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**MINISTRY OF COMMUNICATION AND INFORMATION TECHNOLOGY**

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**RESETTLEMENT POLICY FRAMEWORK (RPF)**

**FINAL REPORT**

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## Abbreviations and Acronyms

BDA	Big Data Analytics
BPM	Business Process Management
CERT	Computer Emergency Response Team
CRP	Compensation and Resettlement Plan
DCDO	District Community Development Officer
DED	District Executive Director
DHs	District Hospitals
DIT	Dar es Salaam Institute of Technology
DMO	District Medical Officer
DTP	Digital Tanzania Programme
EBRD	European Bank for Reconstruction and Development
e-GA	e-Government Agency
ESIA	Environmental and Social Impact Assessment
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
GOVNET	Government Communication Network
GPSA	Government Procurement Services Authority
HLIs	Higher Learning Institutions
ICT	Information Communication Technology
ICTC	Information and Communications Technology Commission
IDA	International Development Association
IPC	Institutional Project Coordinator
LGA	Local Government Authority
MDAs	Ministries Departments and Agencies
M&E	Monitoring and Evaluation
MEO	Mtaa Executive Officer
MHCDGEC	Ministry of Health, Community Development, Gender, Elderly, and Children
MITI	Ministry of Industry, Trade and Investment
MNH	Muhimbili National Hospital
MoCLA	Ministry of Constitutional and Legal Affairs
MoEST	Ministry of Education, Science and Technology
MoF	Ministry of Finance
MSD	Medical Store Department
MWTC	Ministry of Works, Transport and Communication
NGOs	Non-Governmental Organizations
NICTBB	National ICT Broadband Backbone
NPKI	National Public Key Infrastructure
NSOC	Network Security Operation Centre
NTFPs	Non-Timber Forest Products
PAPs	Project Affected Persons
PLUPM	Participatory Land Use Planning and Management
PDO	Project Development Objective
PEA	Preliminary Environmental Assessment

PIU	Project Implementation Unit
PO-PSMGG	President’s Office Public Service Management and Good Governance
PO-RALG	President’s Office Regional Administration and Local Government
PPRA	Public Procurement Regulatory Authority
RAMD	Record and Archive Management Department
RAP	Resettlement Action Plan
RCIP	Regional Communication Infrastructure Program
RCIP-TZ	Regional Communications Infrastructure Program – Tanzania
RITA	Registration Insolvency and Trusteeship Agency
RPF	Resettlement Policy Framework
SCDP	Stakeholder Consultation and Disclosure Plan
SOP	Series of Projects
TCRA	Tanzania Communications Regulatory Authority
ToR	Terms of Reference
TPC	Tanzania Postal Corporation
TRA	Tanzania Revenue Authority
TRC	Tanzania Railway Corporation
TTC	Tanzania Telecommunications Corporation
UDOM	University of Dodoma
UDSM	University of Dar es Salaam
UCSAF	Universal Communication Access Fund
UNFCC	United Nations Framework Convention on Climate Change
URT	United Republic of Tanzania
VC	Video Conference System
VCI	Vocational Training Institutions
VEO	Village Executive Officer
VPO-DoE	Vice President's Office – Division of Environment
WB	World Bank
WEO	Ward Executive Officer

## Glossary/Definition of Terms

Unless the context dictates otherwise, the following terms shall have the following meanings: -

*“Associated projects”* means any activity which is directly dependent on a World Bank funded project, or any activity which a World Bank project is dependent upon, regardless of financing source.

*“Census”* means a field survey carried out to identify and determine the number of Project Affected Persons (PAP), their assets, and potential impacts; in accordance with the procedures, satisfactory to the relevant government authorities, and the World Bank Environmental and Social Framework - Environmental and Social Standard 5 (ESS 5). The meaning of the word shall also embrace the criteria for eligibility for compensation, resettlement and other measures, emanating from consultations with affected communities and the Local Leaders.

*“Compensation”* means the payment in kind, cash or other assets given in exchange for the taking of land, or loss of other assets, including fixed assets thereon, in part or whole.

*“Cut-off date”* is the date of commencement of the census of PAPs within the project area boundaries. This is the date on and beyond which any person whose land is occupied for project use, will not be eligible for compensation.

*“Environmental and Social Management Framework (ESMF)”* is a safeguard instrument (document) which establishes a mechanism to determine and assess future potential environmental and social impacts of the project funded activities in the DTP construction program and other activities associated with this project regardless of funding agency. The framework sets out mitigation, monitoring and institutional measures to be taken during design, implementation and operation of the project activities to eliminate adverse environmental and social impacts, offset them, or reduce them to acceptable levels. This instrument has been prepared as a separate and stand-alone document to be used in conjunction with this RPF.

*“Project Affected Persons” (PAPs)* means persons who, for reasons of the involuntary taking or voluntary contribution of their land and other assets under the project, result in direct economic and or social adverse impacts, regardless of whether or not the said Project affected persons physically relocate. These people may have their:

- a. standard of living adversely affected, whether or not the Project Affected Person must move to another location;
- b. right, title, interest in any house, land (including premises, agricultural and grazing land) or any other fixed or movable asset acquired or possessed, temporarily or permanently, adversely affected;
- c. access to productive assets adversely affected, temporarily or permanently; or
- d. business, occupation, work or place of residence or habitat adversely affected.

*“Involuntary Displacement”* means the involuntary taking of land resulting in direct or indirect economic and social impacts caused by:

- a. loss of benefits from use of such land;
- b. relocation or loss of shelter;
- c. loss of assets or access to assets; or

- d. loss of income sources or means of livelihood, whether or not the project affected person has moved to another location.

*"Involuntary Land Acquisition"* is the taking of land by government or other government agencies for compensation, for the purposes of a public project against the will of the landowner. The landowner may be left with the right to negotiate the amount of compensation proposed. This includes land or assets for which the owner enjoys uncontested customary rights.

*"Land"* refers to agricultural and/or non-agricultural land and any structures thereon whether temporary or permanent and which may be required for the Project.

*"Land acquisition"* means the taking of or alienation of land, buildings or other assets thereon for purposes of the Project.

*"Rehabilitation Assistance"* means the provision of development assistance in addition to compensation such as land preparation, credit facilities, training, or job opportunities, needed to enable project affected persons to improve their living standards, income earning capacity and production levels; or at least maintain them at pre-project levels.

*"Resettlement and Compensation Plan"*, also known as a *"Resettlement Action Plan (RAP)"* or *"Resettlement Plan"* - is a resettlement instrument (document) to be prepared when subproject locations are identified. In such cases, land acquisition leads to physical displacement of persons, and/or loss of shelter, and /or loss of livelihoods and/or loss, denial or restriction of access to economic resources. RAPs are prepared by the party impacting on the people and their livelihoods. RAPs contain specific and legally binding requirements to be abided by to resettle and compensate the affected party before implementation of the project activities causing adverse impacts.

*"Resettlement Policy Framework"* is prepared when project activity locations are not known at the time of project preparation but there are chances of project involving land take and involuntary resettlement.. The RPF is an instrument to be used throughout the project's implementation, which sets out the objectives and principles, organizational arrangements, and funding mechanisms for any resettlement. The RPF provides guidelines for preparation of a Resettlement Action Plan if it is determined during project implementation that a sub-project will involve land acquisition and/or involuntary resettlement as prescribed in ESS 5.

*"Replacement cost"* means replacement of assets with an amount sufficient to cover full replacement cost of lost assets and related transaction costs. In terms of land, this may be categorized as follows;

*"Replacement cost for agricultural land"* means the pre-project or pre-displacement, whichever is higher, value of land of equal productive potential or use located in the vicinity of the affected land, plus the costs of:

- a. preparing the land to levels similar to those of the affected land;
- b. any registration, transfer taxes and other associated fees;

*"Replacement cost for houses and other structures"* means the prevailing cost of replacing affected structures of the quality similar to or better than that of the affected structures, in an area and. Such costs shall include:

- o building materials
- o transporting building materials to the construction site;

- any labour and contractors' fees; and
- any registration costs.

*"Resettlement Assistance"* means the measures to ensure that project affected persons who may require to be physically relocated are provided with assistance such as moving allowances, residential housing or rentals whichever is feasible and as required, for ease of resettlement during relocation,

*"The Resettlement Policy Framework (RPF)"* has been prepared as an instrument to be used throughout the DTP implementation. The RPF will be publicly disclosed in impacted areas to set out the resettlement and compensation policy, organizational arrangements and design criteria to be applied to meet the needs of the people who may be affected by the program. The Resettlement Action Plans ("RAPs") for the DTP will be prepared consistent with the provisions of this RPF.

*"Resettlement Action Plan"*: see Resettlement and Compensation Plan above

*"Vulnerable individuals"* refers to:

- widows, the disabled, marginalized groups, low-income households and informal sector operators;
- incapacitated households – those no one fit to work and;
- child-headed households and street children

This group is among other things, characterised by low nutrition levels, low or no education, lack of employment or revenues, old age, and gender bias.

## Executive Summary

### Project Background

The Government of the United Republic of Tanzania through the Ministry of Communication and Information Technology (MCIT) is preparing the proposed Digital Tanzania Project (DTP) intended for financing support from the World Bank (WB). The Project Development Objective of the proposed DTP is to increase access to affordable, high quality internet services for government, businesses and citizens and to improve the government's capacity to deliver digital public services. The DTP builds on the very successful Regional Communications Infrastructure Program-Tanzania (RCIP-TZ) that has been completed. Phase I (2021-2025) and Phase II (2024-2029) will cover the main components as described in this report. These components are Digital Ecosystem, Digital Connectivity, Digital Platforms and Services, Project Management and a Contingent Emergency Response Component. Specific sub-projects will be proposed and implemented under each major component. The primary implementing agency for DTP will be the MCIT in close collaboration with the President's Office-Public Service Management and Good Governance (PO-PSMGG).

### Project Components

**The Digital Tanzania Project contributes to three core enablers of digital development:** (i) Digital Ecosystem: strengthening the laws, policies, regulations, institutional and human capacity needed to promote ICT infrastructure investment, market competitiveness, digital engagement, job creation, and innovation; (ii) Digital Connectivity: ensuring access to affordable, high quality internet services for all citizens, including in rural areas, and for critical government institutions; and (iii) Digital Platforms and Services: building the technical capacity, skills, institutions, and local digital infrastructure for the Government to deliver services to citizens and conduct its own business digitally.

#### **Component 1: Digital Ecosystem**

The aim of this component is to make Tanzania a more attractive and competitive place for digital investment and innovation, ensuring that the benefits of digital technology are reaching all citizens and helping lay the groundwork for growth of the digital economy. This will be accomplished by strengthening the many interrelated elements that characterize a thriving digital ecosystem – helping the Government in drafting forward-looking laws, regulations and policies; building digital skills and capacity of Government institutions and youth; prioritizing gender inclusivity, developing a critical mass of innovators, entrepreneurs, and support services; developing a robust local ICT industry that is founded on private investment and is able to deliver e-Commerce services, and working toward closing the digital divide – ensuring that all citizens and businesses benefit from digital development in the long term, especially the poor, women, the elderly and rural areas. These goals will be supported through two subcomponents:

#### **1. Digital Enabling Environment**

##### **a. Establishment of a National Center for ICT Professional Development and Innovation**

The objective of this activity is to develop a national center for ICT professional development and a series of four “soft centers”, or tech hubs for youth, entrepreneurs and small and medium-sized enterprises (SMEs) in five zones of the country, to promote local innovation in the country. The implementation of this activity will be carried out in collaboration with higher learning institutions, vocational training institutions and the industry, as well as with the Ministry of Education, Science and Technology (MEST) and the Council for Science and Technology (COSTECH). This subcomponent will require close collaboration with the private sector to assure that newly trained ICT professionals are ready to enter the workforce and have the qualifications and soft skills demanded by private sector companies, including cybersecurity awareness and skills. The project will specifically track the involvement of women in benefitting from the training provided and promoting internships for young women under the Government-funded program for youth employment. Direct collaboration with the private sector will be sought, including by way of specific on-the-job training programs or internships provided by the soft centers. It is planned that a national center would be established at the ICT Commission in Dodoma and four softcentres will be established, to be housed in training institutions or universities. In principle, the softcentres will be located in four zones namely Northern, Southern, Coastal and Western zones. Criteria for selection of the centers, modalities to coordinate and support will be generated and will be defined in the project implementation manual. The softcentres would be assisted in developing cost-recovery mechanisms for the services they offer and will need to establish good relations with private sector clients in order to establish longer term sustainability, once the project funds are fully used.

**b. Establishment of FabLabs**

This activity aims to establish three (3) Fabrication Labs (Fab Labs) for the refurbishment of ICT hardware, and updating of software, to enable the reuse and increased lifetime of ICT equipment, and to complement efforts to distribute ICT equipment to educational institutions. This will contribute towards the acquisition of low-cost ICT equipment for learning purposes. In addition, establishing FabLabs will reduce e-waste and build capacity in Tanzania for reusing and prolonging the lifespan of ICT equipment, which is an important future strategy to tackling e-waste. Up to three FabLabs would be established, criteria for selection will be defined in the project operational manual. The FabLabs will need to develop cost recovery mechanisms and to seek private sector support to ensure longer-term viability.

**c. ICT regulatory scan and review**

Under this activity, the MCIT, in cooperation with the TCRA and in consultation with the licensed operators and with the help of consultants, will conduct a scan of the legal and policy environment in order to identify possible gaps that might be hindering the development of the digital economy in Tanzania, and to review possible responses. This will target broadband implementation and provide recommendations on any new initiatives that may be necessary to create an enabling regulatory, legal and fiscal environment for the Digital Economy. Under this activity, the Ministry will also convene with the TCRA, the Ministry of Health, Community Development, Gender, Elders and Children, to ensure that gender considerations are integrated into this regulatory scan of the digital economy. The results of this regulatory scan should provide inputs to the implementation of the project as a whole, especially

the rural connectivity subcomponent. Activities to be funded under this sub-component will include consultants and the costs associated with stakeholder consultations.

## **2. Infrastructure to support National ICT Development and e-Commerce**

### **a. Enhancing the national addressing and postcode system**

This is an ongoing activity which will scale up the pilot projects for the National Spatial Data Infrastructure (NSDI), already started and managed by TCRA, which currently covers 66 wards (<http://www.address.go.tz/>). This initiative is expected to cover 711 wards from 37 Councils which includes Capital Cities, Strategic areas, Central Business Districts and other high revenue generating areas. The activities under this initiative involves development of digital maps; naming of roads/streets and installation of Signage and house number plates; data collection; enhance/update of the national Address Database; Prepare/review of policies and regulations; ICT works; awareness and capacity building. The NSDI, or digitized map with multiple different layers, will provide a platform on which information can be layered to support key activities such as the national digital ID, and spatial maps for national development. The fieldwork for the mapping would be carried out by government officials working under the guidance of the Ministry (TCRA and Tanzania Post). Ground mapping and photography would be supplemented by commercial firms recruited competitively to assist with digital mapping using remote sensing data from satellites and aerial photography. Activities to be funded would include supply of good, services and coverage of operational costs.

### **b. Development of a national ICT statistical management information system**

This activity aims to provide complete, accurate and current statistical data for ICT in the country to support policy decisions for national development. This data would be collected, for instance, by carrying out household ICT surveys, building on the survey carried out in 2017 by the WBG in conjunction with the National Bureau of Statistics (NBS), with funding from the Digital Development Partnership (DDP)<sup>23</sup> will be used by the NBS for national reporting. In addition, it will facilitate investment growth in the ICT sector by providing useful data to potential investors. The funding will be used to support development of electronic management system, establishment of necessary frameworks for enhancing ICT statistics availability and to commission further surveys for key ICT indicators under the guidance of NBS.

### **c. E-Commerce initiatives for Tanzania Post**

This activity is intended to assist Tanzania Post to catch up with recent technological developments and participate more actively in the delivery of e-Commerce. The initiative will later allow integration with Global e-commerce including the Universal Postal Union's (UPU) Ecom@Africa initiative. The Initiative seeks to make Tanzania a hub for e-Commerce in the region, and will enhance e-business growth and the participation of citizens in the digital economy.

While specific priority activities have been identified, the design of the component is intended to remain flexible, allowing the project to respond to new challenges and opportunities as they arise in this fast-changing sector. There may be a requirement for some additional enabling legislation to promote the

development of e-Commerce in Tanzania, and this will be tracked under the regulatory scan in ICT Regulatory Scan and Review Activity. The primary costs to be borne under this sub-component are the use of consultants for the development of the national e-commerce platform, to assess the country's e-com readiness and a scan of legal and regulatory environment (to complement the scan mentioned above).

## **Component 2. Digital Connectivity**

This component's aim is to ensure that all Tanzanians can access high speed broadband connectivity. Widespread, affordable and reliable connectivity is an essential pre-requisite to providing and accessing digital services for socio-economic development. In addition to the measures to boost sector competitiveness and private network investment under Component 1, there is a need for more direct investment to meet the connectivity needs of government and the private sector and also to create incentives for the private sector to close the digital divide in internet service provision between urban and rural populations, under a mobilizing finance for development (MFD) approach. This component will support the Government's agenda for industrialization and equitable spatial development, ensuring that all Tanzanians, including those in rural areas, have equivalent access to digital services and opportunities. This will be supported through two sub-components.

### **Sub-component 2.1 Enhancement of Government ICT Connectivity**

This sub-component will support the connection to high-speed broadband of those Ministries, Departments and Agencies (MDAs), Local Government Authorities (LGAs) and other Government Institutions that are current unconnected, or have only slow speed connections to the Government Network (GovNet). This sub-component will build on the successful connectivity program, initiated under RCIP-TZ, under which some 72 MDAs and 77 LGAs were connected to GovNet. This sub-component aims to connect a further 200 institutions including LGAs, Regional Office, Regional Hospitals, District Hospitals; and other MDAs to high-performance internet services. Given that the extension of digital connectivity within the country is paramount, a reliable and robust ICT backbone Infrastructure is a necessity. In view of this, the project will support enhancement of GovNet to provide resilience routes as well as extending coverage of the national backbone to areas needed by telecom operators and other communication service providers for provision of services to citizens and businesses.

Furthermore, Digital Tanzania will fund the pre-purchase of bulk internet capacity of at least 1.5 Gbps per location for ten years (i.e. as an "indefeasible right of use" (IRU) contract, sometimes called "dark fiber"). The capacity will be used by MDAs and LGAs to facilitate government service delivery. The pre-purchase of bulk international bandwidth is targeted at priority user groups such as schools, universities, hospitals, e-Government use etc. By supporting these targeted user groups to access cheaper capacity, it will allow them to grow their consumption in line with their actual demand (currently constrained by the prohibitive cost of capacity). This in turn will increase the viability of international infrastructure and in particular increase the usage of submarine cable infrastructure. The pre-purchase of bandwidth would be carried out through competitive tendering for IRU contracts which would be carried out in lots, with one lot covering the provision of international internet bandwidth and other lots covering different regions of the country (for instance, four zones, to

be awarded in phases). The preferred technology to connect the government institutions would be fiber optic cable, but where this is not immediately available, temporary solutions using microwave, satellite or 4G mobile broadband could be considered. The bandwidth contracts on offer from government should provide an incentive for operators to upgrade their networks to fiber, over time. Companies winning the contracts funded by IDA would be required to apply relevant WBG environmental and social framework standards for all construction works carried out to extend their networks in the zones served under the project.

### **Sub-component 2.2 Rural Broadband for Development**

This sub-component will build on the successful rural connectivity program supported under RCIP-TZ by extending data-enabled (4G or higher) network coverage to the three million people currently living in areas of the country that are currently unserved by any mobile cellular signal and will upgrade existing 2G networks to 4G and above. This will encourage participation in digital economy development and will help those rural areas that have previously been unable to participate in online learning or remote meetings to do so. This program will be conducted in collaboration with the Universal Communication Service Access Fund (UCSAF) and will draw upon lessons learned from the RCIP-TZ program, for instance to refine the delivery mechanisms for incentives to encourage private sector investment in rural areas by using network roaming. The activity will also make use of “TV white spaces” spectrum for enhancing broadband coverage in the underserved areas. This will require a consultant study to provide a thorough spectrum analysis to visualize the scope for using TV white spaces spectrum in rural areas and thus to provide policy and regulatory guidance on the use of this spectrum.

The mechanism proposed to be used in this intervention is a “reverse auction subsidy”, similar to the one used under RCIP-TZ, and as used in multiple WB programs, such as Niger Smart Villages (P167543) and Digital Malawi (P160533). UCSAF would designate geographical zones (in clusters, or lots) where interested bidders (such as mobile operators, cell tower companies, high-altitude platform services etc.) would be invited to bid competitively for the lowest viable subsidy to capital expenditure that would be required for them to provide, or upgrade, service in the designated zones. Thus, IDA funding would be used to leverage funds from UCSAF (using funds contributed to the Universal Service Fund) and from the private sector, under a mobilizing funds for development (MFD) approach. Under the RCIP-TZ program, an IDA contribution of US\$30m leveraged private sector investment of around US\$70m and brought some 2.5 million people under mobile signal coverage for the first time. This would be a significant contribution to mobilizing finance for development (MFD) from the project, but these sums are not included in the data sheet because the sum will only be known once the bidding process is completed and because there is no commitment, nor requirement, from the private sector to contribute a specific amount. A further challenge to extending rural broadband is the fact that mobile phone use is generally in advance of rural electrification. Under RCIP-TZ, solar power arrays were used, with battery storage. A similar approach will be used, taking advantage of the huge advances in solar power technology that have taken place in the last decade, and collaborating closely with the IFC programs for Scaling Solar and Lighting Africa.

Activities to be funded under this sub-component includes a) a study on the scope for using TV White Spaces spectrum; b) a study to define the modality to be used for the reverse subsidy auctions, and to define a program operational manual to govern awards, and to monitor the implementation of awards; c) a series of reverse subsidy auctions, open to competitive bidding, in areas designated by UCSAF. Winning bidders benefitting from capital expenditure subsidies under the project would be obliged to abide by relevant WB safeguards standards in any civil works carried out (e.g., construction of cell towers).

### **Component 3. Digital Platforms and Services**

Component 3 seeks to enhance the core infrastructure and capacity necessary to support digital public service delivery, enhance the efficiency of the Government's internal operations and to rollout priority digital productivity platforms and public services. Progress has been made in recent years in developing digital services and elements of a shared services platform (mobile services portal, SMS gateway, government e-payment gateway, etc.), strengthening of the e-Government Authority (eGA) and deployment of digital productivity tools for government (first phase of e-Office, introduction of one-stop government digital service delivery centers (Huduma Centers), initial digitalization of records, revenue management, etc.). However, various MDAs and LGAs still operate stand-alone IT systems and infrastructure, spending considerable financial and human resources to develop, implement, and operate each separate digital service. This creates significant financial, operational and security liabilities for institutions ill-suited to cope with them. In addition, the Government lacks sufficient human resources to meet increasing IT demands, and adequate policies, practices and an effective IT infrastructure to deploy high quality digital services in a fast, secure, reliable and cost-effective manner, under a "whole-of-government" approach. ICT skills development under this sub-component is intended to service government institutions and industrial sectors that are in need of high skills for operations underway in the country.

Increased access to affordable, high-quality connectivity will create an opportunity to enhance the way the government conducts its business and provides services to citizens using digital technologies. Offering public services through mobile and online platforms can create significant benefits to citizens who might otherwise need to travel long distances and spend significant time and resources to access those services. This is particularly important for Tanzania's rural residents who may lack access to public transport and quality roads but are much more likely to have access to a mobile phone. Likewise, digital platforms offer opportunities to deliver new categories of services and transactions such as digital cash transfers under social protection or payroll schemes, lower administrative and logistical barriers to service delivery, and reduce scope for corruption. This Component will include the following three sub-components.

#### **Sub-component 3.1 Digital Services and Productivity Platforms**

##### **a. One Stop Service Centers (Huduma Jamii Centres)**

This activity will seek to improve existing processes and procedures for offering government services to citizens and small businesses by establishing 31 One Stop Service Centers (OSSC, or Huduma Jamii in Swahili), of which up to 10 will be implemented in the first two years of the project (8 on mainland and

2 in Zanzibar). These centers will be designed for citizens to access public services in a simple, speedy and seamless manner in one location which may be operated, for instance by a post office, a community association or a local entrepreneur. A feasibility study was completed in November 2020, with funding from the African Development Bank, and provided recommendations for the implementation of the activity and the location of the OSSCs. The study notes that, currently, to establish a business, an entrepreneur would need to visit five separate parts of Government (BRELA, TRA, relevant ministry and LGA and MITI), and visit a bank to make payments at each stage. The aim would be to facilitate the process through a single visit to a single government portal, facilitated by an OSSC. The OSSC will provide both informational and transactional services. By the end of the project, it is planned that up to 32 Government services will be provided. The feasibility study proposes to use a processing fee (less than 5 per cent of the cost of a given service) as a means of financing the OSSC. While these services could also be accessed from a website, the OSSC would provide an intermediary service to assist citizens in navigating the relevant steps, would accept payments and provide printing and additional services.

In line with the draft budget presented in the feasibility study, the activities to be funded under this activity will include consultant fees, in particular for business process improvement. Other activities to be funded include Supply of ICT goods and services, and rehabilitation of the existing buildings (for instance, internal wiring and repartitioning of rooms). Training of operational staff will also be required, notably for cybersecurity awareness and good practice. The project will work with existing government buildings and any civil works conducted will be subject to World Bank environmental and social safeguards standards.

#### **b. Digital Economy**

This activity, under the Ministry of Finance and Planning (MoFP), and the Tanzania Revenue Authority (TRA), a semi-autonomous body under the MoFP, will focus on enhancement of financial/payment systems by strengthening regulations pertaining to digital financial transactions, in collaboration with the Bank of Tanzania (BoT), and enhancing the National Payment System (NPS). By establishing skills and systems that better serve the digital economy, this activity should contribute to increasing revenue for the Government. This activity will require consultant services and purchase of ICT goods and services, including software development and cybersecurity consultancy.

#### **Sub-component 3.2 Data Center Infrastructure**

This activity aims to enhance the National Data Centre Infrastructure by acquiring storage, networking equipment, and computing resources for the government shared platform. It also seeks to enable cost effective sharing of resources, increasing the reliability of electronic services offered by government and enhancing the storage of government data as well as creating efficiency in sharing and accessing government applications through shared cloud infrastructure. This activity will require consultant services, purchase of ICT goods and services and additional training, notably on cybersecurity awareness and good practice, with a focus on good practice on energy efficiency and use of renewable energy. For highly sensitive government data and confidential private data, local data storage hosting on a government cloud may be required. For this purpose, an existing government data center, recently constructed, will be used and enhanced with additional security and data storage capacity.

### **Sub-component 3.3 Digital Literacy and Capacity-Building**

#### **a. Government ICT cadre training program**

This activity seeks to build the capacity of the ICT professionals within Government for managing and supporting existing and future government ICT systems (supply side) based on an ICT skills gap assessment conducted in all Ministries in 2018. The project foresees the training of specialized ICT skills for up to 500 ICT experts from the Ministries and will also include longer courses (master's degrees) at top-level universities. Synergies will be sought with the National Center for ICT Professional development supported under subcomponent 1.1 to make sure the appropriate programs are developed to support ICT professionals in the public sector or with interest in government jobs. Civil servants benefitting from training overseas will be required to have worked already for the government for several years and to sign contracts to stay within government for a certain minimum length of time, or to commit to repaying part of the costs of the training. The selection framework will be prepared and included in the Project Implementation Manual (PIM). This is intended to reduce the level of brain drain from government. Training for e-service operation will be provided in the specific activities of the sub-project.

#### **b. Citizen Digital Literacy**

An awareness program intended to raise the level of utilization of online government services will run for the entire duration of the Digital Tanzania project. It will include, but not be limited to, social media, TV and radio programming to promote e-Government services; TV adverts and short video clips; print media campaign; dissemination of publicity materials; workshops and seminars (for media and the public). Other activities that will be supported are digital forums, conferences, exhibitions and different digital competitions among youth in order to strengthen digital involvement and contribution in innovations and creativity. The activity intends to increase digital literacy in terms of increased awareness and usage of digital services by citizens, with specific consultations with Government and local stakeholders to ensure that women's engagement with citizen services are accounted for. Activities to be supported under this sub-component include workshops, consultant services and training.

### **Component 4: Project Management**

This component will support essential project management functions, covering primarily staff costs and operational costs. The Government, through MCIT and PO-PSMGG, will establish a single project implementation unit (PIU) which will be responsible for supervising operations. The PIU will comprise an overall project coordinator, a digital government services specialist, an ICT technical specialist/technical assistance officer and specialists in procurement and financial management as well as safeguards specialists. It will also include funding for strategic communications, monitoring and evaluation, internal audit, logistics and operational overhead, gender inclusion and diversity. Further to this it will include capacity building for beneficiary agencies, such as UCSAF and eGA, on the preparation of bidding documents and contracts specifically for procurement of ICT, which often includes both goods and services in a single contract. The activities of the PIU will be defined within the project implementation manual (PIM) which has been developed for this project.

### **Component 5: Contingent Emergency Response Component**

The project includes a Contingent Emergency Response Component (CERC) with an initial zero value, which may be financed during project implementation to allow for an agile response to eligible crises and emergencies. Establishing this component at the program outset provides flexibility to respond to crises as they arise. These could include, for instance, humanitarian crises which require the provision of emergency communications services to replace facilities that have been damaged, or to facilitate emergency humanitarian payments using mobile money. The primary issue at the time of writing is the Coronavirus (COVID-19) pandemic which requires an urgent response, for example in the form of additional broadband internet capacity for Government offices, especially health centers and hospitals, and for Government employees working from home. Eligible situations, scope and modalities of the CERC will be defined in the Project Implementation Manual.

### **Objective of the RFP**

The objective of this RFP is to provide a screening process, for DTP sub-project activities, to ensure that where land acquisition for project activities is inevitable, resettlement and compensation activities for lost land, livelihoods and other properties should be conceived and executed in a sustainable manner. The RFP establishes resettlement objectives and principles, organizational arrangements, and mechanisms for any resettlement operation, and guide implementers to execute fair compensation to Project Affected Persons (PAPs).

### **Project Activities and Safeguards**

The proposed DTP will support sub-projects and activities that are likely to generate some detrimental and site-specific environmental and social impacts. However, the exact nature of sub-projects (or their location, core areas of impacts, extent, magnitude and duration of impacts caused by the various types of subproject activities are yet to be specified to a detailed level where a Resettlement Action Plan (RAP) can be developed for approval under the national regulations. Where potential resettlement may occur, relevant provisions in the national legislative requirements and the Environmental and Social Framework (ESF) of the World Bank will apply.

Taking into account potential impacts of the project and with due regard to World Bank Environmental and Social Framework (ESF), the proposed DTP has been assigned a risk rating of Moderate. For the implementation of sub-component 2.2—which may involve the planned improvement of network infrastructure involving the laying of fiber optic cables, construction of masts and associated impacts with their operation, construction of access roads and structures for housing equipment and energy sources—will likely require land to be acquired. This may result in physical and / or economic displacement. Thus, Environmental and Social Standard 5 (ESS 5) of the ESF was found applicable for the project.

Specific costed RAPs will be prepared as necessary through the guidance of the RFP for sub-projects which may result in land acquisition and/or involuntary resettlement as, in some cases, small pieces of land may be required to install towers, facilities, energy solutions and other telecom network equipment. The exact network routing and specific location of the project activities that may result in involuntary resettlement is not known at this time. When specific planning information becomes available and the land areas are identified, sub-project resettlement and compensation plans will be subsequently prepared consistent with this policy framework and will be submitted to the Bank for approval before any land acquisition, compensation, resettlement, or any other impact on livelihood occurs.

### Sub-projects Screening

Sub-projects under the proposed DTP will be subjected to a step-by-step screening process in order to determine whether a particular subproject will result in physical or economic displacement, and therefore whether a RAP is required and if so, how to prepare and implement one. The screening process will ensure that subprojects intended for DTP funding comply with the requirements of ESS 5 and Tanzanian statutory requirements for land acquisition. Subproject screening will be used to identify the types and nature of potential impacts related to the activities proposed under the DTP and to provide adequate measures to address the impacts. Screening for resettlement issues shall form part of an overall environmental and social screening.

### Resettlement Tools

It is expected that the DTP activities will strive to minimize or avoid land acquisition or cause any type of resettlement in particular sub-projects under Components 2 and 3. Should land acquisition be inevitable, the following tools should be used to guide the process:

1. Resettlement Planning;
2. Stakeholders consultations and disclosure;
3. Baseline socio-economic survey/census;
4. Valuation and compensation;
5. Grievance redress mechanism; and
6. Monitoring, evaluation and audit.

### Stakeholder Engagement

During the development of this RPF, the Consultant conducted thorough stakeholders' consultations with key implementing agencies that will be directly responsible for the DTP. Although DTP is expected to cover the whole country from the national to local levels, given the limited duration of the assignment, consultations were done in Dar es Salaam and Dodoma mainly with the implementing, coordinating, and operating public and private institutions at national level.

