for tailored support measures

8.4 Valuation Methodology

The valuation methodology adopted for this project was designed to ensure that all Project-Affected Persons (PAPs) receive fair and adequate compensation at full replacement cost, as defined under the World Bank Environmental and Social Standard 5 (ESS5) and consistent with the Land (Assessment of the Value of Land for Compensation) Regulations, 2018 and other relevant Tanzanian legislation. The process was led by registered professional valuers and undertaken in close collaboration with local authorities and affected communities.

8.4.1 Land Valuation

Land was valued based on the officially approved valuation rates applicable in Ruangwa District Council for the 2023–2024 valuation period. The valuation considered factors such as location, land use, accessibility, development potential, and prevailing market conditions. In accordance with the approved valuation schedule, land in Mbekenyera and Naunambe was valued at TZS 4,500 per square metre, Namichiga A and Namichiga B at TZS 4,000 per square metre, and Mchangani and Likangara at TZS 5,000 per square metre. All affected land was held under customary tenure, and none of the Project Affected Persons (PAPs) possessed formal title deeds or granted rights of occupancy. Consequently, no compensation was provided for surveying, title preparation, or legal transfer costs. The resulting land compensation amounts shall be verified against the full replacement cost standard established under this RAP and ESS5, and any identified shortfall shall be addressed in accordance with Section 8.4.4.

8.4.2 Structures and Building Valuation

All affected buildings and structures were valued using the Replacement Cost Approach, which involved estimating the current cost of reconstructing a building of similar size, quality, and function, employing materials and workmanship of comparable standards. The valuation utilized by the AREC Co. Valuers' approved unit construction rates for 2023, which were applied based on the specific type, material, and

condition of each structure within the project area. For example, simple structures such as mud-and-wattle houses were valued between TZS 100,000 and TZS 200,000 per square meter, reflecting their basic construction characteristics, whereas more permanent buildings constructed with burnt bricks, cement plaster/rendering, cement screed flooring, modern metal roofing, and electricity connection were valued higher, ranging from TZS 300,000 to TZS 450,000 per square meter. Additionally, auxiliary structures including wells, septic tanks, pit latrines, animal sheds, and boundary walls were valued at predetermined lump-sum rates according to their size and construction materials, ensuring all types of improvements were properly compensated. The adoption of these standardized and up-to-date building rates facilitated uniformity and fairness in valuation across all project villages, while ensuring that replacement costs were not underestimated. In compliance with World Bank ESS5 guidelines, no deductions for depreciation or physical deterioration were made, guaranteeing that affected persons would receive full compensation at replacement value.

8.4.3 Crops and Trees Valuation

The valuation of crops and trees was conducted based on species type, quantity, and their growth or maturity stage at the time of the assessment, in accordance with the 2023 Agricultural Valuation Guidelines for the Southern Zone, which applied uniformly across all project villages. A maturity-based percentage model was used to adjust compensation values proportionally to the development stage of each crop or tree; for example, seedlings were valued at 15% of their full market value, while fully mature crops and trees were compensated at 100% of their agricultural worth. This approach ensured equitable and consistent valuation throughout the project area, encompassing diverse agricultural profiles in villages such as Namichiga and Mbekenyera, where various fruit trees, timber species, and seasonal crops were prevalent. The methodology facilitated fair compensation reflecting actual productive value, thus safeguarding the livelihoods of affected persons relying on these agricultural resources.

8.4.4 Replacement Cost Verification and Top-Up

Prior to compensation payment, TANROADS shall verify that the approved valuation amounts meet the full replacement cost standard established under this RAP and ESS5. Where statutory valuation rates or approved compensation amounts are insufficient to replace an affected asset without depreciation or uncompensated transaction costs, the Project shall provide the necessary supplementary amount or top-up so that the PAP receives the equivalent of full replacement cost. Such supplementary payments shall form part of the RAP compensation budget and shall be documented in the individual PAP entitlement record.

8.4.5 Compensation for Loss of Income or Business

In addition to compensation for land, structures, and other physical assets, affected persons experiencing economic displacement due to loss of income or business activities were entitled to fair compensation. Economic displacement arises when households or individuals lose business premises, productive assets, or access to sources of livelihood due to the project's land acquisition and construction activities.

The assessment of income or business losses followed a systematic approach to ensure that affected persons were compensated fairly for temporary or permanent income disruptions. This process involved:

- Identification of economically displaced persons: During the census and asset inventory, households and individuals engaged in commercial activities—including retail shops, small-scale trading, agricultural production for sale, or service provision—were identified.
- Documentation of income sources and revenue: Where feasible, income statements, business records, or alternative evidence such as market surveys, tax records, or community verification were collected to establish baseline income levels and the contribution of affected assets to livelihood generation.
- Calculation of compensation value: The value of income loss was determined based on the documented average monthly net income attributable to the affected business or livelihood activity. Compensation was provided for a transitional period deemed sufficient for the PAP to restore their business or livelihood, typically ranging from three to six months depending on the nature and severity of impact.
- Provision of livelihood restoration support: Beyond financial compensation, affected persons were offered livelihood restoration assistance, including training, access to credit, or business development services, to facilitate recovery and improve income-generating capacity.

8.4.6. Compensation Allowances

a. Disturbance Allowance:

To support PAPs in resettlement and transition, compensation included various allowances as per national and World Bank Standards Disturbance Allowance was incorporated to recognize the psychological stress, inconvenience, and additional expenses incurred due to displacement and disruption of livelihoods. He recommended Disturbance Allowance is 6% which is average percentage offered by commercial Banks of fixed deposits such as the 12 months fixed deposit at the time of loss land in compliance with the provision of the land act of 1999. It was uniformly applied across all affected villages to provide financial support for unforeseen costs such as temporary relocation expenses, loss of income during transition, and other disturbances not directly covered by replacement costs. This allowance aims to facilitate smoother resettlement and help PAPs adapt to new conditions with reduced hardship.

b. Transport Allowance:

According to section 179 subsection 11 of the aforesaid land act no.4 of 1999, the transport allowance was provided specifically to households with affected residential buildings to assist with the costs of relocating their belongings. This allowance was set as a fixed payment of TZS 300,000 per household, reflecting the estimated expense of moving up to twelve (12) tons of household goods over a distance of twenty (20) kilometers. The calculation was based on a standard transport cost rate of TZS 1,250 per ton per kilometer (TZS 1,250 x 12 tons x 20 km), ensuring a fair and transparent method for determining the allowance. This payment aimed to ease the financial burden of relocation by covering the majority of transport-related costs, thus supporting a smoother transition for affected families during resettlement.

c. Loss of Accommodation:

According to the land (assessment of the value of land for Compensation) Regulation, 2018 (G.N No.136 Published on 23/03/2018, Accommodation Allowance is calculated by Considering Market rents of the affected properties. These are multiplied by 36 months, being the duration of construction of another house thus:

Accommodation Allowance=Rent/p.m. x 36 months.

d. Loss of Profit

Loss of profit is assessed by establishing Net profit per month multiplied by Applicable Number of Months of Disruption. i.e this profit must be obtained from audited accounts,

Loss of Profit=Verified Average Monthly Net Income × Applicable Number of Months of Disruption.

e. Grave Relocation Allowance:

A Grave Relocation Allowance was also included to address the sensitive and specific needs of households with affected burial sites within the project area. This allowance was calculated as a fixed lump sum payment of TZS 300,000 per grave to cover all costs related to the dignified exhumation, safe transportation, and respectful reburial of human remains. The payment was intended to ensure that affected families could conduct the necessary rites in accordance with cultural and religious practices without incurring prohibitive expenses. This allowance was administered in consultation with local authorities and community leaders, ensuring that the process complied with both national regulations and World Bank standards for involuntary resettlement.

These allowances were standardized and applied uniformly across all villages, ensuring equity, transparency, and compliance with the World Bank's requirement for livelihood restoration.

CHAPTER NINE

9.0. LIVELIHOOD AND INCOME RESTORATION

9.1 Introduction

This chapter outlines the livelihood restoration measures proposed for Project-Affected Persons (PAPs) impacted by the project, with the objective of restoring and, where feasible, improving pre-displacement income levels and living standards. The proposed strategies are informed by consultations conducted during the census and socio-economic assessments to ensure they are context-appropriate and responsive to PAPs' needs.

In line with the World Bank Environmental and Social Standard 5 (ESS5), the chapter provides a framework to minimize displacement-related risks and support the timely re-establishment of sustainable livelihoods for affected individuals and communities.

Livelihood restoration shall be implemented as an integral part of RAP implementation and shall not be deferred until after displacement. Preparatory measures—including beneficiary verification, consultation on preferred livelihood options, financial literacy, agricultural planning, vocational enrolment and arrangements for business restoration—shall commence before or concurrently with compensation. Where livelihood activities are interrupted by land acquisition or displacement, transitional support shall be maintained until the affected household or person has had a reasonable opportunity to re-establish the affected livelihood. Livelihood restoration outcomes shall subsequently be monitored against the socioeconomic baseline, and corrective measures shall be implemented where restoration objectives are not being achieved.

9.2. The aims of the Livelihood Restoration Plan (LRP)

The livelihood restoration program aims to prevent impoverishment of Project-Affected Persons (PAPs) and support the recovery or improvement of pre-displacement income levels through timely assistance and access to productive resources and income-generating opportunities. The program places particular emphasis on vulnerable groups, ensuring that elderly-headed, female-headed, disabled, and poor households receive targeted support. Overall, the program seeks to promote sustainable and resilient livelihoods that improve living standards and contribute to long-term community well-being beyond the resettlement period.

9.3. Needs Assessment and Programs Identification

A targeted needs assessment was conducted across the six project-affected villages within Namichiga, Mbekenyera, and Ruangwa wards. The assessment aimed to identify suitable livelihood restoration interventions based on the expressed needs, capacities, and preferences of Project Affected Persons (PAPs). The process used a combination of household surveys, focus group discussions, and key informant interviews, and was aligned with ESS5 requirements to ensure inclusive and participatory planning.

During the assessment, PAPs were asked to indicate the types of support that would most effectively restore or improve their livelihoods following the land acquisition impacts. The four key categories of livelihood support identified were:

- Agricultural inputs (e.g., seeds, tools, fertilizers)
- Vocational training (e.g., carpentry, tailoring, mechanics)
- Small business loans or grants to support microenterprises
- Job placement assistance, particularly in relation to project related.

9.4. Willingness To Participate in Livelihood Restoration Program

As part of the stakeholder engagement and needs assessment process for the Namichiga–Ruangwa Road Project, all Project Affected Persons (PAPs) were consulted on their willingness to participate in livelihood restoration programs. The aim was to assess the level of interest in the proposed interventions and inform the design and scale of program delivery.

The consultations, conducted through household surveys and village meetings, covered six project-affected villages across the Namichiga, Mbekenyerera, and Ruangwa wards. The results demonstrate a strong level of community engagement and readiness to participate in post-displacement livelihood support activities. The results of the socio-economic survey.

Table 13: Summary of Willingness to Participate

Ward	Village	Yes	No	Total
Namichiga	Namichiga A	53	26	79
	Namichiga B	61	22	83
Mbekenyerera	Naunambe	114	44	158
	Mbekenyerera	66	33	99
Ruangwa	Mchangani	17	4	21
	Likangala	20	7	27
Total		331	136	467

Source: (Social-Economic Survey, June 2025)

The figure below illustrates the willingness to participate by PAPs:



Figure 21: Willingness to Participate in Livelihood Restoration Program of PAPs

Source: (Social-Economic Survey, June 2025)

Out of the 467 Project Affected Persons (PAPs) surveyed, 331 individuals (70.9%), as illustrated in Figure 21, expressed willingness to participate in the Livelihood Restoration Program (LRP). Willingness to participate was high across all project villages, with the largest number of affirmative responses recorded in Naunambe Village (114 PAPs), followed by Mbekenyerera (66 PAPs), Namichiga B (61 PAPs), and Namichiga A (53 PAPs). In contrast, 136 PAPs (29.1%) indicated that they were unwilling to participate, citing reasons such as advanced age, health-related limitations, lack of interest in training-based interventions, or a preference to manage their compensation independently. Overall, the high level of interest indicates that most PAPs recognize the value of structured livelihood support in restoring income sources. The findings support the implementation of livelihood restoration

interventions, particularly in agriculture-dependent areas. At the same time, the concerns of PAPs unwilling to participate highlight the need for targeted follow-up and inclusive approaches, especially for vulnerable and less-engaged households, to ensure effective and equitable program implementation. The Livelihood Restoration Program (LRP) will be implemented in a phased manner. Detailed planning and beneficiary verification will be undertaken immediately after RAP approval and prior to compensation payment. The Livelihood Restoration Plan (LRP) shall be prepared and finalized before completion of compensation payments and physical displacement, to ensure that the required livelihood restoration measures are identified and planned in advance. Livelihood restoration activities will commence within three months following the completion of compensation payments and physical displacement, where applicable, to minimize interruptions to household income. The program will be implemented over a period of 24 months, with periodic monitoring conducted every six months to assess participation, progress, and outcomes. Based on the monitoring results, corrective measures and additional support will be provided where necessary to ensure that affected households restore or improve their livelihoods in accordance with the objectives of this RAP and World Bank ESS5.

9.5 Proposed Livelihood Restoration Programs

9.5.1 Approach to the Livelihood Restoration Program for Ensuring Unrestricted Access, Transparency, and Accountability

To ensure unrestricted access, promote transparency, and uphold accountability, a participatory and inclusive approach was adopted in the design and implementation of the Livelihood Restoration Program (LRP). During the Resettlement Action Plan (RAP) studies, all Project Affected Persons (PAPs) were informed of the available livelihood support options and provided with opportunities to express their preferences and priorities.

Information was collected through structured questionnaires and individual interviews, using tools that were simple, culturally appropriate, and time-efficient, taking into account the socio-economic conditions and literacy levels of the affected population. This approach enabled PAPs to make informed decisions and actively participate in livelihood planning.

