



**REPUBLIC OF RWANDA**



**CITY OF KIGALI**

**RWANDA URBAN DEVELOPMENT PROJECT PHASE II  
(RUDP II)**

**INFRASTRUCTURE UPGRADING OF INFORMAL  
SETTLEMENTS IN KIGALI CITY**

**RESETTLEMENT ACTION PLAN (RAP)  
GATENGA SETTLEMENT**

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Joint Venture  
with





## LIST OF ACRONYMS

BNR	National Bank of Rwanda
CAPI	Computer Assisted Personal Interviewing
COK	City of Kigali
CUC	Community Upgrading Committees
DCF	Discounted Cash Flow
DDC	District Development Committee
DLOs	District Land Offices
EICV	Enquête Intégrale sur les Conditions de Vie des Ménages (Integrated Household Living Conditions Survey)
ESF	Environment and Social Framework
ESMP	Environmental and Social impact assessment
ESS	Environment and Social Standard
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
GVB	Gender Based Violence
IRPV	Institute of Real Property Valuers
JADF	Joint Action Development Forum
KUUT	Kigali Urban Upgrading Team
LODA	Local Administrative Entities Development Agency
M&E	Monitoring and Evaluation
MINALOC	Ministry of Local Government
MINECOFIN	Ministry of Finance and Economic Planning
MINICOM	Ministry of Trade and Industry
MININFRA	Ministry of Infrastructure
MINIRENA	Ministry of Natural Resources
MoE	the Ministry of Environment
NGO	Non-Governmental Organizations
NLC	National Land Commission
NLUDMP	National Land Use Development Master Plan
NST	National Strategy for Transformation
OMU	Open Market Value
PAH	Project Affected Household
PAH(s)	Project Affected Household(s)
PAP	Project Affected Person
PAP(s)	Project Affected Person(s)
PCDP	Public Consultation and Disclosure Procedures
PMU	Project Management Unit
PPP	Public Private Partnership
PSF	Private Sector Federation
RALGA	Rwanda Association of Local Government Authorities
RAP	Resettlement Action Plan
RDB	Rwanda Development Board
REMA	Rwanda Environment Management Authority
RGB	Rwanda Governance Board
RHA	Rwanda Housing Authority
RLMUA	Rwanda Land Management and Use Authority
RoW	Right of Way
RRA	Rwanda Revenue Authority



RTDA	Rwanda Transport and Development Agency
RUDP	Urban Development Project
RUDP	Rwanda Urban Development Project
RWF	Rwandan Francs
TOR	Terms of Reference
WASAC	Water and Sanitation Corporation
WB	World Bank



## KEY DEFINITIONS

CONCEPT	DEFINITION
A Project	A project to improve Gatenga settlement
Affected Persons/People – (also Project Affected People or PAPs)	In general context, any person affected by Project-related activities which cause changes in use, or access to land, water, natural resources, or in some circumstances, can lead to loss of income and/or changes in livelihood.  However, in this report, PAP is used to refer to the owner of the property to be affected. Others are called “project affected Individuals”
Affected Household	All members of a household, residing under one roof and operating as a single economic unit that are adversely affected by the Project or any of its components. The household can include a single nuclear family or an extended family group.
Assets	An asset could be land, structures, trees, crops, businesses and any combination of these assets.
Census	This is a socio-economic survey within the defined project boundaries. A census provides complete count of the population affected by the project activity and includes demographic and socioeconomic information. A census identifies and determines the number of Project Affected Persons (PAPs) and the nature and levels of the project impact on PAPs.
Compensation	A payment in kind, cash or other assets given in exchange for the taking of land, or loss of other types of assets (including fixed assets) or loss of livelihood resulting from project activities.
Cut-off date	Refers to the date of completion of the census and assets inventory of persons affected by the project and signing of the Valuation forms upon disclosure. Persons occupying the area after the “cut-off” date are not eligible for compensation. Similarly, fixed assets such as built structures and perennial crops established after the date of completion of the assets inventory will not be compensated.
Host Community:	Community residing in or near the area to which affected people are to be relocated.
Involuntary Resettlement	Involuntary resettlement refers both to physical displacement (relocation or loss of shelter) and to economic displacement (loss of assets or access to assets that leads to loss of income sources or means of livelihood) as a result of project-related land acquisition or restriction of access to natural resources. Resettlement is considered involuntary when affected individuals or communities do not have the option to refuse land acquisition that may result into displacement. This occurs in cases of: (i) lawful expropriation or restrictions on land use based on eminent domain; and (ii) negotiated settlements in which the buyer can resort to expropriation or impose legal restrictions on land use if negotiations fail.