The main stakeholders consulted included:

- (i) Ministries
  - President's Office Regional Administration and Local Government (PO-RALG);
  - President's Office Public Service Management and Good Governance (PO-PSMGG);
  - Vice President's Office-Division of Environment (VPO-DoE);
  - Ministry of Works, Transport and Communication (MWTC);
  - Ministry of Industry, Trade and Investment (MITI);
  - Ministry of Education, Science and Technology (MOEST);
  - Ministry of Lands, Housing, and Human Settlement Development (MLHHSD);
- (ii) Government agencies and/or authorities
  - Information and Communications Technology Commission (ICTC);
  - Universal Communications Services Access Funds (UCSAF);
  - e-Government Agency (e-GA);
  - Tanzania Telecommunications Corporations (TTC);
  - Public Procurement Regulatory Authority (PPRA);

- Registration, Insolvency and Trusteeship Agency (RITA);
  - Tanzania Revenue Authority (TRA);
  - Tanzania Communications Regulatory Authority (TCRA);
  - Tanzania Postal Corporation (TPC);
- (iii) Environmental regulator
- National Environment Management Council (NEMC);
- (iv) Higher learning institutions
- University of Dodoma (UDOM);
  - University of Dar es Salaam (UDSM);
  - Dar es Salaam Institute of Technology (DIT);
- (v) National hospital
- Muhimbili National Hospital (MNH);
- (vi) Private companies providing network
- Vodacom, Airtel, Tigo/MIC, and Halotel.
- (vii) Registered e-waste dealers
- Chilambo General Trade Company Ltd

### Stakeholders Key Concerns

Stakeholder' key issues specifically in relation to land acquisition, resettlement and compensation are:

- Land speculation for the installation of ICT infrastructures;
- Land acquisition is envisaged, but there will not be a significant resettlement;
- Changes in livelihood activities due to land acquisition;
- Compensation should be paid for any land take, damage to other utilities and facilities, or interruption of services;
- Potential loss of livelihoods due to damage to crops, properties and other assets;
- Potential loss of access to business premises due to relocation e.g. removal of vendors in areas where fiber cables will be laid;
- Awareness and demarcation of project site(s) should be provided in order to avoid land speculations;
- DTP may consider renting/purchasing land owned by the village government;
- Inadequate public awareness: local communities were not aware of RCIP TZ; and
- Communities should be fully engaged from the design phase through project implementation (public engagement).

# 1. INTRODUCTION

## 1.1 Project Background

The Government of the United Republic of Tanzania (URT) through the Ministry of Communication and Information Technology (MCIT). is preparing the proposed Digital Tanzania Project (DTP) intended for financing support from the World Bank (WB). The programme aims to assist the country to harness its digital potential by ensuring that all citizens have access to high quality, low-cost connectivity, that public services are easily accessible online and that the digital economy is driving growth, innovation and job creation. The project development objective (PDO) of the first phase -- the *Digital Tanzania Project* – is to **increase access to affordable, high quality internet services for government, businesses and citizens and to improve the government's capacity to deliver digital public services and create jobs.**

The proposed DTP builds on the very successful Regional Communications Infrastructure Program – Tanzania (RCIP-TZ) that has been completed. The RCIP-TZ development objectives were to (i) lower prices for international capacity and extend the geographic reach of broadband networks; and (ii) improve the government's efficiency and transparency through eGovernment applications.

The overall PDO for the two phases of the DFP series of projects is to contribute to universal access to the internet and digital public services and to facilitate private sector led digital investment, services and job creation. The programme will be implemented in two phases with a five-year period for each phase. Phase I will commence in 2021 to 2025 and Phase II will run through 2024 to 2029. The programme is envisioned to equip citizens and businesses with the capability to use technology for livelihoods improvement and thrive in the current and future digital economy.

As part of the preparations for DTP, and in compliance with the World Bank's Environmental and Social Framework (ESF) the MCIT has prepared a Resettlement Policy Framework (RPF) for DTP to guide the preparation of site-specific RAPs under the sub-projects as appropriate. On the other hand, the ESMF that has been prepared alongside this RPF, provides guidelines for the management, assessment and mitigation of environmental and social concerns that meet National and World Bank ESF requirements (such as Environmental and Social Impact Assessments (ESIAs) and Environmental and Social Management Plans (ESMPs).

This RPF is complimented by the following instruments which have been prepared prior to appraisal:

- Environmental and Social Management Framework (ESMF);
- Stakeholder Engagement Plan (SEP); and
- Environmental and Social Commitment Plan (ESCP).

Which are to be prepared prior to project effectiveness:

- Vulnerable Groups Planning Framework (VGPF); and
- Labour Management Procedures (LMP).

## 1.2 Objective of the Resettlement Policy Framework

The objective of this RPF is to provide a tool for the screening of DTP's sub-projects and activities, to ensure that where land acquisition for the project activities is inevitable, resettlement and compensation activities for lost land, livelihoods and other properties should be conceived and executed in a sustainable manner and are consistent with the requirements of applicable Tanzanian legislations and World Bank ESS 5 of the ESF. The RPF establishes resettlement objectives and principles, organizational arrangements, and mechanisms for any resettlement operation, and guide implementers to provide fair compensation to Project Affected Persons (PAPs).

Specifically, the RPF is to:

- Provide the legal and regulatory framework, to identify gaps between national legislation and regulatory requirements related land acquisition and ESS 5 and suggest the mechanisms to bridge such gaps;
- Outline the institutional framework, i.e., suggests an organizational structure responsible for resettlement activities, and propose mechanism to enhance its institutional capacity;
- Preparation of principles and methods to be used in valuing losses, and a description of eligibility and entitlements;
- Provide guidance on main activities involved in site selection, site preparation, and relocation;
- Outline implementation arrangements including schedule and grievance redress mechanism;
- To develop principles, strategy and plan for monitoring of resettlement activities, and to set frame work for project evaluation and impact assessment;
- Estimate cost and identify possible sources of funding.;
- Outline principles and objectives governing resettlement preparation and implementation;
- Provide an estimated population displacement and likely categories of displaced persons, to the extent feasible;
- Provide eligibility criteria for defining various categories of displaced persons;
- Provide a description of the process for preparing and approving resettlement plans; and
- Outline a description of the implementation process, linking resettlement implementation to civil / construction works.

The frameworks will include criteria for the selection of sites for the construction activities of the projects under the Program and for the design of environmental and social impact mitigation measures. A Resettlement Action Plan (RAP) will be required for any subproject that requires land acquisition and/or involuntary resettlement. The sub-project RAPs will be prepared in accordance with the relevant Tanzanian legislations and ESS 5 of the ESF.

## 1.3 Approach and Methodology

### 1.3.1. Desk Survey

Updating of this RPF relied on an analysis based on available information – under RCIP-TZ, review of DTP proposed sub-projects and the recent Audit Report for Environmental and Social Compliance for project activities implemented under the RCIP-TZ. The content and structure of the RPF has been updated to reflect the DTP requirements as well as the ESF. The update also addressed national and World Bank requirements of the ESF. A list of such new requirements has been included in the reference list of this updated RPF for the DTP.

In addition, relevant national policies, guidelines and legislation pertaining to resettlement issues were also reviewed.

### **1.3.2. Stakeholder Consultations**

The DTP covers a wide range of stakeholders across the country from national to local levels. This includes government Ministries, Departments and Agencies (MDAs), regional and local government authorities (LGAs), private sector institutions and villages and communities across the country. Given the time limitation for the assignment, high level stakeholders' consultations was undertaken in Dar es Salaam and Dodoma primarily focusing on MDAs and implementing partners responsible for coordination, support and implementation of DTP.

Chapter 8 presents further details on stakeholders' consultations and public involvement. Minutes of meetings among the relevant institutions and of consultations were recorded and annexed to this RPF as appropriate (see *Annex I*). Signatures of all consulted stakeholders is included in *Annex II*.

### **1.3.3. Public Disclosure of Updated RPF**

The MCIT will disclose the updated ESMF and RPF in print media in their offices and websites as per the requirements of the World Bank. Disclosure of the documents will be done by sending out of invitations, organization of venues for public hearings, and being present as discussant at all public hearings.

## **1.4 Structure of the RPF**

This report is organized into ten substantive chapters and annexes as follows:

1. Chapter 1: Introduction;
2. Chapter 2: Project Description and Organization;
3. Chapter 3: Legislative and Institutional Framework Governing Land, Resettlement and Compensation;
4. Chapter 4: Screening and Approval of Sub-projects/RAPs
5. Chapter 5: Guiding Principles, Eligibility and Entitlement;
6. Chapter 6: Resettlement Tools and Instruments;
7. Chapter 7: Implementation and Management of Resettlement and Compensation;
8. Chapter 8: Stakeholders Consultation and Disclosure;
9. Chapter 9: Estimated Budget;
10. Chapter 10: References; and
11. Annexes.

## 2. PROJECT DESCRIPTION AND ORGANIZATION

### 2.1 Rationale of the DTP

The proposed DTP will follow on, scale up and complete some of the pilot programs that begun under RCIP Tanzania, and which would also introduce some new areas of work that embraces the enabling aspect of industrialization, employment, provision of government services to citizen and steady economic growth.

The proposed DTP is geared to address existing challenges that includes but not limited to Information and Communication Technology (ICT) infrastructure deficiency, systems integration impediments, scope for e-services, inadequate infrastructure to secure transactions, increasing electronic waste products and technical capacity for MDAs/LGAs to customize electronic systems. In addition, the project intends to broaden the achievements realized in other initiatives done by the Government that includes National ICT Broadband Backbone (NICTBB), RCIP, TANZICT, and Public Service Reform Programme (PSRP)-II.

In addition, the Government has decided to move its operations to Dodoma (around 450km from Dar es Salaam) at the central part of the country. The move imposes several requirements in area of ICT infrastructure, platform and applications that will ensure reliable communication between the capital city and business city (Dar es Salaam). Thus, there is a need for a well digitized platform that will enable sustainability of Government communications and service delivery offered through ICT. In order to support the Government, the Digital Tanzania is geared to establish necessary ICT infrastructure for connecting Government institutions and deployment of several information systems for enhancing service provision.

This RPF is complimented by the following instruments:

- Environmental and Social Management Framework (ESMF);
- Vulnerable Groups Planning Framework (VGPF);
- Stakeholder Engagement Plan (SEP);
- Environmental and Social Commitment Plan (ESCP).

### 2.2 Project Components, Subcomponents and Implementing Agencies

**The Digital Tanzania Project contributes to three core enablers of digital development:** (i) Digital Ecosystem: strengthening the laws, policies, regulations, institutional and human capacity needed to promote ICT infrastructure investment, market competitiveness, digital engagement, job creation, and innovation; (ii) Digital Connectivity: ensuring access to affordable, high quality internet services for all citizens, including in rural areas, and for critical government institutions; and (iii) Digital Platforms and Services: building the technical capacity, skills, institutions, and local digital infrastructure for the Government to deliver services to citizens and conduct its own business digitally.

#### **Component 1: Digital Ecosystem**

The aim of this component is to make Tanzania a more attractive and competitive place for digital investment and innovation, ensuring that the benefits of digital technology are reaching all citizens and helping lay the groundwork for growth of the digital economy. This will be accomplished by strengthening the many interrelated elements that characterize a thriving digital ecosystem—helping the Government in drafting forward-looking laws, regulations and policies; building digital skills and capacity of Government institutions and youth; prioritizing gender inclusivity, developing a critical mass of innovators, entrepreneurs, and support services; developing a robust local ICT industry that is founded on private investment and is able to deliver e-Commerce services, and working toward closing the digital divide—ensuring that all citizens and businesses benefit from digital development in the long term, especially the poor, women, the elderly and rural areas. These goals will be supported through two subcomponents:

## **1. Digital Enabling Environment**

### **a. Establishment of a National Center for ICT Professional Development and Innovation**

The objective of this activity is to develop a national center for ICT professional development and a series of four “soft centers”, or tech hubs for youth, entrepreneurs and small and medium-sized enterprises (SMEs) in five zones of the country, to promote local innovation in the country. The implementation of this activity will be carried out in collaboration with higher learning institutions, vocational training institutions and the industry, as well as with the Ministry of Education, Science and Technology (MEST) and the Council for Science and Technology (COSTECH). This subcomponent will require close collaboration with the private sector to assure that newly trained ICT professionals are ready to enter the workforce and have the qualifications and soft skills demanded by private sector companies, including cybersecurity awareness and skills. The project will specifically track the involvement of women in benefitting from the training provided and promoting internships for young women under the Government-funded program for youth employment. Direct collaboration with the private sector will be sought, including by way of specific on-the-job training programs or internships provided by the soft centers. It is planned that a national center would be established at the ICT Commission in Dodoma and four softcentres will be established, to be housed in training institutions or universities. In principle, the softcentres will be located in four zones namely Northern, Southern, Coastal and Western zones. Criteria for selection of the centers, modalities to coordinate and support will be generated and will be defined in the project implementation manual. The softcentres would be assisted in developing cost-recovery mechanisms for the services they offer and will need to establish good relations with private sector clients in order to establish longer term sustainability, once the project funds are fully used.

### **b. Establishment of FabLabs**

This activity aims to establish three (3) Fabrication Labs (Fab Labs) for the refurbishment of ICT hardware, and updating of software, to enable the reuse and increased lifetime of ICT equipment, and to complement efforts to distribute ICT equipment to educational institutions. This will contribute towards the acquisition of low-cost ICT equipment for learning purposes. In addition, establishing FabLabs will reduce e-waste and build capacity in Tanzania for reusing and prolonging the lifespan of ICT equipment, which is an important future strategy to tackling e-waste. Up to three FabLabs would

be established, criteria for selection will be defined in the project operational manual. The FabLabs will need to develop cost recovery mechanisms and to seek private sector support to ensure longer-term viability.

**c. ICT regulatory scan and review**

Under this activity, the MCIT, in cooperation with the TCRA and in consultation with the licensed operators and with the help of consultants, will conduct a scan of the legal and policy environment in order to identify possible gaps that might be hindering the development of the digital economy in Tanzania, and to review possible responses. This will target broadband implementation and provide recommendations on any new initiatives that may be necessary to create an enabling regulatory, legal and fiscal environment for the Digital Economy. Under this activity, the Ministry will also convene with the TCRA, the Ministry of Health, Community Development, Gender, Elders and Children, to ensure that gender considerations are integrated into this regulatory scan of the digital economy. The results of this regulatory scan should provide inputs to the implementation of the project as a whole, especially the rural connectivity subcomponent. Activities to be funded under this sub-component will include consultants and the costs associated with stakeholder consultations.

**2. Infrastructure to support National ICT Development and e-Commerce**

**a. Enhancing the national addressing and postcode system**

This is an ongoing activity which will scale up the pilot projects for the National Spatial Data Infrastructure (NSDI), already started and managed by TCRA, which currently covers 66 wards (<http://www.address.go.tz/>). This initiative is expected to cover 711 wards from 37 Councils which includes Capital Cities, Strategic areas, Central Business Districts and other high revenue generating areas. The activities under this initiative involves development of digital maps; naming of roads/streets and installation of Signage and house number plates; data collection; enhance/update of the national Address Database; Prepare/review of policies and regulations; ICT works; awareness and capacity building. The NSDI, or digitized map with multiple different layers, will provide a platform on which information can be layered to support key activities such as the national digital ID, and spatial maps for national development. The fieldwork for the mapping would be carried out by government officials working under the guidance of the Ministry (TCRA and Tanzania Post). Ground mapping and photography would be supplemented by commercial firms recruited competitively to assist with digital mapping using remote sensing data from satellites and aerial photography. Activities to be funded would include supply of good, services and coverage of operational costs.

**b. Development of a national ICT Statistical Management Information System**

This activity aims to provide complete, accurate and current statistical data for ICT in the country to support policy decisions for national development. This data would be collected, for instance, by carrying out household ICT surveys, building on the survey carried out in 2017 by the WBG in conjunction with the National Bureau of Statistics (NBS), with funding from the Digital Development Partnership (DDP)<sup>23</sup> will be used by the NBS for national reporting. In addition, it will facilitate investment growth in the ICT sector by providing useful data to potential investors. The funding will be

used to support development of electronic management system, establishment of necessary frameworks for enhancing ICT statistics availability and to commission further surveys for key ICT indicators under the guidance of NBS.

**c. E-Commerce initiatives for Tanzania Post**

This activity is intended to assist Tanzania Post to catch up with recent technological developments and participate more actively in the delivery of e-Commerce. The initiative will later allow integration with Global e-commerce including the Universal Postal Union's (UPU) Ecom@Africa initiative. The Initiative seeks to make Tanzania a hub for e-Commerce in the region, and will enhance e-business growth and the participation of citizens in the digital economy.

While specific priority activities have been identified, the design of the component is intended to remain flexible, allowing the project to respond to new challenges and opportunities as they arise in this fast-changing sector. There may be a requirement for some additional enabling legislation to promote the development of e-Commerce in Tanzania, and this will be tracked under the regulatory scan in ICT Regulatory Scan and Review Activity. The primary costs to be borne under this sub-component are the use of consultants for the development of the national e-commerce platform, to assess the country's e-com readiness and a scan of legal and regulatory environment (to complement the scan mentioned above).

**Component 2. Digital Connectivity**

This component's aim is to ensure that all Tanzanians can access high speed broadband connectivity. Widespread, affordable and reliable connectivity is an essential pre-requisite to providing and accessing digital services for socio-economic development. In addition to the measures to boost sector competitiveness and private network investment under Component 1, there is a need for more direct investment to meet the connectivity needs of government and the private sector and also to create incentives for the private sector to close the digital divide in internet service provision between urban and rural populations, under a mobilizing finance for development (MFD) approach. This component will support the Government's agenda for industrialization and equitable spatial development, ensuring that all Tanzanians, including those in rural areas, have equivalent access to digital services and opportunities. This will be supported through two sub-components.

**Sub-component 2.1 Enhancement of Government ICT Connectivity**

This sub-component will support the connection to high-speed broadband of those Ministries, Departments and Agencies (MDAs), Local Government Authorities (LGAs) and other Government Institutions that are current unconnected, or have only slow speed connections to the Government Network (GovNet). This sub-component will build on the successful connectivity program, initiated under RCIP-TZ, under which some 72 MDAs and 77 LGAs were connected to GovNet. This sub-component aims to connect a further 200 institutions including LGAs, Regional Office, Regional Hospitals, District Hospitals; and other MDAs to high-performance internet services. Given that the extension of digital connectivity within the country is paramount, a reliable and robust ICT backbone Infrastructure is a necessity. In view of this, the project will support enhancement of GovNet to provide resilience routes as well as extending coverage of the national backbone to areas needed by telecom

operators and other communication service providers for provision of services to citizens and businesses.

Furthermore, Digital Tanzania will fund the pre-purchase of bulk internet capacity of at least 1.5 Gbps per location for ten years (i.e. as an “indefeasible right of use” (IRU) contract, sometimes called “dark fiber”). The capacity will be used by MDAs and LGAs to facilitate government service delivery. The pre-purchase of bulk international bandwidth is targeted at priority user groups such as schools, universities, hospitals, e-Government use etc. By supporting these targeted user groups to access cheaper capacity, it will allow them to grow their consumption in line with their actual demand (currently constrained by the prohibitive cost of capacity). This in turn will increase the viability of international infrastructure and in particular increase the usage of submarine cable infrastructure, The pre-purchase of bandwidth would be carried out through competitive tendering for IRU contracts which would be carried out in lots, with one lot covering the provision of international internet bandwidth and other lots covering different regions of the country (for instance, four zones, to be awarded in phases). The preferred technology to connect the government institutions would be fiber optic cable, but where this is not immediately available, temporary solutions using microwave, satellite or 4G mobile broadband could be considered. The bandwidth contracts on offer from government should provide an incentive for operators to upgrade their networks to fiber, over time. Companies winning the contracts funded by IDA would be required to apply relevant WBG environmental and social framework standards for all construction works carried out to extend their networks in the zones served under the project.

### **Sub-component 2.2 Rural Broadband for Development**

This sub-component will build on the successful rural connectivity program supported under RCIP-TZ by extending data-enabled (4G or higher) network coverage to the three million people currently living in areas of the country that are currently unserved by any mobile cellular signal and will upgrade existing 2G networks to 4G and above. This will encourage participation in digital economy development and will help those rural areas that have previously been unable to participate in online learning or remote meetings to do so. This program will be conducted in collaboration with the Universal Communication Service Access Fund (UCSAF) and will draw upon lessons learned from the RCIP-TZ program, for instance to refine the delivery mechanisms for incentives to encourage private sector investment in rural areas by using network roaming. The activity will also make use of “TV white spaces” spectrum for enhancing broadband coverage in the underserved areas. This will require a consultant study to provide a thorough spectrum analysis to visualize the scope for using TV white spaces spectrum in rural areas and thus to provide policy and regulatory guidance on the use of this spectrum.

The mechanism proposed to be used in this intervention is a “reverse auction subsidy”, similar to the one used under RCIP-TZ, and as used in multiple WB programs, such as Niger Smart Villages (P167543) and Digital Malawi (P160533). UCSAF would designate geographical zones (in clusters, or lots) where interested bidders (such as mobile operators, cell tower companies, high-altitude platform services etc.) would be invited to bid competitively for the lowest viable subsidy to capital expenditure that would be required for them to provide, or upgrade, service in the designated zones. Thus, IDA funding would

be used to leverage funds from UCSAF (using funds contributed to the Universal Service Fund) and from the private sector, under a mobilizing funds for development (MFD) approach. Under the RCIP-TZ program, an IDA contribution of US\$30m leveraged private sector investment of around US\$70m and brought some 2.5 million people under mobile signal coverage for the first time. This would be a significant contribution to mobilizing finance for development (MFD) from the project, but these sums are not included in the data sheet because the sum will only be known once the bidding process is completed and because there is no commitment, nor requirement, from the private sector to contribute a specific amount. A further challenge to extending rural broadband is the fact that mobile phone use is generally in advance of rural electrification. Under RCIP-TZ, solar power arrays were used, with battery storage. A similar approach will be used, taking advantage of the huge advances in solar power technology that have taken place in the last decade, and collaborating closely with the IFC programs for Scaling Solar and Lighting Africa.

Activities to be funded under this sub-component includes a) a study on the scope for using TV White Spaces spectrum; b) a study to define the modality to be used for the reverse subsidy auctions, and to define a program operational manual to govern awards, and to monitor the implementation of awards; c) a series of reverse subsidy auctions, open to competitive bidding, in areas designated by UCSAF. Winning bidders benefitting from capital expenditure subsidies under the project would be obliged to abide by relevant WB safeguards standards in any civil works carried out (e.g., construction of cell towers).

### **Component 3. Digital Platforms and Services**

Component 3 seeks to enhance the core infrastructure and capacity necessary to support digital public service delivery, enhance the efficiency of the Government's internal operations and to rollout priority digital productivity platforms and public services. Progress has been made in recent years in developing digital services and elements of a shared services platform (mobile services portal, SMS gateway, government e-payment gateway, etc.), strengthening of the e-Government Authority (eGA) and deployment of digital productivity tools for government (first phase of e-Office, introduction of one-stop government digital service delivery centers (Huduma Centers), initial digitalization of records, revenue management, etc.). However, various MDAs and LGAs still operate stand-alone IT systems and infrastructure, spending considerable financial and human resources to develop, implement, and operate each separate digital service. This creates significant financial, operational and security liabilities for institutions ill-suited to cope with them. In addition, the Government lacks sufficient human resources to meet increasing IT demands, and adequate policies, practices and an effective IT infrastructure to deploy high quality digital services in a fast, secure, reliable and cost-effective manner, under a "whole-of-government" approach. ICT skills development under this sub-component is intended to service government institutions and industrial sectors that are in need of high skills for operations underway in the country.

Increased access to affordable, high-quality connectivity will create an opportunity to enhance the way the government conducts its business and provides services to citizens using digital technologies. Offering public services through mobile and online platforms can create significant benefits to citizens who might otherwise need to travel long distances and spend significant time and resources to access

those services. This is particularly important for Tanzania's rural residents who may lack access to public transport and quality roads but are much more likely to have access to a mobile phone. Likewise, digital platforms offer opportunities to deliver new categories of services and transactions such as digital cash transfers under social protection or payroll schemes, lower administrative and logistical barriers to service delivery, and reduce scope for corruption. This Component will include the following three sub-components.

### **Sub-component 3.1 Digital Services and Productivity Platforms**

#### **c. One Stop Service Centers (Huduma Jamii Centres)**

This activity will seek to improve existing processes and procedures for offering government services to citizens and small businesses by establishing 31 One Stop Service Centers (OSSC, or Huduma Jamii in Swahili), of which up to 10 will be implemented in the first two years of the project (8 on mainland and 2 in Zanzibar). These centers will be designed for citizens to access public services in a simple, speedy and seamless manner in one location which may be operated, for instance by a post office, a community association or a local entrepreneur. A feasibility study was completed in November 2020, with funding from the African Development Bank, and provided recommendations for the implementation of the activity and the location of the OSSCs. The study notes that, currently, to establish a business, an entrepreneur would need to visit five separate parts of Government (BRELA, TRA, relevant ministry and LGA and MITI), and visit a bank to make payments at each stage. The aim would be to facilitate the process through a single visit to a single government portal, facilitated by an OSSC. The OSSC will provide both informational and transactional services. By the end of the project, it is planned that up to 32 Government services will be provided. The feasibility study proposes to use a processing fee (less than 5 per cent of the cost of a given service) as a means of financing the OSSC. While these services could also be accessed from a website, the OSSC would provide an intermediary service to assist citizens in navigating the relevant steps, would accept payments and provide printing and additional services.

In line with the draft budget presented in the feasibility study, the activities to be funded under this activity will include consultant fees, in particular for business process improvement. Other activities to be funded include Supply of ICT goods and services, and rehabilitation of the existing buildings (for instance, internal wiring and repartitioning of rooms). Training of operational staff will also be required, notably for cybersecurity awareness and good practice. The project will work with existing government buildings and any civil works conducted will be subject to World Bank environmental and social safeguards standards.

#### **d. Digital Economy**

This activity, under the Ministry of Finance and Planning (MoFP), and the Tanzania Revenue Authority (TRA), a semi-autonomous body under the MoFP, will focus on enhancement of financial/payment systems by strengthening regulations pertaining to digital financial transactions, in collaboration with the Bank of Tanzania (BoT), and enhancing the National Payment System (NPS). By establishing skills and systems that better serve the digital economy, this activity should contribute to increasing revenue for the Government. This activity will require consultant services and purchase of ICT goods and services, including software development and cybersecurity consultancy.

### **Sub-component 3.2 Data Center Infrastructure**

This activity aims to enhance the National Data Centre Infrastructure by acquiring storage, networking equipment, and computing resources for the government shared platform. It also seeks to enable cost effective sharing of resources, increasing the reliability of electronic services offered by government and enhancing the storage of government data as well as creating efficiency in sharing and accessing government applications through shared cloud infrastructure. This activity will require consultant services, purchase of ICT goods and services and additional training, notably on cybersecurity awareness and good practice, with a focus on good practice on energy efficiency and use of renewable energy. For highly sensitive government data and confidential private data, local data storage hosting on a government cloud may be required. For this purpose, an existing government data center, recently constructed, will be used and enhanced with additional security and data storage capacity.

### **Sub-component 3.3 Digital Literacy and Capacity-Building**

#### **c. Government ICT cadre training program**

This activity seeks to build the capacity of the ICT professionals within Government for managing and supporting existing and future government ICT systems (supply side) based on an ICT skills gap assessment conducted in all Ministries in 2018. The project foresees the training of specialized ICT skills for up to 500 ICT experts from the Ministries and will also include longer courses (master's degrees) at top-level universities. Synergies will be sought with the National Center for ICT Professional development supported under subcomponent 1.1 to make sure the appropriate programs are developed to support ICT professionals in the public sector or with interest in government jobs. Civil servants benefitting from training overseas will be required to have worked already for the government for several years and to sign contracts to stay within government for a certain minimum length of time, or to commit to repaying part of the costs of the training. The selection framework will be prepared and included in the Project Implementation Manual (PIM). This is intended to reduce the level of brain drain from government. Training for e-service operation will be provided in the specific activities of the sub-project.

#### **d. Citizen Digital Literacy**

An awareness program intended to raise the level of utilization of online government services will run for the entire duration of the Digital Tanzania project. It will include, but not be limited to, social media, TV and radio programming to promote e-Government services; TV adverts and short video clips; print media campaign; dissemination of publicity materials; workshops and seminars (for media and the public). Other activities that will be supported are digital forums, conferences, exhibitions and different digital competitions among youth in order to strengthen digital involvement and contribution in innovations and creativity. The activity intends to increase digital literacy in terms of increased awareness and usage of digital services by citizens, with specific consultations with Government and local stakeholders to ensure that women's engagement with citizen services are accounted for. Activities to be supported under this sub-component include workshops, consultant services and training.

### **Component 4: Project Management**

This component will support essential project management functions, covering primarily staff costs and operational costs. The Government, through MCIT and PO-PSMGG, will establish a single project implementation unit (PIU) which will be responsible for supervising operations. The PIU will comprise an overall project coordinator, a digital government services specialist, an ICT technical specialist/technical assistance officer and specialists in procurement and financial management as well as safeguards specialists. It will also include funding for strategic communications, monitoring and evaluation, internal audit, logistics and operational overhead, gender inclusion and diversity. Further to this it will include capacity building for beneficiary agencies, such as UCSAF and eGA, on the preparation of bidding documents and contracts specifically for procurement of ICT, which often includes both goods and services in a single contract. The activities of the PIU will be defined within the project implementation manual (PIM) which has been developed for this project.

#### **Component 5: Contingent Emergency Response Component**

The project includes a Contingent Emergency Response Component (CERC) with an initial zero value, which may be financed during project implementation to allow for an agile response to eligible crises and emergencies. Establishing this component at the program outset provides flexibility to respond to crises as they arise. These could include, for instance, humanitarian crises which require the provision of emergency communications services to replace facilities that have been damaged, or to facilitate emergency humanitarian payments using mobile money. The primary issue at the time of writing is the Coronavirus (COVID-19) pandemic which requires an urgent response, for example in the form of additional broadband internet capacity for Government offices, especially health centers and hospitals, and for Government employees working from home. Eligible situations, scope and modalities of the CERC will be defined in the Project Implementation Manual.

Table 1: DTP components, subcomponents and implementing agencies

Component	Subcomponent	Description	Amount (US\$)	Category	Implementing Agency(ies)	
1: Digital Ecosystem	1.1 Digital Enabling Environment	a) Establishment of the National ICT Professional and Innovation Center: (i) Establishment of a center for ICT Professional Development (ii) Establishment of Dedicated Zonal Soft-centers for Youth, Entrepreneurs and SMEs	\$11,000,000	Goods/Services, and Consultancy	MCIT/Higher Learning Institutions	
		b) Establishment of ICT equipment refurbishment centers	\$3,000,000			
		c) Scanning of ICT Regulatory (Policy, Legal and Infrastructure) Environment	\$300,000			Services & Consultancy
	1.2 Infrastructure to Support National ICT Development and E-Commerce	a) Enhancing the National Addressing and postcode system		\$13,000,000	Goods and Services	MCIT/PO-RALG/MOFP/TCRA/TPC
		b) Development of National ICT statistical Information Management System (NISMIS)		\$2,000,000	Goods , Services and Consultancy	MCIT / PO-PSMGG/eGA/TCRA/NBS/MOFP
		c) Tanzania Postal e-Commerce initiatives		\$1,300,000	Services And Consultancy	MCIT / TCRA/TPC/PO-PSMGG/eGA
	<b>Component 1 Subtotal:</b>			<b>\$30,600,000</b>		

Component	Subcomponent	Description	Amount (US\$)	Category	Implementing Agency(ies)
2: Digital Connectivity	2.1 Connected Government	a) GovNet Connectivity (Expansion of GovNet to all MDAs and LGAs + International Connectivity), Enhancement of resilience Network Infrastructure focusing on optimization of existing Networks (i.e. NICTBB & Consortium Network etc.)	\$35,000,000	Goods and services	PO-PSMGG / eGA/MCIT/TTC
	2.2 Rural Broadband for Development	a) Rural broadband connectivity and Rural ICT Development	\$30,500,000	Non consultancy services	MCIT/UCSAF
<b>Component 2 sub-total</b>			<b>\$65,500,000</b>		
3: Digital Platforms and Services	3.1 Digital Services and Productivity platforms	a) One-Stop-Shop Centres	\$23,300,000	Goods and services	PO-PSMGG / MCIT/TPC
		b) Digital Economy.	\$8,000,000	Goods and services	PO-PSMGG / MoF/MCIT/TRA/eGA
	3.2 Data Center Infrastructure	a) Enhancing Data Centre Infrastructure	\$14,000,000	Goods	PO-PSMGG / eGA/MCIT
	3.3 Digital Literacy and Capacity Building	a) Government ICT Cadre Training Program	\$4,600,000	Training/ Non-Consultancy	MCIT /PO-PSMGG/eGA
		b) Citizen Digital Literacy/Awareness Program/Feed backing mechanism	\$500,000	Training	PO-PSMGG/eGA, MCIT
<b>Component 3 sub-total</b>			<b>\$50,800,000</b>		
4: Project Management		Project management functions (project coordination, procurement, FM, Safeguards, Communications, Diversity Inclusion, Monitoring and Evaluation etc.)	\$3,500,000	Consultancy, services	PO-PSMGG/MCIT
<b>Component 4 Sub-total</b>			<b>\$3,500,000</b>		
<b>SUB TOTAL [USD] [COMPONENTS 1, 2, 3 &amp; 4]</b>			<b>\$150,000,000</b>		

## 2.3 Proposed Specific Projects for DTP

In summary, the following specific projects have been proposed for implementation.