The design and implementation of the LRP are guided by the following core principles:

- **Restoration and Enhancement of Livelihoods:** The program aims not only to restore pre-displacement livelihoods but also to enhance household income, agricultural productivity, and overall well-being.
- **Context-Sensitive Program Design:** Livelihood interventions are tailored to local conditions, including prevailing livelihood systems, skills, market access, and existing community initiatives, to ensure relevance and long-term sustainability.
- **Support to Vulnerable Households:** Targeted assistance is provided to vulnerable PAPs, including female-headed households, the elderly, and persons with disabilities, to ensure equitable participation and outcomes throughout the planning and implementation process.
- **Gender Equity:** The LRP is implemented in a gender-responsive manner, ensuring equal access for men and women to livelihood opportunities, training, and support services, with gender considerations integrated across all stages of the program.

9.5.2 Agricultural Training and Support

Agriculture is the predominant livelihood activity for the majority of Project Affected Persons (PAPs) along the road corridor, particularly in the wards of Namichiga, Mbekenyera, and Ruangwa. Findings from the household surveys and consultations conducted during the needs assessment confirm that agricultural support is a top priority for livelihood restoration following land acquisition impacts.

In response, the Livelihood Restoration Program (LRP) includes a dedicated agricultural training and support component aimed at restoring and enhancing agricultural productivity, increasing household incomes, and promoting climate-resilient farming. The interventions have been designed to align with the agro-ecological conditions of the area and are grounded in local capacities and expressed preferences

9.5.3 Financial Management Training for Compensation Payments

Financial management training is a critical component of supporting Project Affected Persons (PAPs), aiming to equip them with the knowledge and skills needed to make informed decisions regarding the use of their compensation payments. The primary objective of this training is to promote responsible financial behavior that enhances long-term well-being and helps PAPs invest in sustainable housing, livelihoods, and other productive assets. Without proper guidance, there is a risk that compensation funds may be quickly spent on short-term needs or non-essential items, a scenario commonly observed in similar contexts. This challenge is particularly significant among low-income households and communities dependent on subsistence livelihoods, where financial planning experience may be limited, and the sudden influx of cash can lead to unintended social, economic, or familial consequences.

To mitigate these risks, financial literacy training should be delivered either before or immediately after the disbursement of compensation payments. Integrating this training into the pre-compensation sensitization process can further enhance its effectiveness by preparing PAPs in advance. The training will focus on key topics such as financial planning, savings, and effective cash management, ensuring that participants are empowered to make sound investment decisions aligned with their long-term goals. Collaboration with relevant stakeholders will be essential to the success and sustainability of the training. TANROADS should partner with local government authorities particularly community development officers at district and ward levels as well as banks, NGOs, civil society organizations, and religious institutions already engaged in financial literacy or livelihood support initiatives. Such partnerships will help localize the training content and delivery methods, making them more relevant and accessible to the PAPs.

Special attention should be given to both economically and physically displaced households, with an inclusive approach that ensures no group is left behind. Workshops and seminars will serve as the main platforms for delivering the training. To address potential gender disparities in participation, TANROADS should consider organizing additional training sessions specifically aimed at increasing women's involvement, recognizing their critical role in household financial management.

Training sessions will cover two core areas:

1. Financial management and savings emphasizing budgeting, planning, and saving techniques.
2. Cash management focuses on the responsible use of compensation funds, prioritizing long-term stability over short-term consumption.

9.5.4 Vocational Training

Vocational training forms a key component of the Livelihood Restoration Program (LRP) under this project. The objective of this intervention is to equip Project Affected Persons (PAPs), especially those who are economically displaced or unable to return to their previous livelihoods, with practical skills that can enable them to pursue new income-generating opportunities. This is particularly critical for vulnerable individuals, such as youth, women, persons with disabilities, and elderly-headed households, who may face additional barriers to employment or self-reliance.

The training will target trades and skills that are both market-relevant and feasible within the local economic context. Potential vocational areas include tailoring, carpentry, welding, mechanics, masonry, food processing, hairdressing, poultry farming, and other small-scale agribusinesses. Training areas will be selected in consultation with local authorities, community development officers, and the PAPs themselves to ensure alignment with local demand and participants' interests.

TANROADS, in collaboration with local government authorities and vocational training institutions, will coordinate the design and delivery of the training. Partnerships with the Vocational Education and Training Authority (VETA), local technical colleges, NGOs, and private sector actors will ensure quality and relevance. The training programs will also include modules on basic entrepreneurship, business management, and financial literacy to support successful self-employment or integration into the job market.

To ensure inclusion, particular attention will be given to vulnerable PAPs, including those with low education levels or limited mobility. Where necessary, adapted or community-based training will be provided, and where feasible, start-up kits or linkage to microcredit services may be included to support post-training business development.

Training sessions will be conducted in accessible locations within or near the project area, with schedules designed to accommodate participants' availability. TANROADS will also monitor attendance and outcomes, providing follow-up support and referrals for further development where appropriate.

The expected outcomes of the vocational training program include:

- Increased employability and self-employment among PAPs;
- Diversified household income sources;
- Reduced long-term economic vulnerability, especially for displaced and vulnerable groups;
- Strengthened local economic resilience in the Namichiga–Ruangwa corridor.

9.5.5 Job Placement Assistance

Job placement assistance forms a key component of the Livelihood Restoration Program (LRP), aimed at supporting Project Affected Persons (PAPs) to access short- and long-term employment opportunities generated directly or indirectly by the project. The objective is to ensure that PAPs particularly economically displaced and vulnerable individuals receive fair and prioritized access to income-earning opportunities during and after project implementation.

During the construction phase, the project is expected to generate employment opportunities, especially in unskilled and semi-skilled labour categories. TANROADS, in collaboration with contractors and local authorities, will facilitate a transparent and inclusive recruitment process that prioritizes eligible PAPs for available positions, including construction labour, security services, logistics support, and site maintenance.

To enhance effectiveness, job placement support will include:

- Registration and profiling of PAPs' skills and employment preferences;
- Coordination with contractors to identify labour requirements and communicate job opportunities;
- Organization of job orientation sessions and preparation of PAPs for interviews and short-term employment.

Special consideration will be given to vulnerable groups, including women, persons with disabilities, and elderly-headed households, to promote equitable access to employment opportunities. Where direct project-related employment is not feasible, PAPs will be supported through linkages to alternative employment or local enterprise opportunities.

Expected outcomes of the job placement assistance include:

- Improved access to project-related employment for PAPs;
- Reduced short-term income disruption for economically displaced households;
- Enhanced livelihoods and local workforce capacity; and
- Strengthened community relations and increased project acceptance.

9.5.6 Small Business Loans

Small business loans under the Livelihood Restoration Program are intended to support Project Affected Persons (PAPs) in establishing or expanding micro and small enterprises to achieve sustainable income generation. Delivered through partnerships with microfinance institutions, SACCOs, or local banks, the loans will address barriers to affordable capital, particularly for PAPs unable to return to farming or formal employment. The program will include business development and financial literacy training, linkages to credit providers, group lending or guarantee options for vulnerable groups, and ongoing mentorship. The approach is gender-sensitive and inclusive, aiming to strengthen self-reliance, reduce income vulnerability, and promote long-term livelihood sustainability.

9.6 PAPs' Own LRP Initiatives

As part of the participatory planning process for the Livelihood Restoration Program (LRP), Project Affected Persons (PAPs) were consulted regarding their preferred types of livelihood support. The responses reveal diverse interests and priorities, reflecting both the socio-economic context and the specific needs of each ward and village.

The most preferred form of livelihood support across all locations was agricultural inputs, followed by vocational training, small business loans or grants, and lastly, job placement assistance. The Figure below illustrates the percentage of PAPs who expressed interest in each livelihood option:

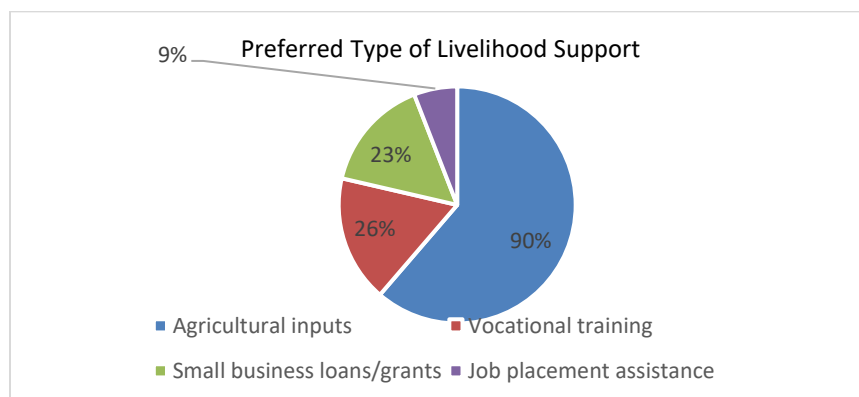


Figure 22: Preferred type of Livelihood Restoration Support of PAPs

Source: (Social-Economic Survey, June 2025)

9.7 Support for Vulnerable Groups

The Livelihood Restoration Program (LRP) places strong emphasis on supporting vulnerable Project Affected Persons (PAPs), who account for 166 individuals (approximately 35.5%) of the affected population. Vulnerable groups include elderly persons, female-headed households, persons with disabilities, and low-income households, with the highest concentration identified in Naunambe and

Mbekenyera villages. Many individuals fall into overlapping vulnerability categories, increasing their risk of exclusion and livelihood insecurity.

To address these risks, the LRP prioritizes inclusive, tailored interventions that enable full participation of vulnerable PAPs. Measures include targeted livelihood support for elderly, disabled, and female-headed households; linkages to government social protection programs such as TASAF; provision of psycho-social support to address social and emotional impacts of displacement; and capacity building of local committees to strengthen inclusion, gender sensitivity, and equity in program implementation. These measures aim to restore livelihoods while promoting dignity, self-reliance, and long-term social inclusion for vulnerable PAPs.

9.8 Gender-Inclusive Livelihood Planning

The Livelihood Restoration Program (LRP) will ensure that women have equal access to all forms of livelihood support, recognizing their critical role in household and community economic activities. This includes equitable access to agricultural inputs, vocational training, financial services, and business development opportunities.

The program will actively promote the formation and strengthening of women's groups and cooperatives as platforms for collective empowerment, peer learning, and improved access to markets and credit facilities.

To address practical barriers that limit women's participation, such as childcare responsibilities, inconvenient training schedules, and limited mobility, the LRP should incorporate flexible training times, provide childcare support during sessions, and consider localizing activities within accessible community spaces. These measures should be designed in consultation with women beneficiaries to ensure responsiveness to their needs.

9.9 Time-Bound Plan for Livelihood Restoration Activities.

The Livelihood Restoration Program (LRP) will be implemented in phases to ensure that affected households receive timely support before, during, and after project implementation. Table below presents the indicative implementation schedule.

Activity	Timing	Responsible Institution
Verification of eligible PAPs and confirmation of livelihood preferences	Before compensation payment	TANROADS, Supervising Consultant, Local Government Authorities
Financial literacy and compensation management training	Before and immediately after compensation payment	TANROADS, Local Government Authorities, Financial Institutions
Agricultural training and distribution of agricultural inputs	Within 3 months after compensation payment	TANROADS, District Agricultural Office
Vocational skills training	Within 3–6 months after compensation payment	TANROADS and Local Government Authorities
Job placement assistance	During the construction period	TANROADS, Contractor
Small business loan and enterprise support	Within 6 months after compensation payment	TANROADS, Financial Institutions, Local Government Authorities
Monitoring and evaluation of livelihood restoration outcomes	Every six months for 24 months after commencement of the LRP	TANROADS and Supervising Consultant

The Livelihood Restoration Program will commence immediately following compensation payment and continue for a period of 24 months. Progress will be monitored every six months to assess the

effectiveness of the interventions. Where monitoring indicates that livelihoods have not been adequately restored, additional support measures will be provided in accordance with the objectives of this RAP and World Bank ESS5.

CHAPTER TEN

10.0. INSTITUTION RESPONSIBILITIES FOR RAP IMPLEMENTATION

10.1 Introduction

This section outlines the institutional framework and implementation arrangements for the Resettlement Action Plan (RAP), including the roles and responsibilities of all key actors involved in the preparation, execution, grievance management, monitoring, and evaluation of the RAP. A structured, multi-agency approach has been adopted to ensure that all phases of the resettlement process are implemented in a timely, transparent, and equitable manner in accordance with national laws and the World Bank's Environmental and Social Framework (ESF), particularly Environmental and Social Standard 5 (ESS5) on land acquisition, restrictions on land use, and involuntary resettlement. Below are the key Institutions for Implementation of RAP.

10.2 Tanzania National Road Agency (TANROADS) - Lead Implementing Agency

The Tanzania National Roads Agency (TANROADS) is the lead agency responsible for the overall coordination, oversight, and implementation of the Resettlement Action Plan (RAP). Its mandate includes ensuring that all resettlement activities are executed in full compliance with both national legal frameworks and the World Bank's Environmental and Social Standard 5 (ESS5). As the project proponent, TANROADS should work closely with supporting institutions to ensure the protection of Project Affected Persons (PAPs) and the achievement of RAP objectives.

The following key responsibilities fall under TANROADS's scope:

- Ensure compliance with the approved RAP, national resettlement policies, and World Bank standards throughout the implementation period.
- Fund and facilitate all compensation payments to PAPs as well as the implementation of livelihood restoration programs, especially targeting vulnerable groups.
- Establish and oversee the Grievance Redress Mechanism (GRM), including providing technical assistance in the resolution of involuntary resettlement complaints, ensuring accessibility for all PAPs and monitoring the timely resolution of complaints.
- Coordinate with other institutions including RUWASA, TANESCO, Local Government Authorities, and the RAP Implementation Committee to ensure smooth implementation and information flow.
- Document all RAP-related activities, including PAP verification, compensation agreements, disbursement records, grievances received and addressed, and minutes of stakeholder consultations.
- Engage technical support (e.g., safeguards specialists, financial officers, and monitoring consultants) were necessary to ensure quality implementation of the RAP.
- Lead the official disclosure of the final RAP to all stakeholders, including PAPs, local leaders, and institutions, using inclusive and culturally appropriate communication channels.

TANROADS should also provide periodic progress reports to the World Bank and relevant government oversight bodies, ensuring transparency and accountability in line with international best practice.