CONCEPT	DEFINITION
Economic displacement	Loss of income or means of livelihood resulting from land acquisition or obstructed access to resources (land, water, etc.), caused by the construction or operation of a project or its associated Facilities/components. Not all economically displaced people need to relocate due to the Project.
Entitlement	Range of measures (including compensation, income restoration, transfer assistance, income substitution, and relocation) aimed at compensating affected people and restoring their economic and social conditions.
Expropriation (in the public interest )	An act based on power of Government, public institutions and local administrative entities with legal personality to remove a person from his/her property in the public interest after fair compensation.
Land	Refers to agricultural and/or non-agricultural land, which may be temporary or permanently required for the Project.
Land Acquisition	The process whereby for public purpose a government agency acquires all or part of the land owned by a person/business, in return for compensation.
Livelihood Restoration	Compensatory measures provided under the Resettlement or Livelihood Restoration Policy Framework and which include measures to restore affected people’s livelihood to at least the “prior to the project” level or improve it.
Physical displacement	Loss of shelter/residential structure and assets resulting from land acquisition triggered by a project that requires the affected person(s) to move to another location.
Project-Affected Household (PAH)	A PAH is a household that includes one or several Project-Affected Persons as defined below. A PAH will usually include a head of household, his / her spouse and their children, but may also include other dependents living in the same dwelling or set of dwellings, like close relatives (e.g., parents, grandchildren).
Project Affected Persons (PAPs)	Affected persons are defined as those who stand to lose, as a consequence of the project, all or part of their physical and non-physical assets, including homes, productive land, commercial properties, income earning opportunities, etc.
Rehabilitation/ restoration	Re-establishing incomes, livelihoods, living, and social systems.
Relocation	This is rebuilding housing, assets including production land and public infrastructure in another location.
Resettlement	The entire process of relocation and rehabilitation caused by project related activities
Resettlement Action Plan (RAP)	Is a detailed plan of future resettlement activities to be prepared when the projects and sub-projects’ boundaries have been identified and finalized?
Resettlement Assistance	The measures to ensure that project affected persons who need to be physically relocated are provided with assistance such as moving allowances, residential housing or rentals



CONCEPT	DEFINITION
	whichever is feasible and as required, to mitigate resettlement impacts. The document in which a project sponsor or other responsible entity specifies the procedures that it will follow and the actions that it will take to mitigate adverse effects, compensate losses and provide developments to persons and communities affected by an investment/development project.
Replacement value	The value of assets which is sufficient to replace lost assets and cover all relevant transaction costs (professional/notary fees, registration fees, etc.). In applying this method of valuation, depreciation of structures and assets are not taken into account.
	In regards to land and structures, "replacement value" is defined as follows: For agricultural land, it is the pre-project or pre-displacement, whichever is higher, market value of land of equal productive potential or use located in the vicinity of the affected land, plus the cost of preparing the land to levels similar to those of the affected land, plus the cost of any registration and transfer taxes.
	For land in urban areas, it is the pre-displacement market value of land of equal size and use, with similar or improved public infrastructure facilities and services and located in the vicinity of the affected land, plus the cost of any registration and transfer taxes. For houses and other structures, the market cost of the materials to build a replacement structure with an area and quality similar to or better than those of the affected structure, or to repair a partially affected structure, plus the cost of transporting building materials to the construction site, plus the cost of any labour and contractors' fees, plus the cost of any registration and transfer taxes.
Stakeholders	Any individuals, groups, organizations and institutions interested in and potentially affected by a project or having the ability to influence the project.
Vulnerable Groups	People who may by virtue of gender, ethnicity, age, physical or mental disability, economic disadvantage or social status get more adversely affected by resettlement than others; and who may have limited ability to claim or take advantage of resettlement assistance and related development benefits.