### Component 1: Digital Ecosystem

#### 1. Digital Enabling Environment

##### (a) Establishment of the National ICT Professional and Innovation Center:

The objective of this activity is to develop a center of ICT professional development and “soft centers” to promote local innovation in the country. The implementation of this activity will be carried out in collaboration with academic institutions, vocational training institutions and the industry. This activity will include the following sub-activities: -

##### i. Establishment of a center for ICT Professional Development

The objective of this sub-activity is to collaborative on the development a center for ICT professional development in Tanzania. This will cater for skills development and mentorship, identification and recognition of ICT academics/professionals. Also, the center will allow easier recruitment of skilled professionals by local companies and foreign investors, including the export of skills outside Tanzania.

##### ii. Establishment of Dedicated Zonal “soft-centers” for Youth, Entrepreneurship and SME development

This sub-activity aims to establish dedicated “soft-centers” to raise the local software industry, capacitate youths nationwide and enhance gender participation in digital development. Soft-centers will be established in five zones to provide software developers with resources and tools countrywide.

##### (b) Establishment of Fab Labs.

This activity aims to establish ICT hardware refurbishment centers that will enable the reuse and increased lifetime of ICT equipment to complement on efforts to distribute ICT equipment to educational institutions. This will contribute acquiring ICT equipment for learning purposes at low costs. Secondly the initiative will provide mechanisms for linkages between disposal service providers and refurbishment centres for easy management and control. This will be done through collaboration of vocational and technical training institutions. Activities to be supported include establishing Fabrication Labs (FabLabs) and Technical Hubs (TechHubs) in one of selected technical training institution and enhancing capacity to support the development of the refurbishment centres for repair, recycling and distribution of ICT equipment.

##### (c) Scanning of ICT Regulatory (Policy, Legal and Infrastructure) Environment

Under this activity, the MWTC, in cooperation with the TCRA and in consultation with the licensed operators, will conduct a quick scan of the legal and policy environment in order to identify possible gaps that might hinder the development of the digital economy in Tanzania especially broadband implementation.

#### 2. Infrastructure to Support National ICT Development and E-Commerce

##### a) Enhancing the National Addressing and postcode system

This is an ongoing activity which will focus on scale up of the National Spatial Data Infrastructure (NSDI), managed by TCRA, which currently covers 67 wards (<http://www.address.go.tz/>), to cover the full territory and population of Tanzania. The NSDI, or digital map, will provide a platform on which a variety of layers of information can be laid, for various purposes, including national digital ID and spatial maps for national development.

**b) Development of National ICT statistical Information Management System (NISMIS)**

This activity aims to provide complete, accurate and current statistical data for ICT networks and services in the country so as to support policy-making decisions for National Development. ICT statistics play a vital role to support ICT investment growth and important and strategically for economic growth in the country. Appropriate ICT applications will achieve efficient statistical undertakings with reliable and accessible data when need arises.

**c) Tanzania Postal E-Commerce initiatives**

The Tanzania Postal Corporation, in collaboration with the Universal Postal Union's Ecom@Africa initiative, will join other countries in Africa and globally, to engage in digital commerce for the new emerging markets across the World.

**Component 2: Digital Connectivity**

**1. Connected Government.**

This sub-component will support the provision of broadband internet to currently unconnected Ministries, Departments and Agencies (MDAs), Local Government Authorities (LGAs) and other Government Institutions in rural areas, as part of the Government Network (GovNet). This will build on the successful GovNet program under RCIP, which connected some 186 MDAs, LGAs, Regional Hospital and Regional Secretaries. Benefits includes lowering communication/collaboration costs, affordable international bandwidth, improving efficiency in service provision and revenue collection by Government through shared electronic platforms which are enabled by GovNet and providing them with low-cost internet bandwidth. Activities that will be implemented include: (a) a feasibility study to identify priority institutions for connection based on projected bandwidth demands, location (digital mapping), cost and overall impact (b) incentives to the private sector to connect the identified institutions through commercial tendering; and (c) enhancement of Government internet bandwidth through long-term supply agreements.

**2. Rural Broadband for Development**

The aim of this sub-component is to significantly reduce Tanzania's digital gap by providing universal connectivity access in rural areas, digital underserved areas and areas that would not otherwise be viable for mobile service providers to invest. As is the case in both developed and developing countries across the world, there are many areas with low population density and/or very low average incomes in Tanzania that do not provide sufficient returns to drive affordable broadband services. This sub-component will build on the successful rural connectivity program under RCIP to extend data-enabled (3G or higher) network coverage to the three million or so people currently living in areas that are unserved by any mobile cellular signal and through the upgrading of areas that currently have only 2G networks to provide mobile broadband (3G or higher). This will increase volume of data usage and hence encourage participation in digital

economy development.

### **Component 3: Digital Platforms and Services**

#### **1. Digital Services and Productivity platforms**

##### **a) One Stop Service Centers (Huduma Pamoja Centres-- OSSCs)**

This activity aims to establish One Stop Service Centers (OSSC) at Central and Local Government service delivery points so that citizens access various government services from a single location. The OSSC, which are referred to in Swahili language as “*Huduma Pamoja*” will be a key platform for public service delivery, collection and payments of various fees, taxes/levies that citizens and businesses pay to the Government through the Government e-Payment Gateway (GePG) and other platforms. Tasks to be implemented under this activity include feasibility study; design review for the integration of service delivery platforms; capacity building and revision of legal frameworks; public awareness; rehabilitation of infrastructure & face lifting; construction of last mile connectivity and interconnection with backend systems of service delivery; purchase of ICT equipment; establishment of procedures and processes for OSSC operations; and undertaking of supervision, monitoring and evaluation of OSSC performance.

##### **b) Digital Economy upgrades for the Ministry of Finance and Planning**

This activity intends to address the digital economy aspect in public financial management. In the Digital Era, the traditional economy is transformed by application of the Digital services which simplify ways of doing work by having accessible, reliable and secure services. It is characterized by a more digital connectivity, digital financial inclusion, more skilled labor and marginalizing the operational technologies. This activity will focus on enhancement of the financial/payment systems by having institutional modern rules and regulations pertaining to digital financial transactions that is, the mobile financial technologies, banking systems, operators and regulator of the financial industry (Bank of Tanzania), and enhancement of the National Payment System-(NPS).

#### **2. Data Center Infrastructure**

Enhancing the Data Center Infrastructure by acquiring storage, networking equipment and computing resources for the Government shared platform will enable the cost-effective sharing of resources, increase reliability of electronic services offered by Government, enhance storage of Government data as well as creating efficiency in sharing and accessing Government applications through the shared infrastructure. The shared infrastructure will be hosted in the existing Data Centers operated by eGA and the National Internet Data Center (NIDC). Project financing will be used to strengthen the support environment for the data center; and the installation of additional ICT hardware (computer, storage and networking equipment) and software tools for the shared computing infrastructure in the existing data centers.

#### **3. Digital Literacy and Capacity Building**

In order to ensure that the improved public services through ICT (e-Services) already available, are well supported, promoted and utilized by the consumers (Citizens, Businesses and other Stakeholders at large), the Government intends to build capacity of ICT cadre for managing and supporting existing Government ICT Systems (supply side) and also implement a promotion and

awareness program on what services are available, where they can be accessed and how they can be utilized (demand side).

#### **a) Government ICT Cadre Training Program**

This activity is intended to address recommendations presented following an ICT skills gap assessment conducted in all Ministries in 2018. The project covers training of specialized ICT skills up to 500 ICT Experts from the Ministries. This will also include long Courses at the level of Master's degrees in specialized Universities worldwide, whereas the project is intending to train in specialized skills especially in emerging technologies and areas of need and that addresses government focuses in Digital Economy and industrialization. This will help to have in place ICT professionals capable of developing and supporting Government ICT systems and capacitating other Youth persuading ICT in the future.

#### **b) Citizen Digital Literacy**

The awareness programs intended to be carried for the entire period of the program include, but are not limited to, e-Government Services social media, TV and Radio programs; TV adverts and short video clips; print media campaign; dissemination of publicity materials; workshops and seminars (for media and the public). Other activities that will be supported are conducting digital forums, conferences, exhibitions and different digital competitions among youth, so as to strengthen digital involvement and contribution in innovations and creativity.

### **2.4 Project Activities**

Activities to be involved in individual projects will vary from one project to another depending on the stage of the project whether new or extension, the nature of the project and its complexity and specific requirement of users. However, the major activities will include but not limited to the following:

- Feasibility study and detailed design;
- Procurement of ICT equipment and software, installation;
- Systems design, development, testing and commissioning;
- Development of guidelines, regulation, laws and policies for enforcement and better use;
- Capacity building for trainers and users, creation of public awareness and sensitization; and
- Monitoring and evaluation.

### **2.5 DTP Institutional and Implementation Coordination**

The primary implementing agency for DTP will be the MCIT in close collaboration with the President's Office-Public Service Management and Good Governance (PO-PSMGG). The MCIT will coordinate the overall project implementation through a Project Coordination set up, that is, Project Implementation Unit (PIU). A Project Coordinator, reporting to the Director of ICT, will coordinate and support various institutions in the execution of the project. The PIU will comprise members from both Ministries. The MCIT has set up a Steering Committee to oversee the program, and a Technical Team for project implementation composed of Permanent Secretaries, Chief Executives

or Directors from relevant sector stakeholders that will be meeting regularly to discuss and help resolve program implementation issues.

However, the direct implementation of the proposed program, resides with the relevant aforementioned institutions *Table 1* above that are supported. Each participating institution will appoint an Institutional Project Coordinators (IPC) who chairs the Project Implementation Group, where the coordinators of the various end-users are represented.

The institutional and implementation arrangement will involve the following key MDAs:

- MCIT - in collaboration TCRA/ICTC and UCSAF will also be responsible for coordination of *Enhancing the Web based Spatial Database for the National Addressing and Postal System as well as projects under MWTC*;
- President's Office-Public Service Management and Good Governance (PO-PSMGG) in collaboration with e-GA will be responsible for implementation of Components 2 and 3. Further, PO-PSMGG will have responsibility of executing Component 1 and Component 4 activities related to support e-Government implementing;
- President's Office-Regional Administration and Local Government (PO-RALG) - in collaboration with LGAs, e-GA will implement GOVNET (Component 2) and will have responsibility to support Component 1, 2 and 3 activities implemented at Local Government level; and
- Public Procurement Regulatory Authority (PPRA).

## **2.6 Land Acquisition Impacts and applicable Environmental and Social Standards**

The impacts due to involuntary resettlement 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 of resources increases. Further, it may lead to 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 proposed DTP will support sub-projects and activities that are likely to generate some detrimental and site-specific environmental and social impacts. However, the exact nature of sub-projects (or their location, core areas of impacts, extent, magnitude and duration of impacts caused by the various types of subproject activities are yet to be specified to a detailed level where a Resettlement Action Plan (RAP), Environmental and Social Impact Assessment (ESIA) and or an Environmental and Social Management Plan (ESMP) can be developed for approval under the national regulations.

The physical components of the DTP will mostly be limited to the rollout of access networks in rural areas and of construction of a government network. The exact network routing and specific location of the project activities that may result in involuntary resettlement is not known at this time. In some cases, small pieces of land may be required to install towers, facilities, energy solutions and other telecom network equipment. In certain situations, the installation might require

the acquisition of land. The project may also require construction or remodelling of datacentre facilities.

Based on the nature of the sub-projects envisaged under DTP, it is likely that certain sub-project activities such as the laying of ducts and construction of other ancillary infrastructure, e.g., access routes will lead to either land acquisition, restriction to or loss of access to economic assets and resources and therefore, ultimately to the land acquisition and compensation - and, possibly, resettlement of people. Where potential resettlement may occur, relevant provisions in the national legislative requirements and ESS 5 will apply.

Taking into account potential impacts of the project and with due regard to World Bank environmental and framework - ESF, the proposed DTP has been risk rated as Moderate. In view of the fact that a RPF was prepared for the RCIP-TZ in 2009, the same has been updated to be used under the DTP. The updating has taken into account changes in the regulatory environment, lessons learnt and the scope of activities under DTP which may be different from RCIP in some cases.

The DTP is not required to prepare a Resettlement and Compensation Plan/RAP at this stage since the sub-projects and areas affected have not yet been identified. Specific costed RAPs will be prepared as necessary through the RPF process for sub-projects which may result in land acquisition and/or involuntary resettlement. When specific planning information becomes available and the land areas are identified, sub-project resettlement and compensation plans will be subsequently prepared consistent with this policy framework and will be submitted to the Bank for approval before any land acquisition, compensation, resettlement, or any other impact on livelihood occurs.

Therefore, at this preliminary stage, the DTP is required to develop this RPF. The disclosure will be in English and must be made available in locations accessible to the public, locally in impacted areas, and at the Infoshop of the World Bank (in compliance with the World Bank's Public Consultation and Disclosure Policy) and the date for disclosure must precede the date for appraisal of the project.

### 3. LEGISLATIVE AND INSTITUTIONAL FRAMEWORK GOVERNING LAND, RESETTLEMENT AND COMPENSATION

#### 3.1 Land Tenure and Ownership in Tanzania

Land tenure and ownership in Tanzania is governed by statutes such as the 1977 Constitution, National Land Act No. 4 of 1999, Village Land Act No. 5 of 1999, Land Acquisition Act 1967, and Land Ordinance, 1923 Cap. 113. Land in Tanzania is owned by the state (vested in the President as a trustee). For the purpose of management of land under the land Act No. 4 of 1999 and all other laws applicable to land, public land in Tanzania is either:

- *General land*: described as consisting of all land, which is neither village land nor reserved land. All urban land falls under this category, except land, which is covered by laws constituting reserved land, or that which is considered hazard land. General land is governed by the Land Act and, hence, is under the control and jurisdiction of the Commissioner for Lands. This ministerial key person has delegated much of the powers to local government land officers. Property rights can be created over general land in terms of a granted Rights of Occupancy for a period of 33, 66 or 99 years confirmed by a Certificate of Title. Longstanding occupation of land except on government land is recognized as conferring property rights. In the case of land acquisition all occupiers of land irrespective of whether they have a granted right of occupancy or not, are eligible to compensation. Granted rights of occupancy carry conditions including land development and the payment of land rent. Failure to abide with these conditions can lead to the loss of the right.
- *Village land*: is defined as being the land falling under the jurisdiction and management of a registered village. As Tanzania consists of a vast countryside with only a few urban areas, most land in the country is village land. Village land is held under customary tenure and the government can issue customary certificates of tenure to individuals or communities where the village is surveyed and has a Certificate of Village Land. Customary tenure is akin to freehold.
- *Reserved land*: is defined as land being reserved areas including environmental protection areas, such as national parks, forest reserves, wildlife reserves, and marine parks as well as areas intended and set aside for spatial planning and (future) infrastructure development.

The Commissioner for Lands can convert land from one category to the other. By far the majority of land occupiers have no certificates of title, in part because land has to be surveyed before it can be issued with a title. However, there is a lot of “*de facto*” recognition of property rights for the majority of land occupiers.

#### 3.2 National Policies

##### 3.2.1 National Land Policy, 1995

The policy provides guidance and directives on land ownership and tenure rights and taking of land and other land-based assets. The overall aim of the policy is to promote and ensure a secure land tenure system in Tanzania that protects the rights in land and resources for all its citizen. It stipulates organization and procedures for valuing assets and delivery of compensation.

The land policy stipulates that all land is public land, vested in the president as a trustee, and that this should be entrenched in the Constitution. Further, the policy provides that a dual system of tenure, which recognizes both customary and statutory right of occupancy as being equal in law be established. The policy establishes that the land has value, which right and interests of citizens in land shall not be taken without due process of law and that full, fair and prompt compensation shall be paid, when land is acquired. The compensation should be paid to any person whose right of occupancy or recognized long-standing occupation or customary use of land is revoked or otherwise interfered with to their detriment by the State under the Land Act of 1999.

According to the policy, the administration of village land is vested in the village councils. Village councils have to consent before any alienation of village land is affected. In case of land allocations, village councils shall report to respective village assemblies. The land in the towns is governed by either City, Municipal or Town Council.

In principle, the Minister responsible for land is the sole authority in land issues. However, the policy involves public and private institutions whose functions are associated with lands i.e. local authorities, communities, non-governmental organizations and community-based development organizations to participate and co-operate with the minister at different levels during the implementation of the policy and utilization of land.

To address the problem of multiple land allocation, and its resultant disputes, the Commissioner for Lands, is the delegated sole authority for administration of land. She/he may appoint officers to administer on her/his behalf.

### **3.3 Applicable National Legislations and Regulations**

#### **3.3.1 Land Act No. 4 of 1999**

Section 3 (1)(f) of the Land Act provides that "interest in land has value and that value must be taken into consideration in any transaction affecting land". Thus, acquisition of land will amount to compensate owners for bare land in addition to unexhausted improvements. Sub-paragraph (g) of the same section provides that full, fair and prompt compensation has to be paid to any person whose right of occupancy is affected or interfered with to their detriment.

Further, Section 156 of the Land Act requires that compensation be payable to any person for any damage caused for the affected land, buildings, trees and crops as a result of creation of communal right of way or a wayleave.

#### **3.3.2 Village Land Act No. 5 of 1999**

The Village Land Act of 1999 confers the management and administration of village lands to Village Councils, under the approval of the Village Assemblies. However, the Minister of Lands is entitled to decide on the amount of land, which can be owned, by a single person or commercial entity. Section 9 and 11 of the Village Land Regulations states that compensation shall include the market value of the land and the unexhausted improvements, which shall be assessed by a qualified Valuer. In Section 13 of the Village Land Regulations, it states that compensation shall also include disturbance allowance, transport allowance, accommodation allowance and loss of profits.

### **3.3.3 Land Acquisition Act No. 47 of 1967**

The Land Acquisition Act 1967 is the principal legislation governing the compulsory acquisition of land in Tanzania. Sections 3-18 of the Land Acquisition Act 1967 empower the President to acquire land, and provide the procedures to be followed when doing so. The President is empowered to acquire land in any locality provided that such land is required for public purposes.

The procedures provided by the Land Acquisition Act include the investigation of the land to see if it is suitable for the intended purpose; notification to the landowners to inform them of the decision to acquire their land before the President takes possession; and payment of compensation to those who will be adversely affected. The law restricts compensation to un-exhausted improvements on the land excluding the land or such improvements as land clearing and fencing. The Land Act 1999 has rectified this latter situation.

If land is required for public purpose the President is required to give a six weeks' notice to those with an interest in the land in question but, if the situation so demands, the notice can be shortened without the need to give explanation. After the expiration of the notice period, the President is entitled to enter the land in question even before compensation is paid.

Section 11 and 12 of the Act allows for the person whose land is acquired is entitled to be compensated if they so deserve. The persons entitled to compensation are those interested or claiming to be interested in such land; or persons entitled to sell or convey the same or as the government may find out after reasonable inquiries.

### **3.3.4 Local Government (District Authorities) Act No. 7 of 1982 and Local Government (Urban Authorities) Act No. 8 of 1982**

The Act stipulates the functions of District/Urban councils. The Act enables local authorities to enact by-laws regarding soil protection, agriculture, natural resource exploitation, etc. Issues of land are included in the Act as objectives of functions and therefore part of the mandates of local government in their respective areas. These are relevant legislations since the construction activities in some of the DTP sub-projects such as installation of towers in greenfield sites may involve, amongst others:

- Vegetation clearance activities, earth works activities – this will expose the soil thus making it to susceptible to wind and water erosion
- Expansion/extraction of construction materials thus causing loss trees.

### **3.3.5 National Land Use Planning Commission Act No. 3 of 1984**

The Act established a National Land Use Planning Commission (NLUPC) as the principal advisory organ of the government in all matters related to land use. Among other things, the Commission recommends measures to ensure that the government policies, including those for development and conservation of land, take adequate account of their effects on land use, seek the advancement of scientific knowledge of changes in land use and encourage development of technology to prevent, or minimize adverse effects that endanger human man's health and welfare. The Act also specifies standards, norms and criteria for the protection of beneficial uses and the maintenance of the quality of the land. In addition, the Act established Participatory Land Use Planning and Management (PLUPM), which are explicitly recognized in the Land Policy of 1995.

### **3.3.6 Graves (Removal) Act No. 9 of 1969**

The Act provides for the removal of graves from land required for public purposes. The Act provides for compensation for expenses incurred in the removal, transportation, reinstatement and re-internment of the grave or dead body and any placatory or expiatory rites or other ceremony accompanying such removal and reinternment.

### **3.3.7 Land (Assessment of the Value of Land for Compensation) Regulations of 2001**

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

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

## **3.4 World Bank's ESS5: Land Acquisition, Restrictions on Land Use and Involuntary Resettlement**

The World Bank's ESS5 recognizes that project-related land acquisition and restrictions on land use can have adverse impacts on communities and persons. Project-related land acquisition or restrictions on land use may cause physical displacement (relocation, loss of residential land or loss of shelter), economic displacement (loss of land, assets or access to assets, leading to loss of income sources or other means of livelihood), or both.

The standard aims:

- To avoid involuntary resettlement or, when unavoidable, minimize involuntary resettlement by exploring project design alternatives;
- To avoid forced eviction;
- To mitigate unavoidable adverse social and economic impacts from land acquisition or restrictions on land use;
- To improve living conditions of poor or vulnerable persons who are physically displaced, through provision of adequate housing, access to services and facilities, and security of tenure;
- To conceive and execute resettlement activities as sustainable development programs, providing sufficient investment resources to enable displaced persons to benefit directly from the project, as the nature of the project may warrant; and
- To ensure that resettlement activities are planned and implemented with appropriate disclosure of information, meaningful consultation, and the informed participation of those affected.

At time of project screening of potential environmental and social impacts, an RPF is prepared where the project impacts are unknown at the time of project preparation. The RPF will guide preparation of Resettlement Action Plan when project locations are known during project implementation.

### **3.5 Gap Assessment between National Legislations and the World Bank's ESS5**

Tanzania does not possess a National Resettlement Policy and subsequent legislation, and thus to ensure compliance and consideration for the adverse impacts of resettlement, use of existing laws relevant to Land and property is employed. Notably, there are some differences particularly in the understanding of how various PAPs are handled. Table 2 presents a gap analysis in a matrix format between requirements under Tanzanian laws and the Bank's ESS5. Where gaps have been identified, ESS5 will apply.

Table 2: Comparison on Resettlement elements between the WB ESS5 and Tanzanian Legislations

S/ N Comparison of Tanzanian and World Bank ESS5 on Resettlement and Compensation					
	Key Policy Element	Tanzanian Law	World Bank ESS5	Comparison/Gaps	How this program will address the Gaps
1	Squatters/Encroachers	Squatters/Encroachers may be paid compensation on the whims of the government. Those who constructed on road reserves are not paid.	Squatters may fit category (c) above and are provided resettlement assistance as well as other relocation assistance and compensation for lost assets.	Under Tanzanian Law Squatters/Encroachers within the existing Right of Way are not entitled for the compensation.	Under the DT, Squatters /Encroachers will be compensated for the improvement made on land and provided with resettlement and livelihood assistance.
2	Land Users	Tanzania law on compulsory acquisition and compensation is limited to those who can prove <i>de jure</i> or <i>de facto</i> land ownership. Seasonal land/resource users are not covered.	ESS 5 includes users or displaced persons who have no recognizable legal rights or claim to the land or assets they occupy or use, these includes seasonal resource users such as herders, grazers fishers or hunters.	Tanzania law does not recognize the Seasonal land/resource users as eligible for compensation for assets and provision with resettlement and livelihood assistance.	Under the DT, Seasonal land/resource users will be compensated for the loss of assets and provided with resettlement and livelihood assistance.

S/ N	Comparison of Tanzanian and World Bank ESS5 on Resettlement and Compensation				
	Key Policy Element	Tanzanian Law	World Bank ESS5	Comparison/Gaps	How this program will address the Gaps
3	Timing of compensation payments	<p>Tanzanian law requires that compensation be full, fair and prompt. Prompt means it should be paid within six months, failure to do which attracts an interest rate equivalent to the average rate offered by commercial banks on fixed deposits.</p> <p>Legally, the possession of land can be done after effecting compensation to the affected PAPs</p> <p>The compensation shall be done within six month after the approval of valuation report by the Chief Government Valuer</p>	ESS5 displaced persons are provided with compensation at full replacement cost for losses of assets directly attributable to the project before any impact on people and any start of civil works.	In terms of timing, both Tanzanian laws and ESS5 require that compensation be paid before any impact on people and any start of civil works.	Sub-projects will comply with the requirements of both the Tanzania law and ESS5 and compensate the affected people prior to any land acquisition/ resettlement related impacts and the start of civil works.
4	Calculation of compensation and valuation of assets	According to the <i>Land Assessment of the value of Land for Compensation) Regulations, 2001</i> , as well as the <i>Village Land Regulations, 2001</i> , compensation for loss of any interest inland shall include the value of unexhausted improvements, disturbance allowance, transport allowance, accommodation allowance, and loss of profits.	ESS5 requires that the displaced persons be provided with compensation at full replacement cost for losses of assets attributable to the project.	Tanzania law provides for the calculation of compensation on the basis of the market value of the lost land and unexhausted improvements with depreciation, plus other relevant allowances while the ESS5 provides for compensation at full	Full Replacement cost without depreciation will apply for this project.

S/ N	Comparison of Tanzanian and World Bank ESS5 on Resettlement and Compensation				
	Key Policy Element	Tanzanian Law	World Bank ESS5	Comparison/Gaps	How this program will address the Gaps
		<p>Land: The basis for assessment any land and unexhausted improvement for purposes of compensation is the market value of such land.</p> <p>The market value is arrived at by the use of comparative method evidenced by actual recent sales of similar properties; or by the use of the income approach, or replacement cost method, where the property is of special nature and not saleable.</p> <p>In practice, with land an attempt is made to establish market value from recent sales.</p> <p>Structures: As for unexhausted improvements in terms of buildings and other civil infrastructure, the depreciated replacement cost approach is used.</p> <p>Associated allowances: disturbance allowance, transport allowance, accommodation allowance, and loss of profits.</p>		replacement cost for lost assets.,	

S/ N Comparison of Tanzanian and World Bank ESS5 on Resettlement and Compensation					
	Key Policy Element	Tanzanian Law	World Bank ESS5	Comparison/Gaps	How this program will address the Gaps
5	Economic displacement (Livelihood restoration and assistance)	<p>To manage the economic impacts, Tanzanian legal system provides for several allowances such as loss of profit, disturbances, transport and accommodation. However, it gives a room to provide other assistance such as trainings and awareness related to livelihood support.</p> <p>Moreover, there are no provisions in land acquisition laws that require the government to pay special attention to vulnerable persons affected by the projects.</p>	ESS5 recommend that projects involving economic displacement with significant livelihood impacts or income generation, the plans with set out the additional measures relating to livelihood improvement/restoration.	<p>There is no clear provision for livelihood restoration/ rehabilitation when dealing with economic impacts of project affected persons under the Tanzanian law</p> <p>The Tanzanian law (related to land acquisition) does not make provisions requiring the government to pay special attention to vulnerable persons in the administration of compensation.</p>	The RAPs under the DT will provide for preparation of livelihood rehabilitation and restoration plans in the event that the subprojects have significant impacts on livelihood/income generation.

S/ N Comparison of Tanzanian and World Bank ESS5 on Resettlement and Compensation					
	Key Policy Element	Tanzanian Law	World Bank ESS5	Comparison/Gaps	How this program will address the Gaps
7	Stakeholder engagement and information disclosure	The Land Act of 1999 and its Regulation of 2001 and the Valuers and Valuation Registration Act of 2016 provide for stakeholders' engagement and information disclosure on valuation exercise and processes prior to execution of the projects.	ESS5 provide for need for consultation with PAPs, host communities and local government. In the event of dealing with vulnerable persons additional provisions apply to consultations with displaced vulnerable groups in accordance with ESS7.	The provisions in ESS5 have no equivalence in implementation of Stakeholder engagement and information disclosure processes in Tanzanian practice.	This project will have continuous consultations with the PAPs and their local leaders during preparation of the RAP report, their disclosure and implementation.  Consultations will ensure equitable gender representation within PAHs.
8	Grievance mechanism and dispute resolution	Under s. 13 of the <i>Land Acquisition Act, 1967</i> , if dispute of disagreement regarding any of the matter listed below is not settled by the parties concerned within six weeks from the date of publication of notice that land is required for a public purpose the Minister or person holding claim in the land may institute a suit in the high court of Tanzania for the determination of the dispute. (a) the amount of compensation; (b) the right to acquire the land; (c) the identity of persons entitled to compensation; (d) the application of section 12 to	ESS5 requires that grievance mechanism for the project is in place as early as possible in project development to address specific concerns about compensation, relocation or livelihood restoration measures raised by the displaced persons (or others) in a timely manner.	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.	For this project, comprehensive GRMs will be set up as further described herein <i>Table 3.2</i> and detailed in the projects Appendix VIII and the Project's Stakeholder Engagement Plan (SEP).

S/ N	Comparison of Tanzanian and World Bank ESS5 on Resettlement and Compensation				
	Key Policy Element	Tanzanian Law	World Bank ESS5	Comparison/Gaps	How this program will address the Gaps
		<p>the land;</p> <p>(e) any right privilege or liability conferred or imposed by the Act;</p> <p>(f) the apportionment of compensation</p> <p>In practice the government resolves grievances through existing LGA's resolution systems.</p>			

### 3.6 Bridging the Gaps

In this Framework, compensation will be made following the constitutional provisions and where these provisions are not adequate or not in line with the requirements of ESS 5 of the ESF; the requirements of ESS 5 of the ESF will prevail and will be applied. The framework will use the best of both national legislation and ESS 5 of the ESF to ensure that compensation is fair and equitable and the PAPs are not, in any way, placed in a worse position socially and economically, than their position before their land was acquired for the DTP sub-project activities.

### 3.7 Institutional Arrangements for Land Administration and Compensation

Tanzania has no policy on involuntary resettlement, but land Acts stipulate the various actors in land and natural resources administration and management including acquisition of land, access, use and management of public resources. Taking this and requirement of the ESS 5 of the ESF into consideration, two institutional frameworks comes into play in the development and implementation of the RPF - Central Government Ministries, Department and Agencies and Local Government Authorities as described in the following sub-sections.

#### 3.7.1. Ministry of Lands, Housing and Human Settlement Development

The Ministry of Lands, Housing and Human Settlement Development (MLHHSD) is responsible for policy, regulation and coordination of matters pertaining to land in Tanzania and administers the various land acts: Land Acquisition Act, the Land Act and the Village Land Act. The Ministry is responsible for land use planning, management and land delivery activities specifically surveying and demarcating land/parcel/farms, and provision of land ownership and tenancy in both rural and urban areas.

- *Minister Responsible for Lands / Land Use Planning*

Established under the Land Policy and the Land Act (Section 8) as the sole authority over all land matters. The Land Act poses to Minister the duty of policy formulation and implementation of Land Policy and Act. The Minister is directed to perform a number of functions (delegated to the Commissioner for Lands) including issuing permit for using land (other than village or reserved land). The Minister is empowered to designate any Body or Organ as a planning authority (Section 7 (4)) and to declare any area of land to be a planning area (Section 8(1)).

- *Commissioner for Lands*

Established under the Land Policy and Land Act as sole authority responsible for land administration. Land Act (Sections 9-11) impose the Commissioner for land as the principal administrative officer and professional officer and advisor to the government in land matters (land allocation, acquisition, registration and land management in general) at all levels. All instances of acquisition of land for public purposes and the need for resettlement and/or compensation have to be referred to the Commissioner. The Commissioner may appoint officers at the appropriate levels of government to administer land other than village land. Has power to delegate the powers to officers at Local Authority or public organization all who work and comply to directives of the Commissioners. In addition, a reform was

made recently whereby Commissioners for Lands were appointed in designated zones throughout the country. They will be responsible for land management/administration matters in their respective zones.

- *National Land Use Planning Commission*

Established under Sections 6 & 7 of the Land Use Planning Act, as the principal advisory organ of the Government on all matters related to land use. The Commission is comprised of various environmental stakeholders to ensure oversee the best use of land use planning.

- *Survey and Mapping Division*

The Surveys and Mapping Division also provides land survey services to government agencies, maintains geodetic survey control networks, prepares and maintains cadastral and topographic maps for the entire country. The Director of Surveys is responsible for coordinating all public sector mapping activities and for maintaining records of all maps, plans and land surveys, which are conducted by government agencies.