NOTE

To ensure effective execution of the RAP, it is recommended that TANROADS establish a dedicated RAP Implementation Unit. This unit will serve as the coordinating body responsible for the day-to-day management, supervision, and oversight of all resettlement-related activities. It will act as the central point of contact between PAPs, implementing partners, and oversight agencies, and will be tasked with ensuring that all compensation, livelihood restoration, and grievance redress measures are implemented in line with the RAP and World Bank ESS5 requirements.: Table 12.1 below contains a list of the members of this group:

In parallel, it is also recommended that TANROADS engage a specialized NGO or consultant firm to support the delivery of Livelihood Restoration Programs (LRP), as outlined in this RAP. The external partner would bring the technical expertise necessary to implement income restoration, vocational training, agricultural extension services, and business development support particularly for all PAPs well as vulnerable groups such as women, Elderly, and landless households.

Table 14: TANROADS RAP Unit

RAP Unit Member	Responsibilities
RAP Officer	• In charge of the coordination and supervision of all RAP implementation activities. • Prepares the report on the RAP implementation • Manages the grievances of the affected person • Responsible for the preparation, implementation, and monitoring of all livelihood restoration activities • Supervises the NGO recruited for the implementation of the livelihood restoration activities
Database Officer	• In charge of the update and maintenance of the RAP database and grievances database • Responsible for establishing, maintaining, and updating the RAP database. • Manages the grievance log and tracks resolution timelines. • Supports data collection for internal monitoring and reporting of RAP indicators.
TANROADS Finance Department	• Manages compensation payments to PAPs. • Ensures accurate disbursement records and secure handling of PAP bank details. • Obtains formal sign-off from PAPs upon receiving compensation.
Legal Officer	• Provides legal advice to the RAP team on compensation procedures, grievance resolution, and disputes. • Reviews cases involving landownership, inheritance, and vulnerable claimants.
Social Safeguards Specialist	• Ensures that social and gender inclusion measures are effectively implemented. • Supports vulnerable groups, including elderly, women, PWDs, and youth. • Assists in monitoring risks and proposing mitigation actions during RAP implementation.
Communication and Community Liaison Officer	• Leads to information dissemination, including RAP disclosure and community sensitization. • Ensures communication is inclusive, gender-

RAP Unit Member	Responsibilities
	sensitive, and accessible to illiterate and vulnerable PAPs. • Coordinates with village leaders and facilitators.
RAP Consultants	• Recruited (when necessary) specifically for technical assistance/capacity building on RAP or for specific tasks such as updating valuation, census and socio-economic and advice on understanding international policies.
NGO to be recruited for Livelihood Restoration activities	• Planning and Implementation of livelihood restoration activities

10.3 Ministry of Finance (MOF)

The Ministry of Finance (MoF) plays a critical role in ensuring timely availability and disbursement of funds necessary for the implementation of the Resettlement Action Plan (RAP). Specifically, MoF is responsible for channeling compensation funds to TANROADS through approved government mechanisms.

For this project, the MoF will release compensation funds to TANROADS Regional Office – Lindi, which will then be responsible for disbursing payments to Project Affected Persons (PAPs) and eligible public institutions. Disbursement will be conducted in line with verified compensation schedules and payment protocols established in the RAP.

Following the completion of compensation payments, a grace period of not less than three (3) months will be provided to allow affected communities and institutions sufficient time to resettle and harvest any crops, where applicable. After this transitional period, and upon verification that PAPs have vacated the project area, TANROADS will formally authorize the Contractor to commence site clearance and demolition works

10.4 Ministry of Lands, Housing and Human Settlements Development (MLHHSD)

The Ministry of Lands, Housing and Human Settlements Development (MLHHSD) is the central authority responsible for formulating land-related policies, enforcing land regulations, and overseeing land use planning, land delivery, and land management across Tanzania. The Ministry administers key legislation relevant to the RAP process, including the Land Act, the Village Land Act, and the Land Acquisition Act.

Under this RAP, the Ministry's involvement is essential in ensuring that all land acquisition procedures comply with applicable laws and national standards. The Commissioner for Lands, operating under the Ministry, holds the statutory mandate to oversee land allocation, land acquisition for public purposes, land registration, and dispute resolution related to land rights.

In the context of RAP implementation, the Ministry, through the office of the Commissioner for Lands, will have the following responsibilities:

- Review and approve all land acquisition processes initiated under the project to ensure legal compliance and proper due diligence.
- Verify and sign off on property valuation reports, confirming that compensation amounts reflect the full replacement value of affected assets in accordance with the law and World Bank standards.
- Ensure that compensation payments are fair, lawful, and consistent with the valuation findings, particularly for land, structures, and fixed assets affected by the project.
- Provide technical oversight and guidance to local land authorities involved in land demarcation, asset surveys, and verification of land ownership or use rights.
- Support resolution of land disputes, especially in cases of overlapping claims, inheritance

conflicts, or communal land tenure.

10.5 Regional and District Commissioners' Offices

The Regional and District Commissioners' Offices play a critical role in the approval process of compensation schedules in accordance with the Land Regulations. Their endorsements are mandatory for the finalization and implementation of compensation plans.

Given that this project is located within the Ruangwa District of the Lindi Region, both the Ruangwa District Commissioner and the Lindi Regional Commissioner are required to review and approve the compensation schedules. This dual-level approval ensures compliance with legal frameworks and enhances accountability in the compensation process

10.6 Village and Ward Authorities

During the implementation of the RAP, Village and Ward Authorities will serve as critical partners in facilitating on-the-ground coordination, community engagement, and grievance resolution. These local representatives will work closely with the TANROADS RAP Implementation Unit to ensure that all resettlement activities are transparent, inclusive, and responsive to the needs of Project Affected Persons (PAPs).

The key representatives involved include the Ward Councillors and Ward Executive Officers (WEOs) of the affected administrative areas, namely:

- Mbekeyenera Ward
- Namichiga Ward
- Ruangwa Ward

Their responsibilities during RAP implementation will include:

- Assisting with verification of PAPs and asset ownership at the local level.
- Supporting the disclosure of information and sensitization of communities regarding entitlements, timelines, and rights.
- Facilitating grievance resolution through the established Grievance Redress Mechanism (GRM) by serving as initial contact points for complaints or concerns.
- Providing logistical support during compensation disbursements and monitoring community feedback.
- Ensuring the inclusion of vulnerable and marginalized groups in all consultation and compensation processes.

10.7 Rural Water Supply and Sanitation Agency (RUWASA)

The Rural Water Supply and Sanitation Agency (RUWASA) are a key technical stakeholder in this RAP, given the presence of existing water infrastructure (pipelines and associated assets) within the project area. As the institution responsible for rural water supply in Tanzania, RUWASA must be engaged throughout the RAP implementation process to ensure that any potential impacts on existing water systems are properly managed and that services are not disrupted for local communities.

RUWASA's responsibilities in the context of this RAP include:

- Identifying and mapping existing water infrastructure that may be affected by the project's construction or land acquisition activities.
- Coordinating with TANROADS and the contractor to prevent accidental damage to pipelines during site clearance and construction.
- Advising on the relocation or protection of water pipelines, including providing technical input on the design and implementation of any necessary diversion or reconstruction works.
- Engaging with local communities to ensure that water supply interruptions, if any, are minimized

- and communicated in advance.
- Participating in site inspections and technical assessments, particularly in areas where infrastructure overlaps with PAP properties or community water points.

10.8 Tanzania Electric Supply Company Limited (TANESCO)

The Tanzania Electric Supply Company Limited (TANESCO) is a critical stakeholder in the RAP implementation due to the presence of electricity distribution infrastructure (including power lines, poles, and transformers) within the project's right-of-way.

To avoid disruption of electricity supply and ensure the safety of both workers and the local community, TANESCO will be actively engaged throughout the planning and implementation of the resettlement process.

TANESCO's roles and responsibilities include:

- Identifying and mapping existing electrical infrastructure within the project area that may require relocation or protection.
- Conducting technical assessments and providing input on how construction and land clearance activities may impact power lines, transformers, or service connections.
- Developing relocation or adjustment plans for electricity infrastructure in coordination with TANROADS and the contractor, where required.
- Ensuring the safety of PAPs and workers by advising on deactivation, rerouting, or insulation of lines prior to demolition and construction activities.
- Coordinating temporary electricity disconnections and reconnections, where necessary, to minimize service disruption to affected communities.

10.9 Local Bank: Compensation Paying Agent (PA)

The key roles and responsibilities of the Paying Agent (PA) through preparation and execution phases are detailed below:

- PA is in charge of providing PAPs with the training and information they need to handle their compensation funds regarding its financial services.
- PA must make sure that PAPs are paid in accordance with the specified payment schedules;
- Verify and confirm each beneficiary's identity using their national identification card, driver's licence, or passport, and confirm their eligibility using the specified compensation schedule.
- Facilitate the transfer of funds between newly created bank accounts and aid in the opening of new bank accounts for beneficiaries who are required to maintain bank accounts but do not already have any or who prefer to receive their compensation in a bank account;
- Make compensation payments accessible to beneficiaries (from the PAs authorised payment places or at the offices of a PA) in accordance with the agreed-upon terms and for the time period utilised;
- Keep an up-to-date list of PAPs who are selected to receive their compensation in a bank account (in accordance with threshold amounts) and those who still owe money in accordance with the compensation schedule, together with documentation of payment receipts and images of PAPS who have been compensated.
- Verify that the amounts received correspond to the amounts given in compensation schedule;
- The PAPs under no circumstance will hand over compensation to a person other than the PAP as listed and clearly identified by the national identity card, biometric thumbprint, or an Identity card processed by RAP developers with the municipality's legal officers' stamp and signature;
- Notify the RAP implementation consultant when compensation funds have been transferred into bank accounts;
- Ensuring that the compensation granted reaches the beneficiaries indicated without excessive delay and, in any case, within five (5) working days of the date of the transfer of money by taking

all possible measures;

10.10 Contractor

In relation to RAP implementation, the contractor in charge of the construction of the infrastructure would have a few responsibilities:

- Give the RAP Implementation Unit the final construction timeline so they may engage with the communities along the routes;
- Describe the labour needs so that efforts can be made to recruit workers from the project locations;
- Utilise the community's labour force for temporary or skilled jobs, and pay salaries in accordance with the applicable regulations
- Provide compensation for any damages to assets outside of way leave, in accordance with rates established in the RAP,
- Refer any resettlement-related grievances reported to them to the RAP implementation consultant
- Maintain a grievance redress procedure for construction-related impacts,
- Inform the consultant in case of unexpected findings of cultural and archaeological artefacts and see the options to reroute the layout as necessary.

10.11 Independent local NGO

A local independent Non-Governmental Organisation (NGO) will be hired at the outset of RAP implementation, prior to the commencement of any resettlement or compensation activities, to ensure timely support to the affected communities. The NGO will assist in raising public awareness on resettlement and facilitate local community participation throughout the RAP implementation process. The NGO will also:

- Witness the fairness and appropriateness of all RAP processes;
- Monitor the resettlement process and report on progress;
- Establish direct communication channels with affected populations and community leaders; and
- Support the affected community in the functioning of the Grievance Redress and Resettlement Committees.

CHAPTER 11

11.0. IMPLEMENTATION SCHEDULE

11.1. Implementation process

The implementation of the Resettlement Action Plan (RAP) will be carried out in accordance with the requirements of World Bank ESS5 and applicable Tanzanian laws, with the overarching objective of ensuring that all Project-Affected Persons (PAPs) receive their full compensation and resettlement entitlements prior to any physical or economic displacement. The implementation approach is designed to safeguard PAPs' rights, minimize disruption, and ensure legal and procedural compliance throughout the project lifecycle.

RAP implementation will follow a phased and sequenced approach, closely aligned with the road construction schedule. This approach integrates advance planning, timely compensation, livelihood restoration measures, and continuous monitoring to support effective delivery of entitlements and restoration of affected livelihoods. The process emphasizes transparency, stakeholder engagement, and accountability, ensuring that resettlement impacts are managed in a fair, timely, and socially responsible manner.

11.2 Delivery of Entitlement

11.2.1 Notification of Disclosure of Compensation Packages

Following the preparation and endorsement of the compensation schedule by relevant authorities including the Ruangwa District Council, Ward and Village leaders, and TANROADS the next step involves formally notifying Project Affected Persons (PAPs) about the disclosure of their compensation packages.

TANROADS, in close coordination with the RAP Consultant, District Valuer, and local government representatives, will be responsible for leading this disclosure process. Affected individuals will be informed of their compensation entitlements based on verified asset valuations and entitlement categories as outlined in the RAP.

The notification process will include the following key elements:

- Mobilization of PAPs and community members through local leaders, public announcements, and printed notices.
- Clear scheduling of disclosure events, including date, time, and venue, to ensure broad participation and accessibility particularly for vulnerable groups such as women, the elderly, and persons with disabilities.
- Communication of required documentation, such as identification and ownership proof, to facilitate the verification process.
- Provision of information in local languages and through both verbal and written means, to accommodate varying literacy levels among PAPs.

The disclosure sessions will serve as an opportunity for PAPs to review, confirm, and raise questions about their individual compensation packages. Any disputes or concerns will be recorded and referred to the Grievance Redress Mechanism (GRM) for timely resolution.

11.2.2 Opening of Bank Accounts and Introduction Letters from Local Leaders

To ensure secure and traceable disbursement of compensation, all Project Affected Persons (PAPs) are required to have active bank accounts. This measure is aligned with World Bank requirements for financial transparency and safeguards against mismanagement or misuse of compensation funds.

TANROADS, in collaboration with Ward and Village leaders, will facilitate the bank account opening process for all PAPs who do not yet have an account. This will be done prior to the commencement of compensation disbursement. Key steps in this process include:

- Verification of identification documents: PAPs will be required to present their National Identification (NIDA) numbers, which serve as a formal form of identification for account opening.
- Issuance of introduction letters: Local leaders (e.g., Village Chairpersons or Ward Executive Officers) will provide official letters of introduction confirming the identity and residency of each PAP. These letters will support the formal account registration process at designated financial institutions.
- Coordination with local banks: TANROADS will coordinate with nearby banks to establish account-opening days or mobile banking outreach to expedite the process and reduce travel burdens on PAPs.
- Provision of financial literacy sessions: Where feasible, basic financial literacy training will be offered particularly to vulnerable groups such as women, elderly persons, and youth-headed households to help them understand how to manage their compensation funds responsibly.