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## EXECUTIVE SUMMARY

### Introduction

The Government of Rwanda and the World Bank signed a financing agreement for the Second Rwanda Urban Development Project (Credit Number 6789- RW & Grant Number D737-RW) which became effective on February 10, 2021, with the main objective to improve access to basic services, enhance resilience and strengthen urban management in the City of Kigali and the six secondary cities where the City of Kigali will implement the component 1a of the project which include Flood risk management.

The Urban Development Project (RUDP II) aims at supporting critical investments to cope with increased urbanization pressures, deficient infrastructure and services in selected unplanned settlements (4) and improving resilience to cope with climate change impacts in the City. Gatenga settlement is part of the four settlements to be upgraded. A consultant was hired by the City of Kigali to carry out the detailed design studies of the proposed infrastructures include among others: road improvements, sewage and drainage systems and street lighting. Part of the assignment was to develop a Resettlement Action Plan (RAP) to provide a strategy for compensation and resettlement of people affected by the proposed infrastructure intended to improve Gatenga settlement. The goal of this RAP is to minimize the negative economic and social impacts due to involuntary resettlement and/or relocation arising from the proposed project.

### Objectives of the RAP

The aim of the RAP as is to identify and assess the human impact of the planned infrastructure projects under RUDP II interventions in the City of Kigali 4 unplanned settlement sites. An Action Plan to be prepared and implemented in coordination with the civil works in line with World Bank Environmental and Social Framework (ESF) requirements, the RPF and Government of Rwanda policies and laws.

The main objectives of this RAP are:

- To clearly define steps and actions to be taken by the CoK in response to adverse impacts of the proposed project activities on (i) loss of property for project affected persons (land, assets, etc), (ii) public infrastructures, and (iii) social and economic livelihood of the project affected people.
- To design appropriate strategies for restoration and improvement of the income and livelihood of the Project Affected People, special support measures for vulnerable groups,
- To determine task assignments, resource allocation (budgeting) and implementation schedules for measures against adverse impacts of the project; and
- To prepare documented mechanisms for monitoring and evaluation of progress and performance in implementation of Resettlement Action Plan.



## RAP Preparation

In developing this RAP, a number of principles have been followed. These principles are based on the objectives of the ESS5 of the World Bank’s Environment and Social Framework (ESF) as well as the existing policies and legislation of the Government of Rwanda. The principles stress full and fair compensation. In addition, involuntary resettlement should be conceived as an opportunity for improving the livelihoods of the affected, full consultations with affected people and recognition of all PAPs who have formal legal rights to land or other affected assets and those who do not have formal legal rights to land.

The information that has been used in the development of this Resettlement Action Plan is based on both primary and secondary data. The secondary data was collected from official records available at National and sector levels. The primary data was generated through field interviews with the community in the project area. The RAP is based on national legislation related to land use, planning, and tenure and the international policies of the World Bank. The main institutions that will be involved in the City of Kigali, as well as monitoring and approval of issues related to Resettlement and Compensation are provided in the report.

## Basic Data on the RAP

Description	Impacts in quantity
<b>District</b>	<b>Kicukiro</b>
<b>Province</b>	<b>City of Kigali</b>
<b>Planned activity</b>	<b>Provision of basic Infrastructure and Community Facilities</b>
Surface Area of permanent land taken for the roads and community facilities	53,035 sqm i.e., 5.3Ha
Number of Project Affected Properties (to be paid by Plot Identification)	225
Property Owners	206
Number of Affected Households (PAHs)	204
Males involved Property ownership (those who appear on Land titles)	176
Females involved in Property ownership (those who appear on Land titles)	61
Total Number of Affected Persons/Individuals (PAPs)	842
Number of Physically-Displaced Households (Property owners Occupied)	138
Number of Economically Displaced Institutions (Industry, cooperative, companies, churches, Government Land)	2
Total number of identified Vulnerable people	39
Number of Economically Displaced (Households) and with land, fences and crops	47
Number of Affected Residences for rent and other economic activities	8
Number of water taps affected	None



Cut-off date	Reference will be made to the Expropriation Law N° 32/2015 OF 11/06/2015 9 (Article 36 stipulating time frame for payment of fair compensation)
Estimated budget for the RAP Implementation (Frw)	4,302,182,744

The implementation of this project involved 2 prioritisation processes, the first one concentrating on utilisation of the investment cost and the second looking to limit the expropriation cost.