- *National Land Advisory Council*

Established under the Land Act (Section 17) to advice Minister on Land Policy and institutional framework and organizational structure for land matters.

- *Land Allocations Committee*

Under the Land Act (Section 12) Land Allocation Committees are to be established at central, urban and district authorities to perform duties related to advise of application of Rights of Occupancy.

- *Chief Government Valuer*

Land (Assessment of the Value of Land for Compensation) Regulations, 2001 (Regulation 6) directs that every assessment of the value of land and unexhausted improvement is verified and endorsed by the Chief Valuer of the Government or Representative.

- *Qualified (Registered) Valuer*

Land (Assessment of the Value of Land for Compensation) Regulations, 2001 (Regulation 5) directs that every assessment of the value of land and unexhausted improvement is done by a qualified Valuer. Valuers are government employees or individuals or companies registered as service providers in the lands sector and conduct surveys, property valuation etc.

### **3.7.2. Local Government Authorities**

The Local Government system in Tanzania is based on the decentralization policy and is enshrined in the Regional Administration Act (1997), Local Government (District Authorities) Act No. 7, 1982, and the Local Government (Urban Authorities) Act No. 8, 1982. Relevant to this RPF is the former, governing District authorities. Administratively, Tanzania is divided into three levels of Local Governments whereby each level has statutory functions with respect to development planning. The three levels with respect to District authorities are District Councils, Ward Office, and Village Council.

The District Councils are responsible for planning, financing and implementing development programs and the law within their areas of jurisdiction. The Council is comprised of:

- i. District technical and supporting Departments including:
  - Land and Natural Resources (including environment) with sections / units for physical planning, surveying, valuation;
  - Community Development (community mobilization, communication and sensitization);
  - Planning (budget planning, investment planning and has a Monitoring and Evaluation (M&E) unit);
  - Public Health, which includes a District Medical Officer
- ii. Land Tribunals (District and Ward levels) for handling and resolving land-related disputes and grievances;
- iii. Various multi-disciplinary, multi-sectoral technical teams and committees of Councilors provided for in the legislation responsible for budgeting, social issues, environmental management, security, planning development projects at local government levels. These are:
  - Finance, Administration and Planning Committee;
  - Education, Health and Water Committee; and
  - Economic Affairs, Works and Environment Committee.

### **3.7.3. Institutional Arrangement for RAP**

MCIT E&S team will be responsible for the implementation of the RPF, managing the process of preparation of RAPs and their implementation. The implementing agencies shall set up the Resettlement Committee and grievance committee whose responsibilities are presented in Table 3.

Table 3: Committees in resettlement and compensation

Unit	Responsibilities	Members
Resettlement and Compensation Committee	<ul style="list-style-type: none"> <li>- Oversight management and coordination of RAP implementation activities</li> <li>- Coordination with municipalities, districts, government agencies and other stakeholders</li> <li>- Review of periodic progress monitoring reports on RAP implementation in accordance with RAP guidelines</li> <li>- Coordinate management of compensation process including providing compensation payments, awareness/training on managing compensation</li> <li>- Ensure compensation is consistent with RAP guidelines</li> <li>- Overseeing establishment and preparation of resettlement sites/homes and other relocation assistance agreed</li> <li>- Maintaining records of PAPs, compensation payments, and monitoring reports</li> <li>- implements measures to prevent land speculation or influx of ineligible persons</li> </ul>	<ul style="list-style-type: none"> <li>- Regional Commissioner (Chair)</li> <li>- Representative of District Commissioner</li> <li>- Representative of respective district Authorities: District Land officer, District Valuer, Community Development Officer, Town Planning</li> <li>- Representative of a local leaders (Ward executive officer, village chairman and village executive officer)</li> <li>- Representative of PAPs (nominated by residents to represent the community/village)</li> <li>- MCIT Environment and Social Specialists</li> </ul>
District Grievances Redress Committee	<ul style="list-style-type: none"> <li>- Address entitlement issues and other disputes and concerns among PAPs and other stakeholders.</li> <li>- Advise PAPs and other stakeholders on redress mechanisms which cannot be resolved</li> <li>- Refer unresolved disputes to Community Social Committee (CSC)</li> <li>- Liaise with other authorities and Resettlement Committee</li> </ul>	<ul style="list-style-type: none"> <li>- District Commissioner (Chair)</li> <li>- Representative of respective district Authorities: district lands, planning and community development departments</li> <li>- Representative from implementing agency</li> <li>- Representative of PAPs (nominated by residents to represent the community/village)</li> </ul>
Ward Grievance Redress Committee	<ul style="list-style-type: none"> <li>- Address entitlement issues and other disputes and concerns among PAPs and other stakeholders</li> <li>- Advice PAPs and other stakeholders on redress mechanisms which cannot be resolved</li> <li>- Refer unresolved disputes to District Grievance redress committee</li> </ul>	<ul style="list-style-type: none"> <li>- WEO/VEO (Chair)</li> <li>- MCIT Sociologist and Environmental officer</li> <li>- Representative of PAPs – Man and Woman</li> <li>- Representative from local NGO's</li> <li>- Ward Community development officer</li> </ul>

Unit	Responsibilities	Members
		<ul style="list-style-type: none"> <li>- Representative from local community who is neither interested nor affected by project (Member)</li> </ul>

It should be noted that, in these committees, gender balance is maintained, a good representation of women is required. Local governments are not replicated at the regional level. Regional authorities provide technical advice and support and exercise supervision to the Municipal councils. Regional and District Commissioners are responsible for co-ordinating and managing central government affairs.

## 4. SCREENING OF SUB-PROJECTS AND APPROVAL OF RAPs

As described in *Section 2.6* above, the ESS 5 of the ESF was considered relevant for this project because the sub-projects to be implemented under DTP may require the involuntary acquisition of land and/or other assets. Since the location of these areas are presently unknown, the preparation and disclosure of this RPF is a conditionality for appraisal of the DTP. However, during implementation of DTP, in a process defined below, the identification of these areas will be made. When that happens, land will be acquired and people will be affected. At that stage, ESS 5 and the RPF calls for the preparation of individual RAPs that must be consistent with this RPF.

To address the impacts under this policy, resettlement and compensation plans must include measures to ensure that displaced persons are:

- informed about their options and rights pertaining to resettlement and compensation;
- consulted on, offered choices among, and provided with technically and economically feasible resettlement and compensation alternatives;
- experiencing losses of assets and access attributable to the subproject(s); and
- provided prompt and effective compensation at full replacement cost for losses of assets and access, attributable to the project.

### 4.1 Screening Process

The first stage in the process of preparing the individual resettlement and compensation plans is the screening process to identify the land/areas that are being impacted. The resettlement and compensation plans will contain the analysis of alternative sites undertaken during the screening process. This entails a step-by-step process that the DTP will take to determine whether the subproject will result in physical or economic displacements, and therefore whether a RAP is required and if so, how to prepare and implement one. The screening process will ensure that subprojects intended for DTP funding comply with the requirements of ESS 5 of the ESF and Tanzanian statutory requirements.

Subproject screening will be used to identify the types and nature of potential impacts related to the activities proposed under the DTP and to provide adequate measures to address the impacts. Screening for resettlement issues shall be part of the environmental and social screening, as is detailed in the ESMF as well. Sub-projects screening will be incorporated into the sub-project application form. The goal is to identify and consider resettlement issues as early as possible. The screening checklist/form is presented in *Annex III* and is based on the same format to be used in the implementation of the ESMF. This is to ensure that the process for screening remains simple and concise.

The list of sub-projects that have potential resettlement issues will then be subjected to a comprehensive sensitization and consultation process with the potentially impacted communities and the outcome of this process would be documented for each site. The list and the outcome of the consultative process for each site/sub-project on the list would then be sent to the respective local government council in the jurisdiction mandated to confirm, approve, disapprove, refer for further consultation and/or take a final

decision on each proposed site/sub-project. Carrying out the screening process in this way is designed to give it the integrity and transparency it needs to allow all stakeholders to have confidence in the process.

Once sub-projects have been approved using this consultative process, the chosen locations will be the subject of a study and the preparation of a document as follows: a socio-economic study (this study will include determination of impacts) and preparation of individual RAPs. Sub-project screening and RAP processes will include technical assistance from World Bank to ensure proper implementation.

During screening there must be adequate consultation and involvement of the local communities and the affected persons. Specifically, the affected persons must be informed about the intentions to use the earmarked sites for the proposed DTP activities, facilities and structures.

The aim of public consultations at the screening stage will be to:

- disseminate concepts for proposed project activities with a view to provoking project interest amongst the communities;
- promote sense of ownership for the project and resettlement activities;
- To estimate the extent of resettlement impacts;
- To understand the vulnerability PAPs and determine the best approach to consultations and RAP preparation;
- invite contributions and participation on the selection of project sites;
- determine communities' willingness to contribute in kind towards the implementation of the project; and
- determine community willingness to contribute towards long term maintenance of the project facilities.

#### **4.2 Preparation of Sub-Project RAP**

A RAP shall be prepared by the implementing agency preferably with the support of technical service providers, for sub-projects that have been determined to result in potential involuntary resettlement and/or land acquisition. When a RAP is required, the implementing agency shall submit completed studies along with their RAP's sub-project application to the Resettlement Committee for appraisal, and subsequently to the World Bank. Detailed guidelines for preparing a RAP and an abbreviated RAP is presented in *Annex IV*.

The basic elements of a RAP, as outlined in the ESS 5 of the ESF includes but not limited to the following:

- Identification of project impacts and affected populations;
- Baseline socio-economic data and census
- Legal framework for land acquisition and compensation;
- Compensation framework;

- Description of resettlement assistance and restoration of-livelihood activities;
- Detailed budget;
- Implementation schedule;
- Description of organizational responsibilities;
- Framework for public consultation, participation, and development planning;
- Description of provisions for redress of grievances; and
- Framework for monitoring, evaluation, and reporting.

The final list of sites approved by the local government councils, the process of selection of the sites, and the RAP are all subject to final review and approval by the World Bank in order to ensure compliance with Bank safeguards. At its sole discretion the World Bank may delegate through the Government to the implementing agencies this responsibility to ensure compliance with the provisions in this RPF after it is satisfied that effective monitoring of this process is in place.

## 5. GUIDING PRINCIPLES, ELIGIBILITY AND ENTITLEMENT

This chapter provides the main principles and concepts governing resettlement/compensation i.e., a description of eligibility for compensation and entitlements under relevant laws and WB ESF principles for valuation and compensation.

### 5.1 Experience and Lessons from the RCIP Compliance Audit

In 2017, the MWTC in collaboration with the World Bank commissioned a compliance environmental audit for the RCIP which was at the final stages of completion. The objective was to assess compliance with safeguards policies of the Bank as per requirements outlined in the ESMF and RPF that were prepared for the project. A total of 118 tower stations sites in 26 regions; 63 Govnet sites; and 24 LGA sites in 6 regions were sampled and audited. The key audit findings and conclusions in relation to land acquisition and resettlement issues have been taken into consideration in this RPF. Further, the environmental and social experience will be fully considered during design, construction and operation of the proposed DTP's sub-project activities that will trigger.

#### 5.1.1 Audit Key Findings in Resettlement Related Issues

- Land speculation was rampant in the sites implemented by Tigo /MIC, Vodacom and Airtel. This is a serious observation that must be followed up.
- Service providers or project operators were not acquainted with ESMF and RPF documents and their requirements. Neither, they had any contractual obligation to adhere to the ESMF nor the RPF. However, through ESIA the contractors committed themselves to sound environmental practices as condition of Environmental Certificates.
- Major impacts that are common to many sites visited include land speculation.

The audit key recommendations in relation to land acquisition and resettlement issues are:

- All land leases to be endorsed by respective village authority. The services provider should be made to have a contractual obligation to give a copy of the purchase or lease agreement to the land owner;
- Special contract clause should be included to ensure all contractors or service providers implement the recommendations of the ESMP and/or adhere to the requirements of the ESMF and RPF; and
- Adequate community awareness to be ensured before project implementation commences in the respective areas.

### 5.2 Principles Guiding Resettlement of PAPs

Execution of RISE program may result in acquisition of land, loss of access and property which might cause involuntary resettlement. Implementation of the project activities may cause land acquisition, where a physical piece of land is needed. People may be affected because they are cultivating on that land, have buildings or other land use such as water sources, grazing of animals, spiritually needs, recreation and any other activity which may not be possible during and after the project is implemented.

The World Bank ESS5, asserts that people be compensated for their loss of land, property or access either in kind or in cash of which the former is preferred. In principle, the executing Agency (MCIT) is obliged to compensate affected individuals or groups who are eligible.

The RPF follows the guiding principles for any activity that causes negative impact on affected persons in relation to implementation of the proposed DTP's sub-projects. These principles should be taken into account whenever communities living in the areas proposed for projects may be impacted by implementing activities, whether a permanent or temporary impact:

- i. Resettlement/relocation and compensation planning and implementation activities, and the compensation of PAPs and other relevant stakeholders, will be undertaken with continuous consultation throughout the process;
- ii. PAPs will be informed about their rights and options pertaining to displacement, compensation and resettlement/relocation, and about grievance mechanisms available to them;
- iii. Displacement of people, property and livelihoods is to be minimized as much as possible, by employing alternative technologies of project infrastructure in such a manner so as to minimize the need to acquire land and property, and to cause as little disturbance and disruption as possible;
- iv. All possible means will be used to ensure that no people are harmed in any way by construction activities and project outcomes;
- v. PAPs who meet agreed eligibility criteria will be entitled to compensation and relocation measures. Lack of legal rights to land and assets occupied or used will not preclude a PAP from entitlement to resettlement/relocation and compensation measures;
- vi. Compensation, resettlement/relocation and rehabilitation measures will be as fair to all parties concerned;
- vii. Compensation, resettlement/relocation and rehabilitation entitlements will be provided in accordance with Tanzanian law and procedures as a minimum, but will include additional measures to meet World Bank requirements where appropriate;
- viii. Where compensation in cash is provided for loss of assets (including housing and other structures), for loss of access to assets, or for damage caused to assets, it will be provided on the basis of full replacement cost/value and will include necessary additional costs incurred to achieve full restoration;
- ix. Specific and additional assistance will be provided for particularly vulnerable people, namely women-headed households, widows, orphans, the elderly and handicapped people; and
- x. Pre-construction and construction work on each particular affected site will not commence until PAPs have been satisfactorily compensated and/or relocated.

### **5.3 Categories of PAPs**

Project Affected Persons or household (PAPs) are directly affected, socially and/or economically, temporarily or permanently by a project, as a result of:

- i. the appropriation of land and other assets causing (relocation or loss of shelter);
- ii. loss of assets or access to assets; and
- iii. loss of income sources or means of livelihood, whether or not of the affected person; and persons must move to another location).

Although it is known that it is known that the sub-projects may require land take and/or economic displacement, and the exact nature and locations of sub-projects are unknown, the following types of PAPs will be used in identifying groups of PAPs for the purpose of determining impacts:

- i. *Affected individuals*: are individuals whose assets may be lost, including land, property, other assets, and/or access to natural and/or economic resources as a result of activities related to sub-project(s). The individual PAPs could be:
  - Affected property owners – are owners of land or owners of structures for business, residential or other purpose.
  - Affected tenants: these are people who do not own property but rent house, premises or land for the respective purposes; This category of PAPs is classified in different sub-categories including residential tenants, business tenants, or farm tenants
  - Affected encroachers and other opportunistic land occupiers – are persons who do not own land that they occupy or use and non-bone fide occupants and intruders of lands reserved for public or other uses. Encroachers in urban area may occupy land for residential / commercial purposes.
  - Affected squatters - include persons or groups who have settled in place with and without official title to their land.
- ii. *Affected households*: are groups of PAPs in one household and where one or more of its members are directly affected by the DTP sub-project activities. These include members like the head of household, male, and female members, dependent relatives, tenants, etc.

A household is affected if one or more of its members is affected by sub-project activities, either by loss of property, land, loss of access, or otherwise affected in any way by project activities. This provides for:

- any members in the households, men, women, children, dependent relatives and friends, tenants.
- vulnerable individuals who may be too old or ill to farm along with the others.
- relatives who depend on one another for their daily existence.
- relatives who may not eat together but provide housekeeping and other domestic chores, and
- other vulnerable people who cannot participate for physical or cultural reasons in production, consumption, or co-residence.

- iii. *Affected local community* – A community is affected if project activities affect their socio-economic and/or social-cultural relationships or cohesion. For example, project activities could lead into such improvement of socio-economic welfare that class-consciousness arises coupled with cultural erosion etc.
- iv. *Vulnerable groups*: people such as those who are elderly, infirm, orphans, terminally ill; children; those stricken with HIV/AIDS; women-headed households; unemployed women living alone; unemployed youth; etc. Households headed by women or children that depend on sons, brothers, and others for supports are especially vulnerable. Similarly, households with elderly or terminally ill persons are eligible for additional support.

Further, PAPs can be classified into three broad groups as:

- Those who have formal legal rights to the land they occupy;
- Those who do not have formal legal rights to land, but have a claim to land that is recognized or recognizable under the national, local, or traditional laws including those measures put in place by the draft land policy; or
- Those who have no recognizable legal right or claim to the land they occupy.

#### 5.4 Types of Losses due to Land Acquisition

Generally, however, the DTP sub-projects are individually not expected to result in major impacts of people, land, property, including people’s access to natural and other economic resources. Notwithstanding, land acquisition, compensation, and resettlement of people may be necessary for some of the sub-projects. The severity of impact, determines what the resettlement measures will be. For example, in the installation of cables or building structures, the impact would be linear, whereas the installation of a mast, only a very small portion of the land may be impacted as presented in *Table 4*.

*Table 4: Nature of impacts*

	Activity	Nature of Impact	Resettlement Measure
1.	Installation of masts and towers	Small plot	Replace land and/or pay compensation
2.	Installation of fixed line cables and connectors	Limited linear impact, along existing roads	Pay compensation, if not in public right of way
3.	Construction of landing stations	Plot for building	Replace land and/or pay compensation;
4.	Equipment housing (e.g. shelters, cabinets, auxiliary power units)	Plot for infrastructure	Replace land and/or pay compensation; Compensate for other assets
5.	Road infrastructure (mostly feeder roads)	Linear impact	Replace land and/or pay compensation

Likely categories of impacts/loss that may occur include:

*Loss of assets or access to assets:* Loss of land and/or property if any activity will acquire land as the land in question will be under use of some sort, communally, or individually. This may cause loss of rights to pieces of land, and/or un-exhausted improvements on the land i.e. built structures and crops.

*Loss of land:* mainly residential land or commercial land. Because urban agriculture and livestock keeping are widely practised, affected land could also be agricultural land or grazing ground. Land could belong to private individuals, local institutions, or community/ public land. The land could either be grown with crops, or built with structures or open land used for recreation or not developed/used. Ownership could mainly be under either statutory rights of occupancy or customary rights of occupancy and the affected people will lose these land rights (owner; lease holder; informal user of the land).

*Loss of house structures:* the built structures could be residential houses /dwelling, residential and commercial houses, house annexed structures (e.g. kitchens, boundary wall / live fences, pit latrines, house foundations, stores, cottage industries, livestock pens/ sheds etc.) or commercial structures (shop, stall); or house supply structures: water source/supply (well, pump, water line), electricity supply (underground, overhead etc.). Loss of buildings and structures will affect (owner; tenant; informal user of the structure) individual, institution or community.

*Loss of structures only (not land):* encroachers and squatters may suffer loss of fixed structures but not land on which they are built.

*Relocation of movable assets and property:* these include privately own machinery, mobile structures, and graves.

*Loss of agricultural assets:* farm properties mainly constitute standing crops permanent crops, trees, seasonal crops and vegetable gardens.

- *Loss of income sources or means of livelihood of persons using the land or assets*

The person affected could be title holder/owner; tenant/lease holder; squatter/informal dweller.

- Loss of income sources: through loss of business premise or cash crops
- Loss of means of livelihood: through loss of farming, grazing area
- Loss of rental accommodation or loss of business premises: residential or business tenants will incur loss of rental accommodation or loss of business premises as in many places people rent premises for business or residential purposes

- *Natural assets*

These are unused farmland and natural vegetated / forested areas - these sections are usually not inhabited, however, the benefits accrued will be lost to the communities that use them.

- *Involuntary restrictions of access to resources, property or asset*

In other areas, restrictions that prevent / limit access to resources, property or asset will also result in adverse impacts on livelihoods and wellbeing of affected persons.

## 5.5 Eligibility

Identification of those meeting the eligibility criteria is to be confirmed, through relevant socio-economic surveys and asset and legal verification surveys. Information on special groups, such as those that are vulnerable, will also be identified through the surveys, and confirmed through the consultation process.

The Land Act of 1999 confers eligibility for compensation to:

- The holder of the granted right of a right of occupancy, which is compulsorily acquired by the President for public purposes. So where the President acquires a piece of land that was granted to an occupier in order to build a road or a school or other public structures, compensation must be paid to the one who was occupying it through a right of occupancy;
- The holder of a granted of right of occupancy which has been revoked;
- The holder of a granted customary right of occupancy in respect of land which is declared to be hazardous land;
- The occupier of land in any peri-urban area where the President acquires such land;
- The Land (Compensation Claims) Regulations, 2001 provides further that any person occupying land is eligible to apply for claim for compensation. This recognizes that when making a decision as to who is eligible to get compensation it must be borne in mind that there are people who may not have the title to a piece of land but have acquired interests and rights over that piece of land; and
- A person has occupied land which legally belongs to another person for more than twelve years under the Law of Limitation Act, 1971 acquires all the rights over that piece of land, and therefore also has the right to compensation.

The adjudication function on village lands is assigned to the village government. The village government has administrative control over village land and acts as a liaison between the government and village residents. Within villages, various committees of the village government control land use. Villagers hold rights of occupancy and use for an indefinite (that is, unlimited) period. Village lands do not have to be titled for rights of users and occupants to be recognized and are not subject to rental payment (refer [Table 3-1](#) for further details on Comparison of the Tanzania Laws and ESS 5 of the ESF).

ESS 5 further states that any person occupying land, whether they have legal title, have been granted customary use rights, or have no title or customary use but occupy land prior to cut off date, they are entitled to compensation. Thus, the ESS 5 suggests the following eligibility classifications:

- Those who have formal rights to land (including customary and statutory rights of occupancy recognized under the Laws of each respective country);

- b. Those who do not have formal legal rights to land at the time the census begins but have a claim to such land or assets provided that such claims are recognized under the laws of the country or become recognized through a process identified in the resettlement and compensation plan; and
- c. Those who have no claim to land they are occupying or using.

Those covered under a) and b) above are to be provided compensation for land they lose, and other assistance in accordance with the ESS 5. Persons covered under c) above are to be provided with resettlement assistance in lieu of compensation for the land they occupy or use, and other assistance, as necessary, to achieve the objectives set out in ESS 5, if they occupy or use the project area prior to a cut-off date established by the MCIT's PIU and acceptable to the Bank. Persons who encroach on the area after the cut-off date are not entitled to compensation or any other form of resettlement assistance. All persons included in a), b) or c) above are to be provided with compensation for loss of assets on the land.

Therefore, it is clear that all affected persons irrespective of their status or whether they have formal titles, legal rights or not, are eligible for some kind of assistance if they occupied the land before the entitlement cut-off date. The entitlement cut-off date refers to the time when the census of persons and their property in the area is carried out, i.e. the time when the project area has been identified and when the socio-economic study is taking place. Thereafter, no new cases of affected people will be considered. Persons who encroach the area after the socio-economic study (census and valuation) are not eligible for compensation or any form of resettlement assistance.

## 5.6 Entitlement

The potential resettlement may affect a range of households, business operators, institutions and individual community members. The impacts, manifest at individual and group level requiring a definition of a unit of entitlement. The unit of entitlement is thus varied depending on the category of the affected persons in the course of implementation of DTP's sub-projects. Examples of units of entitlement include:

- for compensation against the loss of land – the unit of entitlement is the landholder;
- for privately held assets and resources – the unit of entitlement is the owner/ household head. Safeguards have been put in place to ensure equitable distribution of compensation among household members (*Sections 6.4 and 6.5*);
- for the loss of contract of rent – the unit of entitlement is the individual who rented farm land
- for loss of employment – the unit of entitlement is the individual directly affected; and
- for rehabilitation assistance – the unit of entitlement is the household. Where household subsistence and survival strategies may be disrupted through the loss of land or the relocation of business enterprises, rehabilitation measures may be extended to an adult household member or members other than the household head to support the restoration and diversification of household livelihoods.

The entitlements require a process of public consultation and disclosure. The ESS 5 emphasises that displaced people must be informed of their rights and consulted on compensation options. It specifically states to “Consult project-affected persons, host communities and local Non-Governmental Organizations (NGOs), as appropriate. The consultation process should provide opportunities to participate in the planning, implementation, and monitoring of the resettlement program, especially in the process of developing and implementing the procedures for determining eligibility for compensation benefits and development assistance (as documented in a resettlement plan). Additional provisions apply to consultations with displaced Vulnerable Groups, in accordance with ESS7 and the project’s VGPF.

### **5.7 Cut-off Date and Methods to Determine**

It is necessary to determine, and publicly declare a cut-off date, to define eligibility and thus entitlements. Property inventories with other relevant socio-economic surveys, and fixing a cut-off-date after proper consultation and an announcement, are instrumental to avoid unnecessary and sometimes fraudulent claims for compensation. After the property inspection and survey exercise is completed, no further claims will be accepted.

When the respective local council approves the sub-project, the PIU, respective district and local authorities, will meet to discuss and agree on a programme of implementation. They will also choose tentative cut-off dates. Cut-off dates tend to coincide with the date of the initial census. The dates would then be communicated to the community through their respective representative in the Village Council or District Councillors.

The entitlement cut-off date is usually the time when the assessment of persons and their property in the sub-project area is carried out, i.e. the time when the sub-project area has been identified and when the site-specific socio-economic study is taking place. Thereafter, no new cases of affected people will be considered. The establishment of a cut-off date is required to prevent opportunistic invasions/rush migration into the chosen land areas thereby posing a major risk to the sub-project. Therefore, establishment of a cut-off date is of critical importance. The PIU will play a crucial role in identifying users of land since most of them would have acquired their customary rights to use the land from their local customary heads or Village Government.

Where there are clearly no identified owners or users of land or assets, the respective Regional Lands Board, District Authorities, and Village government will notify the community leaders and representatives to help to identify and locate the land users. These leaders and representatives will also be charged with the responsibility to notify their members about the established cut-off date and its significance. The user(s) will be informed through both formal notification in writing and by verbal notification delivered in the in the presence of the community leaders or their representatives.

### **5.8 Forms of Compensation and Calculations**

Individual and household compensation will be made in cash, in kind, and/or through assistance as per the entitlement matrix provided in *Table 5* overleaf. The type of compensation will be an individual choice of the PAP. If the total loss of land that was used for subsistence farming is more than 20% of the

holding, land for land replacement must be offered, and is preferable to in-kind compensation (but ultimately PAP's choice):

- i. Cash payments: compensation will be calculated in Tanzania shillings. Rates will be adjusted for inflation. Compensation may include items such as land, houses, among others;
- ii. In-kind: compensation can include land, buildings, building materials, seedlings, agricultural inputs, and financial credits for equipment; and
- iii. Assistance: it may include disturbance allowance, moving allowance, transportation, and/or labour, title fees, or other related costs.

Compensation payments raise issues regarding inflation, security, and timing that must be considered. One reason for providing in-kind compensation is to reduce inflationary pressures on the costs of goods and services. Local inflation may still occur; thus, market prices will be monitored during the compensation period to allow for adjustments in compensation values. The question of security, especially for people who will be receiving cash compensation payments, needs to be addressed by the local administration. Local banks and microfinance institutions should work closely with the local administration at this level to encourage the use of their facilities, which will positively affect the growth of the local economies. Each recipient in consultation with the district, local, and traditional administrations, will decide upon the time and place for in-kind compensation payments.

## 5.9 Replacement Cost

The rate of compensation for lost assets must be calculated at full replacement cost, that is, the market value of the assets plus transaction costs. With regard to land, structures, and businesses, the replacement costs are:

- i. Agricultural land: The market value of land of equal productive use or potential located in the vicinity of the affected land, plus the cost of preparation to levels similar to or better than those of the affected land, plus the cost of any registration and transfer taxes;
- ii. Land in urban areas: The market value of land of equal size and use, with similar or improved public infrastructure facilities and services preferably located near the affected land, plus the cost of any registration and transfer taxes; and
- iii. Household and public structures: The cost of purchasing or building a new structure, with an area and quality similar to or better than those of the affected structure, or of repairing a partially affected structure, including labour and contractors' fees and any registration and transfer taxes. In determining the replacement cost, depreciation of the asset and the value of salvage materials are not taken into account, nor is the value of benefits to be derived from the project deducted from the valuation of an affected asset.