11.2.3 Public Notification and Disclosure of Compensation Entitlements

Local authorities and the public addressing system will be used for information dissemination. On an individual basis and case-by-case basis, the implementation team will make compensation packages available to the PAPs. Each PAP must verify the specifics of the things to be insured, the rates of compensation, and the overall package during this exercise. Upon acceptance, a compensation claim form that doubles as a consent form and a compensation certificate will need to be signed by the PAP. As a result, there won't be any chance of paying out to fake claimants, making mistakes, or buying things that weren't actually there. It also makes it easier to obtain the PAPs' approval and gives them the chance, if necessary, to expound on or explain certain matters.

11.2.4 Payment of Compensation dues

Upon receipt of the signed compensation claims forms from PAPs, TANROADS through the implementation team, will administer the disbursement of compensation payments directly to the PAPs bank accounts.

11.3 Emphasis on Sequencing: “Resettlement Before Construction

In accordance with World Bank Environmental and Social Standard 5 (ESS5), TANROADS will ensure that no civil works commence in any area where resettlement impacts have been identified until all necessary preparatory steps have been fully completed. This includes the payment of full compensation to all eligible Project Affected Persons (PAPs) for their affected assets, such as land, crops, trees, and structures. In cases where physical relocation is required, appropriate relocation assistance will be provided to ensure affected persons are able to move safely and with dignity. Additionally, livelihood restoration activities will be initiated to support PAPs in re-establishing or improving their sources of income. A fully functional grievance redress mechanism (GRM) will also be in place to address any concerns or complaints promptly and transparently. Only after these conditions have been met will the RAP team issue a formal “No Objection” confirmation, endorsed by the Project Implementation Unit (PIU), allowing civil works to proceed. This sequencing is critical to protecting the rights and welfare of affected communities and ensuring that the resettlement process aligns with ESS5 requirements, moving beyond compliance to safeguard the dignity and livelihoods of PAPs

For each construction section, TANROADS shall confirm completion of the applicable RAP obligations before possession of the affected land and commencement of civil works. The confirmation shall verify, as applicable, completion of compensation payments, provision of relocation and transitional assistance, implementation or commencement of required livelihood restoration measures, assistance to vulnerable PAPs, relocation/reinstatement of affected community facilities and utilities, and resolution or documented management of grievances that could materially affect possession of the site. The Contractor shall not be granted access to an affected section until this verification has been completed.

11.4 Linkage between Resettlement Implementation and Initiation of Civil Works for Each of the Project Components

The implementation of the Project is closely aligned with the construction schedule to ensure that all resettlement-related obligations are fully completed prior to the commencement of any civil works in affected areas. This alignment is a fundamental requirement of World Bank Environmental and Social Standard 5 (ESS5), which requires that land acquisition, compensation, and livelihood restoration measures be finalized before any physical or economic displacement or land clearance occurs. Accordingly, the Resettlement Action Plan (RAP) is treated as a prerequisite for construction rather than a parallel activity, ensuring that project implementation safeguards the rights, dignity, and welfare of Project Affected Persons (PAPs). Road construction along the Namichiga–Ruangwa corridor will be implemented in a clearly defined, sequential, and section-based manner. RAP implementation will be fully integrated into this phasing to ensure that no construction activities commence in any project section until all resettlement requirements have been satisfied. Prior to the initiation of civil works, all eligible PAPs will have received full compensation for affected land, structures, crops, and other assets

based on approved valuation reports, while livelihood restoration support for economically displaced PAPs will have been initiated. In addition, targeted assistance will be provided to vulnerable groups in accordance with RAP provisions, and a functional, accessible, and well-publicized Grievance Redress Mechanism (GRM) will be fully operational.

The RAP implementation timeline will be embedded within the overall construction schedule to allow sufficient time for completion of asset inventory and valuation, disbursement and verification of compensation payments, resolution of grievances, and initiation of livelihood restoration programs before contractor mobilization. Initial RAP activities, including land acquisition and compensation, will be undertaken prior to construction, followed by coordinated utility relocation and site preparation once compensation has been completed. Verification of RAP implementation will be conducted by the RAP team, with support from independent monitors, and formal confirmation of resettlement readiness will be issued by the Project Implementation Unit (PIU) in the form of a “No Objection Certificate” before any contractor is allowed to commence works in a given section.

Construction contractors will mobilize only after RAP completion has been confirmed, and construction activities including clearing and grubbing, earthworks, drainage and culvert construction, pavement works, and final surfacing will proceed in phases over the construction period. Livelihood restoration activities will commence early in the implementation process and continue throughout the construction phase, with ongoing monitoring of PAP welfare to ensure that income levels and living standards are restored or improved. The Grievance Redress Mechanism will remain operational throughout all phases of the project to address any resettlement- or construction-related complaints in a timely and transparent manner.

11.5. Implementation Schedule

This section outlines the proposed timeline for implementing all Resettlement Action Plan (RAP) activities in alignment with the overall construction schedule of the Namichiga–Ruangwa Road Project. In accordance with World Bank Environmental and Social Standard 5 (ESS5), the implementation schedule is designed to ensure that all resettlement-related activities—including compensation, assistance, and livelihood restoration—are completed prior to the commencement of any physical works, thereby safeguarding the rights and entitlements of Project Affected Persons (PAPs). The timeline reflects the sequential nature of RAP and construction activities, beginning with asset verification and valuation, followed by compensation payment and initiation of livelihood restoration measures, site preparation and contractor mobilization, and concluding with construction activities, post-construction rehabilitation, and RAP completion audits.

The implementation schedule is based on the assumption that all required funding for RAP implementation, including compensation, resettlement assistance, and livelihood restoration, will be secured and disbursed in a timely manner, and that the Project Implementation Unit (PIU), valuation experts, grievance redress committees, and other relevant stakeholders will be fully operational from the outset of implementation. It is further assumed that all legal and administrative procedures related to land acquisition, compensation approval, and resettlement will proceed without undue delay, and that Project Affected Persons will be available and cooperative throughout the RAP process, including during asset verification, compensation

payment, livelihood support, training, and monitoring activities. Civil works are expected to span a period of approximately 24 months, commencing only after the issuance of a No Objection Certificate (NOC) in Month 5, confirming that all RAP obligations have been fulfilled and site clearance has been granted. Construction contractors will therefore be mobilized only after completion of resettlement activities in the relevant sections. Throughout both the RAP and construction phases, a fully functional Grievance Redress Mechanism (GRM) will remain in operation to ensure timely and effective resolution of complaints, while livelihood restoration measures will be initiated immediately following compensation and continue throughout the construction period to support the economic recovery of affected households.

TASK ID	TASK/ACTIVITY	MONTHS WEEKS	RAP INDICATIVE IMPLEMENTATION SCHEDULE FOR NAMICHIGA - RUANGWA ROAD 20.6KM - LINDI REGION																							
			M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12
TSK-01	LAND ACQUISITION & COMPENSATION																									
TSK-01.1	Conduct asset inventory and valuation																									
TSK-01.2	Submit RAP draft to TANROADS																									
TSK-01.3	Submit final RAP to World Bank for approval																									
TSK-01.4	Disclosure of RAP locally and on WB website																									
TSK - 02	ESTABLISH INSTITUTIONAL STRUCTURES																									
TSK-02.1	Form RAP Implementation Unit (RIU)																									
TSK-02.2	Form Grievance Redress Committee (GRC)																									
TSK-02.3	Assign internal monitoring team																									
TSK-02.4	Recruit independent RAP monitor/auditor																									
TSK - 03	CAPACITY BUILDING & TRAINING																									
TSK-03.1	Train RIU & GRC members on RAP, ESS5, GRM																									
TSK-03.2	Train local leaders on compensation principles																									
TSK-03.3	Raise awareness on WB safeguards & grievance handling																									
TSK - 04	DISCLOSURE OF ENTITLEMENTS																									
TSK-04.1	Prepare individual entitlement statements																									
TSK-04.2	Hold disclosure meetings per village																									
TSK-04.3	Allow for PAP comments/questions																									
TSK-04.4	Obtain PAP signatures confirming understanding																									
TSK - 05	AGREEMENT SIGNING & ACCOUNT PREPARATION																									
TSK-05.1	Sign compensation agreements																									
TSK-05.2	Assist PAPs to open bank or mobile accounts																									
TSK-05.3	Ensure accessibility for illiterate, elderly, women																									
TSK - 06	COMPENSATION PAYMENTS																									
TSK-06.1	Transfer compensation to PAPs																									
TSK-06.2	Obtain payment acknowledgments																									
TSK-06.3	Keep disbursement records per PAP																									
TSK-06.4	Ensure all PAPs are paid before any displacement																									
TSK-07	UTILITY RELOCATION & SITE PREPARATION																									
TSK-07.1	Coordinate utility relocation to clear project footprint.																									
TSK-07.2	Prepare site for construction access.																									
TSK - 08	RAP VERIFICATION & "NO OBJECTION CERTIFICATE" (NOC)																									
TSK-08.1	RAP team and independent monitors verify all RAP activities completed.																									
TSK-08.2	PIU issues NOC for construction start																									
TSK-09	CONSTRUCTION ACTIVITIES																									
TSK-09.1	Clearing and grubbing.																									
TSK-09.2	Earthworks and embankment construction																									
TSK-09.3	Drainage and culvert work																									
TSK-09.4	Base preparation																									
TSK-09.5	Bridge and culvert construction.																									
TSK-09.6	Final surfacing																									
TSK-09.7	Road markings and signage.																									
TSK-09.8	Landscaping and rehabilitation.																									
TSK-10	LIVELIHOOD RESTORATION																									
TSK-10.1	Initiate income restoration activities																									
TSK-10.2	Financial management training for compensation payment																									
TSK-10.3	Agricultural training and support																									
TSK-10.4	Vocational skill training																									
TSK-10.5	Monitor PAP welfare continuously																									
TSK -11	GRIEVANCE REDRESS MECHANISM (GRM) OPERATION																									
TSK-11.1	Operationalize GRCs at district/village level																									
TSK-11.2	Set up grievance log system																									
TSK-11.3	Receive and resolve grievances related to land, compensation, or construction impacts																									
TSK-11.4	Continuous reporting																									
TSK -12	INTERNAL MONITORING & REPORTING																									
TSK-12.1	Collect monthly RAP implementation data																									
TSK-12.2	Track payments, relocations, grievances																									
TSK-12.3	Submit monthly and quarterly progress reports to WB																									
TSK -13	EXTERNAL MONITORING & MID TERM AUDIT																									
TSK-13.1	Conduct mid-term external audit																									
TSK-13.2	Review process compliance (WB, GoT)																									
TSK-13.3	Provide corrective action recommendations																									

 Continuing Activity

 Intermitent Activity

CHAPTER TWELVE

12.0. GRIEVANCE REDNESS MECHANISM

12.1. Introduction

This chapter presents the Grievance Redress Mechanism (GRM) established for the road development project implemented by TANROADS and financed by the World Bank. The GRM forms an integral part of the Resettlement Action Plan (RAP) and provides Project Affected Persons (PAPs) and other stakeholders with a transparent, accessible, and responsive mechanism for raising and resolving grievances related to land acquisition, compensation, resettlement, and other project impacts.

In accordance with the World Bank Environmental and Social Framework (ESF), particularly Environmental and Social Standard 10 (ESS10), the GRM is designed to ensure timely, fair, and culturally appropriate resolution of complaints, with an emphasis on early engagement, clear communication, and grievance prevention. Where grievances arise, the mechanism provides structured procedures for resolution at village, ward, and district levels, consistent with Tanzanian legal provisions, including the Land Acquisition Act No. 47 of 1967, with additional support from civil society organizations where necessary to safeguard the interests of vulnerable groups.

12.2 Objectives of the Grievance Redress Mechanism

The primary objective of the Grievance Redress Mechanism (GRM) is to provide a clear, accessible, and effective process for receiving, evaluating, and resolving complaints or concerns raised by Project Affected Persons (PAPs) and other stakeholders during the planning, implementation, and operation of the Namichiga–Ruangwa 20.58 km project.

The specific objectives of the GRM are to:

- **Ensure timely, fair, and transparent resolution of grievances**

The GRM is designed to respond to grievances promptly and equitably, ensuring that all affected individuals especially vulnerable groups have the opportunity to voice their concerns without fear of retaliation. The process ensures that grievances are assessed objectively and resolved in a consistent, non-discriminatory manner.

- **Strengthen accountability and stakeholder trust.**

A well-functioning GRM promotes transparency in project implementation and strengthens trust between the project authorities (including TANROADS), contractors, and the local communities. By providing a formal channel for dialogue and feedback, the mechanism enhances the credibility of the project and demonstrates a commitment to socially responsible development.

- **Minimize the risk of disputes escalating or delaying the project.**

By identifying and addressing grievances early and constructively, the GRM helps prevent potential conflicts that may otherwise escalate into legal disputes or social unrest. Effective grievance handling contributes to maintaining a stable project environment and avoiding delays or disruptions in project execution.

- **Comply with national legal requirements and World Bank standards**

The GRM is aligned with the Land Acquisition Act No. 47 of 1967 and complies with the World Bank's Environmental and Social Standard 10 (ESS10), ensuring that all stakeholders, including the most vulnerable, have access to a responsive grievance mechanism throughout the project lifecycle.

- **Promote continuous improvement through feedback**

Information obtained through the grievance process will be analyzed and used to improve project design, implementation, and stakeholder engagement practices. It serves as a valuable tool for adaptive management and learning.

12.3 Guiding Principles of the GRM

The GRM will be governed by the following principles to ensure effectiveness and inclusiveness:

- **Accessibility:** The GRM will be easy to use and available to all stakeholders, including vulnerable groups, with grievance submission options in local languages and through multiple channels (verbal, written, SMS, etc.).
- **Transparency:** All processes, roles, timelines, and outcomes will be clearly communicated and made available to the public through community meetings and noticeboards.
- **Impartiality and Fairness:** All grievances will be reviewed objectively and resolved without bias. The mechanism will treat all stakeholders equally, regardless of status, gender, or background.
- **Confidentiality:** The identity of complainants will be protected upon request to avoid any form of retaliation or social pressure.
- **Timeliness:** Grievances will be acknowledged, processed, and resolved within clearly defined timelines to prevent delays and maintain public confidence in the system.
- **Responsiveness and Participation:** Complainants will be informed of progress and involved in the resolution process wherever appropriate.