At the design stage, the initial expropriation cost was **USD 15,058,467** with **858** affected properties. The first prioritisation was done and had an expropriation cost of **USD 11,435,597** with **633** affected Properties, the second/ final prioritisation which has been considered has an expropriation cost of **USD 4,302,183** for **225 projects** affected properties belonging to **842 PAPs and 2 institutions**. The details are summarised including description of the infrastructures to be done and their respective RAP costs in the table below.



**Gatenga Settlement Infrastructure and Community Facilities Budget Breakdown**

ITEM	DESCRIPTION	Quantity and Unit	Design AMOUNT (USD)	Quantity and Unit	First Prioritization AMOUNT (USD)	Quantity and Unit	Final Prioritization AMOUNT (USD)
1	Roads network	23,074	10,555,826	17,457	8,069,814	11,855	4,948,040
2	Street Lighting		3,221,058		2,505,689		1,792,268
3	Storm water Management		595,990		595,990		595,990
4	Water Supply Network		3,087,249		300,000		300,000
	Wastewater mgt.		20,615,209		0		0
5	Footpaths (2m wide) 3.8 km with street lighting	3.8 km	1,093,822	3.8 km	1,093,822	Footpaths (2m wide) 3.8 km with street lighting plus 64 km (4m wide)	2,981,831
6	Community Facilitates						
6a	Gashyekero Selling Point (Market)		76,725		76,725		76,725
6b	Groupe Scolaire Murambi facilities		163,600		163,600		163,600
6c	Murambi Roadside Parking		52,636		52,636		52,636
7	Environmental Aspects		791,038		89,774		220,017
<b>Total</b>			<b>40,253,152</b>		<b>12,948,050</b>		<b>11,131,107</b>
8	RAP	858 Project Affected Properties	<b>15,058,467</b>	633 project Affected Properties	<b>11,435,597</b>	225 Project Affected Properties for 204 PAHs	<b>4,302,183</b>



The socioeconomic assessment was conducted using a household questionnaire administered to a selected sample of affected households. Overall results indicated that most of the PAPs could sustain themselves once they are adequately compensated. The socioeconomic study identified some vulnerable people, this will continue throughout implementation and assistance given appropriately. The socioeconomic study was done, and the majority of household heads were males (77%). Majority of the PAPs are between 36-65 years (83%); a youthful population that needs to be resettled properly. There were 6% with elderly; these may need special assistance from CoK.

Data shows and according to the consultations held with the affected PAHs, 100% of the affected PAHs opted for compensation in monetary terms. This is because they can afford resettling elsewhere (71.4%), can use part of compensated money for other activities (19.5%); can buy a cheaper house elsewhere (6.5%) and 2.6% said they had other houses elsewhere.

The following categories of people have been identified in the project area and are eligible for compensation.

- People owning land only
- People owning land and property
- People owning land, building and crops
- People owning crops only and crops will be compensated for regardless of the years.
- People owning land and with titles, but not yet transferred.
- The people, who are economically displaced, include the roadside traders, hawkers and vendors.

Awareness on financial literacy is proposed after disclosure of compensation packages and before payment. It will be done as part of livelihood restoration through meetings to enable the proper utilization of compensation money so that PAPs can restore their livelihoods. In addition, during construction, project affected people will be given the first priority for employment.

A grievance Management System has been proposed and put in place, to include the Community Upgrading Committees (CUCs) including a PAPs representative and a woman representative who will participate during the RAP implementation. They will receive different trainings on their roles and grievance handling. The RAP proposes a Monitoring and Evaluation plan during implementation to be put in place.