Table 5: Entitlement matrix to be used in the RAPs

Land and Assets	Types of Impact	Person(s) Affected	Compensation/Entitlement/Benefits
Agricultural land	<ul style="list-style-type: none"> <li>• Land under cultivation</li> <li>• Less than 20% of land holding affected</li> <li>• Land remains economically viable.</li> </ul>	Farmer/title holder	<ul style="list-style-type: none"> <li>• Cash compensation for affected land equivalent to full replacement value;</li> <li>• Consultations and concurrence of both spouses in the process of land acquisition and provision of compensation.</li> </ul>
		Tenant/lease holder	<ul style="list-style-type: none"> <li>• Cash compensation for the harvest or product from the affected land or asset, equivalent to average market value of last 3 years, or market value of the crop for the remaining period of tenancy/lease agreement, whichever is greater.</li> <li>• Consultations and concurrence of both spouses in the process of land acquisition and provision of compensation.</li> </ul>
	<ul style="list-style-type: none"> <li>• Greater than 20% of land holding lost</li> <li>• Land does not become economically viable.</li> </ul>	Farmer/Title holder	<ul style="list-style-type: none"> <li>• Land for land replacement where feasible, or compensation in cash at full replacement value for the entire landholding according to PAP's choice.</li> <li>• 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, which is acceptable to PAPs. Transfer of the land to PAPs shall be free of taxes, registration, and other costs.</li> <li>• Relocation assistance (transport allowance + assistance in re-establishing economic trees + allowance up to a maximum of 12 months while short- term crops mature)</li> <li>• Notice to harvest standing seasonal crops and compensation;</li> <li>• Consultations and concurrence of both spouses in the process of land acquisition and provision of compensation.</li> </ul>
		Tenant/lease holder	<ul style="list-style-type: none"> <li>• Cash compensation equivalent to average of last 3 years' market value for the mature and harvested crop, or market value of the crop for the remaining period of tenancy/lease agreement, whichever is greater.</li> <li>• Relocation assistance (transport allowance + assistance in re-establishing economic trees + allowance up to a maximum of 12 months while short- term crops mature ;</li> <li>• Consultations and concurrence of both spouses in the process of land acquisition and provision of compensation;</li> <li>• Notice to harvest standing seasonal crops and compensation.</li> </ul>
Commercial Land	<ul style="list-style-type: none"> <li>• Land used for business partially affected</li> <li>• Limited loss</li> </ul>	Title holder/business owner	<ul style="list-style-type: none"> <li>• Cash compensation for affected land;</li> <li>• Loss of Profit (Net profit/p.m. x 36 months);</li> <li>• Consultations and concurrence of both spouses in the process of land acquisition and provision of compensation.</li> </ul>
		Business owner is lease holder	<ul style="list-style-type: none"> <li>• Loss of Profit (Net profit/p.m. x 36 months);</li> <li>• Consultations and concurrence of both spouses in the process of land acquisition and provision of compensation.</li> </ul>

Land and Assets	Types of Impact	Person(s) Affected	Compensation/Entitlement/Benefits
	<ul style="list-style-type: none"> <li>• Assets used for business severely affected</li> <li>• If partially affected, the remaining assets become insufficient for business purposes</li> </ul>	Title holder/business owner	<ul style="list-style-type: none"> <li>• Land for land replacement or compensation in cash at full replacement value according to PAP's choice. Land for land replacement will be provided in terms of a new parcel of land of equivalent size and market potential with a secured tenure status at an available location which is acceptable to the PAP;</li> <li>• Transfer of the land to the PAP shall be free of taxes, registration, and other costs;</li> <li>• Relocation assistance (transport + disturbance allowance);</li> <li>• Loss of Profit (Net profit/p.m. x 36 months);</li> <li>• Consultations and concurrence of both spouses in the process of land acquisition and provision of compensation.</li> </ul>
		Business person is a lease holder	<ul style="list-style-type: none"> <li>• Loss of Profit (Net profit/p.m. x 36 months)</li> <li>• Provision of advance notice of at least three (3) months to harvest and/or shift from the land.</li> <li>• Consultations and concurrence of both spouses in the process of land acquisition and provision of compensation.</li> </ul>
Residential Land	<ul style="list-style-type: none"> <li>• Land used for residence partially affected, limited loss</li> <li>• Remaining land viable for present use.</li> </ul>	Title holder	<ul style="list-style-type: none"> <li>• Cash compensation for affected land at full replacement value;</li> <li>• Consultations and concurrence of both spouses in the process of land acquisition and provision of compensation.</li> </ul>
		Rental/lease holder	<ul style="list-style-type: none"> <li>• Relocation assistance (disturbance allowance);</li> <li>• Consultations and concurrence of both spouses in the process of land acquisition and provision of compensation.</li> </ul>
	<ul style="list-style-type: none"> <li>• Land and assets used for residence severely affected</li> <li>• Remaining area insufficient for continued use or becomes smaller than minimally accepted under zoning law(s)</li> </ul>	Title holder	<ul style="list-style-type: none"> <li>• Land for land replacement or compensation in cash at full replacement value according to PAP's choice;</li> <li>• Land for land replacement shall be of minimum plot of acceptable size under the zoning law(s) or a plot of equivalent size, whichever is larger, in either the community or a nearby resettlement area with adequate physical and social infrastructure systems as well as secured tenure status;</li> <li>• When the affected holding is larger than the relocation plot, cash compensation to cover the difference in value;</li> <li>• Transfer of the land to the PAP shall be free of taxes, registration, and other costs.</li> <li>• Relocation assistance (transport, accommodation and disturbance allowance);</li> <li>• Consultations and concurrence of both spouses in the process of land acquisition and provision of compensation.</li> </ul>
		Rental/lease holder	<ul style="list-style-type: none"> <li>• Refund of any lease/rental fees paid for time/use after date of removal</li> <li>• Assistance in rental/lease of alternative land/property</li> <li>• Relocation assistance (transport, accommodation and disturbance allowance)</li> </ul>
Buildings and	<ul style="list-style-type: none"> <li>• Structures are partially</li> </ul>	Owner	<ul style="list-style-type: none"> <li>• Cash compensation for affected building and other fixed assets at full replacement cost ;</li> <li>• Cash assistance to cover costs of restoration of the remaining structure;</li> </ul>

Land and Assets	Types of Impact	Person(s) Affected	Compensation/Entitlement/Benefits
structures	affected <ul style="list-style-type: none"> <li>• Remaining structures viable for continued use</li> </ul>	Rental/lease holder	<ul style="list-style-type: none"> <li>• Consultations and concurrence of both spouses in the process of land acquisition and provision of compensation.</li> <li>• Cash compensation for affected assets (verifiable improvements to the property by the tenant);</li> <li>• Consultations and concurrence of both spouses in the process of resettlement and provision of compensation;</li> <li>• Disturbance allowance.</li> </ul>
	<ul style="list-style-type: none"> <li>• Entire structures are affected or partially affected</li> <li>• Remaining structures not suitable for continued use</li> </ul>	Owner	<ul style="list-style-type: none"> <li>• Cash compensation for entire structure and other fixed assets without depreciation, or alternative structure of equal or better size and quality in an available location which is acceptable to the PAP;</li> <li>• Consultations and concurrence of both spouses in the process of land acquisition and provision of compensation;</li> <li>• Right to salvage materials without deduction from compensation;</li> <li>• Relocation assistance (transport, accommodation and disturbance allowance);</li> <li>• Rehabilitation assistance if required (assistance with job placement, skills training).</li> </ul>
		Rental/lease holder	<ul style="list-style-type: none"> <li>• Cash compensation for affected assets (verifiable improvements to the property by the tenant);</li> <li>• Consultations and concurrence of both spouses in the process of resettlement and provision of compensation;</li> <li>• Relocation assistance (transport, accommodation and disturbance allowance);</li> <li>• Assistance to help find alternative rental arrangements;</li> <li>• Rehabilitation assistance if required (assistance with job placement, skills training).</li> </ul>
		Squatter/informal dweller	<ul style="list-style-type: none"> <li>• Cash compensation for affected assets (verifiable improvements to the property by the squatter);</li> <li>• Consultations and concurrence of both spouses in the process of resettlement and provision of compensation;</li> <li>• Right to salvage materials without deduction from compensation;</li> <li>• Relocation assistance (transport, accommodation and disturbance allowance);</li> <li>• Alternatively, assistance to find accommodation in rental housing or in a squatter settlement scheme, if available);</li> <li>• Provision of advance notice of at least three (3) months to harvest and/or shift from the land;</li> <li>• Rehabilitation assistance if required assistance with job placement, skills training);</li> </ul>
		Street vendor (informal without title or lease to the stall or shop)	<ul style="list-style-type: none"> <li>• Loss of Profit (Net profit/p.m. x 36 months);</li> <li>• Relocation assistance (transport and disturbance allowance);</li> <li>• Assistance to obtain alternative site to re- establish the business.</li> </ul>

Land and Assets	Types of Impact	Person(s) Affected	Compensation/Entitlement/Benefits
Standing crops	Crops affected by land acquisition or temporary acquisition or easement	PAP (whether owner, tenant, or squatter)	<ul style="list-style-type: none"> <li>• Cash compensation equivalent to average of last 3 years market value for the mature and harvested crop.</li> </ul>
Trees	Trees lost	Title holder	<ul style="list-style-type: none"> <li>• Cash compensation based on type, age and productive value of affected trees plus 10% premium</li> </ul>
Temporary Acquisition	Temporary acquisition	PAP (whether owner, tenant, or squatter)	<ul style="list-style-type: none"> <li>• Cash compensation at full replacement cost for any assets affected</li> </ul>

## 6. RESETTLEMENT TOOLS AND INSTRUMENTS

This chapter presents the main tools, instruments and respective methodologies that should be used in the sub-project RAPs.

### 6.1 Resettlement Planning

It is expected that the DTP activities will strive to minimize or avoid land acquisition or cause any type of resettlement in particular sub-projects related to Components 2 and 3. These activities such as construction of communication towers may result in land acquisition, impact on assets, impact on economic livelihood, and/or relocation. Thus, it is envisaged that the implementing agencies (refer *Section 2.2 & Table 1*) will comply to the Bank's requirements with regards to land acquisition and resettlement should land acquisition be unavoidable. The WB will provide technical assistance, and MCIT will receive WB review, comments and approval prior to implementing any resettlement activities throughout the DTP project implementation.

Therefore, if there is need for land acquisition, physical and/or economic displacements the direct implementing agency/partner will be required to prepare and implement a RAP which will be subject to World Bank review and clearance. The RAP will serve to consider the rights and interests of the PAPs; and it has to be fully implemented before the proposed sub-project activities are carried out.

*Annex IV* describes the requirements for the RAP in detail. In general, the RAP contains the following information (as presented in *Section 4.2 and Annex IV*):

- Baseline Census;
- Socio-Economic Survey;
- Specific Compensation Rates and Standards;
- Entitlements;
- Site Description;
- Programs to Improve or Restore Livelihoods and Standards of Living;
- Detailed Cost Estimates and Implementation Schedule;
- Grievance Mechanism; and
- Monitoring and Evaluation.

### 6.2 Public Consultation and Engagement

If the MCIT decides to implement a sub-project activity that requires a RAP, the direct implementing agency (refer *Section 2.2*), in collaboration with the respective District/Township/Municipal/City Community Development Officer will be responsible for conducting thorough consultations with the PAPs in their communities. Public consultation meetings are to be held in all of the affected villages/*mitaa* in the proposed project site and as well as with other interested parties. Other stakeholders to be involved might include TCRA, TCAA, TANROADS, eGA, PO-RALG etc. The

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objectives of the consultations will be to introduce the sub-project, community sensitization, awareness creation and clarify valuation and compensation process.

It is essential that the affected persons are made aware of, and understand during the preparation of the RAP:

- Their options and rights pertaining to resettlement/relocation and compensation;
- Specific technically and economically feasible options and alternatives for resettlement/relocation sites;
- The process of and proposed dates for resettlement/relocation and compensation;
- Effective compensation rates at full replacement cost for loss of assets and services;
- Proposed measures and costs to maintain or improve their living standards;
- Grievance and redress mechanism.

The results of the consultation process will be summarized in a table, including the responses to the PAP concerns included in RAP as part of informing RAP preparation. The consultations will examine among other things:

- Acceptable alternatives;
- Conditions under which the impacts will be socially adequate;
- Measures required to guarantee that the affected people will enhance or at least restore their livelihoods and living standards;
- Preferences regarding forms of compensation assistance;
- Measures to mitigate impacts and arrangements for addressing conflicts that might occur; and
- Institutional and organizational arrangements by which displaced people can communicate their concerns to project authorities, express grievances and participate throughout planning, implementation and monitoring of the RAP.

### **6.3 Baseline Socio-economic Survey/PAPs Census**

An important aspect of preparing a RAP is to establish appropriate and accurate baseline socio-economic data and census to identify the persons who will be affected by the individual subproject, to determine who will be eligible for compensation and assistance, and to discourage inflow of people who are ineligible for these benefits (refer *Section 5.7* on cut-off date).

Socio-economic information of the PAPs in the proposed project area is collected typically with the use of questionnaires and secondary documentation collected. The aim is to understand the PAPs socio-economic status to mitigate against further negative impacts. In addition, a census to record the details of the PAPs and their household is to be undertaken. Therefore, a household survey is done concurrently to gather information on the socio-economic profile of the PAPs for planning and monitoring purposes. Information to be collected in both the PAP census and household surveys are given in the *Table 6* below.

Table 6: Typical content of PAP census and household survey

Household information should include:	PAP Census <sup>1</sup> information should include:
<ul style="list-style-type: none"> <li>• Household head and structure</li> <li>• Household size</li> <li>• Gender structure</li> <li>• Age structure</li> <li>• Ethnicity and religion</li> <li>• Migratory status</li> <li>• Occupation</li> <li>• Income and expenditure levels</li> <li>• Education level</li> <li>• Health status</li> <li>• Marital status</li> </ul>	<ul style="list-style-type: none"> <li>• The PAP's valuation reference number (indicating the proponent-location-sequential number)</li> <li>• The PAP's name</li> <li>• The date of the census</li> <li>• Location of affected property: plot number (or Land Registration No.), house number, street name, village or town</li> <li>• A sketch is drawn of the property, indicating affected portions, cropped area, fallow land, open and covered buildings, etc.</li> <li>• A photograph of the property is taken with the PAP in the foreground holding a large piece of paper indicating his reference number</li> </ul>

In summary, the census consolidates information that 1) provides initial information on the scale of impacts; 2) gives an indication of further socioeconomic research needed to quantify losses to be compensated and, if required, to design appropriate development interventions; and 3) establishes indicators that can be measured at a later date during monitoring and evaluation. An illustrative example of a census survey and land asset inventory form is provided in *Annex V*.

#### 6.4 Valuation and Compensation of PAPs

Although the subproject locations have not been identified, it can be concluded that the DTP sub-projects may cover several types of land, including urban, peri-urban and rural segments. For all the three segments (urban, peri-urban and rural) land and assets will be valued and compensated for according to the following guidelines and as appropriate for each segment:

- The DTP will compensate for assets and investments (including labor, crops, buildings, and other improvements) according to the provisions of the resettlement plan;
- Eligibility for compensation will not be valid for new persons occupying/using the project sites after the cut-off date, in accordance with this policy;
- Compensation cost values will be based on replacement costs, as of the date that the replacement is to be provided or at the date of project identification, whichever is higher;
- The market prices for cash crops will have to be determined based on the values as determined by each country's respective agency. This is often the Ministry of Agriculture but differ from country to country; and

<sup>1</sup> Ministry Valuation Form No 1

- PAPs who lose farmland allotted by the village under customary tenure will be provided an equivalent plot. However, since the ESS 5 makes no distinction between statute and customary rights, a customary land owner or a user of state-owned land will be compensated for land, assets and investments including loss of access, at replacement costs.

#### Asset Inventory

The Asset Inventories will be used to determine and negotiate entitlements, while the census information is required to monitor homestead re-establishment. For each individual or household affected, the Ward official<sup>2</sup> in collaboration with the Valuer and project management team will complete a compensation dossier containing necessary personal information on the affected party and those that s/he claims as household members, total landholdings, inventory of assets affected, and information for monitoring their future situation.

This information will be confirmed and witnessed by the village/*mtaa* leader, and Compensation and Resettlement Committee (refer *Section 3.7.2 Resettlement Committee* in *Table 3*). Dossiers will be kept current and will include documentation of lands surrendered. Each individual will be provided a copy of the dossier at the time of negotiations. This is necessary so that the resettlement process pertaining to each individual PAP can be monitored over time. All claims and assets will be documented in writing. The information obtained from the inventories and census will be entered into a computerized database to facilitate resettlement/relocation planning, implementation and monitoring.

#### Earnings Approach

Throughout Earnings Approach is to be used to assess market value for compensation in compliance with the Regulations made under S179, the Land (Assessment of the Value of Land for Compensation) Regulations, 2001. The earnings approach, estimates the production capacity of an averaged tended crop that is normally found in the area. Adjustments are made to arrive at fair market value. Compensation will cover lost production until crop is again producing at same level when impact occurred.

#### Direct Comparison Method

For buildings, Direct Comparison Method will be applied to arrive at the market values of the different housing. The resultant income will be compared with results of a Replacement Cost. The highest value will be taken as a base for compensation.

The basic principle governing compensation is that of none of the PAPs should be made worse but be better off. The element of compulsory acquisition of land is well treated in most legislation worldwide including Tanzania emphasizing the right to receive a fair and prompt compensation to those who occupy land that is subject to acquisition by the state for declared objectives.

In case there is an affected land or asset(s) belonging to a woman (and not to the head of the household), in households with both man and woman present, such land or asset(s) should be registered under the woman's name and she will be entitled to compensation separate from other household asset(s).

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<sup>2</sup> This is part of the current administrative role in their area of jurisdiction.

A registered Valuer will be responsible for preparing the Asset Inventory and to calculate the compensation entitlements. Before valuation exercise, the Valuer will sensitize PAPs that compensation is to replace the lost asset(s) and not to buy luxury goods. In addition, the Valuer will notify the affected households (include both man and woman) on the compensation process, list of affected assets and compensation amount for each affected asset(s). This will ensure that all household members, including women, are properly informed of asset replacement amount(s). It is preferred that the Valuer is independent i.e. not employed by the district or project implementer directly rather procured for the specific activity. However, the Valuer will carry out his/her work by involving the District Community Development Officer (DCDO), Land Officer, Surveyor and District Valuer.

#### **6.4.1 Residential Buildings, Structures and Fixtures**

All affected structures will be valued and compensated in the form of cash equal to cost of building a new structure equivalent to replacement of lost asset. Valuation will be conducted by a registered Valuer – either government employee or private contractor. PAPs will have the option of reconstructing their new structures on alternative land either in the vicinity or away from the site as per their individual preferences.

Compensation will be paid for structures such as houses, farm buildings, latrines, fences and any other affected assets at full replacement cost.

#### **6.4.2 Annual and/ or Seasonal Crops**

In case there will be seasonal and/or annual crops such as rice, maize, beans, millet and groundnuts in and around the proposed project areas, Tanzanian laws do not consider such crops to be compensated. Compensation for annual/ seasonal crops shall be calculated based on the average yield recorded in the impacted area for the last five years and the current local market prices for different crops grown on the farmers' land. The owners of the crops should be allowed to harvest their produce before the implementation of the project within the time limit granted. The compensation will start and end as per the project plan.

#### **6.4.3 Perennial Crops and Trees**

Trees have recognized local market values, depending upon the species and age. Compensation for trees is calculated based on the growth stage of the tree, using the local current price (per m<sup>3</sup>)<sup>3</sup>. Subsistence trees (predominantly mango) are to be compensated on a combined replacement market/subsistence value. Trees are classified into three categories: small (saplings), medium (mature trees), and large (for poles).

For trees that have already started giving yields, compensation is to be calculated considering the annual production of each tree, multiplied by the current local market price and the total number of plants, as well as including the costs for the development of the perennial trees.

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<sup>3</sup> The Valuation Division in the Ministry of Lands, Housing, and Human Settlements Development (MLHSD) has developed crop compensation rates. These rates are reviewed every year. Compensation assessment must be approved by Chief Government Valuer. These procedures will be followed before compensation to affected people is effected

If households are resettled, they will be compensated for the commercial/food value of the trees they leave behind. Owners will be allowed to take the plantation of trees within the time limit granted according to the proclamation and those that cannot be moved will be compensated.

#### **6.4.4 Land**

Preference should be given to land-based resettlement strategies for displaced persons whose livelihoods are land-based. These strategies may include resettlement on public land, or on private land acquired or purchased for resettlement. Whenever replacement land is offered, resettlers are provided with land for which a combination of productive potential, locational advantages, and other factors is at least equivalent to the advantages of the land taken. The lack of adequate land for compensation should be demonstrated and documented. Non-land-based options built around opportunities for employment or self-employment should be provided in addition to cash compensation for land and other assets lost.

Payment of cash compensation for lost assets may be appropriate where (a) livelihoods are land-based but the land taken for the project is a small fraction (e.g. less than 20% of productive area) of the affected asset and the residual is economically viable; (b) active markets for land, housing, and labor exist, displaced persons use such markets, and there is sufficient supply of land and housing; or (c) livelihoods are not land-based. Cash compensation levels should be sufficient to replace the lost land and other assets at full replacement cost in local markets.

The labour, material and equipment cost for preparing land improvement structures/works such as clearing, levelling, drainage ditches etc. is calculated on what has already been included in the cost to the farmer. The compensation shall be at full replacement value.

#### **6.4.5 Reserved Grazing Land**

The compensation for grass is calculated considering the grass productivity of the grazing land and the local current market price of the grass. The productivity will be calculated by considering the current carrying capacity of the grazing land in practice. This is the current carrying capacity of the grazing land will give us the equivalent grass yield by using the conventional conversion factor of livestock unit to grass yield. It is expected that communal land would be compensated based on land-for-land exchange that would then continue to be managed as current situation. Alternatively, the compensation of grassland would be calculated based on sustainable yield and production.

#### **6.4.6 Transportation of Removable Property**

Compensation for removable property will be based on the current market price of labour, material and transportation costs required to remove, transfer and replant the property.

#### **6.4.7 Cemeteries and Sacred Sites**

The Graves (Removal) Act of 1969 refers directly to grave removal. As a general principle, however, the exhumation and re-burial of individual graves within the project area will be avoided as much as possible if unavoidable, only commence following the resettlement of associated families. When this occurs, the project will:

- (i) Identify all existing graves within the project area;
- (ii) Make exhumation and re-burial arrangements with Local Entities (District Government and health officials) and individuals will arrange for reburial ceremonies of the deceased.

In consultation with the village government, identify land for the purposes of preparing such land as a formal cemetery. All reburial will take place within the designated cemeteries. The government rate for payment of the grave will be applied.

The procedure for relocating the graves will be handled by RAP implementing agency who will fund the district authorities to conduct the exercise under the supervision of District Medical Officer (DMO). The DMO exists in the current administrative set up under District Health and Social Welfare Department. As stated in the district authorities' legislation, the DMO is responsible for ensuring graves are exhumed, transported and buried to a different site as part of their mandate. According to the Graves (Removal) Act of 1969, the family of the deceased will be provided with ceremonial cost allowance, as compensation, which will be determined by the registered Valuer and communicated to the PAPs during sensitization meetings for the development of the RAP. Any additional costs that might arise in the relocation and/or ceremony will be borne by Ministry responsible for initiating land acquisition.

Compensation for sacred sites (e.g., proprietary rights and reconstruction) is determined through negotiation with the appropriate parties. Sacred sites include but are not restricted to altars, initiation centres, ritual sites etc. Sacred sites include such sites or places/features that are accepted by local laws including customary practice, tradition and culture as sacred. To avoid any possible conflicts between individuals and/or communities, homesteads and village government, the use of sacred sites for any project activities is not permitted under the DTP.

#### **6.4.8 Businesses or Employment**

During the actual relocation process there could be a small amount of disruption to businesses required to relocate over very short distances. Such disruption can be minimized or eliminated if the businesses are allowed to build the replacement structure before abandoning the old structures. In case of businesses and commercial structures that may suffer temporary loss of income in the relocation process, they will be compensated through payment of disturbance allowance for the period required for re-establishing their businesses.

In highly unlikely cases where, PAPs suffer permanent loss of income they become eligible for cash compensation equal to 36 months of average affected income from the establishment and skill enhancement and income restoration programme. As a part of their local government responsibility, the District Community Development department, whose current administrative role in assisting communities in their jurisdiction, will be asked to support the PAPs who will be affected by the project. With assistance from the Resettlement field staff, they will take a responsibility of supporting affected people in developing their skills in entrepreneurship and managing compensation money. Compensation for businesses (such as flourmills, kiosks, coffee shop and local eating and drinking places) will be estimated based on the daily or monthly income of the affected parties if any.

#### **6.4.9 Damage Caused During Construction Work**

Construction activities may also cause temporary or permanent damage to land and assets that cannot be identified or quantified during RAP preparation. An example might be construction workers trampling crops or vegetables while accessing particular construction sites. Thus, wherever possible, the construction team/contractor will repair the damage to the satisfaction of the affected person. Affected persons with a claim should be required to complete a Compensation Claim Form and submit it to the construction team/contractor. The construction team/contractor will then negotiate the required compensation measures, which may include repairing the damage or payment of compensation in cash or kind. Payment of compensation should be effected within one month of submission of the claim form. It will be the responsibility of the implementing agency that contractor cater for any damage and have necessary policies to demonstrate this. The cost of damage caused by the contractor will be borne by the contractor not the implementing agency.

#### **6.4.10 Community Facilities**

Community facilities such as worshiping places (churches and mosques), wells, dispensaries, and water pump and sanitary facilities may need to be relocated to allow a sub-project to be effectively implemented. The DTP subproject implementing agency will ensure that the local community derives maximum value from the subsequent re-construction works, preference ought to be given to local labour in order to help PAPs and other local people the opportunity to benefit from wages for their labour. Precaution has to be taken during the agreement and payments to minimise conflict among the beneficiaries.

As PAPs will be relocated at short distances from the project sites, they may continue to have access to social and public services and facilities that they currently use, which exist in the project area. This applies to water supplies, schools, health services, shops, transport services and other community services, such as religious groups. PAPs should continue to use the available social services in the project area, the implementing agency will ensure comparable community facilities will be available.

#### **6.4.11 Compensation for Loss of Income (Rental Accommodation, Business Profit, Crops)**

Payment to displaced person the loss of profit allowance whereas a business or income generating operation is affected by land acquisition. The regulation require the loss of profit allowance to be calculated as the net monthly profit of the business carried out on the affected property, as evidenced by audited accounts, where available, multiplied by 36 months (i.e. Net Profit/p.m. x 36 Months).

Another alternative payment mode is payment of half of turnover for 6 months. Whereas the property owner lose rental income (due to displacement of house or business premise tenants), he/she is paid lump sum cash payments of 6 months' rent per tenant.

NOTE:

- Many of the affected businesses could be small enterprises without proper records so the Valuer could substitute the loss of profit allowance with lose of accommodation allowance.
- Loss of income or food sources in respect of small plot farmers could be covered by cash compensation paid for standing crops and trees.

### 6.4.12 Relocation Allowances

#### (i) *Disturbance allowance:*

This is transitional assistance - provided to eligible property owner is paid in addition to the compensation value of the affected assets/properties. Disturbance is paid in the following situations:

- In the case of an individual property/land owner whose property/land is being acquired for the proposed project or
- Where an earmarked project site has been subsequently abandoned in favor of another site and the landowner of the abandoned site was required to relinquish his interest over the land.
- Where during the course of executing the proposed project an individual's interest in land suffered proven physical damage/disturbance. Disturbance shall be assessed as a percentage of the value of the property acquired as provided by the Land Act No. 4 of 1999.

The Valuer calculate disturbance allowance accordingly by multiplying the assessed value of the affected "estate" (i.e. land not assets) by the average percentage rate of interest offered by commercial banks on twelve month fixed deposits. These amounts, in cash, are to be paid to each property owner.

#### (ii) *Accommodation allowance*

This is cash allowance provided to displaced people who lose houses and other structures. The allowance will enable them to cover cost for renting similar houses or structures for a period of three years while re-establishing themselves elsewhere. The Valuer will calculate accommodation allowance by multiplying the assessed monthly market rent (applied value bands based on a market survey of rental properties in the respective project coverage areas) for the affected building or part of the building by 36 months (i.e. Rent/p.m. x 36 Months).

#### (iii) *Transport allowance*

Provided to eligible property owners who will need to relocate (even if only over a very short distance) their movable properties and assets – furniture, equipment, and business goods to a new location. The transport allowance paid in cash – only to PAPs, who are to physically move, is the equivalent of the prevailing cost of hauling 12t of goods by rail or road over a distance of 20km from the point of displacement. Transport allowances shall be actual cost of transporting 12tons of luggage rail or road (whichever is cheaper) within 20 Kilometres from the point of displacement (i.e. 12tons x Actual Cost/ton/km x 20km). In addition, the transport allowance package will include additional allowance covers for PAPs transporting to and from their banks to collect compensation money. The allowance will be calculated as part of transport allowance.

### 6.4.13 Vulnerable individuals

Affected households that are particularly vulnerable to DTP sub-projects implementation will be identified through socio-economic surveys (census) of the affected population, and in consultation with the implementing agency. Specific vulnerable individuals such as female headed households; children headed households; HIV/AIDS infected people/ disabled; elderly; youth and orphans will require

assistance based on need and level of vulnerability. However, in addition to other compensation and rehabilitation measures, these households will be supported through the following measures:

- in addition to their compensation package, vulnerable households will receive an additional allowance equivalent to the cost of three months' rent. This does not affect their accommodation allowance or any other allowances
- priority registration for employment on the Project's works;
- advice regarding Project impacts, compensation alternatives and risks, and resettlement options, including advice on alternative subsistence and livelihood strategies as offered by the DTP
- skills/training enhancement;
- the village government as part of its administrative duties may organize self-help group/ NGO to assist vulnerable persons in ensuring their replacement houses are constructed
- land preparation where possible; and
- credit facilities where possible.

Apart from the above assistance, the project should look into some ways of supporting groups based on the nature of the vulnerability.

#### **6.4.14 Labour**

The value of labour invested in preparing agricultural land will be compensated for at the average wage in the community for the same period of time. The labour cost for preparing replacement land is based on costs for clearing the land and ploughing. Labour costs will be paid in the relevant currency per the prevailing labour law. The rate used for land compensation is to be updated to reflect values at the time compensation is paid.

In certain cases, assistance may have to be provided to land users, in addition to compensation payments. For example, if a farmer is notified that his/her land is needed after the agriculturally critical date (critical date, may be different in parts of each country and across climate zones) when s/he will no longer have enough time to prepare another piece of land, assistance will be provided in form of labour intensive village hire, or mechanized clearing so that replacement land will be ready by the sowing dates. The farmer will still continue to receive his/her cash compensation so that s/he can pay for sowing, weeding and harvesting.

### **6.5 Compensation Process**

After the valuation of the affected people's properties (*Section 6.4* above) the Valuer prepares a compensation schedule based on the national format prescribed for a valuation report<sup>4</sup>. The endorsed payment schedule by the Government Chief Valuer is counter-signed for approval by relevant authorities before implementation, including:

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<sup>4</sup> Valuation Report or known as Valuation Form No 2 includes the compensation schedule which has 2 main parts: Part 1: Summary of reference number, name and total compensation cost for each PAP and Part 2: Itemized valuation of each property/asset and each allowance entitled for each PAP with their picture

- i. Ward or *Mtaa* Executive Officers (WEO/MEO)
- ii. Authorized land officer (informing the Director of the LGA).
- iii. District Commissioner
- iv. Regional Commissioner for final approval

The implementing agency will implement the RAP, in collaboration with the District Resettlement and Compensation Committee presented in *Section 3.7.2* above). If the implementing agency does not have internal capacity, they shall procure a Consultant to provide these services. The cost of RAP implementation will be borne by the implementing agency. The implementing agency is to prepare a timebound schedule that indicates how the resettlement activities are linked to the implementation of the overall project. The schedule should also include target dates for the achievement of expected benefits to PAPs, resettlement sites and terminating the various forms of assistance.

Meetings need to be arranged with affected individuals and/or households to discuss the compensation process, to explain all compensation options and types, and identify the suitable payment method for the PAP and particular needs for assistant. Each PAP is to be presented with a contract listing all property and land being surrendered/acquired, and the types of compensation (cash and/or in-kind) selected and expected timeframe to vacate/relocate. A PAP selecting in-kind compensation will have an order form, which is signed and witnessed. The compensation contract will be read aloud in the presence of the affected party and the representative of the Implementing Agency, Ward Officer and Village Executive Officer prior to signing. Then based on the payment schedule the affected people will be paid.

Current practice in Tanzania is that the compensation payments are deposited into bank accounts directly to avoid speculations, theft, amongst others, to ensure safety of households' compensation money. The PAPs without bank accounts will be required to open one. For households with both man and woman present, they will be required to open a joint bank account. The potential PAPs will be sensitized to open joint accounts during sensitization meetings and that the institution responsible for preparation of RAP will be required to have an individual to follow up on the opening of joint accounts. The government, through institutions responsible, will facilitate the opening of the bank account.

The compensation package payable to the PAPs should be able to cover for bank fees for 3 to 5 years. The PAPs should be have a choice on what bank to use. The implementing agency will be responsible for payment. The payment will be done in two forms. Those whose entitlement is less than 300,000 Tshs will be paid in cash while those who are entitled to more than 300,000 Tshs will be paid through a cheque deposited into their bank account. The CDOs will provide training on how to properly use compensation money and arrange for training sessions, which will bring bank officials to provide education on how to operate a bank account.

After receiving their compensation, the PAP will be required to vacate the area before the contractors can start the construction activities or implement the desired interventions. Therefore, the implementation schedule prepared needs to be incorporated in the contractor's and project

implementation schedules. The contractor will be required to demolish all the structure and remove all salvages. The PAPs will sign a contract between with the project management agreeing on the timeframe to vacate which will depend on availability of alternative accommodation or readiness of new home. All handing over of property such as land and buildings and compensation payments will be made in the presence of the affected party and the Village Executive Officer (VEO).

## **6.6 Resettlement Sites and Relocation**

In instances where PAPs need to be resettled, the project implementer is to offer displaced persons choices among feasible resettlement options, including adequate replacement housing or cash compensation where appropriate; and provide relocation assistance suited to the needs of each group of displaced persons. This includes:

- The preparation of land: clearing of grass and bush may be necessary for the construction of houses at relocation sites, and in the case of new fields for cultivation, the soil may have to be tilled and sowed.
- Construction of new houses and structures (if approved as part of project budget and was agreed as method of payment): once the site has been allocated and the area cleared, the new houses and structures will be built. This again has an implication on the timing of physical relocation.

New resettlement sites built for displaced persons must offer improved living conditions and provide for the same social and cultural institutions that the PAP functions in. The displaced persons' preferences with respect to relocating in pre-existing communities and groups will be taken into consideration.

## 7. IMPLEMENTATION AND MANAGEMENT OF RESETTLEMENT AND COMPENSATION

### 7.1 Institutional Coordination for Implementation

The proposed role(s) of the institutions involved in the implementation and management of resettlement/RAP is presented in Table 7 below.