Non-Retaliation: PAPs and stakeholders will be assured that raising a complaint will not result in punishment, loss of benefits, or negative treatment by project personnel or authorities

12.4. Raising Awareness of the Grievance Redress Mechanism (GRM)

Effective implementation of the Grievance Redress Mechanism (GRM) depends not only on having clear procedures in place but also on ensuring that all Project Affected Persons (PAPs) and stakeholders are fully aware of the mechanism and know how to access it. For this project, particular attention has been given to raising awareness of the GRM, in line with the requirements of the World Bank's Environmental and Social Standard 10 (ESS10) on Stakeholder Engagement and Information Disclosure.

To promote widespread understanding of the GRM, a combination of community outreach, information dissemination, and direct engagement strategies have been used. Community sensitization meetings have been conducted in affected villages, where the GRM was explained in local languages using simple and accessible terms. These meetings also served as an opportunity to introduce community liaison officers and explain their role in supporting PAPs in the grievance process.

To ensure inclusiveness, special outreach efforts have targeted vulnerable groups, including women, the elderly, persons with disabilities, and youth. These groups have been engaged through smaller focus group discussions, where information about the GRM is tailored to their specific needs and circumstances. Local leaders and trusted community representatives have been instrumental in facilitating these sessions and encouraging participation.

12.5. Type of Complaints and Conflict to Be Dealt With

The Grievance Redress Mechanism (GRM) for this project is designed to address a wide range of complaints and conflicts that may arise throughout the project's lifecycle. The mechanism is inclusive and accessible, covering grievances from individual Project Affected Persons (PAPs), households, and communities.

The main types of complaints expected under this project include:

- **Land Acquisition and Property Valuation Issues:**

Concerns related to inaccuracies in land or asset inventories, disputes over land boundaries, ownership or tenancy rights, and disagreements regarding compensation eligibility.

- **Compensation-related Complaints:**

These include delays in payment, dissatisfaction with compensation amounts, perceived exclusion from the compensation process, or disputes over the adequacy of assistance provided for relocation or livelihood restoration.

- **Construction-related Impacts:**

Complaints regarding damage to crops, properties, or community infrastructure; restricted access to homes, farms, or public roads; noise and dust pollution; and safety risks to people and livestock.

- **Employment and Labor Issues:**

Grievances concerning local employment opportunities, fair recruitment practices, wage payments, working conditions, and workplace safety.

- **Social and Intra-Community Conflicts:**

Disputes within families or communities, such as disagreements on compensation distribution, resettlement arrangements, or resource use conflicts.

- **General Complaints and Feedback:**

Concerns about the conduct of project staff or contractors, the quality and inclusiveness of stakeholder engagement, access to project information, or other issues indirectly related to the project.

While the GRM aims to resolve complaints fairly and promptly, it is not a replacement for legal recourse. Complainants retain the right to seek resolution through the formal judicial system if grievances remain unresolved or if they prefer to pursue legal channels.

12.6. Grievance and Complaints Procedures

This section outlines the step-by-step process for managing grievances that may arise during the implementation of this project. The mechanism is designed to ensure concerns are addressed promptly, fairly, and transparently, in line with World Bank Environmental and Social Standards (ESS10) and Tanzanian legal frameworks. This grievance mechanism process consists of the following steps:

- Registration of complaints and acknowledgement of receipt.
- Screening and categorization
- Investigation.
- Responding with a proposed resolution.
- The opportunity to appeal; and
- Follow-up and conclusion.

12.6.1 Registration of complaints

The registration of complaints will be the first and most essential step in the Grievance Redress Mechanism (GRM). It will ensure that all grievances raised by Project-Affected Persons (PAPs), community members, or other stakeholders are formally recorded, acknowledged, and addressed in a structured and transparent manner.

The following are actions to be taken during Registrations of the Complaints:

a) Receiving the Complaint

Complaints will be accepted through multiple accessible channels to ensure inclusivity. Community members may submit complaints in person to members of the Village or Mtaa Grievance Redress Committee (GRC), the Community Liaison Officer, or the Project Implementation Unit (PIU) through its field presence. Suggestion boxes will be placed at village offices and other designated public locations. In addition, complaints may be submitted via mobile phone calls or SMS to a dedicated project grievance line once officially established by the PIU. Until such a dedicated line is operational, grievances may be reported through the Village or Mtaa GRCs, the Community Liaison Officer, or directly to the PIU. The Village or Mtaa GRCs and the Community Liaison Officer shall be adequately informed and sensitized on the project, the grievance mechanism, and their responsibility to record and promptly forward project-related grievances to the PIU. All grievances received through these access points shall be recorded and screened to determine whether they are related to the project. Grievances concerning land acquisition, compensation, resettlement, livelihood impacts, project activities, contractor activities, environmental and social impacts, community health and safety, or other project-related matters shall be forwarded to the PIU for registration, tracking, and appropriate resolution. Where a grievance is outside the project's responsibility, the complainant shall be informed and, where appropriate, directed to the relevant authority or mechanism. No project-related grievance shall be dismissed or left unattended at the Village/Mtaa or Community Liaison Officer level without being recorded and appropriately referred or resolved in accordance with the GRM procedures. Until such a dedicated line is operational, grievances may be reported through the Village or Mtaa GRCs, the Community Liaison Officer, or directly to the PIU. The Village or Mtaa GRCs and the Community Liaison Officer shall be adequately informed and sensitized on the project, the grievance mechanism, and their responsibility to record and promptly forward project-related grievances to the PIU.

All grievances received through these access points shall be recorded and screened to determine whether they are related to the project. Grievances concerning land acquisition, compensation, resettlement, livelihood impacts, project activities, contractor activities, environmental and social impacts, community health and safety, or other project-related matters shall be forwarded to the PIU for registration, tracking, and appropriate resolution. Where a grievance is outside the project's responsibility, the complainant shall be informed and, where appropriate, directed to the relevant authority or mechanism. No project-related grievance shall be dismissed or left unattended at the Village/Mtaa or Community Liaison Officer level without being recorded and appropriately referred or resolved in accordance with the GRM procedures. If a complainant is unable to write or submit a complaint in written form, the Grievance Focal Person (GFP) will assist in documenting the grievance during an in-person meeting, with the complainant's consent.

b) Initial Recording

Once a complaint is received, the Grievance Focal Person will complete a standard Grievance Registration Form. This form will include the complainant's name (unless anonymous), contact information, the date of submission, the nature of the complaint, and any supporting documentation. It will also indicate the preferred mode of communication and language to be used for feedback.

c) Assignment of Grievance Reference Number

Each complaint will be assigned a unique grievance reference number immediately upon recording. This reference number will be used to track the complaint throughout the resolution process and will be shared with the complainant for follow-up.

d) Acknowledgment of Receipt

The complainant will receive an official acknowledgment of receipt within two (2) working days from the date the complaint is submitted. The acknowledgment will include the grievance reference number, a brief summary of the issue, the contact details of the responsible officer, and the anticipated timeframe for processing and feedback.

e) Data Entry and Documentation

All registered grievances will be entered into a Grievance Register, which will be maintained both in physical form (logbook) at the local level and in a digital database at the PIU level. This database will serve as a central monitoring tool for tracking the status of grievances, documenting actions taken, and ensuring timely resolutions. The data will be regularly updated and shared with relevant stakeholders.

f) Confidentiality and Anonymous Complaints

The grievance registration process will guarantee the confidentiality of complainants upon request. Sensitive cases such as those involving gender-based concerns or intra-household conflicts will be handled with special care to protect the identity of the individuals involved. Anonymous complaints will also be accepted and recorded, although limited follow-up may be possible due to the lack of contact information.

12.6.2 Screening and Categorization of Complaints

Once grievance has been officially registered, it will undergo a screening and categorization process. This step is essential to determine the nature, urgency, and appropriate level of intervention required to address the issue effectively and fairly.

a) Screening Process

The Grievance Focal Person (GFP), in coordination with the Village/Mtaa Grievance Redress Committee (GRC), will screen each complaint within three (3) working days of its registration. During this process, grievance will be reviewed to confirm its relevance to this project and to verify whether it falls within the scope of the Resettlement Action Plan (RAP), environmental and social safeguards, or related construction activities.

If a grievance is found to be outside the scope of the project (for example, a dispute between private parties unrelated to project activities), the complainant will be informed and, where possible, referred to the appropriate authority or institution.

b) Categorization of Complaints

Grievances will be screened and categorized based on complexity and severity to ensure efficient resolution:

- **Category A – Minor Issues:** These are straightforward complaints that do not require investigation or external involvement and can be resolved at the village or community level. These will be addressed within 7 working days.
- **Category B – Moderate Issues:** These are grievances that may require additional verification, coordination with the contractor, or support from the district-level safeguards team. Examples include delayed compensation payments, livelihood restoration support, or disputes over boundary demarcation. These will be resolved within 15 working days.
- **Category C – Complex or Legal Issues:** These involve significant impacts, require legal interpretation, or are beyond the capacity of local committees to resolve. Examples include land

disputes involving multiple parties, allegations of misconduct, or claims requiring judicial involvement. These cases will be escalated to the District Resettlement Committee, and resolution may take up to 30 working days, depending on the nature of the grievance.

c) Communication of Categorization

After categorization, the complainant will be informed of the grievance category, expected resolution timeframe, and next steps. Information will be provided verbally and in writing, in the complainant's preferred language and communication method, including contact details for follow-up.

d) Documentation

All actions taken during the screening and categorization phase will be documented in the Grievance Register and electronic database. This will include the date of screening, category assigned, responsible person or institution, and the proposed resolution pathway.

12.6.3 Investigation and Resolution of Complaints

Once a grievance has been screened and categorized, it will move to the investigation and resolution phase. This stage involves verifying the facts, identifying the root causes, and proposing appropriate corrective measures. The aim is to resolve grievances in a fair, timely, and participatory manner while maintaining transparency and accountability.

a) Investigation Process

All grievances that require further inquiry, particularly those classified as Category B (Moderate) or Category C (Complex) will undergo a structured investigation. The investigation will be conducted by the Grievance Redress Committee (GRC) at the appropriate level, supported where necessary by technical staff from the Project Implementation Unit (PIU), the contractor, or relevant district departments (e.g., land, social welfare, or environment).

The investigation process will involve:

- Conducting site visits (if applicable)
- Holding meetings with the complainant and any parties involved
- Reviewing relevant documents or project records (e.g., compensation files, entitlement forms, maps)
- Interviewing witnesses or community members if needed

For complex grievances, such as land disputes or allegations of rights violations, external expertise (e.g., legal advisors, surveyors) should be engaged to support the investigation.

b) Resolution Process

After the investigation is complete, the GRC will identify appropriate resolution measures. These may include:

- Payment of outstanding compensation or entitlements
- Provision of missing or delayed assistance (e.g., livelihood restoration inputs)
- Technical adjustments (e.g., rerouting of access roads, boundary clarification)
- Disciplinary measures (in case of misconduct by contractors or staff)
- Mediation or facilitated negotiation between conflicting parties

Where possible, resolutions will be developed in consultation with the complainant to ensure they are acceptable, realistic, and fair. A formal Grievance Resolution Form will be completed, summarizing the findings, agreed-upon actions, responsible parties, and timeline for implementation.

c) Resolution Timelines

The project should make every effort to resolve grievances within the following indicative timelines:

- Category A (minor issues): within 7 working days
- Category B (moderate issues): within 15 working days
- Category C (complex/legal issues): within 30 working days, subject to complexity and need for higher-level coordination

If grievance cannot be resolved within the expected timeframe due to unforeseen delays (e.g., involvement of external authorities), the complainant should be notified of the delay and provided with a revised timeline and justification.

d) Documentation and Tracking

All findings, decisions, and actions related to grievance investigation and resolution will be documented in the Grievance Register and updated in the electronic database. Follow-up will be conducted to confirm that the corrective actions have been implemented and that the complainant is satisfied.

Responsibility

- The Village/Mtaa GRC will lead the resolution of minor and moderate grievances.
- The District Resettlement Committee, in coordination with the PIU, will handle complex or escalated cases.
- The Social Safeguards Officer will ensure proper documentation, communication, and monitoring throughout the process.

Through a structured and participatory investigation and resolution process, the project will ensure that community concerns are addressed effectively, thereby minimizing conflicts and fostering positive engagement with stakeholders.

12.6.4 Feedback to the Complainant

Providing timely and clear feedback to the complainant is a crucial part of the grievance redress process. It ensures transparency, builds trust in the mechanism, and confirms that the issue has been taken seriously and addressed appropriately.

Once grievance has been investigated and a resolution has been determined, the Grievance Redress Committee (GRC) or the designated Grievance Focal Person (GFP) will provide feedback to the complainant. Feedback will be communicated in a manner that is accessible, respectful, and in the preferred language and format of the complainant.

The feedback will include the following key elements:

- A summary of the grievance and investigation findings
- The final decision or resolution made by the GRC
- Any agreed-upon corrective or remedial actions
- A timeline for the implementation of the resolution (if applicable)
- Contact information for any further questions or concerns

If the grievance is resolved in favor of the complainant, the resolution measures will be explained clearly, including when and how they will be implemented. If the complaint is not upheld or partially upheld, the reasons for the decision will be clearly outlined, including reference to project policies or evidence considered.

The feedback will be delivered:

- In writing, where literacy allows and the complainant has requested a written response
- Orally, during a meeting or phone call, where preferred by the complainant or where literacy is limited
- With the support of a local leader or liaison officer, if the complainant requires assistance in understanding the decision

In all cases, the complainant will be given an opportunity to respond or ask further questions about the outcome. If the complainant accepts the resolution, they will be asked to sign a Grievance Resolution Agreement Form confirming their satisfaction with the decision and proposed actions. A copy of this agreement will be kept in the project's grievance records.