Looking at the nature of their concerns that have been covered in this report, the consultant further proposes more sensitisation and awareness of the RAP implementation among communities where the project will be implemented.



## CHAPTER 1 INTRODUCTION

### 1.1 Introduction

The Urban Development Project (RUDP II) aims at supporting critical investments to cope with increased urbanization pressures, deficient infrastructure and services in selected unplanned settlements (4) and improving resilience to cope with climate change impacts in the City. Gatenga settlement is part of the four settlements to be upgraded. A consultant was hired by the City of Kigali to carry out the detailed design studies of the proposed infrastructures include among others: road improvements, sewage and drainage systems and street lighting. Part of the assignment was to develop a Resettlement Action Plan (RAP) to provide a strategy for compensation and resettlement of people affected by the proposed infrastructure intended to improve Gatenga settlement. The goal of this RAP is to minimize the negative economic and social impacts due to involuntary resettlement and/or relocation arising from the proposed project.

This chapter describes the background on which the framing of the project was based on. It covers the objectives in terms of component which the study was to achieve as well as the targets expected at the end of the project. It concludes with the methodology used by the RAP team to ensure that the objectives are fully achieved.

### 1.2 Format of the RAP report

The RAP report has been prepared taking into consideration the national legal requirements and the World Bank ESS 5 requirements. The Resettlement Action Plan (RAP) has following sections:

- Non-Technical Executive Summary concisely summarizes the contents of the main RAP report.
- Chapter 1 as the introduction of the project, the objectives, scope and the background of the RAP as well as the methodologies employed in producing it...
- Chapter 2 discusses the legal and the policy frameworks both for Rwanda and the World Bank and identifies the gaps and the measures therein. It extensively discusses the resettlement laws and the guidelines to in place for fair resettlement of the affected persons.
- Chapter3 Details the process of consultations, sensitisation and the participation of the communities. It discusses the stakeholders contacted and their views to ensure that the RAP Process is carried out with their full knowledge and appreciation
- Chapter 4 includes the carrying out of the social-economic baseline study of the potential PAPs of the project. It looks into the demographic characteristics of the households and provides guidance for the implementation phase.
- Chapter 5 details the impacts of the project as a result of displacement. It indicates the persons, structures and institutions which will be affected which grossly include Households, physically and economically displaced groups.
- Chapter 6 indicates the key principle to be followed during the compensation for resettlement which include eligibility and the cut-off dates





- Chapter 7 discusses how the valuation process took place using the available Laws and prevailing guidelines and proposes approaches to be used during the implementation process.
- Chapter 8 discusses about livelihood restoration of the displaced PAPs. Chapter 9 talks about the vulnerabilities groups which were identified and the proposal to deal with them in form of assistance for proper resettlement.
- Chapter 10 discusses the management and settlement of grievances which are likely to arise as a result of the project implementation and provides a Grievance redress mechanism to be followed to ensure harmony
- Chapter 11: proposes the implementation of RAP by the various stakeholders and assigns responsibilities. It also proposes a schematic implementation schedule so that the implementation of the entire project is not delayed.
- Chapter 12: proposes means of RAP implementation monitoring procedures and tools by providing the KPIs and compliance requirements which the monitor will be referring to.
- Chapter 13 discusses the budget of the RAP implementation which will include resources for the various activities and the logistical needs for the implementers

### 1.3 Background

Developing countries are experiencing rapid urbanization with various challenges attached to it. The rate of urbanization in Rwanda has been increasing at a high tempo and the country envisages accommodating 35% of her population in cities by the year 2020.

While the first Economic Development and Poverty Reduction Strategy (EDPRS 1) set the urban planning foundation and the desired achievement to have 10,000 ha of developed plots throughout the national territory, the NST1 (2017-2024) set focus on promoting urbanization with socially inclusive, environmentally sustainable and economically viable green integrated cities.

The Government of Rwanda has embarked on the proactive management and promotion of urbanization and prioritizes the development of secondary cities, to link rapid urban growth to economic development. The secondary cities will be economic hubs with sustainable urban living rendering off farm opportunities and stimulating their attractiveness in vicinities where people can live and work for regional balance.