*Table 7: Institutional coordination and roles*

Institution	Role in the RPF and RAP(s)
The MCIT and direct implementing agency(ies) (refer Section 2.2 above)	<ul style="list-style-type: none"> <li>• Decision on the proposed subprojects</li> <li>• Screening of proposed activity to determine if there is need for RAP.</li> <li>• Coordination, preparation, and implementation of the RAPs</li> <li>• Procuring a consultant for preparation of RAP, and M&amp;E of RAP implementation</li> <li>• Responsible for the disbursement of financial support for any RAP through the Regional and District Authorities.</li> <li>• Providing funds for compensation payments</li> <li>• Initiate and ensure smooth RAP implementation</li> <li>• Provides notification on land acquisition</li> <li>• Oversee resettlement</li> <li>• Prepares budget for compensation and support to PAPs which is to be financed by the Ministry of Finance and Planning</li> <li>• Coordinate with relevant agencies in settlement of grievances</li> <li>• Monitor and evaluate the implementation of RAP</li> <li>• Endorses the valuation assessment for compensation payment</li> <li>• Endorse RAP</li> <li>• Ensure compensation is paid or resettlement is undertaken as agreed</li> <li>• Endorses the allocated land to PAPs in case of resettlement</li> <li>• Provides notification on land acquisition</li> </ul>
World Bank	<ul style="list-style-type: none"> <li>• Reviews, comments and endorse RAP(s)</li> </ul>
Ministry of Lands, Housing and Human Settlement Development (MLHSD)	<ul style="list-style-type: none"> <li>• Endorses the valuation assessment for compensation payment (Chief Government Valuer)</li> <li>• Ensure compensation is paid or resettlement is undertaken as agreed</li> <li>• Endorses the allocated land to PAPs in case of resettlement</li> </ul>
Ministry of Finance and Planning (MFP)	<ul style="list-style-type: none"> <li>• Disbursing compensation funds to the implementing agency</li> <li>• Ensuring funds are appropriately utilised</li> </ul>
Implementing Agency focal person/project management team/ Consultant (if required – determined on a case by case basis by PIU)	<ul style="list-style-type: none"> <li>• Preparation of the RAP including identification of resettlement impacts, collaboration with respective District CDO for sensitization and consultation, assessment of potential resettlement site (refer to <i>Annex IV</i> for detailed contents of a RAP)</li> <li>• Asset inventory and valuation (done by a registered Valuer as part of the consultants team)</li> <li>• Consulting Regional Commissioners Office, District Executive Director and Technical Departments, Ward Office and Village Council</li> </ul>
Regional Commissioners Office	<ul style="list-style-type: none"> <li>• Verifies and endorses the compensation packages</li> <li>• Ensures security is maintained and grievances are addressed</li> </ul>

Institution	Role in the RPF and RAP(s)
District Authority Technical departments (e.g. Land, Community Development)	<ul style="list-style-type: none"> <li>• Coordinate RAP implementation at the local level</li> <li>• Provides support to PAPs and relevant authorities during RAP implementation using the existing administrative structure and technical department staff</li> <li>• Support in public consultation and participation</li> <li>• Support in grievance redress</li> </ul>
Resettlement and Compensation Committee	<ul style="list-style-type: none"> <li>• (refer to <i>Table 3.2</i> of roles from <i>Section 3.7.2</i>)</li> <li>• Ensure that resettlement is transparently and objectively handled when implemented.</li> </ul>
Grievance Redress Committee	<ul style="list-style-type: none"> <li>• Refer <i>Table 3.2</i> of roles from <i>Section 3.6.2</i></li> </ul>
Ward Office	<ul style="list-style-type: none"> <li>• Participate in the asset inventory and valuation exercise</li> <li>• Signs off valuation forms prepared during valuation</li> </ul>
Village Council	<ul style="list-style-type: none"> <li>• Assists to organise village assemblies and/or meetings with PAPs for consultation and engagement</li> <li>• Verifies PAP and affected assets during asset inventory and valuation</li> <li>• Local liaison and PAP witness during the compensation process and any handing over of assets.</li> </ul>
CSOs (to be identified during RAP preparation if needed)	<ul style="list-style-type: none"> <li>• Provides advise to PAPs on various issues including proper use of compensation money received</li> <li>• Participate in planning, follow up and monitor the implementation of the RAP.</li> <li>• To ensure fairness and appropriate handling of RAPs and where relevant, monitor the process. These players maintain a close line of communication with the PAPs and serve as advocates in most instances.</li> </ul>

## 7.2 Resettlement Action Plans

The process of preparing the resettlement action plans, in line with the requirements will involve the following:

- establishment of the cut of date and carrying out of a census to identify PAPs;
- census will generate information about the PAPs, their entitlements regarding compensation, resettlement and rehabilitation assistance as required;
- disturbances, especially those affecting income-earning activities, shall be properly recorded for the sake of compensation or asset replacement.
- based on the census and inventory of losses, and in consultation with the PAPs, a time phased action plan with a budget for provision of compensation, resettlement, and other assistance as required, shall be prepared.

The MCIT and other implementing agencies through the Social Specialist shall make sure that following the census, a comprehensive RAP is prepared for each project activity that triggers resettlement. In this undertaking, the PIU may employ a private consultant to provide Valuation services required for the RAPs. This assignment shall be financed by the DTP.

In case of involuntary resettlement, approval of the new pieces of land to be used for resettlement shall be sought from the Government in consultation with local communities and affected individuals. To ensure transparency of procedures, PAPs shall be informed of the method of valuation used to assess their assets. All payments of compensation, resettlement assistance and rehabilitation assistance, as the case may be, shall be made in the presence of the PAPs in question and the local leaders.

### **7.3 Timeframes**

The following key timeframes shall apply unless otherwise agreed between the implementing agency and Social Specialist, the Resettlement Committee and the PAPs; provided however, that no agreement to waive the timeframes shall adversely affect the rights or interests of PAPs, under this Framework:

- the inventory shall be completed at most four months prior to the commencement of work;
- the Resettlement Plan shall be submitted to implementing agency for approval immediately after completion of inventory;
- compensations shall be paid within 6 months as per Tanzanian statutory requirements; and
- civil works shall commence after compensation, resettlement and rehabilitation activities have been affected.

Comprehensive time frames shall be drawn up and agreed upon by all parties including the PAPs. Compensation payments for acquired land and affected assets and resettlement of households as described above, must be completed as a condition for the taking away of land and before commencement of the civil works under the project. Adequate time and attention shall be allowed for consultation of both the displaced and host communities before bringing in the new comers. The actual length of time will depend on the extent of the resettlement and compensation and will have to be agreed upon by all parties.

### **7.4 Linking Resettlement Implementation to Civil Works**

PAPs will need to be compensated, in accordance with this RPF and subsequent Resettlement and Compensation Plan, before work on that road segment can begin. For activities involving land acquisition or loss, denial or restriction to access of resources, it is required that provisions be made, for compensation and for other assistance required for relocation, prior to displacement. The assistance includes provision and preparation of resettlement sites with adequate facilities. In particular, land and related assets may be taken away only after compensation has been paid and resettlement sites and moving allowances have been provided to PAPs. For project activities requiring relocation or resulting in loss of shelter, the resettlement policy further requires that measures to assist the project affected persons are implemented in accordance with the individual RAPs.

In the Implementation Schedule of each RAP, details on resettlement and compensation must be provided. The schedule for the implementation of activities, as agreed between the Project Planning team and PAPs must include:

- target dates for start and completion of civil works,
- timetables for transfers of completed civil works to PAPs,

- dates of possession of land that PAPs are using (this date must be after transfer date for completed civil works to PAPs and for payments of all compensation) and;
- the link between RAP activities to the implementation of the overall sub project.

When approving recommendations for resettlement during screening, PAPs must confirm that the resettlement plans contain acceptable measures that link resettlement activity to civil works, in compliance with this policy. Proper timing and coordination of the civil works shall ensure that no affected persons will be displaced (economically or physically) due to civil works activity, before compensation is paid and before any project activity can begin.

## 7.5 Capacity Needs

It is recognized that institutional capacity in resettlement process are below standard at national and district level in particular if it involves international compliance. The project, however, recognizes the importance of building capacity in institutions responsible for resettlement process as indicated in this document. It is therefore emphasized that there should be a budget for capacity building in some specialized areas at national and district level, in collaboration with other development partners, and ensure that enabling environments is achieved in all targeted areas.

In most cases, the district officers have limited experience on RAP development and implementation especially in compliance with WB requirements. Technical advisory services to the District needs to be provided to ensure that the requirements of the ESS 5 are fulfilled. Financial support to enable them to cover additional administrative costs to be budgeted for. The district Community Development department should have an active participation throughout the process.

Likewise, the respective Ward office will need to be supported technically to assist the Valuer and project management team will complete a compensation dossier containing necessary personal information on the affected party and those that she/he claims as household members, total landholdings, inventory of assets affected, and information for monitoring their future situation.

The respective village council will need financial support, a suitable office space with stationary and means of transport to assist in organising village assemblies, meetings, coordinate verification of affected assets and act as local liaison during the compensation process.

On the side of the implementing agency, the RCIPTZ audit noticed that service providers or project operators were not acquainted with ESMF and RPF documents and their requirements. The proposed capacity building training (refer ESMF document) will include compliance and implementation of the WB safeguards including on resettlement and compensation. In addition, a Safeguard Specialist/Environmental Specialist or dedicated person with requisite qualifications and experience should be recruited to support and oversee compliance with the EMSF and RPF throughout the project.

## 7.6 Monitoring, Evaluation and Audit

In order to assess whether the goals of the resettlement and compensation plan are being met, a monitoring plan will be required. This monitoring plan will indicate parameters to be monitored, institute monitoring milestones and provide resources including responsible persons or institutions to carry out the monitoring activities.

The arrangements for monitoring the resettlement and compensation activities will fit the overall monitoring programme of the entire DTP, which will fall under the overall responsibility of the different executing agencies. The executing agencies, with support from the Social Specialist, will institute an administrative reporting system that:

- alerts project authorities on the necessity and procedures for land acquisition for the project activities and the need to incorporate land acquisition, resettlement, loss of assets and impact on livelihood provisions in the design technical specifications and budgets;
- provides timely information about the asset valuation and negotiation process,
- maintains records of any grievances that require resolution;
- documents timely completion of project resettlement obligations (i.e. payment of the agreed-upon sums, construction of new structures, etc.) for all permanent and temporary losses, as well as unanticipated, additional construction damage; and
- updates the database with respect to changes that occur on the ground as resettlement and compensation activities are being implemented.

Internal and external monitoring is proposed for the RAPs. If a RAP will be prepared, the implementing agency will be required, as part of RAP, to engage an independent Consultant, assisted by the Planning Department at the district level, to undertake monitoring of the resettlement/relocation. Monitoring will specifically take place through measurement against the pre-resettlement/relocation database. The Grievance Redress Mechanism (as described in *Section 7.7* below) will also be monitored and reported.

The M&E will regularly report to the implementing agency, District Executive Director (DED), and the World Bank. The district's reporting system requires that all documents/reports of project(s) implemented in the district be submitted to the DED, and form part of the district Council's meetings and agendas. The M&E unit will prepare simple formats for reporting on the monitoring indicators including data collected and method used, time required for follow up and responsible institution/unit/person. The implementing agency will be responsible for monthly reporting. The reports will be collated by the Monitoring & Evaluation Department.

### **7.6.1. Evaluation**

Periodic evaluations will be made in order to determine whether the PAPs have been paid in full and before implementation of the sub project activities; and whether the PAPs enjoy the same or higher standard of living than before.

This framework is suggesting that where appropriate and where it is determined to be cost effective, the office of the District Administration shall be structured to host the monitoring and evaluation component of the project/program. This will take the form of giving the districts the mandate to carry out independent monitoring of the implementation of the resettlement and compensation plans at periodic intervals of quarterly or half yearly (as circumstances dictate) during the program life.

The objective will be to make a final evaluation in order to determine:

- if affected people have been paid in full and before implementation of the subproject, and
- if the people who were affected by the subproject have been affected in such a way that they are now living a higher standard than before, living at the same standard as before, or they are they are actually poorer than before.

There will be a final evaluation of the implementation of the RAP. On both occasions, a comprehensive socio-economic monitoring of the PAPs will be conducted. The results of these surveys will be compared to the baseline information obtained from the census survey to gauge the effectiveness of the resettlement process over time and livelihood standards. The Consultant will provide recommendations if any further actions are needed. Socio-economic monitoring will verify, among others:

- Effectiveness of the Rehabilitation assistance;
- Income and living standards of PAPs (before and after rehabilitation);
- Effectiveness of various institutional arrangements made for the project;
- Quality of interaction between implementation agency and affected communities;
- Opinions and perception of local communities regarding the project and resettlement; and
- Issues such as change in quality of life among affected PAPs, disruption in lifestyles, etc.
- General issues related to the adequacy of the compensation and resettlement exercise.

### 7.6.2. Monitoring and Evaluation Indicators

A number of objectively verifiable indicators shall be used to monitor the impacts of the compensation and resettlement activities. These indicators will be targeted at quantitatively measuring the physical and socio-economic status of the PAPs, to determine and guide improvement in their social wellbeing. Therefore, monitoring indicators to be used for the RAP will have to be developed to respond to specific site conditions. As a general guide, *Table 8* below provides a set of indicators which can be used.

*Table 8: Types of verifiable indicators*

	Monitoring	Evaluation
7.	Outstanding compensation or resettlement contracts not completed before next agricultural season.	Outstanding individual compensation or resettlement contracts.
8.	Communities unable to set village-level compensation after two years.	Outstanding village compensation contracts.
9.	Grievances recognized as legitimate out of all complaints lodged.	All legitimate grievances rectified
10.	Pre- project production and income (year before land used) versus present production and income of resettlers, off-farm-income trainees, and users of improved mining or agricultural techniques.	Affected individuals and/or households compensated or resettled in first year who have maintained their previous standard of living at final evaluation.
11.	Pre- project production versus present production (crop for crop, land for land).	Equal or improved production per household.

Internal Monitoring of RAPs will focus on:

- Progress in relation to monitoring indicators which are provided in *Annex VI*
- Delivery and usage of compensation and relocation entitlements including who used at the household level,
- Reconstruction of new houses and commercial structures,
- Compensation awarded for fruit trees,
- Construction/ relocation of community infrastructure,
- Shifting of cultural and religious sites to new locations,
- Reported grievances and action taken,
- Meetings between officials and PAPs

An independent Consultant who will be procured by the implementing agency will conduct external monitoring of the process. The Consultant, besides reviewing the issues being covered under the internal monitoring will also assess/evaluate:

- Adequacy of compensation;
- Capacity and adequacy of project staff and training programmes;
- Effectiveness of the grievance mechanisms;
- Transparency of entire process;
- Consultation and participation with stakeholders, especially vulnerable PAPs;
- Employment opportunities created and availed;
- Access to social services like water, health care, housing and education;
- Changes in livelihoods, standard of living, and incomes among PAPs;
- Specific opportunities for vulnerable groups; and
- Effectiveness of livelihood measures undertaken.

### **7.6.3. Audits**

External Audit shall be commissioned and funded by the implementing agency to evaluate the implementation of the resettlement action plans in routine annual audits. Without undue restrictions, the audits may include assessment of:

- Resettlement conditions where relevant;
- Consultation on compensation options, process and procedures;
- Adequacy of compensation; and

- Adequacy of specific measures targeting vulnerable people.

Audit will provide recommendations and mitigation measures, where needed, to ensure PAPs are not worse off.

## 7.7 Grievances Redress Mechanism

At the time that the individual RAPs are approved and individual compensation contracts are signed, affected individuals and households will have been informed of the process for expressing dissatisfaction and to seek redress. The grievance procedure will be simple and will be administered as far as possible, at local levels to facilitate access by PAPs.

All grievances concerning non-fulfilment of contracts, levels of compensation, or seizure of assets without compensation shall be addressed to the Local Leader. All attempts shall be made to settle grievances amicably.

It has to be noted that in the local communities, people take time to decide to complain when aggrieved. Therefore, the grievance procedures will ensure that the PAPs are adequately informed of the procedure, before their assets are taken. The grievance redress mechanisms is designed with the objective of solving disputes at the earliest possible time, which will be in the interest of all parties concerned and therefore, it implicitly discourages referring such matters to a Tribunal for resolution.

In Tanzania, there is an administrative procedure to sort out grievances by using existing government structures starting with ten-by-ten cell leaders<sup>5</sup> at a grassroots level to the national level. This RPF grievance redress mechanism is building on the existing legal procedures and processes and does not intend to replace existing legal processes but will be based on consensus, seek to resolve the issues quickly in order to expedite the receipt of compensation, without resorting to expensive and time-consuming legal actions.

The affected people will select a representative to represent them in a Grievance Committee (GC) and Resettlement and Compensation Committee (RCC). During community sensitization meetings, PAPs should be notified (e.g., handed a letter of notification that is explained to those who cannot read by a trusted person) about such a mechanism. The responsible implementing agency/PIU will be required to engage with the communities and provide clear guidance on how to use the mechanism, so that dissatisfied/ aggrieved persons can bring up their claims and concerns related to the implementation of the DTP's sub-projects. A sample of grievance intake form is provided in *Annex VII*.

Under the grievance procedure, a dissatisfied PAP is informed about the procedure to register a complaint in the first instance to the ten-cell leader, through a designated local representative. The project-affected people will select their own representatives to voice their dissatisfaction of their entitlements.

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<sup>5</sup> Village administration is comprised of ten cell leaders from hamlets/sub-villages, which collectively makes up a village. The ten cell leaders are part of the existing administrative system in Tanzania and are residents who were democratically elected to represent others residents grouped as a street or ten households.

There is ten cell leader who is closer to the households, any aggrieved person is supposed to report his/her problem to the ten cell leaders. In case the ten-cell leader is not able to sort out the problem, then the aggrieved person will approach the hamlet leaders, if the hamlet leader fails the case will be taken to the village leaders. At this stage there is a Village Council made of 25 five members (seven women and the rest are males). This committee has several sub-committees who have different functions such as land, natural resources, planning/finance, infrastructure, social services. The aggrieved person will be sent to the relevant committee, which the problem is more relevant. In case the village government cannot solve the problem, the aggrieved person will be directed to go to the Ward Development Council.

If the ward cannot help within 14 days then the complainant will seek assistance of the District Executive Director or to the District Commissioner for action by the Grievance Redress Committee and Resettlement and Compensation Committee. If he/she fails to address the grievance, the complainer can go ahead and see the Regional Secretariat.

When the complaints reach the District Office, the DTP Social Specialist who liaise with the LGAs, will receive the grievances and report them to the PIU. All grievance reported and progress of addressing them are to be reported to the World Bank in the quarterly reports and the MCIT-PIU for the DTP.

In case the Regional Secretariat does not solve the problem, the matter will be taken to the MWTC steering committee. If the complaint is not solved by the MCIT, the complainant can take the matter to the court of law. It is recommended that the parties take the matters to a Court of law seeking legal redress using the provisions of the Land Acquisition Act 1967 (Act No. 47). The Act stipulates inter alia, that if such disputes or disagreement is not settled by the parties concerned within 6 weeks from the date of the publication of the notice that the land is required for public purpose, the Minister or any person holding or claiming any interest in the land may institute a suit in the Court of law for the determination of the dispute [Section 13 (1)]. In case of disputes and disagreements that cannot be settled by the parties using the administrative structures.

While this will be DTP's grievance redress mechanism, an aggrieved person is free to use other mechanism including placing his/her grievance at the World Bank's website.

### **7.7.1. Consensus, Negotiations and Conflict Resolution**

Consensus and negotiations are central to addressing grievances. In general, people are aware of their rights, their commitments to the country as citizens and their allegiance to village and family issues. For this reason, many Government funded community projects have been implemented without obstacles from project affected persons.

However, some projects have been known to stall due to delays in disbursement of compensation. Prior negotiations, between Government representatives and project beneficiaries, are therefore crucial to the success or failure of the project. As a guiding principal emphasis shall be placed on simplicity and proximity of the conflict resolution mechanisms to the affected persons and the following shall be noted:

- a) Negotiation and agreement by consensus will provide the best avenue to resolving any grievances expressed by the individual landowners or households affected by community projects. These grievances shall be channelled through the Local Chiefs or leaders.
- b) The Project Planning teams shall ensure that the main parties involved achieve any consensus freely. The relevant government representative shall clearly advise the general public, as to who is responsible for the activity and the procedure for handling grievances or compensation claims.
- c) Grievances shall be addressed during the verification and appraisal process. If a suitable solution is not found, the Project Planning teams shall defer consent of the project and the concerned project activities shall not be allowed to proceed.
- d) Grievances for which solutions have not been found shall be referred back to the community for discussion where the Local Leader and District Administration will redress the matter of concern to assist the claimants. The mediation process will be implemented according to traditional methods of mediation/conflict resolution. The resolution will then be documented on the relevant consent forms and verified.

## 8. STAKEHOLDER CONSULTATIONS AND DISCLOSURE

### 8.1 Engagement Process

Stakeholder engagement and information disclosure are a requirement in the national EIA regulations as well as the World Bank's ESF. The process of stakeholder engagement is based on the following key principles: to provide information to all stakeholders over different media platforms, including interviews, seminars, print and digital media, promoting dialogue between all stakeholders and civil society players if needed; and promoting access to project information by availing it to all stakeholders at all levels.

During the development of this RPF, the Consultant conducted thorough stakeholder consultations with key implementing agencies that will be directly responsible for the DTP project in order to solicit their concerns, key issues, understand their experiences and lessons they learnt while implementing RCIP-TZ, and to use the results of the consultations to update the ESMF for the DTP. The MCIT also conducted additional consultations with Non-governmental organizations (NGOs) on the November 23, 2020. Details of these are provided in Annex IX.

A summary of the stakeholders engaged is presented in *Table 9*. During consultations different stakeholders brought up several issues and concerns some of which would and or may be addressed by the DTP as indicated in detailed minutes (see *Annex I*). Signatures of the consulted parties are found in *Annex II*.

*Table 9: Summary of the consulted stakeholders*

Consultation Date	Participants	Designation	Department/Unit	Institution
23.04.2017	Sutte Masuha	Assistant Director, ICT	Directorate of ICT	PO-RALG
24.04.2018	Munaku, M	Director, ICT	Directorate of ICT	MWTC
	Stephen Wangwe	Assistant Director, Communication Systems		MWTC
24.04.2018	Jasson Ndaguzi	Coordinator of Telecom Engineer	Technical Services	Information and Communications Technology Commission (ICTC)
24.04.4.2018	Odilo J. Majengo	Director of Trade Promotion and Marketing	Directorate of Trade Promotion and Marketing	Ministry of Industry, Trade and Investment (MITI)
25.04.2018	Priscus Kiwango	Director ICT Systems	Directorate of ICT	PO-PSMGG
	Arnold Matoyo	Assistant Director of ICT		
25.04.2018	Justinian Anatory	Dean of Students	School of Informatics	University of Dodoma (UDOM)
	Mselle, L	Dean of Students	School of Virtual Education	UDOM

Consultation Date	Participants	Designation	Department/Unit	Institution
27.04.2018	Ally Mape	Assistant Director of ICT	ICT and Learning	Ministry of Education, Science and Technology (MOEST)
27.04.2018	Albert Richard	Head of Operations	Operations	Universal Communications Services Access Funds (UCSAF)
27.04.2018	Suzan Nchulla	Principle Health Officer	Pollution Prevention and Control	Vice President's Office-Division of Environment (VPO-DoE)
02.05.2018	Cesil N. Francis	Chief Technical Officer	Technical Department	Tanzania Telecommunications Corporations (TTC)
02.05.2018	Peter Shilla	Director of Information System	Information System	Public Procurement Regulatory Authority (PPRA)
	Bernard Ntelya	Manager, System Support and Administration		
	Fanuel Yengayengwa	System Administrator		
02.05.2018	Shabani Pazi	Ag. Director, ICT	ICT	Ministry of Lands, Housing, and Human Settlement Development (MLHHSD)
	Alexander K. Kalaba	Principle, ICT	ICT	MLHHSD
02.05.2018	Benjamini Dotto	Director of Central Infrastructure and Operations	Central Infrastructure and Operations	e-Government Agency (e-GA)
03.05.2018	Elvis Raphael	Infrastructure Manager	Infrastructure	Halotel Tanzania
	Benedict Amandus	Procurement Manager	Procurement	
04.05.2018	Charles Kossam	ICT Officer	ICT	Muhimbili National Hospital (MNH)
04.05.2018	Cuthibert Simalenga	Director of ICT	ICT	Registration, Insolvency and Trusteeship Agency (RITA)
	Cliff Marajali	Principle, ICT		
	Robby Otaigo	Senior, ICT Officer		
04.05.2018	Jerome Albou	Chief ICT Officer	Department of ICT	MIC Tanzania Limited/Tigo
	Revocatus Nkata	Senior Regulatory Affairs Officer	Regulatory	
	Nyamala Kachecheba	Network Program Manager	Networking	
	Emanuel Manga	Site Roll Out Manager	Planning and Engineering	
	Semvua Kisenge	Senior Manager Planning		
	Thomas Chang'a	Environmental Engineer		
04.05.2018	David Mbogela	Network Planning Engineer	Networking	Vodacom Tanzania

Consultation Date	Participants	Designation	Department/Unit	Institution
	Livingstone Kimaro	Network Planning Engineer		
07.05.2018	Ombeni Mzana	Head of ICT Services	ICT Services	Dar es Salaam Institute of Technology (DIT)
07.05.2018	Charles Palapala	Director of ICT	ICT	Tanzania Revenue Authority (TRA)
	Lazaro Swai	Management Officer Productivity Services		
	Violet Kazimoto	Ag. Management System and Production		
07.05.2018	David Mtake	Manager of Computerize and Information Systems	Computing System	Tanzania Postal Corporation (TPC)
08.05.2018	Charles Tarimo	ICT Manager	ICT and Management	University of Dar es Salaam (UDSM)
	Bakari Rashid	Systems Administrator		
09.05.2018	Nchege Mazoya	Environmental and Regulatory Officer	Corporate, Communication and Regulatory	Airtel Tanzania
09.05.2018	Carlos Mbuta	Principal Officer	Information, Communication, and Outreach	National Environment Management Council (NEMC)
10.05.2018	Lucas Mwalongo	Deputy Director, Industry Analysis and Tariff Regulations	Consumers and Industrial Affairs	Tanzania Communications Regulatory Authority (TCRA)
11.05.2018	Gideon R. Chilambo	Managing Director	Management	Chilambo General Trade Co. Ltd

Source: Fieldwork, April-May, 2018

## 8.2 Summary of Stakeholder Issues Related to Land Acquisition and Resettlement

Stakeholder' key issues specifically in relation to land acquisition, resettlement and compensation is presented below. *Annex I* present overall detailed minutes for all consultations conducted.

- Land speculation for the installation of ICT infrastructures;
- Land acquisition is envisaged, but there will not be a significant resettlement;
- Changes in livelihood activities due to land acquisition;
- Compensation should be paid for any land take, damage to other utilities and facilities, or interruption of services;
- Potential loss of livelihoods due to damage to crops, properties and other assets;
- Potential loss of access to business premises due to relocation, e.g., removal of vendors in areas where fiber cables will be laid;

- Awareness and demarcation of project site(s) should be provided in order to avoid land speculations;
- DTP may consider renting/purchasing land owned by the village government;
- Inadequate public awareness: local communities were not aware of RCIP TZ; and
- Communities should be fully engaged from the design phase through project implementation (public engagement).

### 8.3 Stakeholders Consultation During DTP

Public consultation and participation are essential because they provide an opportunity for informing the stakeholders about the proposed project. Public consultation and participation create a sense of ownership for the project, providing an opportunity for people to present their views and values and allowing consideration and discussion of sensitive social mitigation measures and trade-offs. Public consultation and participation will afford the PAPs an opportunity to contribute to both the design and implementation of the program activities. In so doing, the likelihood for conflicts between and among the affected and with the management committees will be reduced.

In recognition of this, particular attention shall be paid to public consultation with PAPs, households and homesteads (including host communities) when resettlement and compensation concerns are involved. As a matter of strategy, public consultation shall be an on-going activity taking place throughout the entire project cycle. Hence, public consultation shall take place during the:

- project inception and planning;
- screening process;
- feasibility study;
- preparation of project designs;
- resettlement and compensation planning;
- drafting and reading/signing of the compensation contracts;
- payment of compensations;
- resettlement activities; and
- implementation of after-project community support activities.

Public consultation and participation shall take place through local meetings, radio and television programs, request for written proposals/comments, completion of questionnaires/application forms, public readings and explanations of the project ideas and requirements.

Public documents shall be made available in appropriate languages at the national, local and homestead levels and at suitable locations including the official residences/offices of village governments and village elders. Public consultation measures shall take into account the low literacy levels prevalent in the rural communities, by allowing enough time for discussions, consultations, questions, and feedback.

During the course of DTP, consultations should be carried out with all key stakeholder groups (see *Table 10 below*). The MCIT and other implementing agencies will follow the projects Stakeholder Engagement Plan (SEP) during the delivery of the DTP. The plan should provide guidance for the long-term participation of all stakeholders. Capacity building at systemic, institutional and individual level - is one of the key strategic interventions of the DTP project and will target all stakeholders that have the potential to be involved in brokering, implementing and/or monitoring management agreements related to activities in and around selected project areas.

For sub-projects that can be developed in indigenous territories will follow the guidance in the VGPF in directing how consultations will be undertaken. Concerns and suggestions must be included in the consultation process for the environmental and social evaluation so that they can be considered in the final evaluation.

*Table 10: Key stakeholder groups in the DTP*

	<b>Level</b>	<b>Categories/Types</b>
1.	Ministries, Departments and Agencies	Agencies outlined in Sections 2.2 and 7.2, as well as other relevant government and public sector agencies.
2.	Local government authorities	Regional secretariats, Municipals, Township and District councils, district-level committees, Ward, <i>Mtaa</i> and village councils.
3.	Public and private sector operators	Lead private sector companies, such as major telecommunications operators.
4.	Non-government organizations	International and local stakeholder groups, including environmental NGOs, Community-based Organizations (CBOs), Unions.
5.	Academic, vocational training institutions and research institutions	Environmental research groups, universities, and technical institutes.
6.	Communities	Local communities, Project Affected Persons (PAPs), vulnerable and marginalized groups, and other local groups.

## **8.4 Proposed Disclosure Plan for the RPF**

For projects such as DTP, the World Bank procedures require that the RPF be prepared and publicly disclosed prior to project appraisal. This allows the public and other stakeholders to comment on the possible environmental and social impacts of the project, and the appraisal team to strengthen the frameworks as necessary, particularly measures and plans to prevent or mitigate any adverse environmental and social impacts.

The Resettlement Policy Framework (RPF) has been prepared in consultation with relevant stakeholders and disclosed in country on November 18, 2019 and by the Bank on November 20, 2019. Upon revision of the RPF the revised version was reposted on the MCIT website on November 9, 2020. Further stakeholder consultations on the project and the draft documents took place on November 23, 2020 and the outcomes of these consultations have been documents in the project's SEP.

Toward this end, this the final document will be publicly released through the MCIT website, World Bank's InfoShop and MCIT offices HQ in Tanzania. The documents should be made available in English in compliance with the World Bank's Public Consultation and Disclosure Policy.

The RPF document, after the approval from the World Bank and GoT, it will be made available to the respective district authorities where sub-projects will be implemented. The district authorities will distribute the document to the local administration level including the relevant wards. The ward will pass over the information to the village government of the affected communities. Other interested parties like existing NGOs, CBOs and Faith organisation and Civil Society, will also access the document. In addition, the RPF will be disclosed in country office; at regional and district level and World Bank info shop.

## **8.5 Disclosure of Sub-project RAPs**

The individual RAPs prepared for sub-projects under DTP will also need to be disclosed to the public. Copies of the reports should be made available to communities and interested parties in accessible locations through local government authorities, (e.g., local councils, district offices), implementing agencies and the World Bank. This will ensure record keeping of all activities implemented under the RPF and ensure that third-party audits have adequate information when undertaking annual or compliance environmental audits.

## 9. ESTIMATED BUDGET

The RPF recommends a lump sum amount of \$70,000 to cover costs associated with the preparation, implementation and monitoring of RAPs. This is an estimate based on the fact that resettlement costs will not be significant since existing ROWs will be used and new land will not be acquired in most cases. Since it is highly unlikely that RAPs will be required, a specific amount has not been allocated. The proposed lump sum amount will cover the preparation, implementation and monitoring of RAPs.

Individual RAPs will be funded like any other project activity eligible under the DTP funding will be processed and effected through the program's financial processing arrangements. In general, the cost burden of compensation will be borne by the respective implementing agency for RAPs. The RAP for a sub-project would include an itemized, indicative budget and the implementing agency will finance this budget through the administrative and financial management rules and manuals like any other activity eligible for payment under the DTP. This budget will be subject to the approval by the implementing agency.

The implementing agency will have to finance the resettlement compensation because they will be impacting on the people's livelihoods. Disbursements based on budgetary requirements, established by the RAPs in consultation with PAPs and local leaders, will be made through the relevant District administration. Training costs for the Environmental/Safeguards Specialist on RPF implementation are included in the ESMF budget.