If the complainant does not agree with the resolution, they will be informed of their right to appeal the decision through the next level of the GRM, which may include the District Resettlement Committee or referral to external authorities.

All feedback communications and responses will be recorded in the Grievance Register and the project's digital Grievance database to ensure that the entire process is fully traceable and auditable.

12.6.5 Appeal Process

The appeal process is a critical component of the Grievance Redress Mechanism (GRM), providing complainants with the opportunity to seek a second review if they are dissatisfied with the initial resolution. It ensures fairness, independence in decision-making, and compliance with both national policies and the World Bank's Environmental and Social Framework (ESF), particularly ESS10 on stakeholder engagement and grievance handling.

If a complainant does not agree with the resolution provided at the community or village level, they will have the right to appeal the decision to a higher-level grievance body. The complainant will be informed of this right during the feedback stage, and the steps to initiate an appeal will be explained clearly.

To initiate the appeal, the complainant will be required to submit a written or verbal appeal request to the District Grievance Redress Committee (DGRC) or District Resettlement Committee, within ten (10) working days of receiving the initial decision. The appeal request should reference the original grievance, outline the reasons for dissatisfaction with the decision, and, if possible, suggest what the complainant believes to be a fair resolution.

Upon receiving the appeal, the district-level committee will:

- Review all documentation and records related to the original grievance
- Conduct a fresh assessment, which may include additional site visits, interviews, or community consultations
- Invite the complainant to present their case and provide any new evidence or clarification
- Consult relevant technical experts, if required, for issues involving compensation valuation, land boundaries, or legal matters

The appeal will be processed and resolved within fifteen (15) to twenty-one (21) working days, depending on the complexity of the case. The committee will ensure that the process is impartial, and no member with a conflict of interest will participate in the appeal deliberation.

If the appeal is successful, a revised resolution will be proposed and implemented as soon as possible, with a clear timeline. If the appeal is denied, the complainant will be given a written explanation of the decision and advised of any further external recourse options available.

These may include:

- Mediation through local government offices
- Administrative or legal processes through the court system
- The World Bank Grievance Redress Service (GRS), if the complaint relates to non-compliance with the Bank's safeguard policies

All appeals and their outcomes will be documented in the Grievance Register and digital database. Lessons learned from appeals will be used to strengthen the overall grievance management system and avoid recurrence of similar issues.

12.6.6 Closure of Grievance

The closure of grievance marks the final stage in the grievance redress process and signifies that the complaint has been fully addressed to the satisfaction of all parties involved. Proper closure ensures that grievances are resolved comprehensively, preventing recurrence and contributing to project transparency and community trust.

A grievance will be considered closed once the agreed-upon corrective actions have been implemented and verified, and the complainant has confirmed their satisfaction with the resolution. Following the

resolution feedback and any necessary appeal process, the Grievance Redress Committee (GRC) or Grievance Focal Person (GFP) will conduct a follow-up to confirm that the complainant's concerns have been effectively addressed.

Closure procedures will include:

- Verification that all remedial measures agreed upon in the Grievance Resolution Agreement have been completed.
- Obtaining written or verbal confirmation from the complainant that they accept the resolution.
- Updating the Grievance Register and electronic grievance database to reflect the closure status, including dates and any relevant notes.
- Filing all documentation related to the grievance for record-keeping and future reference.

In cases where the complainant cannot be reached for confirmation after reasonable efforts (e.g., three attempts over two weeks), the grievance may be closed based on documented evidence of resolution, but the project will note this in its records.

Closed grievances will be periodically reviewed as part of project monitoring to identify trends, evaluate the effectiveness of the grievance redress system, and improve future project activities.

Closing grievances in a timely and transparent manner strengthens the credibility of the grievance mechanism, reassures affected persons that their concerns are taken seriously, and fosters ongoing positive relations between the project and the community.

12.6.7 Grievance Records and Documentation

Proper documentation and record-keeping are vital to ensure the transparency, accountability, and effectiveness of the Grievance Redress Mechanism (GRM). All grievances received, regardless of their nature or outcome, will be systematically recorded, tracked, and archived.

The project will maintain both physical and electronic grievance records. At the local level, the Village or Mtaa Grievance Redress Committee (GRC) will keep a Grievance Register (logbook) that records all complaints received, the actions taken, and their outcomes. Simultaneously, the Project Implementation Unit (PIU) will maintain an electronic grievance management database that consolidates information from all local committees and ensures efficient monitoring and reporting.

Each grievance record will include:

- The complainant's details (or notation of anonymity, if applicable)
- Date of complaint submission and registration
- Nature and category of grievance
- Details of investigation and resolution steps
- Dates of key actions (acknowledgment, feedback, appeal, closure)
- Final outcome and confirmation of grievance closure

Confidentiality of personal information will be maintained at all times, in line with the project's data protection protocols.

Regular analysis of grievance data will be conducted to identify common issues, assess the responsiveness of the grievance system, and inform adaptive management strategies. Periodic reports on grievances will be submitted to the Project Steering Committee, local authorities, and the World Bank, ensuring oversight and continuous improvement.

All grievance documentation will be retained for the duration of the project and for a specified period thereafter, in compliance with national regulations and World Bank requirements.

12.7. Grievance Committee

A Grievance Committee was established to address complaints and handle them when they come up. In addition to a representative RAP team from the consultant, there were also representatives from the Village Council, the District Lands Department, and the PAPs. If the complaint concerns compensation amounts, it ought to additionally include an impartial valuer. The grievance procedure will be

straightforward, and the Grievance Committee at the District and Village levels will administer it as much as feasible.

As most grievances are anticipated to arise during the implementation phase particularly during compensation payment, relocation, and livelihood restoration activities the Consultant recommends the establishment of two distinct Grievance Committees. These committees will focus specifically on addressing complaints related to RAP implementation, including issues of land acquisition, eligibility, valuation, resettlement assistance, and livelihood restoration.

12.7.1 Internal Grievance Committee

The Internal Grievance Committee addresses RAP-related grievances of Project-Affected Persons (PAPs) that arise during implementation. These include issues such as delays in compensation payments, errors in entitlement calculations, or concerns about relocation support.

Members:

- Consultant Supervision Team Social Safeguards Expert (supporting RAP implementation)
- Contractor's Social Expert (where contractor activities affect PAPs)
- Selected Village GRC representatives

Operation:

- Reviews and resolves internal RAP grievances efficiently before escalation.
- Meets biweekly or as needed during active RAP implementation.
- Focuses strictly on PAPs; does not cover general project workers or other non-PAP issues.

12.7.2 External Grievance Committee

The External Grievance Committee handles community-level grievances from PAPs that cannot be resolved at village level or by the Internal GRC. This includes disputes over compensation, land access conflicts, or livelihood restoration support.

Members:

- TANROADS PMU Representative (community outreach/social team)
- Consultant Supervision Team Social Safeguards Expert
- Contractor's Social Expert (as needed)
- Local leadership representatives (WEO, VEO, Village Chairperson)
- PAP representatives to ensure community concerns are fairly presented

Operation:

- Primary platform for resolving complex or escalated RAP grievances.
- Meets monthly or as needed based on grievance volume.
- Coordinates with Village GRCs; unresolved complaints may be referred to the District Resettlement Committee or legal authorities following the RAP GRM.

Both committees will work in coordination with the Village Grievance Redress Committees (VGRCs) and should follow the grievance redress procedures outlined in this RAP. Unresolved complaints from village-level structures will be escalated to the External Committee. Cases requiring further resolution may be referred to by the District Resettlement Committee or legal bodies, in accordance with the RAP's GRM.

12.7.3 Overview of The Selected GRC at the Village Level

To ensure timely, transparent, and effective resolution of grievances, community-based Grievance Redress Committees (GRCs) have been established at the village level. These committees serve as the first point of contact for Project-Affected Persons (PAPs) and other stakeholders regarding resettlement, compensation, or project-related impacts.

Composition:

- A total of 18 members were nominated and selected, with three representatives from each of the six affected villages: Naunambe, Mbekenyera, Namichiga A, Namichiga B, Likangala, and Mchangani.
- PAP representation: 9 members (50%) are directly affected by the project and represent PAP concerns.
- General community representation: 9 members (50%) represent the broader village population, including youth, elders, and other community groups.
- The committees aim to ensure gender balance and inclusion of vulnerable groups where possible.

Selection Process:

- Representatives were nominated through an open and participatory process during public consultations.
- Nominees were selected based on community trust, understanding of local dynamics, and willingness to serve in grievance resolution.

Capacity Building:

TANROADS will provide tailored training to all GRC members covering:

- Principles of grievance handling and conflict resolution
- RAP entitlements and eligibility criteria
- Confidentiality and impartiality in handling complaints
- Documentation and reporting procedures
- Communication and community engagement techniques

Operation:

- Village GRCs operate under the oversight of TANROADS and coordinate with internal and external grievance structures.
- They ensure early resolution of grievances, build trust with communities, and enhance transparency in RAP implementation.

12.8 Grievance Procedures for Women and Vulnerable Groups

During RAP Study, Women and Vulnerable group were identified for this project including widows, elderly persons, persons with disabilities, child-headed households, and the extremely poor often face social, cultural, or institutional barriers in accessing grievance redress systems. To ensure equitable access and fair treatment, the Project shall implement grievance procedures that are sensitive to their specific needs, guaranteeing that their grievances are heard, respected, and addressed promptly and confidentially.

12.8.1 Guiding Principles

The grievance redress process for women and vulnerable persons will be based on key principles such as accessibility, confidentiality, sensitivity, and participation. The mechanism will be designed to ensure ease of access regardless of literacy, mobility, or social status. Confidentiality will be strictly maintained, particularly for sensitive complaints involving gender-based or family issues. Committee members shall receive specialized training to handle grievances empathetically and without discrimination, and efforts shall be made to include women and vulnerable persons in the Village Grievance Redress Committees to encourage peer trust and effective communication.

12.8.2 Designated Focal Persons

During community meetings with Project Affected Persons (PAPs), vulnerable groups, and women, each Village Grievance Redress Committee (VGRC) was designated to include at least one focal person in the selected village committee, preferably a woman. This focal person is tasked with assisting women and vulnerable individuals in submitting grievances. She will ensure confidentiality throughout the grievance process, provide clear guidance on rights and procedures, accurately document all

complaints, and act as a liaison with relevant social welfare and gender-focused service providers at the district level. This role is essential for fostering trust within the community and encouraging vulnerable groups to access the grievance mechanism without fear or hesitation.

12.8.3 Reporting Channels

To ensure all Project-Affected Persons (PAPs), particularly vulnerable individuals, can access the grievance mechanism, multiple reporting channels are established:

- **Direct Reporting:** PAPs can report grievances in-person to the designated focal person or a trusted member of the Village Grievance Redress Committee (VGRC).
- **Anonymous Complaint Boxes:** Strategically placed in accessible community locations to allow submission without revealing identity.
- **Third-Party Submission:** Grievances can be submitted via family members, community leaders, or local authorities for those with mobility or communication challenges.
- **Phone/SMS Reporting:** PAPs with mobile phone access can report complaints via call or text message to designated focal people.

These channels are designed to ensure inclusivity, accessibility, and confidentiality, especially for vulnerable groups such as women, elderly persons, persons with disabilities, or those lacking formal education.

Note: The use of multiple reporting channels ensures that no PAP is excluded from accessing the grievance mechanism and aligns with World Bank ESS10 requirements on stakeholder engagement and feedback

12.9 Handling Gender-Based Violence (GBV) or Sexual Exploitation and Abuse (SEA) Cases

Complaints related to gender-based violence (GBV) or sexual exploitation and abuse (SEA) require immediate and specialized handling. Such complaints will not be processed through the regular grievance committees but referred directly to trained GBV focal points or appropriate service providers. Survivors will be empowered to decide on their preferred course of action, and be offered access to confidential medical, psychosocial, and legal support services. Project staff and contractors will be trained on the World Bank's GBV/SEA protocols to ensure survivor-centered, non-retaliatory responses that protect complainants' rights and dignity.

Prior to RAP implementation, TANROADS shall establish and maintain an updated referral directory identifying locally available medical, psychosocial, social welfare, legal and security services relevant to SEA/SH and other sensitive grievances. Referral shall be based on informed consent and confidentiality, and the regular GRC shall not investigate, mediate or seek detailed evidence concerning SEA/SH allegations. Only the minimum information necessary for safe referral and project-level reporting shall be recorded.

12.10 Monitoring and Evaluation of the GRM

The effectiveness of the Grievance Redress Mechanism (GRM) will be systematically monitored and evaluated to ensure it meets its objectives and serves the needs of stakeholders effectively. The monitoring process will encompass the following key components

12.11 Regular Data Collection

Continuous collection of data related to grievances received, resolved, and outstanding. This will include categorization of grievances by type, source, and resolution time.

This strategy will involve:

1. **Grievance Logging:** All grievances received will be logged in a centralized database, ensuring that each entry captures key details such as:
 - Date of receipt
 - Nature of the grievance
 - Source (e.g., individual, community, organization)
 - Priority level
 - Assigned resolution team member.
2. **Categorization:** Grievances will be categorized by:
 - Type: (e.g., environmental, social, economic)
 - Source: (e.g., affected individuals, community groups, local authorities)
 - Resolution Status: (e.g., resolved, under review, pending)
3. **Resolution Tracking:** The database will track the resolution process, including:
 - Date of resolution
 - Actions taken to resolve the grievance.
 - Final outcome and stakeholder feedback
 - Time taken for resolution.
4. **Outstanding Grievances:** A specific focus will be placed on grievances that remain unresolved, with regular updates on the status and reasons for delays.
5. **Data Analysis:** Periodic analysis of the collected data will identify trends, recurring issues, and areas for improvement within the GRM.
6. **Reporting:** Regular reports summarizing the data collected will be prepared for internal review and shared with stakeholder groups to promote transparency.