The Government of Rwanda is already benefitting from an initial Urban Development Project (RUDP I), which focused on Infrastructure upgrading of roads, streetlights, storm water drains and footpaths improvement) and has applied to the World Bank for assistance in financing another (RUDP II) over a five -year period. The Project aims at supporting critical investments to cope with increased urbanization pressures, deficient infrastructure and services in selected unplanned settlements (4) and improving resilience to cope with climate change impacts in the City.



## 1.4 Objectives of RUDP II

To improve access to basic services, strengthen urban management and enhance resilience in the City of Kigali and the six secondary cities of Rwanda

### COMPONENT 1: SUPPORT TO THE CITY OF KIGALI

- Subcomponent 1a: Integrated urban planning for resilient, inclusive infrastructure delivery
- Subcomponent 1b: Sustainable Wetland Management

### COMPONENT 2: SUPPORT TO SECONDARY CITIES

- Subcomponent 2a: Infrastructure and service delivery in Secondary Cities
- Subcomponent 2b: Institutional and Capacity Development of Secondary Cities

### COMPONENT 3: INSTITUTIONAL AND CAPACITY DEVELOPMENT AND PROJECT MANAGEMENT

- Subcomponent 3a: Institutional Capacity Development at National Level
- Subcomponent 3b: Project Management

### COMPONENT 4: CONTINGENCY EMERGENCY RESPONSE COMPONENT

The four priority settlements identified (Table 1 below), such that basic infrastructure and services are improved to better support the residents living conditions and that they are better able to cope with major flood events in the future. The planning and design of the public spaces and infrastructure must **prioritise in-situ upgrading, minimising relocations**, and broadly applying principles of universal access and “green” design, utilising nature-based solutions wherever possible. The interventions will lead to displacement of people, thus the RAP.

Table 1-1: Selected Unplanned Settlements

	Settlement	Sector	District	Area (ha)	No. of HH	Population	Comment
1	Mpazi	Gitega/ Kimisagara/ Rwezamenyo I	Nyarugenge	137	8,237	34,817	FS done
2	Gatenga	Gatenga	Kicukiro	171	2,564	10,192	FS done
3	Nyagatovu	Kimironko	Gasabo	40	665	2,103	FS done
4	Nyabisindu	Remera	Gasabo	36.5	515.8	1,812	FS done
	TOTALS			384.5	11,981	48,924	Density 127p/ha

This particular RAP is for Gatenga settlement. A consultant was hired by the City of Kigali to carry out the detailed design studies the proposed infrastructures include among others: road improvement, sewerage, lighting and drainage.



Most of these services will be accommodated in a road reserve. The infrastructures will be of various widths as per the technical designs. This will involve widening the existing roads as well as creating new ones. To date, this development is impacting 225 properties (from 858 counted at the design stage), and therefore requires the development of a Resettlement Action Plan (RAP), which gives a strategy of how the affected people on these properties will be resettled in a way which does not make their lives worse, but if anything, better off.

## 1.5 Description of Gatenga Settlement

### 1.5.1 LOCATION OF THE SETTLEMENT

Gatenga settlement falls within City of Kigali, Kicukiro District, in Gatenga sector. It covers a total area of approximately 170.9 Ha. The following table shows the cells and villages of Gatenga settlement.

Table 1-2: Administrative entities of the study area

CELL	VILLAGE	AREA (Ha)
Karambo	Gwiza	16.0
	Kamabuye	19.3
	Rugwiro	5.8
	Ruhuka	20.4
Gatenga	Gakoki	17.7
Nyanza	Murambi	39.8
	Juru	51.9
	<b>Total</b>	<b>170.9</b>



**RWANDA URBAN DEVELOPMENT PROJECT (PHASE II)**  
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**Gatenga Settlement Administrative Map- (Cells & Villages)**