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## ANNEXES

### Annex I: Consulted Stakeholder Issues and Concerns

Topics	Issues/concerns	Stakeholder who raised the concern	Mitigating or enhancement measures	Relevant framework	
Experience from RCIP TZ	Inadequate of ICT specialists and equipment hinders its use/run at LGAs & MDAs. Most staff have basic skills in the use of computers, but not ICT training.	PO-RALG/MWCT/MOEST	Training staff in ICT is essential if this project is to achieve its objectives.	ESMF	
	Availability of cheap and reliable internet	PO-RALG/ICTC	NA	ESMF	
	Poor performance of VISAT & ADSL to transfer information	PO-RALG	Use fiber connection in DTP	ESMF	
	Local community access to government information via online	PO-RALG/POPSM	Provide ICT services with high quality in DTP	ESMF	
	e-Waste management is a problem	PO-RALG/MWCT/ICTC	DTP should introduce department responsible for managing e-Waste	ESMF	
	Management challenges: Involved many stakeholders in coordinating RCIP TZ		MWCT/UCSAF	The DTP must have a centralized coordinating system	ESMF/RPF
			ICTC	Flow of managing process for DTP should be clear	
	Inadequate public awareness: local community were not aware of RCIP TZ	TTC	Public awareness is highly encouraged for DTP	ESMF/RPF	
	Coordination: There were delays in approval and payments	e-GA/Tigo/PO-PSMGG	DTP should have proper coordination arrangements	NA	
	Payment mode: All were done centrally	e-GA	Improve/enhance payment modalities	NA	
	Provision of statutory permits mainly EIA certificate, aviation certificate, etc.	Airtel/Tigo/Halotel/Vodacom	Delays in obtaining permits hinder implementation of the project within the agreed time.	ESMF	
Land speculation for installing ICT infrastructures	PO-PSMGG/UCSAF	Telecom companies should avoid land speculation by engaging local authorities of the respective villages	RPF		

Topics	Issues/concerns	Stakeholder who raised the concern	Mitigating or enhancement measures	Relevant framework
Social impacts - DTP	<p>Creation of a conducive ICT regulatory environment will:</p> <ul style="list-style-type: none"> <li>• Translate increased investment in ICT sector leading to: creation of job opportunities, efficient government service delivery, better governance and improve productivity as well as healthcare service delivery.</li> <li>• Expansion of technical capacity and business opportunities in the ICT</li> <li>• Improved access to education</li> <li>• Increased better and affordable access to internet services</li> <li>• Connect agricultural producers (rural community) to markets</li> <li>• Government data integration and sharing programs</li> <li>• Enhancing government's abilities to collect and analyze information</li> <li>• Reduction of operation costs and integration and sharing of resources</li> <li>• Improvement of rural-Urban communications</li> </ul>	PO – RALG/UCSAF/ICTC /UDOM/PO-PSMGG/PPRA/TTC/DIT/UDSM/MITI/Airtel/MNH/TCRA/E-waste collectors/UDSM/MOEST	<ul style="list-style-type: none"> <li>• Ensure good ICT infrastructures (ICT and Power) and internet services</li> <li>• Have a good business model (infrastructures, user capacity and maintenance)</li> </ul>	ESMF
	<ul style="list-style-type: none"> <li>• Easy collection of tax via electronic money transfer/e-payment/banking system</li> </ul>	TRA/TCRA	<p>Enforce the use of electronic transfer than cash</p> <p>Create a library/internet centre for people to pay taxes</p>	ESMF
	<ul style="list-style-type: none"> <li>• Improvement of online business services and logistics</li> </ul>	MIT/e-GA/TPC	The Community will be able to apply a business license	ESMF
	<ul style="list-style-type: none"> <li>• The e-school program should consider teaching student via ICT</li> </ul>	MOEST/UDSM	Digitize material via online for students to access	NA
	<ul style="list-style-type: none"> <li>• Provision of employment via e-mobile, internet café etc.</li> </ul>	UCSAF/e-GA/TCRA	The project will offer employment to local people	ESMF
	Social impacts - DTP	<ul style="list-style-type: none"> <li>• Increased of government income through e-procurement and tax</li> </ul>	PPRA/TRA/Airtel	Establish an effective network connection to ensure e-procurement is available at all time

Topics	Issues/concerns	Stakeholder who raised the concern	Mitigating or enhancement measures	Relevant framework
	<ul style="list-style-type: none"> <li>DTP will enable communities to access information via e-procurement</li> </ul>			
	<ul style="list-style-type: none"> <li>Information management</li> </ul>	MOEST/UDOM/DIT /TCRA/MNH	Improved stock control for medical supplies or training materials in schools (less wastage and lower costs)	ESMF
	<ul style="list-style-type: none"> <li>Job loss or reduction of employment opportunities</li> </ul>	TCRA	Manual operations being replaced by automation Multiple workers being replaced by a smaller number who are able to do the same amount of work	NA
	<ul style="list-style-type: none"> <li>Security</li> </ul>	TCRA/PO-PSMGG/e-GA	ICT keeps data safe from unauthorized people	ESMF
	<ul style="list-style-type: none"> <li>Reduction of human movement: Use of ICT will reduce the need for movement of people from one location to another for online bid collection and submission</li> </ul>	PPRA/NEMC/TCRA	Reduction of air and land pollution caused by vehicles and improper throwing of waste done by passengers when traveling for a service	ESMF
	<ul style="list-style-type: none"> <li>Meetings (because video/teleconference is possible)</li> </ul>	PO-RALAG/UDSM		
	<ul style="list-style-type: none"> <li>Reduction of government operation cost</li> </ul>	e-GA	This will be done through video conference	NA
	<ul style="list-style-type: none"> <li>Controlling physical crimes</li> </ul>	TCRA	Provide consumers awareness and education	ESMF
	<ul style="list-style-type: none"> <li>Patient data can be shared easily between doctors, pharmacies and even other hospitals where they get the services.</li> <li>Improvement of health care network</li> </ul>	MNH	Improve medical personnel's skills and knowledge in managing complicated conditions by themselves before deciding to refer patients Reducing the amount of paper work and simplifying patient, referring the process	NA ESMF
	<ul style="list-style-type: none"> <li>Increase accessing speed to medical services</li> </ul>	MNH	The network hospitals can be consulted and send laboratory results	ESMF
	<ul style="list-style-type: none"> <li>Through a post code systems items will be delivered directly to the owner</li> </ul>	TPC	Contract motorcycle in the remote areas to deliver items to the targeted community	NA
	<ul style="list-style-type: none"> <li>Vibration and noise</li> </ul>	PO-RALG/ICTC/POPSM	Contractors should use equipment and vehicles that are in good working order and well maintained.	ESMF

Topics	Issues/concerns	Stakeholder who raised the concern	Mitigating or enhancement measures	Relevant framework
	<ul style="list-style-type: none"> <li>Use of earth-moving equipment and heavy vehicles will generate noise and vibration</li> <li>The principal source of noise is associated with the operation of backup power generators.</li> </ul>	UCSFA/Tigo/Airtel	Use of noise suppression shields and mufflers and locating noise generating sources away from residential or other noise sensitive receptors	
	<ul style="list-style-type: none"> <li>Changes in livelihood activities</li> </ul>	Airtel	Laying fiber cables/installing communication towers	ESMF/RPF
	<ul style="list-style-type: none"> <li>Cultural interactions</li> </ul>	Aitel/TCRA	It is easy to adopt good/bad things via ICT services	ESMF
	<ul style="list-style-type: none"> <li>The Digital youth development program should be interactive</li> </ul>	DIT/UDSM	Have constructive content which may attract students	NA
		DIT/MOEST	Have good connectivity to link HLI and VTC	ESMF
	<ul style="list-style-type: none"> <li>e-Schools development program</li> </ul>	UDSM/UDOM/DIT	Improvement of ICT knowledge to the students	NA
		DIT/UDOM	Have enough and good infrastructure (ICT and power)	NA
		MOEST/DIT	Alternation of ICT services like results or transfer	NA
		UDSM	Enhancement of ICT technology in learning institutions	NA
	Environmental impacts	<ul style="list-style-type: none"> <li>e-Waste</li> <li>The project will add to the increasing levels of e-waste in the country.</li> <li>Operations and maintenance activities may result in the generation of nickel cadmium batteries and printed circuit boards from computers and other electronic equipment as well as backup power batteries</li> </ul>	VPO/MOEST/ TRA / e-Waste collector/ NEMC	e-waste will need to be temporarily stored properly (avoiding direct contact with soil, water, people)
VPO/MWCT/e-GA/Airtel			Raise public awareness on e-waste management	
VPO/Tigo/Airtel/UD SM			Contact registered e-waste collectors for disposal	
PPRA/e-GA/RITA/TRA			Develop guidelines and enforce to manage e-waste	ESMF
UDSM/RITA/TRA			Construct centres to extract useful e-waste	ESMF
Tigo			Use renewable source of energy to reduce e-waste	ESMF

Topics	Issues/concerns	Stakeholder who raised the concern	Mitigating or enhancement measures	Relevant framework
	<ul style="list-style-type: none"> <li>Raise awareness on the presence of registered e-waste collectors; this will reduce land pollution and increase income via selling e-waste</li> </ul>	UCSAF/E-Collectors PORALG/MWCT/MI TI	Telecom companies/ implementing agencies should have management tools to control e-waste	ESMF
	<ul style="list-style-type: none"> <li>Provide education on environment and health impacts associated with e-waste</li> </ul>	VPO-DoE/Vodacom	Educate local people how to control e-waste	ESMF
		E-waste collector	Solar companies that sell solar panels to collect unused equipment	ESMF
	<ul style="list-style-type: none"> <li>All e-waste from ICT product should be properly controlled</li> </ul>	MIT/PPRA/TRA	Designate areas for collecting e-waste and disposal	ESMF
		Tigo	Management should work hand in hand with private waste handlers (licensed waste handlers)	ESMF
		Tigo/Airtel	Establish e-waste recycling plants/industries	ESMF
		Airtel/TRA	Train enough and competent expert to manage e-waste	ESMF
	The project will minimize provisions of waste (voucher)	Tigo/TCRA	Construct and encourage the use of electronic voucher	ESMF
	Clearance of vegetation and other natural environmental features: e.g. laying optical cables and construction of access road to reach the site	TTC/Airtel/Vodacom /MNH	Reduce impact of any environmental features	ESMF
			Optimization of existing network if any	ESMF
	Noise and dust emissions during construction and operations phases	Airtel/MWCT	Use dust control measures (water sprays)- construction	ESMF
		Airtel	Use electricity instead of generator to reduce noise	ESMF
			Have a proper maintenance of generators	ESMF
	Land/soil pollution caused by oil spills from the generator or release of hazardous substances to the soil	Halotel/MWTC/UCS AF/Airtel/Vodacom/ NEMC	Implementing spill prevention, control of backup electric power systems or use solar power/connect with REA	ESMF
		Tigo/Halotel	Connect REA electricity with telecom towers	ESMF
		TTC/NEMC	Ensure availability of toilet facilities in each site	ESMF

Topics	Issues/concerns	Stakeholder who raised the concern	Mitigating or enhancement measures	Relevant framework
		TTC	Use cost effective alternative source of energy (solar)	ESMF
	Reduction of resource needs in records storage	TCRA/PPRA/MNH	Storage of records in electronic form will reduce paper needs and building space in all beneficially entities	ESMF
	Enormous harm to human and environment due to informal recycling and disposal of e-waste	E-waste collector/DIT/UDOM	Avoid unsafe exposure in recycling operations and leaching of materials from landfills/dumps	ESMF
Have regulations guiding ethical and safe disposal			ESMF	
VPO/E-Waste collector		Hazardous waste should be collected and disposed of by VPO licensed waste handlers.	ESMF	
Environmental impacts	Enormous harm to human and environment due to informal recycling and disposal of e-waste	E-waste collector	To avoid unsafe disposal construct a warehouse in different parts of the country to store e-waste	ESMF
		DIT/E-Waste collectors/RITA/NE MC	Engage/use a certified e-Waste collector to collect, dismantle, recycle or dispose	ESMF
		NEMC	Have a proper management of hazardous waste	ESMF
	Reduction of wastes (paper work), and pollution from transport	NEMC	Use of ICT will reduce paperwork and traveling	ESMF
	Cultural heritage resources <ul style="list-style-type: none"> <li>Construction operations/excavation of trenches may encounter cultural and archaeological resources or chance finds.</li> </ul>	VPO/NEMC	Avoid any damage in the course of construction activities and immediately notify the authority	ESMF
		UDOM	Observable heritage resource should not be disturbed	ESMF
	Air emissions/pollution associated with the operation of vehicle fleets and use of diesel generators.	VODACOM/HALOT EL/Airtel/RITA/NE MC/Tigo	Use reliable power supply and avoiding the use of backup power generators as a permanent power source i.e. use solar power to reduce emissions of CO <sub>2</sub>	ESMF
	Soil erosion	Tigo/Vodacom/RITA	The constructor should restrict vegetation stripping to critical sites to minimize soil erosion	ESMF

Topics	Issues/concerns	Stakeholder who raised the concern	Mitigating or enhancement measures	Relevant framework
			Avoid ground and vegetation stripping in steep sloping areas to minimize soil erosion and the risk of landslides.	ESMF
Land take/acquisition issues	Land acquisition is envisaged, but there will be no resettlement	UCSAF/DIT/Airtel	Operators will rent/purchase land for locating communication towers	RPF
		MWCT/Airtel/Tigo	Operators should have contracts with host/land owners to put their infrastructures	RPF
		TTC/MLHSD/Airtel	Awareness to be done by engaging local authorities	RPF
		UCSAF/RITA/MNH/TCRA/UDSM	Ensure transparency in all activities related to land acquisition	RPF
	Changes in livelihood activities due to land acquisition	Airtel/Halotel/UDSM	Laying fiber cables/Installing communication towers	RFP
		Airtel/Vodacom	Rent land for locating towers and other infrastructures will ensures income to PAPs	
	Damage to crops, properties and other assets	MLHSD/PO-RALG/NEMC	Crops/assets affected by the project should be compensated	RPF
		MOEST/UCSAF/TCRA/VPO	Provide sufficient resources and time to the persons affected by the project	RPF
	Communities should be fully engaged from the design phase through project implementation (public engagement)	MLHSD/NEMC/UDSM	Any land takes/rent for laying/installing infrastructure should involve the local authority	RPF
		MLHSD/MNH/e-GA	Any land takes/rent for laying/installing infrastructure should involve the local authority	
		MWCT/PPRA/ICTC	Consult PAPs and give opportunity to participate in planning and implementation in land take	
		NEMC/TCRA/Airtel	Raise awareness to PAPs of their rights	
	Compensation: Any land takes or damage to underground facilities and interruption of service	PO-RALG/MITI/NEMC	Any land takes during project implementation should be duly compensated for	RPF
		MLHSD/e-GA/e-waste collector	Compensation should be based on the market value of the property and assets	

Topics	Issues/concerns	Stakeholder who raised the concern	Mitigating or enhancement measures	Relevant framework
		TTC/Tigo/Airtel	Land evaluation to be done under a win-win situation	
		TTC/NEMC	Pay compensation of any destruction of infrastructure	
		NEMC/TCRA	Avoid community grievances on unfair compensation	
	Avoid land speculation and provide awareness where DTP facilities will be laid	PO-PSM/UCSAF	DTP should benefit local people owning the land only	RPF
	The difficulties of getting land for laying infrastructures, especially in private land because others are not ready to rent/sell their land	TTC/Halotel	Provide awareness to the local communities	RPF
			Collaborate with village government to get land	
DTP may consider renting/purchasing land owned by the village government	Airtel/TTC	Locate infrastructures in the public/village land if any	RPF	
	Tigo/NEMC	Land rent has socioeconomic value to the owner	RPF/ESMF	
Land acquisition	Loss of livelihoods by agriculturalists	Vodacom/PPRA	Replacement costs for all losses	RPF
	Business losses: removing of vendors in areas where fiber cables will be laid	MITI/NEMC	Compensation for temporary business loss	RPF
Physical relocation/damaging of infrastructure	The project might lead to relocation/damaging of physical infrastructures such as water when laying fiber/optic cables in the way leave, etc.	TTC/Airtel	Great care should be taken to avoid any disturbances of physical infrastructures including consulting owners	RPF/ESMF
	Institutional coordination: Implementing institutions to inform the utility companies to relocate their utilities especially in way leave/road reserve area before laying DTP infrastructures including paying a relocation fee	Airtel/TTC/ NEMC	Avoid damaging of utilities that might contribute to polluting the environment and inaccessibility of services	RPF/ESMF
Interruption of services	Excavation and removal of materials (pavement, sidewalks, soil, etc.) required for the laying of optical fiber cable may accidentally rupture pipes,	TTC/ Vodacom/Tigo	Consultation and coordination between operators and utility companies to plan the execution of work	ESMF
		TTC	Inform utility companies of laid infrastructures	ESMF

Topics	Issues/concerns	Stakeholder who raised the concern	Mitigating or enhancement measures	Relevant framework
Occupational health and safety hazards	<ul style="list-style-type: none"> <li>Trenching operations for laying of optical fiber cable</li> <li>Conduct rust inspection in each year to avoid falling down of infrastructures</li> <li>Controlling human feces</li> </ul>	Vodacom/Tigo	Provide and enforce the use of adequate Personal Protective Equipment (PPE) on site	ESMF
		Vodacom/TTC	Provide occupational health and safety training to riggers who will be responsible to lay the infrastructure, provision of sanitation facilities for the guard houses in each tower	
		Airtel/Tigo	Install safety signs in all communication towers	
		Tigo/Airtel/Halotel	Each site should have a toilet for security guides	ESMF
	Tigo/Vodacom	Install health and safety signs in all sites/towers	ESMF	
	Occupational Health and Safety Policy (OHSP)	Airtel	Have OHSP to guide operators	ESMF
ICT and Industrialization	DTP will promote the growth and development of industrial sector in the country, this may result into: <ul style="list-style-type: none"> <li>Air pollution due to industrial operations</li> <li>Land pollution due to the availability of waste from industries</li> </ul>	ICTC/UCSAF	Industries should use environmental-friendly technology that will minimize/not pollute the environment	ESMF
			Prepare hazardous waste management procedures to ensure environment is not polluted	ESMF
	The ICT will enable to control the importation of fake ICT product in the country	ICTC/POROLG/MWCT	The DTP should collaborate with TBS to control the influx of fake ICT product in the country	NA
	Improvement of domestic ICT products will reduce the influx of fake product	ICTC	Enable industries to produce quality products to control importation of fake product/e-waste in the country	ESMF
	Integration of land system management and industrialization	MLHHS	ICT will enable planners to show different land use	NA
			ICT will help local communities to know the exact location of industries and avoid land use conflicts	RPF
			Avoidance of encroachment	RPF

Topics	Issues/concerns	Stakeholder who raised the concern	Mitigating or enhancement measures	Relevant framework	
	Create an enabling environment to attract ICT investors to invest in the industry	e-GA/e-waste collector	Investors to construct industries for disposing e-waste	ESMF	
	Inadequate appropriate method to dispose e-waste produced by industries	e-waste collector/PPRA	Construct industries/plants for disposing e-waste	ESMF	
	Empower institutions dealing with ICT to have competent and skilled manpower to drive the development of industrialization	e-GA/UDSM/DIT	Finance institutions to impart ICT knowledge that will promote industrialization	NA	
	ICT should help easy collection of taxes stamp/at production site/industry	TRA	Create system that will connect online tax collections	NA	
Capacity building	There is a very big shortage of ICT technicians, ICT equipment and programs such as networking, Operators of telemedicine programs, e-waste management,	PO-PSM/e-GA/MNH	Have a capacity building program to all implementing agencies	NA	
DTP design and implementation	The DTP should prepare guidelines/action plans for controlling and managing e-waste	PO-PSM/RITA	Guideline/action plan and framework to be prepared for e-waste management	ESMF	
	Involve environmental experts to design how environmental issues will be addressed during project implementation	UDOM	Have an environmental specialist to manage environmental issues related to DTP		
	Coordination		e-GA	MWCT&PO-PSM should improve the project management team	NA
				Streamline the overall project implementation that will increase efficiency	
	All regulatory agencies for permit provision should be part of the implementation of DTP	Airtel/Halotel/ Tigo	Coordinate authorities to simply exercise of the permit provision	ESMF	
	Adequate training of staff	MNH/RITA/PO-PSM	Most of them have no idea about the use of new technologies in regard to communication.	NA	
Post code system		TPC/TCRA	Raise awareness of the postcode system	NA	
		TPC	Construct system, including the use of GPS to help service provider to deliver commodities to clients		
			Implementation should be under one agency		

Topics	Issues/concerns	Stakeholder who raised the concern	Mitigating or enhancement measures	Relevant framework
			Have special department to coordinate/supervise	
	Construction of supportive infrastructures to the villages/areas that lack communication connectivity (road)	Tigo/Airtel/Halotel/Vodacom	Construct access road to villages that will be connected by DTP	NA
			Rural connectivity should be aligned with REA service	ESMF
	Involvement of all stakeholders	DIT/UDOM/UDSM	Involves all stakeholders before project implementation	ESMF/RPF
Public awareness and sensitization	Reduction of vandalism/theft of DTP infrastructures (Copper from fibers, solar panels, battery, generator, etc.)	Vodacom/TTC/Tigo/Airtel	Engage local authorities in the project implementation Including public awareness where DTP will be operated	SEP/ESMF/RPF
	Easy availability of land rent for installing communications infrastructures	Airtel/Vodacom	Creation sense of project ownership with communities	SEP/ESMF/RPF
	Disseminate information to the public on the DTP	TTC/Tigo/RITA	Involves village government as part of implementing stakeholders	SEP/ESMF
Dematerialization	Replacement of physical production and distribution of books, and software, etc. by the delivery of digital information over the network.	UDSM/DIT	Dematerialization reduces resource consumption and waste generation	ESMF
Availability of Permits	Regulatory agencies responsible for the provision of permits/certificate (EIA, aviation, building, etc.) should consider quick provision of permits to avoid delaying project implementation	Tigo/Airtel/Vodacom / Halotel	Provide provisional environmental permit as it is being done for industries	ESMF
			MWTC should facilitate the availability of permit	ESMF/RPF
			Coordinate/inform all regulatory agencies to simplify the whole process of permit provision for DTP	
Project Sustainability	Control vandalism of project facilities (Fibers, solar panels, battery, etc.) leading to environmental pollution	UDOM/Tigo/TTC	Engage end users before implementation of the project	ESMF
	Have a component of research/technical services to make a follow-up on project implementation	UDOM	Follow up, operation and maintenance should be enhanced especially in a remote areas	ESMF
	Involvement of operators	UCSAF	Operators should be maintained to run the project after its completion	ESMF

Topics	Issues/concerns	Stakeholder who raised the concern	Mitigating or enhancement measures	Relevant framework
	The Government should plan for reliable financing after implementation of project	TTC	NA	NA
	The project should provide resources for training staff that will be involved in the monitoring of project activities.	UDSM	Continue providing capacity building and establishment of infrastructures	NA
	Have human resources and infrastructures that can work on	TPC		
	Have an internal policy and procedure to ensure project sustainability	Vodacom	NA	NA
	Select IT that can be prospered after project implementation	TRA	NA	NA

## Annex II: Signatures of the Consulted Parties

THE UNITED REPUBLIC OF TANZANIA  
 MINISTRY OF WORKS, TRANSPORT AND COMMUNICATIONS (MWTC)  
 STAKEHOLDERS CONSULTATION FORM FOR UPDATING RESETTLEMENT POLICY FRAMEWORK (RPF) FOR THE PROPOSED DIGITAL TANZANIA PROGRAMME (DTP)

PUBLIC INSTITUTIONS

S/N	Date	Name	Position	Institution	Phone number	Signature
1	23/4/2018	Patte Masuhq	ADICT	PORALG	0784629842	
2	24/4/2018	Stephen Wangwe	ADCS	MWTC	0754985177	
3	-/-	Josson Ndungu	Tels Eng	ICTC	0765709122	
4	24/4/2018	PRISCUS KIWANGO	DTCS	POPSM	0786421688	
5	24/04/2018	ARVIND MATO	ADICTS	POPSM	0754267066	
6	24/04/2018	Justinian Anatory	DEAN, INFORMATI	UDOM	0782106209	
7	-	L. Msella	Dean School of Vir: Ed.	UoM	075103078	
8	24/04/2018	Odilo J. Mjanga	DIRECTOR	MITI	0754275079	
9	24/04/2018	Ally Mape	ADCS	MST	0713411330	
10	25/4/2018	ALBERT RICHARD	UCSDF/HO	UCSDF	0750710711	
11	25/4/2018	Suzana Mchuli	PHO	VPO	0652134313	
12	02/05/2018	Cecil N. Francis	CIO	TICL Corporation	0738261200	
13	02/05/2018	Peter Shilla	DIS	PPRA	0752280787	
14	02/05/2018	Bernard Ntelya	MSSA	PPRA	0754296083	
15	02/05/2018	Fanuel Yawayana	SAD	PPRA	0753260210	
16	02/05/2018	Alexander Karabe	PICTO	MCHSD	0754762425	

THE UNITED REPUBLIC OF TANZANIA  
 MINISTRY OF WORKS, TRANSPORT AND COMMUNICATIONS (MWTC)  
 STAKEHOLDERS CONSULTATION FORM FOR UPDATING RESETTLEMENT POLICY FRAMEWORK (RPF) FOR THE PROPOSED DIGITAL TANZANIA PROGRAMME (DTP)

PUBLIC INSTITUTIONS

S/N	Date	Name	Position	Institution	Phone number	Signature
17	02/05/2018	Shaban Pazi	Ag. DICT	WIRTA AND	0724998831	
18	02/05/2018	BENJAMIN DOTO	DUD	PGA	0755996080	
19	04/05/18	Charles Kossung	LEID	MNH	0622577792	
20	04/05/18	Cuthbert Simalenga	DICT	RITA	0765029435	
21	04/05/18	Cliff Mawgali	P. ICT	RITA	0754710671	
22	04/05/18	Robby Otaigo	S. ICTD / PM	RITA	0784562409	
23	7/5/18	OXIBENI MURARA	HEAD OF ICT SERVICES	DIT	0754398539	
24	7/5/18	Charter Palapala	DICT	TRA	0699210053	
25	07/05/2018	Lazaro Gwai	MOPS	TRA	0787505001	
26	07/05/2018	Violet Kazimoto	Ag. MSP	TRA	0784267277	
27	07/05/2018	David Mtaka	M/CS	TPC	0684887957	
28	8/5/2018	Babani Rashid	Systems Administration	UDSM	0767380864	
29	8/05/18	Dr Charles Kibwa	ICT Manager	UDSM	0713155585	
30	8-05-18	Carlos Mbuta	Principal officer	NEMC	0784561156	
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PRIVATE INSTITUTIONS

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01	3/5/2018	BENEDICT AMANDY	PROCUREMENT MANAGER	HALOTEL	0629-1020/8	
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3	4/5/2018	DEVOCATUS NKATA	SENIOR REGULATORY OFFICER TIGO LTD (TIGO)	TIGO	0713123699	
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5	4/5/2018	EMMANUEL MALIKA	HEAD OF PLANNING & ENGINEERING	TIGO	0713123830	
6	4/5/2018	SEMILLA KUSENRE	SNR. MANAGER PLANNING	TIGO	0658123458	
7	4/5/2018	THOMAS CHANGA	ENG	TIGO	0658123058	Thomas Changa
8	4/5/2018	LIVINGSTONE KIMWILI	ENG	Vodacom	0754710803	
9	4/5/2018	ISU ID MBOGATA	ENG	Vodacom	075-471207	
10	09/05/2018	Nchaye Maraga	THE OFFICER	Airtel Z	0986670164	
11	11/5/2018	GIDEON R. GHILANGA	MANAGING DIRECTOR	CHILANGA GEN. TRADE CO.	093335598	

## Annex III: Project Screening Form Template

The following form should be included in the Project’s Operational Manual.

<b>Sub-project name:</b>	
<b>Sub-project location (include map/sketch):</b>	Village/Mtaa, Ward, District/Municipality/Township, Region).
<b>Type of activity :</b>	(e.g., new construction, rehabilitation, periodic maintenance)
<b>Estimated Cost (USD):</b>	
<b>Proposed date of commencement of work:</b>	
<b>Technical drawing/specifications reviewed :</b>	(circle answer): Yes          No

This report is to be kept short and concise.

### 1. Site Selection:

When considering the location of a sub-project, rate the sensitivity of the proposed site in the following table according to the given criteria. Higher ratings do not necessarily mean that a site is unsuitable. They do indicate a real risk of causing undesirable adverse environmental and social effects, and that more substantial environmental and/or social planning may be required to adequately avoid, mitigate, or manage potential effects.

Issues	Site Sensitivity			Rating
	Low	Medium	High	
Natural habitats	No natural habitats present of any kind	No critical natural habitats; other natural habitats occur	Critical natural habitats present	
Water quality and water resource availability and use	Water flows exceed any existing demand; low intensity of water use; potential water use conflicts expected to be low; no potential water quality issues	Medium intensity of water use; multiple water users; water quality issues are important	Intensive water use; multiple water users; potential for conflicts is high; water quality issues are important	
Natural hazards vulnerability, floods, soil stability/ erosion	Flat terrain; no potential stability/erosion problems; no known volcanic/seismic/ flood risks	Medium slopes; some erosion potential; medium risks from volcanic/seismic/ flood/ hurricanes	Mountainous terrain; steep slopes; unstable soils; high erosion potential; volcanic, seismic, or flood risks	
Cultural property	No known or suspected cultural heritage sites	Suspected cultural heritage sites; known heritage sites in broader area of influence	Known heritage sites in project area	

Issues	Site Sensitivity			Rating
	Low	Medium	High	
Involuntary resettlement	Low population density; dispersed population; legal tenure is well-defined; well-defined water rights	Medium population density; mixed ownership and land tenure; well-defined water rights	High population density; major towns and villages; low-income families and/or illegal ownership of land; communal properties; unclear water rights	
Indigenous peoples	No indigenous population	Dispersed and mixed indigenous populations; highly acculturated indigenous populations	Indigenous territories, reserves and/or lands; vulnerable indigenous populations	

## 2. Checklist questions:

<b>Physical data:</b>	<i>Yes/No answers and bullet lists preferred except where descriptive detail is essential.</i>
Site area in ha	
Extension of or changes to existing alignment	
Any existing property to transfer to sub-project	
Any plans for new construction	

*Refer to project application for this information.*

<b>Preliminary Environmental Information:</b>	<i>Yes/No answers and bullet lists preferred except where descriptive detail is essential.</i>
State the source of information available at this stage (i.e., proponent's report, EIA, or other environmental study).	
Has there been litigation or complaints of any environmental nature directed against the proponent or sub-project?	

*Refer to application and/or relevant environmental authority for this information.*

<b>Identify type of activities and likely environmental impacts:</b>	<i>Yes/No answers and bullet lists preferred except where descriptive detail is essential.</i>
What are the likely environmental impacts, opportunities, risks, and liabilities associated with the sub-project?	

*Refer to ESMF Chapter 5 – Impact, Mitigation, and Monitoring Guidelines*

<b>Determine environmental screening category:</b>	<i>Yes/No answers and bullet lists preferred except where descriptive detail is essential.</i>
After compiling the above, determine which category the sub-project falls under based on the environmental categories A, B, and C.	

*Refer to ESMF Chapter 6 – Screening and Review Process*

<b>Mitigation of Potential Pollution:</b>	<i>Yes/No answers and bullet lists preferred except where descriptive detail is essential.</i>
Does the sub-project have the potential to pollute the environment or contravene any environmental laws and regulations?	
Will the sub-project require pesticide use?	

If so, then the proposal must detail the methodology and equipment incorporated in the design to constrain pollution within the laws and regulations and address pesticide use, storage, and handling.	
Does the design adequately detail mitigating measures?	
<i>Refer to ESMF Chapter 5 and Section 6.5 – Impact, Mitigation and Monitoring Guidelines</i>	
<b>Environmental Assessment Report or environmental studies required:</b>	<i>Yes/No answers and bullet lists preferred except where descriptive detail is essential.</i>
If screening identifies environmental issues that require an EIA or a study, does the proposal include the EIA or study?	
Indicate the scope and time frame of any outstanding environmental study.	
<b>Required Environmental Monitoring Plan:</b>	
If the screening identifies environmental issues that require long-term or intermittent monitoring (e.g., effluent, gaseous discharges, water quality, soil quality, air quality, noise), does the proposal detail adequate monitoring requirements?	
<i>Refer to ESMF Chapter 5 – Impact, Mitigation, and Monitoring Guidelines</i>	
<b>Public participation/information requirements:</b>	<i>Yes/No answers and bullet lists preferred except where descriptive detail is essential.</i>
Does the proposal require, under national or local laws, the public to be informed, consulted, or involved?	
Has consultation been completed?	
Indicate the time frame of any outstanding consultation process.	
<i>Refer to Chapter 3 – Relevant legislative and institutional framework</i>	
<b>Land and resettlement:</b>	<i>Yes/No answers and bullet lists preferred except where descriptive detail is essential.</i>
What is the likelihood of land purchase for the sub-project?	
How will the proponent go about land purchase?	
What level or type of compensation is planned?	
Who will monitor actual payments?	
<i>Refer to the Resettlement Policy Framework.</i>	
<b>Actions:</b>	
List outstanding actions to be cleared before sub-project appraisal.	
<b>Approval/rejection</b>	<i>Yes/No answers and bullet lists preferred except where descriptive detail is essential.</i>
If proposal is rejected for environmental reasons, should the sub-project be reconsidered? What additional data would be required for re-consideration?	

**Recommendations:**

- Requires an EIA and/or RAP to be submitted on date:.
- Requires EMP, to be submitted on date:.
- Does not require further environmental studies

Reviewer :

Name:

Signature:

Date:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Annex IV: Resettlement Action Plan (RAP) Preparation Guideline

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The scope and level of detail of the RAP will vary depending on the magnitude and complexity of resettlement or displacement. The RAP is prepared based on the most recent and accurate information on the: (i) proposed resettlement and its impacts on displaced persons and other adversely affected groups; and (ii) legal issues affecting resettlement. The RAP covers elements that are specific to the project context.

A broad outline of the RAP, as applied to sub-projects covered under a RPF includes, but is not limited to, the following:

**Description of the sub-project:** General description of the sub-project and identification of sub-project area or areas.

**Potential Impacts:** Identification of the: (i) the sub-project components or activities that require resettlement or restriction of access; (ii) zone of impact of components or activities; (iii) alternatives considered to avoid or minimize resettlement or restricted access; and (iv) mechanisms established to minimize resettlement, displacement, and restricted access, to the extent possible, during project implementation.