12.12 Performance Indicators

Establishing clear performance indicators to measure the effectiveness of the GRM, such as resolution rates, average time to resolve grievances, and stakeholder satisfaction levels. To effectively measure the performance and impact of the Grievance Redress Mechanism (GRM), clear and actionable performance indicators will be established. These indicators will provide insights into the GRM's effectiveness and areas for improvement. Key performance indicators (KPIs) include:

1. **Resolution Rates:**
 - Definition: The percentage of grievances that are successfully resolved within a specified timeframe.
 - Target: Aim for a resolution rate of 80% or higher within the defined period.
2. **Average Time to Resolve Grievances:**
 - Definition: The average number of days taken to resolve grievances from the date of receipt to resolution.
 - Target: Establish a benchmark (e.g., 30 days) to ensure timely responses and resolutions.
3. **Types of Grievances:**
 - Definition: Categorization of grievances by type (e.g., environmental, social, economic) to identify trends and recurring issues.
 - Analysis: Monitor the frequency of each type to prioritize areas needing attention.
4. **Stakeholder Satisfaction Levels:**
 - Definition: Measure the satisfaction of stakeholders with the GRM through surveys and feedback forms.
 - Target: Aim for a satisfaction rate of 75% or higher among respondents.

5. **Grievance Acknowledgment Time:**
 - Definition: The average time taken to acknowledge receipt of a grievance to the complainant.
 - Target: Aim for acknowledgment within 48 hours of receipt.
6. **Follow-Up Communication:**
 - Definition: The percentage of grievances that receive follow-up communication after resolution, ensuring stakeholders are informed about the outcomes.
 - Target: Strive for 100% follow-up on resolved grievances.
7. **Recurring Issues:**
 - Definition: The number of grievances that are repeated or related to previously addressed issues.
 - Analysis: This indicator will help identify systemic problems that require long-term solutions.
8. **Engagement Levels:**
 - Definition: Measure the level of stakeholder participation in GRM activities, such as feedback surveys and focus groups.
 - Target: Set a goal for participation rates (e.g., 60% of stakeholders engaged annually).

CHAPTER THIRTEEN

13.0 COST AND BUDGET

13.1. Introduction

This chapter presents the estimated budget required for the implementation of the Resettlement Action Plan (RAP) for the Namichiga – Ruangwa Road under the Roads to Inclusion and Socio-Economic Opportunities (RISE) Program. The primary objective of this chapter is to outline the financial resources needed to ensure effective, timely, and compliant delivery of all resettlement activities in accordance with the requirements of the World Bank's Environmental and Social Standard 5 (ESS5) on Land Acquisition, Restrictions on Land Use, and Involuntary Resettlement.

In line with ESS5 and Tanzanian legal frameworks, the budget encompasses all costs associated with land acquisition, compensation for affected assets, resettlement assistance, livelihood restoration support, support to vulnerable groups, administrative expenses, monitoring and evaluation, and contingencies.

All costs outlined in this chapter will be fully financed by the Government of the United Republic of Tanzania through TANROADS, the implementing agency. The availability and timely disbursement of funds are critical to ensuring that compensation and resettlement assistance are provided to all Project Affected Persons (PAPs) prior to displacement or the loss of land, assets, or sources of livelihood, as required by ESS5.

13.2. RAP Budget

The implementation of this Resettlement Action Plan (RAP) will require a comprehensive budget that covers all aspects of compensation, assistance, livelihood restoration, and implementation support. The budget has been structured into two major categories:

1. Direct Compensation Costs to Project Affected Persons (PAPs) for loss of land, crops, structures, and associated allowances (e.g., transport, accommodation, disturbance); and
2. Implementation and Support Costs, which include expenses for grievance redress, monitoring and evaluation, support for vulnerable PAPs, livelihood restoration, and unforeseen contingencies.

All costs have been calculated based on verified asset inventories, current market rates, valuation reports, and entitlement principles in accordance with the World Bank Environmental and Social Standard 5 (ESS5) and national legal requirements.

In line with ESS5, compensation and other entitlements will be provided prior to displacement, and the entire cost will be fully borne by the project proponent (TANROADS).

A summary of the indicative RAP budget is presented in the table below:

Table 15: Estimated RAP Budget

Items	Budget (TZS)	Description
A. COMPENSATIONS		
Land Value	641,706,500.00	Based on Valuation report
Building structures	852,526,545.25	Based on Valuation report
Crops	404,013,609.24	Based on Valuation report
Graves	19,800,000	Based on Valuation report
Accommodation allowance	174,384,000.00	Based on Valuation report
Disturbance allowance	132,877,265.81	Based on Valuation report
Transport allowance	26,700,000.00	Based on Valuation report
Graves Allowance to PAPs	5,400,000.00	Based on Valuation report
SUB-TOTAL (COMPENSATION)	2,257,407,920.31/=	
B. LIVELIHOOD RESTORATIONS		
Skills Training, Capacity Building, and Financial Training	90,000,000/=	Vocational and business skills training, including financial literacy

Items	Budget (TZS)	Description
		and management to diversify income sources and improve employability.
Provision of Agricultural Inputs	60,000,000/=	Seeds, fertilizers, tools, and technical assistance for affected farmers to restore productivity.
Small Business Support	50,000,000/=	Grants or micro-credit schemes, mentoring for displaced traders and entrepreneurs.
Follow-up Visits and Technical Assistance	25,000,000	Regular monitoring, guidance, and troubleshooting to support PAPs in livelihood activities
Community Livelihood Workshops and Awareness	25,000,000	Workshops and awareness campaigns on alternative livelihood opportunities and market access.
TOTAL LIVELIHOOD RESTORATION	250,000,000/=	
C. GRIEVANCE MECHANISM		
Formation and Training of GRM Committees	20,000,000/=	Setting up local grievance committees, training members on procedures and conflict resolution.
Awareness and Outreach	10,000,000/=	Community sensitization campaigns to inform PAPs about their rights and grievance channels.
Complaint Handling and Documentation	15,000,000/=	Managing complaint registration, tracking, investigation, and reporting processes.
Logistics and Transportation	15,000,000/=	Costs for meetings, field visits, and travel by GRM staff and committee members.
Legal Support and Mediation Services	15,000,000	Access to legal advice or mediation for unresolved or complex grievances.
TOTAL GRIEVANCE MECHANISMS COST	75,000,000/=	
D. MONITORING AND EVALUATION		
Internal monitoring, evaluation and reporting (TANROADS RAP Unit)	40,000,000/=	Staff time, data collection tools, routine field visits, and reporting by TANROADS monitoring team.
External monitoring and evaluation	50,000,000/=	Engagement of independent consultants for baseline, mid-term, and final evaluation reports.
Data Collection and Analysis	10,000,000/=	Surveys, questionnaires, focus group discussions, and data processing tools.
Capacity Building and Training	10,000,000/=	Training of monitoring staff and PAP representatives on monitoring indicators and methods.
Reporting and Documentation	10,000,000/=	Preparation and dissemination of monitoring reports to stakeholders, including the World Bank.
Total monitoring and evaluation	120,000,000/=	
E. IMPLEMENTATION AND MANAGEMENT		

Items	Budget (TZS)	Description
Salaries and allowances for RAP team	60,000,000/=	Payments for technical staff, field officers, and social safeguards personnel.
Transport and logistics	40,000,000/=	Hired vehicles, fuel, and maintenance for site visits and stakeholder meetings.
Communication and community engagement	20,000,000/=	Public meetings, consultations, awareness materials (printing, translation).
Office operations and supplies	15,000,000/=	Stationery, printing reports, utilities, mobile data, etc
Stakeholder coordination and follow-up	25,000,000/=	Inter-agency and local government coordination, feedback meetings.
Reporting and documentation	20,000,000/=	Progress reports, recordkeeping, and compliance tracking for audit purposes.
Total implementation and management	180,000,000/=	
F. SUPPORT FOR VULNERABLE PAPS	60,000,000.00/=	Special assistance (e.g., food, shelter, medical) for vulnerable groups.
SUB TOTAL COST(A+B+C+D+E+F)	2,942,407,920.31	
CONTINGENCIES TO MEET ANY UNFORESEEN IMPACTS COSTS 10%	294,240,792/= . =	10% of total compensation to accommodate grievances, cost changes, or missed assets.
TOTAL COST		3,236,648,712.34/=
TOTAL IN USD		1244864.889/=

Exchange rate USD 1 = TZS 2,600

The RAP budget shall be read together with the final verified PAP entitlement and valuation schedules. Before compensation disclosure and payment, TANROADS shall reconcile the aggregate compensation amount with individual PAP entitlements to confirm that all eligible land, structures, crops, trees, business-income losses, relocation allowances, transitional assistance, vulnerable-person assistance and any replacement-cost top-ups have been captured. Any correction arising from grievance resolution, final verification or replacement-cost assessment shall be incorporated into the RAP budget before the affected PAP is displaced.

13.3 Financing Arrangements

The successful implementation of this Resettlement Action Plan (RAP) requires timely and adequate financing. The Tanzania National Roads Agency (TANROADS), under the Ministry of Works, is the primary agency responsible for mobilizing and disbursing the necessary funds for the implementation of all RAP-related activities.

All costs associated with land acquisition, compensation for affected assets, livelihood restoration, support to vulnerable PAPs, grievance redress, monitoring and evaluation, and RAP implementation logistics will be fully covered by the project proponent, in line with the World Bank Environmental and Social Standard 5 (ESS5). It is emphasized that no displacement or loss of assets will occur prior to full payment of compensation and delivery of resettlement assistance. The financing of this RAP will come from Government of Tanzania budget, through the Ministry of Finance.

Funds will be centrally managed by TANROADS Headquarters, and disbursed through the relevant Regional TANROADS Offices, which will coordinate with local authorities to implement the RAP on the ground. Dedicated RAP accounts will be established to ensure transparency, accountability, and traceability of all disbursements.

Disbursement procedures will involve:

- Verification and approval of compensation schedules by TANROADS and the Chief Valuer's Office;
- Direct payment to Project Affected Persons (PAPs) via bank transfers or mobile money platforms, depending on local context and accessibility;
- Funding for livelihood support, grievance handling, and monitoring will be released in phases based on approved implementation work plans and milestones.

TANROADS will ensure that the full budget is allocated and available prior to the commencement of any civil works or resettlement, and that all financial transactions comply with national regulations and the safeguard requirements of financing partners.

CHAPTER FORTTEEN

14.0. MONITORING AND EVALUATION PLAN

14.1. Objectives Of Monitoring and Reporting

The monitoring and reporting of the Resettlement Action Plan (RAP) aim to ensure that land acquisition and involuntary resettlement activities are implemented in full compliance with the commitments outlined in the RAP and the requirements of Environmental and Social Standard 5 (ESS 5) of the World Bank's Environmental and Social Framework (ESF).

The key objectives of RAP monitoring and reporting are to:

- Track and assess the implementation progress of resettlement activities as planned in the RAP, including land acquisition, compensation, relocation, and livelihood restoration.
- Ensure compliance with ESS 5 and national legislation governing land acquisition and resettlement processes.
- Evaluate the effectiveness of compensation packages, livelihood restoration programs, and other resettlement support measures in restoring and, where possible, improving the livelihoods and living standards of Project Affected Persons (PAPs).
- Monitor the conditions and outcomes for vulnerable groups, ensuring they receive appropriate and prioritized support throughout the resettlement process.
- Identify any implementation challenges, delays, or emerging issues, and provide recommendations for corrective or adaptive actions to improve RAP performance.
- Ensure transparency and accountability in the resettlement process by regularly documenting outcomes and making reports available to relevant stakeholders, including affected persons and the World Bank.
- Support continuous learning and improvement by using monitoring results to inform project management decisions and enhance future resettlement planning and execution.

Monitoring under ESS 5 is not only a compliance mechanism but a vital tool for ensuring that adverse social impacts are effectively mitigated and that resettlement contributes to positive development outcomes for displaced communities.

14.2 Internal Monitoring and Evaluation

TANROADS will be responsible for conducting Monitoring and Evaluation (M&E) to assess the effectiveness, relevance, and efficiency of RAP implementation. This will include continuous tracking, verification, and assessment of activities and processes involved in the implementation of the RAP. Mid-quarterly progress reports will be prepared and submitted to the Ministry of Works and Transport. The findings will be used to guide any necessary adjustments and improve the design and execution of the project.

The Project Management Unit (PMU) of TANROADS, in collaboration with an appointed NGO, will oversee internal monitoring. Technical support for the implementation of the RAP may be provided by engaged consultants.

The monitoring process will focus on the following key areas:

- Verification of land acquisition, valuation of properties, and implementation of livelihood restoration programs, ensuring they are carried out as planned.
- Dissemination of information to affected persons and stakeholders.
- Tracking the status of land acquisition and compensation payments.
- Ensuring the value of compensation and entitlement is equivalent to the value of the original land or assets acquired.
- Monitoring the use and potential misuse of compensation entitlements by PAPs.
- Ensuring all affected assets and structures are properly compensated.
- Overseeing the relocation process for PAPs, where applicable.
- Ensuring compensation for loss of income and other livelihood disruptions is provided fairly and promptly.

- Implementation of livelihood restoration and support measures.
- Ensuring the grievance redress mechanism (GRM) is functioning effectively, and grievances are resolved in a timely manner.
- Ensuring funds allocated for land acquisition and livelihood restoration are available as scheduled, are sufficient, and are used in accordance with the RAP.
- Monthly progress reports on RAP implementation will be submitted by the consultants.
- The Project Unit (PMU) will monitor the day-to-day resettlement activities on the ground.
- A performance monitoring datasheet will be developed to track field-level activities and indicators.
- The consultants will also be responsible for overarching, project-level monitoring and reporting.

14.3 Process for Integrating Feedback from Internal Monitoring into Implementation

A. Process Monitoring

Internal process monitoring plays a critical role in assessing how the resettlement process is impacting Project Affected Persons (PAPs), Project Affected Households (PAHs), and host communities. TANROADS, as the implementing agency, will use this monitoring mechanism to ensure responsive and adaptive management of resettlement activities.

This process enables the RAP implementation team to:

- Identify and implement corrective measures in a timely manner;
- Evaluate progress honestly and objectively;
- Formulate improvements based on lessons learned;
- Empower frontline implementation teams to identify and act on operational weaknesses using their direct experience.

Monitoring will commence with the issuance of land acquisition notices and continue through to the end of the construction phase of the road project. Progress will be measured against RAP deliverables, and both the quality of services provided, and the outcomes of resettlement interventions will be reviewed. Quarterly internal monitoring reports will be prepared by the RAP implementation team and shared with all relevant departments. These reports will help responsible units take corrective or enhancement actions promptly.