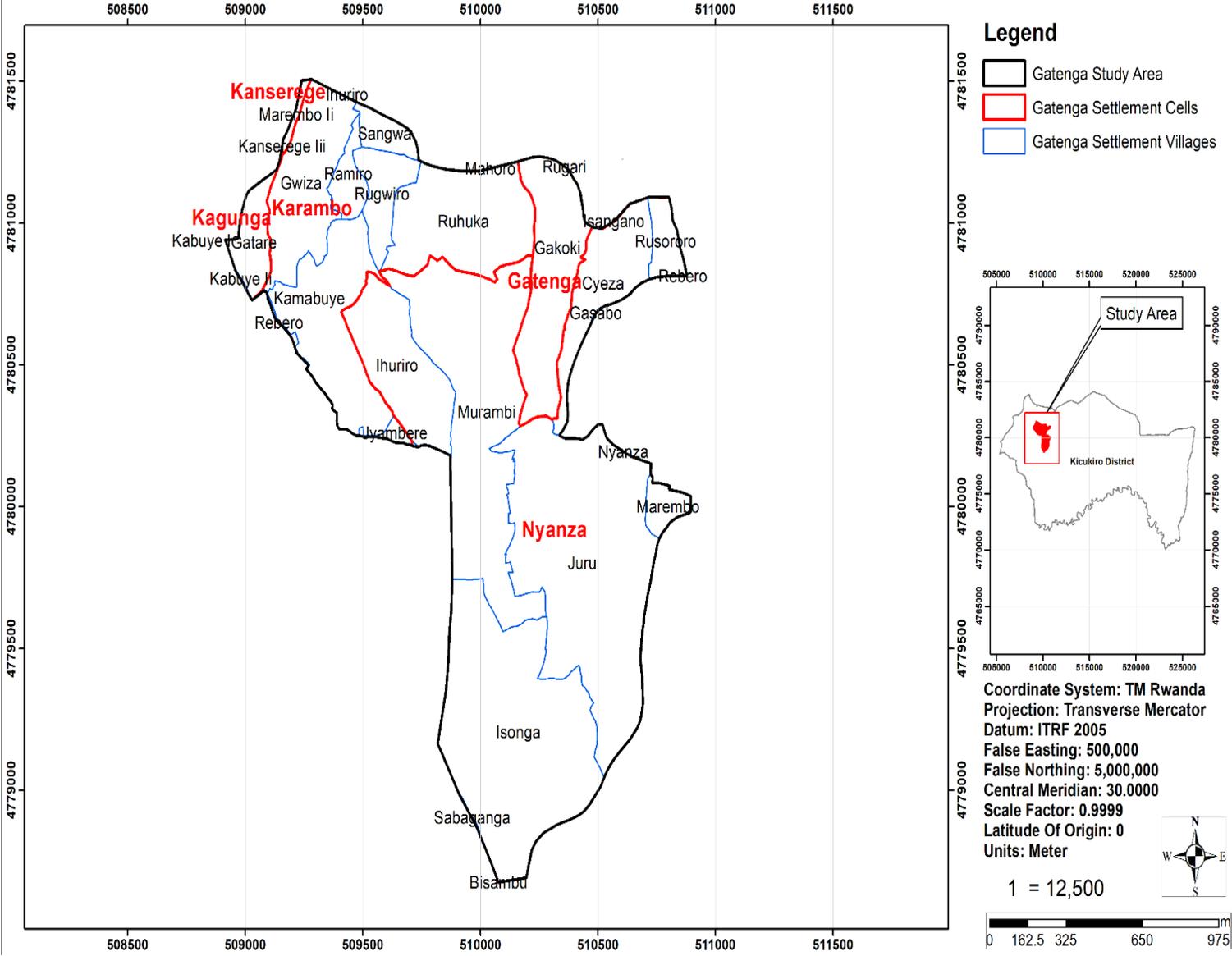


Figure 1-1: Map Showing the Administrative cells and Sectors in the Study Area



Figure 1-2: Top Pictorial view of some of Gatenga Settlement





## RWANDA URBAN DEVELOPMENT PROJECT (PHASE II) UPGRADING INFORMAL SETTLEMENTS FOUND IN