**Objectives:** The main objectives of the resettlement program as these apply to the sub-projects.

**Socio-economic studies:** The findings of socio-economic studies to be conducted in the early stages of project preparation, and with the involvement of potentially affected people will be needed. These generally include the results of a census of the affected populations covering:

- (i) Current occupants of the affected area as a basis for design of the RAP and to clearly set a cut-off date, the purpose of which is to exclude subsequent inflows of people from eligibility for compensation and resettlement assistance;
- (ii) Standard characteristics of displaced households, including a description of production systems, labour, and household organization; and baseline information on livelihoods (including, as relevant, production levels and income derived from both formal and informal economic activities) and standards of living (including health status) of the displaced population;
- (iii) Magnitude of the expected loss, total or partial, of assets, and the extent of displacement, physical or economic;
- (iv) Information on vulnerable groups or persons, for whom special provisions may have to be made; and
- (v) Provisions to update information on the displaced people's livelihoods and standards of living at regular intervals so that the latest information is available at the time of their displacement, and to measure impacts (or changes) in their livelihood and living conditions.

There may be other studies that the RAP can draw upon, such as those describing the following:

- (i) Land tenure, property, and transfer systems, including an inventory of common property natural resources from which people derive their livelihoods and sustenance, non-title-based usufruct
-

- systems (including fishing, grazing, or use of forest areas) governed by local recognized land allocation mechanisms, and any issues raised by different tenure systems in the sub project area;
- (ii) Patterns of social interaction in the affected communities, including social support systems, and how they will be affected by the sub-project;
  - (iii) Public infrastructure and social services that will be affected; and
  - (iv) Social and cultural characteristics of displaced communities, and their host communities, including a description of formal and informal institutions. These may cover, for example, community organizations; cultural, social or ritual groups; and non-governmental organizations (NGOs) that may be relevant to the consultation strategy and to designing and implementing the resettlement activities.

**Legal Framework:** The analysis of the legal and institutional framework should cover the following:

- (i) Scope of existing land and property laws governing resources, including state-owned lands under eminent domain and the nature of compensation associated with valuation methodologies; land market; mode and timing of payments, etc.;
- (ii) Applicable legal and administrative procedures, including a description of the grievance procedures and remedies available to PAPs in the judicial process and the execution of these procedures, including any available alternative dispute resolution mechanisms that may be relevant to implementation of the RAP for the sub-project;
- (iii) Relevant laws (including customary and traditional law) governing land tenure, valuation of assets and losses, compensation, and natural resource usage rights, customary personal law; communal laws, etc. related to displacement and resettlement, and environmental laws and social welfare legislation;
- (iv) Laws and regulations relating to the agencies responsible for implementing resettlement activities in the sub-projects;
- (v) Gaps, if any, between local laws covering resettlement and the Bank's resettlement policy, and the mechanisms for addressing such gaps; and
- (vi) Legal steps necessary to ensure the effective implementation of RAP activities in the sub-projects, including, as appropriate, a process for recognizing claims to legal rights to land, including claims that derive from customary and traditional usage, etc., and which are specific to the sub-projects.

The institutional framework governing RAP implementation generally covers:

- (vii) Agencies and offices responsible for resettlement activities and civil society groups like NGOs that may have a role in RAP implementation;
- (viii) Institutional capacities of these agencies, offices, and civil society groups in carrying out RAP implementation, monitoring, and evaluation; and
- (ix) Activities for enhancing the institutional capacities of agencies, offices, and civil society groups, especially in the consultation and monitoring processes.

**Eligibility:** Definition of displaced persons or PAPs and criteria for determining their eligibility for compensation and other resettlement assistance, including relevant cut-off dates.

**Valuation of and compensation for losses:** The methodology to be used for valuing losses, or damages, for the purpose of determining their replacement costs; and a description of the proposed types and levels of compensation consistent with national and local laws and measures, as necessary, to ensure that these are based on acceptable values (e.g. market rates).

**Resettlement Measures:** A description of the compensation and other resettlement measures that will assist each category of eligible PAPs to achieve the objectives of ESS 5. Aside from compensation, these measures should include programs for livelihood restoration, grievance mechanisms, consultations, and disclosure of information.

**Site selection, site preparation, and relocation:** Alternative relocation sites should be described and cover the following:

- (i) Institutional and technical arrangements for identifying and preparing relocation sites, whether rural or urban, for which a combination of productive potential, location advantages, and other factors is at least comparable to the advantages of the old sites, with an estimate of the time needed to acquire and transfer land and ancillary resources;
- (ii) Any measures necessary to prevent land speculation or influx of eligible persons at the selected sites;
- (iii) Procedures for physical relocation under the project, including timetables for site preparation and transfer; and
- (iv) Legal arrangements for recognizing (or regularizing) tenure and transferring titles to those being resettled.

**Housing, infrastructure, and social services:** Plans to provide (or to finance provision of) housing, infrastructure (e.g. water supply, feeder roads), and social services to host populations; and any other necessary site development, engineering, and architectural designs for these facilities should be described.

**Environmental protection and management:** A description of the boundaries of the relocation area is needed. This description includes an assessment of the environmental impacts of the proposed resettlement and measures to mitigate and manage these impacts (coordinated as appropriate with the environmental assessment of the main investment requiring the resettlement).

**Community Participation:** Consistent with the World Bank's policy on consultation and disclosure, a strategy for consultation with, and participation of, PAPs and host communities, should include:

- (i) Description of the strategy for consultation with and participation of PAPs and hosts in the design and implementation of resettlement activities;
- (ii) Summary of the consultations and how PAPs' views were taken into account in preparing the resettlement plan; and
- (iii) Review of resettlement alternatives presented and the choices made by PAPs regarding options available to them, including choices related to forms of compensation and resettlement assistance, to relocating as individual families or as parts of pre-existing communities or kinship groups, to sustaining existing patterns of group organization, and to retaining access to cultural property (e.g. places of worship, pilgrimage centers, cemeteries); and
- (iv) Arrangements on how PAPs can communicate their concerns to project authorities throughout planning and implementation, and measures to ensure that vulnerable groups (including indigenous peoples, ethnic minorities, landless, children and youth, and women) are adequately represented.

The consultations should cover measures to mitigate the impact of resettlement on any host communities, including:

- (i) Consultations with host communities and local governments;
- (ii) Arrangements for prompt tendering of any payment due the hosts for land or other assets provided to PAPs;
- (iii) Conflict resolution involving PAPs and host communities; and
- (iv) Additional services (e.g. education, water, health, and production services) in host communities to make them at least comparable to services available to PAPs.

**Grievance procedures:** The RAP should provide mechanisms for ensuring that an affordable and accessible procedure is in place for third-party settlement of disputes arising from resettlement. These mechanisms should take into account the availability of judicial and legal services, as well as community and traditional dispute settlement mechanisms.

**RAP implementation responsibilities:** The RAP should be clear about the implementation responsibilities of various agencies, offices, and local representatives. These responsibilities should cover (i) delivery of RAP compensation and rehabilitation measures and provision of services; (ii) appropriate coordination between agencies and jurisdictions involved in RAP implementation; and (iii) measures (including technical assistance) needed to strengthen the implementing agencies' capacities of responsibility for managing facilities and services provided under the project and for transferring to PAPs some responsibilities related to RAP components (e.g. community-based livelihood restoration; participatory monitoring; etc.).

**Implementation Schedule:** An implementation schedule covering all RAP activities from preparation, implementation, and monitoring and evaluation should be included. These should identify the target dates for delivery of benefits to the resettled population and the hosts, as well as clearly defining a closing date. The schedule should indicate how the RAP activities are linked to the implementation of the overall project.

**Costs and budget:** The RAP for the specific sub-projects should provide detailed (itemized) cost estimates for all RAP activities, including allowances for inflation, population growth, and other contingencies; timetable for expenditures; sources of funds; and arrangements for timely flow of funds. These should include other fiduciary arrangements consistent with the rest of the project governing financial management and procurement.

**Monitoring and evaluation:** Arrangements for monitoring of RAP activities by the implementing agency, and the independent monitoring of these activities, should be included in the RAP section on monitoring and evaluation. The final evaluation should be done by an independent monitor or agency to measure RAP outcomes and impacts on PAPs' livelihood and living conditions. The World Bank has examples of performance monitoring indicators to measure inputs, outputs, and outcomes for RAP activities; involvement of PAPs in the monitoring process; evaluation of the impact of RAP activities over a reasonable period after resettlement and compensation, and using the results of RAP impact monitoring to guide subsequent implementation.

## Annex V: Sample Form for Census Survey and Inventory

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### 1 A 1            Socio-economic Household Datasheet of PAPs

Name of Interviewer		Signature
ID Code		
Name of Supervisor		(after verification of interview)
ID Code		

Village Name	
ID Code	
Number of Concession in Village	
(GPS Coordinates)	

Date: .....2018  
           Day        Month        Year

Name of Head of Extended Family :	
Number of Nuclear Families in Extended Residential Group (including household of head of extended family)	

**1 A 2 Household Interview**

Name and Surname	Relationship to Head of Family	Sex		Place of Birth	Age	Marital Status	Residence Tenure	Ethnic Group	Religion	Educational Level	Income Earner		Economic Activities	
		M	F								Yes	No	Primary	Secondary
1.														
2.														
3.														
4.														
5.														
6.														
7.														

Relation to Head of Family : 1 HoH; 2 Spouse of HoH ; 3 Child of HoH; 4 Spouse of child of HoH ; 5 Grandchild of HoH; 6 Parent of HoH; 7; 8 9 Other (specify) ; 0 No Answer.

Marital Status: 1 Married; 2 Widowed; 3 Divorced; 4 Unmarried; 0 No Answer.

Residential Status: 1 PRP (Permanent Resident) ; 2 RA (Resident absent) ; 3 Member of non-resident HH; 4 Visitor; 9 Other (specify) ; 0 No Answer.

Occupations: -

Principle Occupation: 1. Farmer ; 2 Shepard; 3 Household ; 4 Merchant; 5 Religious leader, teacher ; 6 Artisan ; 7 Transport ; 8 Unemployed;9 Other (specify) ; 0 No Answer

Secondary Occupations: idem.

Educational Level : 1 Illiterate ; 2 Three years or less; 3 Primary School ; 4 Secondary School ; 5 Technical School ; 6 Religious School ( literate in Arabic) ; 0 No Answer

Religion: 1 Muslim; 2 Christian (specify denomination); 3 Animist. 9 Other (specify); 0 No Answer





## Annex VI: Monitoring Indicators

S/N	Component	Socio-Economic Impact	Indicators		Means of Monitoring	Frequency / Timing	Responsible Team
			Quantitative Indicator	Qualitative Indicator			
1.	Compensation	Timely and adequate compensation of the affected properties	All the affected people are compensated adequately	Less grievances/complaints	Check the list of affected people and verify that all PAPs are compensated	The first 6 months of compensation	Compensation team
2.	Grievances	Effectiveness of the grievance mechanisms	<ul style="list-style-type: none"> <li>- Less grievances reported to the project office</li> <li>- Reported grievances resolved</li> <li>- Less court cases reported</li> </ul>	Satisfaction of the PAPs	Project reports on reported and solved grievances	Every three months during the entire project	Project management and Project working group
3.	Stakeholders participation	Consultation and participation with stakeholders, especially vulnerable PAPs	<ul style="list-style-type: none"> <li>- Number of meetings carried out in the project area</li> <li>- Participants according to gender</li> </ul>		Check the project records on the meeting minutes	Every month	Project Management
4.	Assistance to vulnerable groups	Specific opportunities for vulnerable groups	<ul style="list-style-type: none"> <li>- Of the identified vulnerable groups in the project area, percentage of those who received any form of assistance</li> <li>- Number of complaints from the affected vulnerable groups</li> </ul>		Survey on complaints	Every month during RAP implementation	Project Management
5.	Impoverishment of the PAPs	Loss of income sources or productive assets (whether or not the affected person move to another location).	<ul style="list-style-type: none"> <li>- Decreased/ Increased levels of poverty in the area</li> <li>- Number of income sources/productive assets moved or affected</li> <li>- Number of people who lost productive assets and managed to establish and/or replace new ones</li> <li>- New economic ventures establish in the villages</li> </ul>		Village development report which is compiled annually as part of their mandate	Yearly	<ul style="list-style-type: none"> <li>- District Office</li> <li>- Village government</li> </ul>
6.	Available community groups and networks	Loss of support networks	Number of community groups available	Loss of social networks	Village development report which is compiled annually as part of their mandate	Yearly	<ul style="list-style-type: none"> <li>- Consultant</li> <li>- Village development report</li> </ul>

S/N	Component	Socio-Economic Impact	Indicators		Means of Monitoring	Frequency / Timing	Responsible Team
			Quantitative Indicator	Qualitative Indicator			
7.	Land resource	Change of land use and/or loss of access to land within the project area	<ul style="list-style-type: none"> <li>- Amount of land use</li> <li>- Amount of land available</li> <li>- Escalating land rent and price</li> </ul>	<ul style="list-style-type: none"> <li>- Escalating prices of land</li> <li>- Change of land use</li> </ul>	Village development report which is compiled annually as part of their mandate	Yearly	<ul style="list-style-type: none"> <li>- District Office</li> <li>- Consultant</li> <li>- Village government</li> </ul>
8.	Property and livelihood	Loss of properties: <ul style="list-style-type: none"> <li>- Loss of shelter</li> <li>- Loss of assets or access to assets</li> <li>- Loss of income</li> </ul>	<ul style="list-style-type: none"> <li>- Number of alternative employment opportunities created and the number of affected people employed in formal/ formal sector.</li> <li>- Percentage of lost assets replaced</li> <li>- Percentage of lost structures/buildings replaced</li> <li>- Escalating rents of houses, shop and other business premises</li> </ul>	<ul style="list-style-type: none"> <li>- Improved people's livelihood</li> <li>- Living standards of PAPs</li> </ul>	Village development report which is compiled annually as part of their mandate	Yearly	<ul style="list-style-type: none"> <li>- District Office</li> <li>- Local government</li> </ul>
9.	Food	Food security	<ul style="list-style-type: none"> <li>- Agricultural productivity</li> <li>- Food shortage in the community</li> <li>- Reported number of months with shortage of food.</li> </ul>	Food intake (number of meals taken per day per household)	Household survey	Half yearly	<ul style="list-style-type: none"> <li>- Community Development Officers</li> <li>- Resettlement Field Officers</li> </ul>
10.	Housing	Types of housing	<ul style="list-style-type: none"> <li>- Percentage of houses replaced</li> <li>- Quality of houses replaced based on Tanzania National Standards</li> </ul>	Housing situation improved or the same	<ul style="list-style-type: none"> <li>- Household survey</li> <li>- Village government development report</li> </ul>	Half yearly & Yearly	<ul style="list-style-type: none"> <li>- Community Development Officers</li> <li>- Resettlement Field Officers</li> <li>- Village government</li> </ul>

## Annex VII: Sample Grievance Intake Form

<b>Grievance Intake Form</b>				
<i>Grievance Number</i>		<b>Copies to forward to:</b>		
<i>Name of the Recorder</i>		(Original)-Receiver Party		
<i>Province/District/Settlement</i>		(Copy)-Responsible Party		
<i>Date</i>				
<b>INFORMATION ABOUT GRIEVANCE</b>				
Define the Grievance:				
<b>INFORMATION ABOUT THE COMPLAINANT</b>			<b>Forms of Receive</b>	
<i>Name-Surname</i>			<input type="checkbox"/> Phone Line <input type="checkbox"/> Community/ Information Meetings <input type="checkbox"/> Mail <input type="checkbox"/> Informal <input type="checkbox"/> Other	
<i>Telephone Number</i>				
<i>Address</i>				
<i>Village/ Settlement</i>				
<i>District/ Province</i>				
<i>Signature of Complainant</i>				
<b>DETAILS OF GRIEVANCE</b>				
<b>1. Access to Land and Resources</b>  a) Fishing grounds b) Lands c) Pasturelands d) House e) Commercial site f) Other	<b>2. Damage to</b>  a) House b) Land c) Livestock d) Means of livelihood e) Other	<b>3. Damage to Infrastructure or Community Assets</b>  a) Road/Railway b) Bridge/Passageways c) Power/Telephone Lines d) Water sources, canals and water infrastructure for irrigation and animals e) Drinking water f) Sewerage System g) Other	<b>4. Decrease or Loss of Livelihood</b>  a) Agriculture b) Animal husbandry c) Beekeeping d) Small scale trade e) Other	<b>5. Traffic Accident</b>  a) Injury b) Damage to property c) Damage to livestock d) Other
<b>6. Incidents Regarding Expropriation and Compensation (Specify)</b>	<b>7. Resettlement Process (Specify)</b>	<b>8. Employment and Recruitment (Specify)</b>	<b>9. Construction Camp and Community Relations</b>  a) Nuisance from dust b) Nuisance from noise c) Vibrations due to explosions d) Misconduct of the project personal/worker e) Complaint follow up f) Other	<b>10. Other (Specify)</b>

## **Annex VIII – Grievance Redress Mechanism**

### **1. Grievance Mechanism**

A Project Grievance Redress Mechanism (GRM) has been designed for the DTP. On the other hand, the GRM for Vulnerable Groups will be prepared during the preparation of Vulnerable Group Plans, the project will examine culturally appropriate ways of handling community concerns.

The GRM involves a formal process for receiving, evaluating and redressing project-related grievances from affected communities and the public. DTP recognizes vulnerability of the different project's participants to be involved or affected by the project (such as community members, workers and other beneficiaries).

For workers hired by contractors, the contractors will be required to produce their GRM procedure as a prerequisite for tender which at a minimum conform to these requirements. The GRM procedures have to be transparent. After they are engaged, contractor will be required to prove that each employee has been inducted and signed that they have been inducted on the procedure. The details of the workers' GRM is presented in the DTP Labour Management Procedures (LMP).

### **2. Objectives of Grievance Redress Mechanism (GRM)**

- i. To provide stakeholders with a clear process for providing comment and raising grievances;
- ii. To give stakeholders the opportunity to raise comments/concerns anonymously
- iii. To structure and manage the handling of comments, responses and grievances, and allow monitoring of effectiveness of the mechanism; and
- iv. To ensure that comments, responses and grievances are handled in a fair and transparent manner, in line with internal Laws and policies.

### **3. Potential Grievances**

Potential grievances and claims likely to emerge during the course of implementation of the Project may relate to the following issues:

- i. Land Acquisition, physical and/or economic displacement (compensation)
- ii. Environmental Impacts during the constructions of infrastructures, (i.e. noise, dust etc.)
- iii. Disputes about land and natural resource use and/or culturally appropriate benefit sharing;
- iv. Disputes about social harassment

- v. Gender Based violence and sexual exploitation
- vi. Other issues

#### **4. The procedure of grievance redress**

Procedures to file grievances and seek action should be simple and understandable for project affected people. All grievances, simple or complex, should be addressed and resolved in a quick and constructive manner within a period of fourteen (14) days, supported by a timely feedback to aggrieved person where necessary.

The GRM Committees will be established at Village, Ward and District levels in respective areas of the project and the team will be capacitated to handle all Grievances and complains related to the project. The GRM will also be extended to the PIU level to handle all types of grievances arising from implementation of the project and its sub-projects. At the MCIT-PIU Grievances will be handled by Social Specialist. To ensure effectiveness and efficiency of the project, the procedures for handling grievance will be simple and administered by the Village Council and implementing agency's/partners GRM focal point. The Village Council and implementing agency's/partners GRM focal points shall maintain records where grievances and complaints, including minutes of discussions, recommendations and resolutions made.

- i. The affected person should file his/her grievance in writing, to the PIU through various means. The PIU will provide the channels where residents/beneficiaries/affected residents can make a complaint through the following ways:
  - a) Through the village council office, ward office and District council
  - b) Through the community liaison/Grievance officers in the sub-projects
  - c) Through the office of the Supervision Engineer under civil works projects;
  - d) Regular meetings held between communities and Project Implementers.
  - e) Through the Local Consultative Forums established in the affected villages.
  - f) During informal meetings with Project Implementers.
  - g) Through communication directly with management, for example a letter addressed to site management, project manager.
  - h) Directly by e-mail, cell phone to the Project Implementers.
  - i) Placing a comment in the community suggestion boxes in the information centre.
- ii. A person who receives complaints will fill out the complaint form. The grievance note should be signed and dated by the aggrieved person. Where the Affected person is

unable to write, he should obtain assistance to write the note and emboss the letter with his/her thumb print.

- iii. Complaints should be recorded in the Complaints List/Grievance Register book and, saved by the person in charge of GRM and submitted to the tracking system.
- iv. Complaints are sorted and transferred to the Grievance committee that is responsible for investigating and handling and complainant will be notified about receipts and deadlines for reviewing complaints.
- v. Complaints must be resolved, and feedback delivered to complainant within 14 days considering the following time line:
  - a) Acknowledgement of the receipt of grievance within 4 days
  - b) Investigation to gather the facts and get a clear situation 7 days.
  - c) Presentation of outcomes and resolution 3 days
  - d) Receipt of Resolution and signing of Resolution form
  - e) Closure of Grievance
- vi. The Sociologist in the PIU in collaboration with Grievance committee will resolve those disputes depending on the nature of the complaint and where the mandate lies for the issue concerned.
- vii. The person in charge of GRM will keep records of all complaints received, whether and how they have resolved them and which complaints were forwarded to the Project coordinator. If there will be any unresolved issues/grievance beyond their mandate are referred to adjudication to the project Management.
- viii. The Project grievance Committee will review the complaints and determines the appropriate course of action according to the existing laws, rules and regulation. All complaints about abuse in service, Potential corruption must be channeled to proper authorities in no more than 14 days after the complaint is received. The Project Grievance Committee should respond within 14 days during which any meetings and discussions to be held with the aggrieved person should be conducted. If the grievance relates to valuation of assets, Project Grievance Committee should be requested to revalue the assets, and this may necessitate a longer period of time. In this case, the aggrieved person must be notified by Project Manager that his/her complaint is being considered.
- ix. All comments, responses and grievances are to be logged using the Grievance logs. This includes details of the comments/grievance, the commenter/aggrieved, and ultimately the steps taken to resolve the grievance. Hard copies of the form are to be kept at the project sites, whilst soft copies will be saved on the server. Any accompanying

documentation e.g. written statements, photographic evidence, or investigation reports are to be filed along with the grievance log both in hard and soft copies.

A simple database is often useful to manage and monitor grievances. Good practice is to log all grievances, even recurrent ones or grievances that will eventually be dismissed as unreasonable. The logs will at least have the following:

- Nature of complaint;
  - The name and contact details of the complainant, if appropriate;
  - The date that the complaint was logged;
  - Location where the complaint is related to;
  - The name of the technical staff charged with addressing the complaint, if appropriate;
  - Any follow up actions taken;
  - The proposed resolution of the complaint;
  - How and when relevant Project decisions were communicated to the complainant;
  - Whether longer-term management actions have been taken to avoid the recurrence of similar grievances in the future, if applicable
- x. A master database will be maintained by the person in charge of GRM to record and track management of all comments and grievances. This will help in monitor and improve performance of the Comment Response and Grievance Mechanism. Information will be provided in an accessible format and will be available on the Ministry's website and Implementing Agencies website.
- xi. The Grievance Committee (comprising member from village council i.e. Village Executive Officer (VEO), member from ward council i.e. Ward Executive Officer (WEO), member from District council i.e. Community Development Officer (CDO), and three (3) members from the PIU such as Social Specialist, Environmental Specialist and Project Coordinator will produce a report containing a summary of all grievances and will make this available to the PIU.
- xii. If the aggrieved person is dissatisfied with the decision of the Project Grievance Committee or if no agreement is reached at this stage, then the complaint can be taken through the formal court process.

## Annex IX – National Consultations with NGOs

**THE UNITED REPUBLIC OF TANZANIA  
MINISTRY OF WORKS, TRANSPORT AND COMMUNICATION  
(COMMUNICATION SECTOR)  
DIGITAL TANZANIA PROJECT-DTP**

**QUESTIONs AND ANSWERS ESMF/RPF ADDITIONAL CONSULTATION CONFERENCE 23<sup>RD</sup> NOVEMBER 2020,  
DAR ES SALAM**

S/No.	Institution	Question Raised/Issued	Response
1.	Mandari H - IFM	Is DTP a program or project? Is it a national project? Has the project started or not yet? How old is this project?	DTP is a two-phase program of five years each. The program is currently underway. The project is expected to start in 2021. DTP is a national project.
		Why have we taken the ESMF & RPF approach in terms of environmental and social impact assessments instead of 'Strategic Environmental Assessment (SEA)'.	The decision to adhere to the ESMF & RPF tools for environmental and social impact assessment in the DTP project was taken by the Government in agreement with the World Bank, however improvements in ESMF & RPF will be made by borrowing best practices from SEA. In addition to improving the ESMF & RPF, a 'Strategic Engagement Plan' will be developed which will include 'Cost Benefit Analysis'.
2.	Nobelrich Makene - TACOSODE	In reviewing the policy and legal frameworks in the DTP project, with regards to the youth, it is better to focus on the challenges they face rather than focusing on services.	This has been well received and the documents will be revised to focus on how to empower the youth in 'digital transformation'. This will be done by looking at the positive aspects of other policies such as the 'SMEs Development Policy'
		Are there any plans to support the private sector in DTP?	Currently the DTP project has no plans to support the Private Sector directly. However, the Private Sector and CSOs will be involved at every stage of the implementation of the Project.

		It should be noted that when referring to 'Private Sector', the 'Civil Society Organizations (CSOs)' are not part of it.	This has been received and understood. In the DTP project, 'Private Sector' and 'Civil Society Organizations' are not the same thing. Each group will be given its own importance in participating in project implementation.
3.	Lilian Kalaghe - SIKIKA	<p>How is the Ministry of Education involved in the DTP project? It is important for the Ministry of Education to be fully involved. What is the program's sustainability support?</p> <p>SIKIKA has initiatives involving the youth, so it would be better to see how best they can be involved in this project.</p>	The Ministry of Education has been involved from the project planning stage and will continue to be involved. And for the sustainability of youth development efforts, the Partnership between Government and Private and Government Educational Institutions will be further developed.
		It has been observed that there are a lot of centers to be established in the project components, what is the added value of those centers? We should avoid to duplicate efforts.	The innovation center expected to be implemented by DTP will be the coordinating arm of research and innovation of ICT in Tanzania. COSTECH is the coordinator of all research and innovation in the country. However, each sector has its own research and innovation policies.
4.	Hussein Mdoe - APHFTA	In the area of infrastructure in the DTP project, do we focus on towers alone or with other technologies?	Since infrastructure is the core of communications, the focus is on both Communication Towers and Fiber Cables. However, the type of infrastructure to be implemented will depend on the environment in the selected area.
		ICT equipment was cheaper when the Government waived related taxes. As we aim to empower the youth	This has been well received.

		in the development of ICT, it is advised to look at how to help them by lowering the price of such equipment.	
		Is there an M&E Framework or any results framework in the DTP project to determine outputs and outcome indicators? We advise to involve CSOs in the whole issue of M&E.	The M&E DTP framework is in place, we will look into ways involving CSOs during the project implementation.
		Will there be harmonized consultation (Is there any mechanism to harmonize tools?)	
		The DTP project aims to set up systems for increasing efficiency. Have the issues of quality of service and individual accountability been considered? We suggest that there be one component where the issue will be considered and the monitoring of individuals performance during service delivery.	
5.	Ismail Suleiman- Watoto Salama	In Legal Scanning, we understand Technology has a lifetime, how does 're-cycling and re-use' or e-waste going to be handled in DTP?	This will be taken into account by developing an e-waste disposal framework.
		It is important that public awareness be conducted before delivering a project. We should look into deploying eco-friendly technologies for reducing pollution in the context of communication towers.	This has been taken into consideration in the DTP project. We will look into how to involve CSOs during the implementation.
		We advise that the assessment be done before setting up a communication tower. In the past almost, every mobile operator had its own towers thus affecting the environment. Let's reduce the towers by looking for other technologies to avoid clearing areas.	Since 2018, the Government has enacted legislation to prevent the accumulation of towers. The law requires mobile operators to install their devices in a co-location. Whenever there are any challenges, they are resolved by TCRA.

6.	Baraka Mfilinge – CEDC-Dodoma	After launching of any public service, public awareness is important and is important too to involve the CSOs.	This has been considered in the DTP project. This will be implemented in close collaboration with CSOs in public education.
		We are currently talking about 3G while the world is on 5G. It is better we start somewhere to cope up with the global pace.	The Universal Communications Service Act, 2006 stipulates communication for all. Currently, most mobile phone users in the country have phones using 3G or 4G technology. So 3G technology is the average standard satisfying most mobile users in the country at the moment.
7.	Ananias Rutambuka – St. Augustine University	How have we prepared the children and the youth for the use of ICT from the beginning?	The ICT curriculum is available for Primary and Secondary Schools. We will work with the Ministry of Education to ensure that the curriculum is adhered to.
8.	Emanuel Alfred – Uongozi Institute	Is there a risk register for the project?	DTP project has ‘risk framework’
		<p>The Environmental Management Act, 2004 of Tanzania has provided tools to be used for environmental assessment when planning for a project. There are guidelines that require us to use the ‘Strategic Environmental Assessment (SEA) and the Office of the Vice President is in charge. If you look at ESMF and RPF and compare it to SEA, ESMF and RPF have only the addressed Environment and Social impacts, but SEA also assesses Economic, Political and Technological impacts.</p> <p>Why have we decided to take the ESMF and RPF route instead of SEA? In the ESMF &amp; RPF the stakeholders consultations part is limited and does not include a wide range of stakeholder consultations. It is very important to do consultations in a wider context.</p>	The decision to adhere to the ESMF & RPF tools in the DTP project was taken by the Government in agreement with the World Bank, however improvements in ESMF & RPF will be made by borrowing best practices from SEA. In addition to improving the ESMF & RPF, a ‘Strategic Engagement Plan’ will be developed which will also include ‘Cost Benefit Analysis’

		In DTP Components dealing with research and innovation, there will be capacity building as well. It is advised to have evidenced based research.	This has been taken and will be considered.
9.	Saada Juma - JSB ENVIDEP LTD	There is a need to review the tools for environmental assessment so as to comply with current updated World Bank's environmental standards.	This is well noted. The tools will be updated to comply with the updated World Bank Environmental Standards
		Regarding DTP's Environmental Management tools, it is important to recommend sector specific guidelines for the project. Existing ones are not enough as this is an apparent new sector	This is well noted
		It has been noted that one the RPF has been prepared and approved, it is then shoved into the drawers and is not put into effect. It is important to have in place and instrument to emphasize on its implementation.	In implementing the DTP, the Government will ensure that all tools prepared in response to environmental and social impacts are fully utilized as intended.
		So as to have serious commitment on safeguard issues at institutional level, Institutional Capacity has to extended by having a committed unit to monitor the implementation. (e.g. HSE Unit)	This has been received. The issue of mitigation of environmental and social impacts will be addressed by having an on call Expert in the PIU of the DTP who will assist in conducting 'sustained environmental monitoring'. In addition, Environmental and Local Government Laws will be complied with.
10.	Sosthenes Sambua - Diligent Consulting	The preparation of the project has taken long time and involved a number of the stakeholders. At this point of time, trying to debate on which tool to use to assess the environmental and social impacts, will be a hindrance to the efforts already made. It is therefore advised to continue with the available tool and specific environmental impact assessments should be done when the project officially begins.	This has been received. The tools already available to address the issue of environmental and social impacts will be further improved and used on the specific projects once it is known where they will be implemented.

		The public awareness budget in this area of environmental and social impact issues seems to be small compared to intended large public.	This has been well received by the Government and will ensure that a budget is allocated that will enable public awareness is conducted to a larger public.
11.	Grace J. Mpuya - CBE	The DTP project is large and in implementation there may be conflicts. Is there a Grievance Handling Mechanisms in the project design?	Grievance Handling Mechanism has been considered and will be complemented with Stakeholders Engagement Plan.
12.	Sarah Assenga - Foundation for Civil Society	Has diversity and social inclusion been included in DTP?	The aspect of diversity and social inclusion has been included in DTP. It has been reflected in the three components of the project namely: Digital Ecosystem, Digital Connectivity and Digital Government Platform and Services. This is intended to reduce the existing inclusion gap in ICT to enable representation of ideas, talents and empowerment to people from diversified groups.
13.	Regina Kabugi - CARES	Once the projects commence, will there be an opportunity to conduct an EIA for each project?	Yes, screening will be done for all projects and where there is a need for an EIA, then it will be conducted in the area where the project will be implemented.
14.	Marie Kigahi - UPF	It is important for the Government to look at how rural communities can afford the cost of telecommunications. It is also important for the supervisory authorities to ensure that the installed towers function properly.	This has been received and will be implemented. The government through the relevant Ministry, is currently conducting an exercise to evaluate the effectiveness of all the towers in the country to ensure that they are functioning as required.