Key components to be monitored during the integration of internal feedback include:

- Implementation and continuity of community consultations;
- Functionality and responsiveness of grievance redress mechanisms;
- Timely disbursement of entitlements and compensation;
- Monitoring transitional assistance to affected households;
- Identification and targeted support for vulnerable PAPs;
- Adherence to RAP principles, procedures, and timelines;
- Fair and transparent implementation of livelihood restoration financing;
- Measurable progress in income restoration programs;
- Timely submission and circulation of monitoring and evaluation (M&E) reports.

B. Compliance Monitoring

Compliance monitoring is designed to assess whether the resettlement implementation meets its key objectives as outlined in the RAP, with a specific focus on alignment with ESS 5.

This monitoring approach combines both:

- Quantitative methods, such as follow-up socio-economic surveys, to compare the current status of households against baseline conditions;
- Qualitative and participatory methods, including direct consultations with stakeholders to gather feedback and assess satisfaction with RAP processes.

Ongoing compliance monitoring will support the following:

- Evaluate the socio-economic and livelihood impacts caused by resettlement activities;
- Determine the effectiveness and responsiveness of livelihood restoration programs;
- Assess the adaptability of all households, especially those identified as vulnerable or at risk;

- Identify gaps and necessary adjustments in RAP implementation and recommend corrective action plans.

Key tasks under compliance monitoring will include:

- Review of the RAP, Environmental and Social Management Plan (ESMP), and other relevant project documents, including internal monitoring reports and supplementary assessments;
- Assessment of the Grievance Register and the adequacy of responses provided;
- Periodic reviews of compliance status throughout RAP implementation;
- Consultations with TANROADS teams such as RAP implementers, social safeguards staff, stakeholder engagement officers, and contractors;
- Structured interviews or surveys with a representative sample of resettled households to assess livelihood restoration outcomes;
- Verification that PAPs received compensation in accordance with the entitlement framework;
- Direct consultations with individuals who submitted grievances to assess satisfaction and resolution;
- Key informant interviews and focus group discussions with local leaders (village, ward, and district level);
- Engagement with civil society organizations or local NGOs involved in RAP-related support, particularly in the delivery of livelihood restoration services.

14.4 External Monitoring and Evaluation

To ensure transparency, objectivity, and accountability in the implementation of the Resettlement Action Plan (RAP), TANROADS will engage an independent party to carry out external monitoring and evaluation. This will be conducted bi-annually by a qualified and impartial entity, such as an independent consulting firm or a non-governmental organization (NGO).

External monitoring will serve as a third-party verification mechanism to complement internal monitoring and will provide an unbiased assessment of the social performance and compliance of the resettlement process with the principles of ESS 5 of the World Bank Environmental and Social Framework.

The core focus areas of external monitoring will include:

- Verifying whether the key RAP objective to restore or improve the livelihoods and living standards of Project Affected Persons (PAPs) has been achieved;
- Recommending adjustments to the land acquisition or economic rehabilitation process where necessary to better meet resettlement goals;
- Assessing the overall completion of resettlement and land acquisition activities in accordance with RAP commitments;
- Reviewing the quality and findings of internal monitoring, and validating its accuracy;
- Conducting demographic baseline and bi-annual household surveys to measure progress against pre-project and pre-resettlement benchmarks;
- Evaluating the distribution and impact of entitlements to determine whether they were delivered as per the approved RAP and whether they met the intended objectives;
- Assessing the effectiveness of stakeholder consultations and grievance redress procedures, with a focus on:
 - Public awareness of available grievance mechanisms;
 - Accessibility of grievance procedures for PAPs;
 - Efficiency and fairness of conflict resolution processes;
- Evaluating the functioning of the Grievance Redress Mechanism (GRM), including the effectiveness, transparency, and fairness of grievance handling. The External Monitor will observe GRC proceedings in an independent capacity and will not participate in grievance decision-making or resolution.;
- Preparing an independent RAP completion evaluation report to verify whether RAP commitments have been implemented and whether the livelihoods and living standards of PAPs

have been restored or improved. The report will provide recommendations to TANROADS and the World Bank and will not constitute formal approval or non-objection for RAP completion.. External monitoring findings will be documented in bi-annual reports and shared with TANROADS, the World Bank, and other relevant stakeholders. These findings will support decision-making, accountability, and continuous improvement in RAP implementation.

14.5 Schedule of Monitoring and Evaluation

The schedule of Monitoring and evaluation activities is represented below:

Table 16: Schedule of Monitoring and Evaluation

M&E activities	Reporting	Frequency/Schedule
Internal monitoring	Monitoring of RAP implementation from the TANROADS RAP unit to Project management	Monthly during RAP implementation, until the RAP Completion Report confirms that compensation has been paid, livelihood restoration measures have been implemented, and affected persons' livelihoods have been restored to or improved beyond pre-project levels.
	Quarterly RAP implementation monitoring reports, to TANROADS Management and Financiers	Quarterly during RAP implementation, until completion report (three years after payment of compensations)
External monitoring	Six-monthly reports from independent Monitoring consultant to TANROADS and Financiers	Bi-annual, during RAP implementation, until completion report (1.5 years after payment of compensations)
Internal completion report	One report from the TANROADS RAP unit to Financiers	One year after payment of compensation
Independent RAP Completion Audit and Completion Report	On completion report from an independent M&E consultant to TANROADS and Financiers	After completion of RAP implementation and after sufficient time has elapsed to assess livelihood restoration and resettlement outcomes.

14.6 Reporting Indicators

Monitoring and evaluation are typically divided into three components:

- Input (or process) monitoring, which measures the services, resources, or goods that contribute to achieving output and, ultimately, desired outcomes. Input monitoring will be done internally on an ongoing basis.

- Output (or performance) monitoring measures the direct, measurable results of the inputs. It will be done internally.
- Outcome (or impact) evaluation defines the extent to which the Project inputs and outputs are achieving or are likely to achieve the objectives of the RAP. This will be prepared in the compliance report. The indicators for these three components are listed below

Table 17: Monitoring and Evaluation Indicators

Indicator	Source	Frequency
Input		
An overall spending of the RAP budget	Financial records	Quarterly internal monitoring
Distribution of spending by: • Cash compensation • Livelihood restoration activities • Consultation and engagement with PAP and other stakeholders • General implementation & overhead	Financial records + RAP database	Quarterly internal monitoring
Number of staff mobilised, full-time/part-time, in-house or outsourced, distribution by responsibility and skill types	TANROADS RAP Unit	Quarterly internal monitoring
Number of PAP by categories (as per the entitlement matrix)	RAP database	Quarterly internal monitoring
Output		
Number and amount of compensation agreements signed	RAP database	Quarterly internal monitoring
Number of affected people who were physically resettled and installed in their new house	RAP database	Quarterly internal monitoring
Number and amount of compensation paid	RAP database	Quarterly internal monitoring
Number and nature of livelihood restoration activities conducted, and number of affected people participating in these activities	RAP database	Quarterly internal monitoring

Indicator	Source	Frequency
Number of PAPs employed by the Project	RAP database	Quarterly internal monitoring
Outcome		
Number of grievances opened in the period and trend in time	Grievances management mechanism	Quarterly internal monitoring
Number of pending open grievances in the period and trend in time	Grievances management mechanism	Quarterly internal monitoring
Number of grievances closed in the period and trend in time	Grievances management mechanism	Quarterly internal monitoring
Average time for grievance processing	Grievances management mechanism	Quarterly internal monitoring
Average time for compensation payment	RAP database	Quarterly internal monitoring
Satisfaction of PAP regarding the compensation	Socioeconomic survey	Completion report
Levels of income and standards of living of PAP and % of PAP with their livelihoods and level of income restored and/or improved	Socioeconomic survey	Completion report
Type of means of livelihood and income sources of the PAPs	Socioeconomic survey	Completion report

14.7 Monitoring of Vulnerable Groups

Monitoring vulnerable groups is a critical component of the Resettlement Action Plan (RAP) implementation to ensure that the specific needs and rights of these groups are fully respected and addressed throughout the resettlement process. Vulnerable groups including women, elderly persons, persons with disabilities, minority ethnic communities, and economically marginalized households—often face heightened risks of exclusion and adverse impacts from land acquisition and displacement. The objective of monitoring these groups is to guarantee that TANROADS’s interventions are inclusive, equitable, and responsive to their particular circumstances, thereby preventing any disproportionate burden or loss.

This monitoring aims to:

- Ensure that vulnerable groups are identified early in the resettlement process and that their unique needs are reflected in compensation, livelihood restoration, and social support programs.
- Track the effectiveness of targeted assistance measures designed to improve or restore their livelihoods and living conditions.
- Confirm that vulnerable groups have equal access to information, grievance mechanisms, and participation in decision-making.

- Identify and promptly address any barriers or challenges faced by vulnerable populations in accessing entitlements and benefits.
- Facilitate the timely implementation of any corrective actions required to support vulnerable groups.

Through regular data collection, consultations, and participatory monitoring, TANROADS will ensure that vulnerability considerations remain central to all phases of the RAP implementation, thereby fostering social inclusion and minimizing risks of further marginalization.

14.8 Monitoring Indicators for Vulnerable Groups

To effectively track the status and outcomes for vulnerable groups identified through the baseline survey, the following indicators have been tailored to reflect specific vulnerability types and geographic distribution. This enables focused monitoring and ensures that support is responsive to the needs of affected populations in each ward and village.

Table 18: Monitoring Indicators for Vulnerable Groups

Indicator	Disaggregation	Frequency	Note
Number of vulnerable PAPs receiving full compensation	By vulnerability type and location (e.g., female-headed households, elderly, persons with disabilities)	Monthly / Quarterly	Use baseline counts per ward and village (e.g., Namichiga A: 10 female-headed households, 15 elderly) to target outreach and track compensation status.
Participation of vulnerable PAPs in livelihood programs	By gender, age, and vulnerability type (e.g., poor or low-income households, persons with disabilities)	Quarterly	Prioritize engagement for groups identified in survey (e.g., Mbekenyera Naunambe with 31 elderly and 13 female-headed households) to assess participation levels.
Number of grievances raised and resolved by vulnerable PAPs	By grievance category, vulnerability type, and location	Monthly	Monitor grievances especially from high-vulnerability clusters like elderly + female-headed households (e.g., Likangala village)
Changes in income levels or access to services	Baseline vs follow-up disaggregated by vulnerability type and ward/village	Bi-annually	Compare progress across groups with distinct vulnerability profiles, using baseline figures for elderly, disabled, and poor

Indicator	Disaggregation	Frequency	Note
			households in each location.
Completion of special support actions	By vulnerability type and village	As implemented	Track delivery in villages with highest vulnerability concentrations (e.g., Mbekenyera Naunambe, Ruangwa Likangala) to ensure equitable support.

This integrated approach uses the vulnerability baseline survey data to disaggregate and focus monitoring efforts on specific vulnerable groups by geographic location. This ensures that:

- Resources and support are prioritized for those most in need.
- Data collection and reporting are precise and meaningful for adaptive management.
- Vulnerability-specific challenges in compensation, grievance redress, and livelihood restoration are tracked and addressed timely.

14.9 Operationalizing Monitoring Indicators for Vulnerable Groups

To effectively implement the monitoring indicators for vulnerable groups, TANROADS will adopt a targeted and participatory approach aligned with the baseline vulnerability data.

a. Identification and Tracking:

Field teams and RAP officers will use the baseline survey data to map vulnerable PAPs by type and location (ward and village). This enables focused outreach and prioritization of those groups most at risk, such as female-headed households, elderly persons, persons with disabilities, and low-income households.

b. Data Collection:

Monitoring data will be collected regularly through a combination of:

- Household surveys: Structured questionnaires administered periodically to vulnerable PAPs, comparing compensation received, livelihood participation, and income levels against baseline benchmarks.
- Field visits and observations: RAP officers will conduct site visits to verify the delivery of compensation and special support measures.
- Grievance tracking: The grievance redress mechanism will be regularly reviewed to identify cases raised by vulnerable groups, ensuring timely resolution and recording of outcomes.
- Stakeholder consultations: Focus group discussions and key informant interviews with vulnerable groups will be organized to gather qualitative feedback on project impacts and support effectiveness.

c. Data Management and Reporting:

Collected data will be disaggregated by vulnerability type and location, allowing for detailed analysis and reporting. Quarterly and bi-annual reports will highlight trends, gaps, and achievements in addressing the needs of vulnerable PAPs.

d. Adaptive Management:

Findings from monitoring will inform ongoing RAP implementation. If gaps or challenges are identified such as delayed compensation, low livelihood program participation, or unresolved grievances TANROADS will develop and implement corrective actions tailored to the specific vulnerabilities and context of affected groups.

e. Capacity Building:

Training and sensitization sessions will be provided to field staff and local leaders on the importance of inclusive monitoring and the specific needs of vulnerable groups, ensuring data accuracy and respectful engagement.

14.10 RAP Completion Audit

A RAP completion audit shall be undertaken by an independent and suitably qualified resettlement specialist after implementation of the RAP and after sufficient time has elapsed to assess livelihood restoration and resettlement outcomes. The audit shall verify whether all compensation, resettlement assistance, livelihood restoration, support to vulnerable PAPs, grievance management, replacement of affected community/public assets, and other commitments established under this RAP and any subsequent RAP Addenda have been fully implemented.

The completion audit shall assess whether physically displaced households have re-established adequate housing and living conditions and whether economically displaced PAPs have restored or improved their livelihoods and income levels relative to the pre-displacement baseline. It shall also verify that compensation was provided at full replacement cost, including any required supplementary payments, and that outstanding grievances and other resettlement commitments have been appropriately resolved.

Where the audit identifies outstanding obligations, livelihood restoration deficits or other unresolved resettlement impacts, TANROADS shall prepare a time-bound Corrective Action Plan specifying the required corrective measures, responsible parties, budget and completion timeframe. Implementation of the Corrective Action Plan shall be monitored and documented until all outstanding actions have been satisfactorily closed.

ANNEX I: REFERENCES

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