KIGALI CITY

### Gatenga Settlement Infrastructure

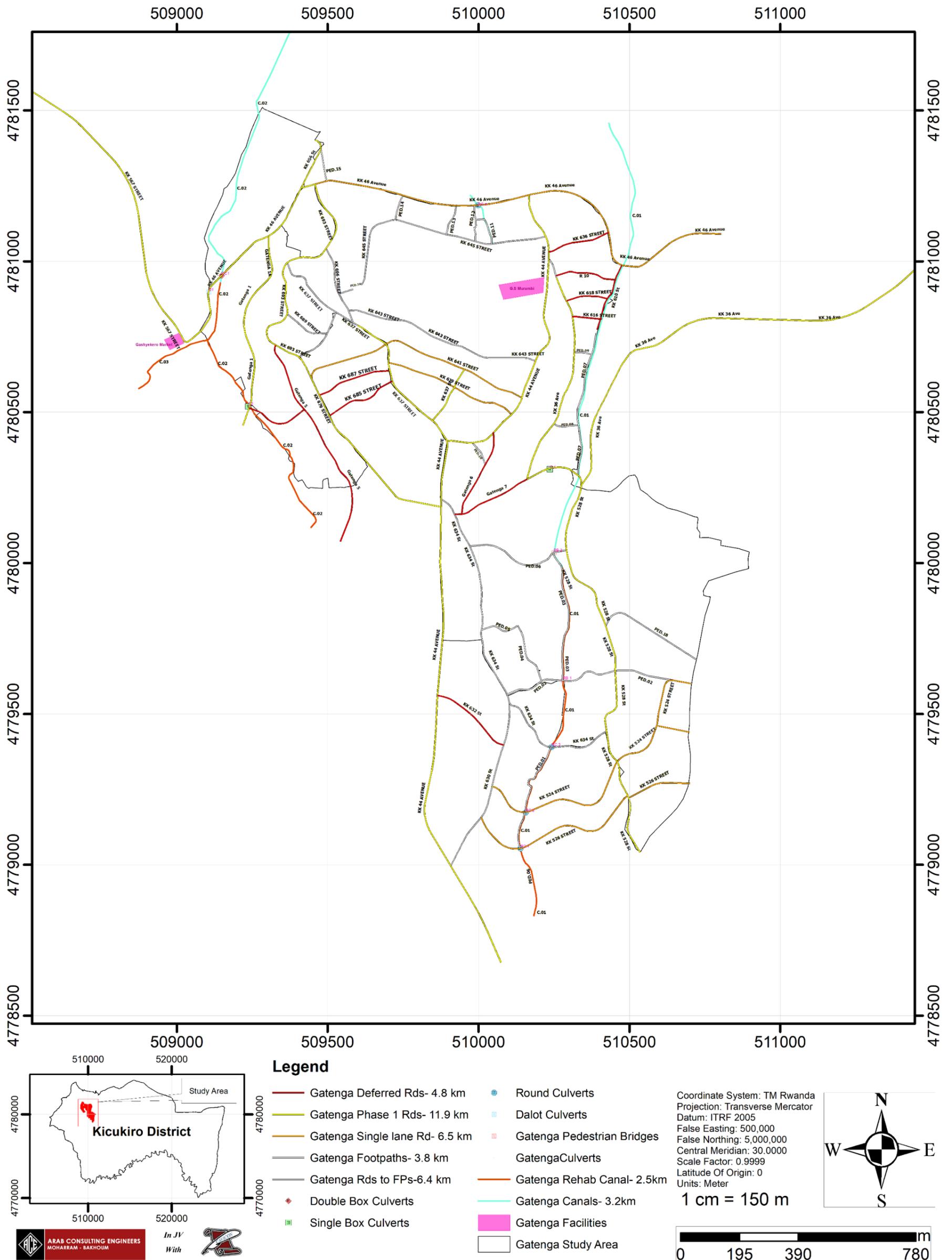


Figure 1-3: Clear Map of Proposed Investments



## RWANDA URBAN DEVELOPMENT PROJECT (PHASE II) UPGRADING INFORMAL SETTLEMENTS FOUND IN KIGALI CITY

### Gatenga Settlement Infrastructure

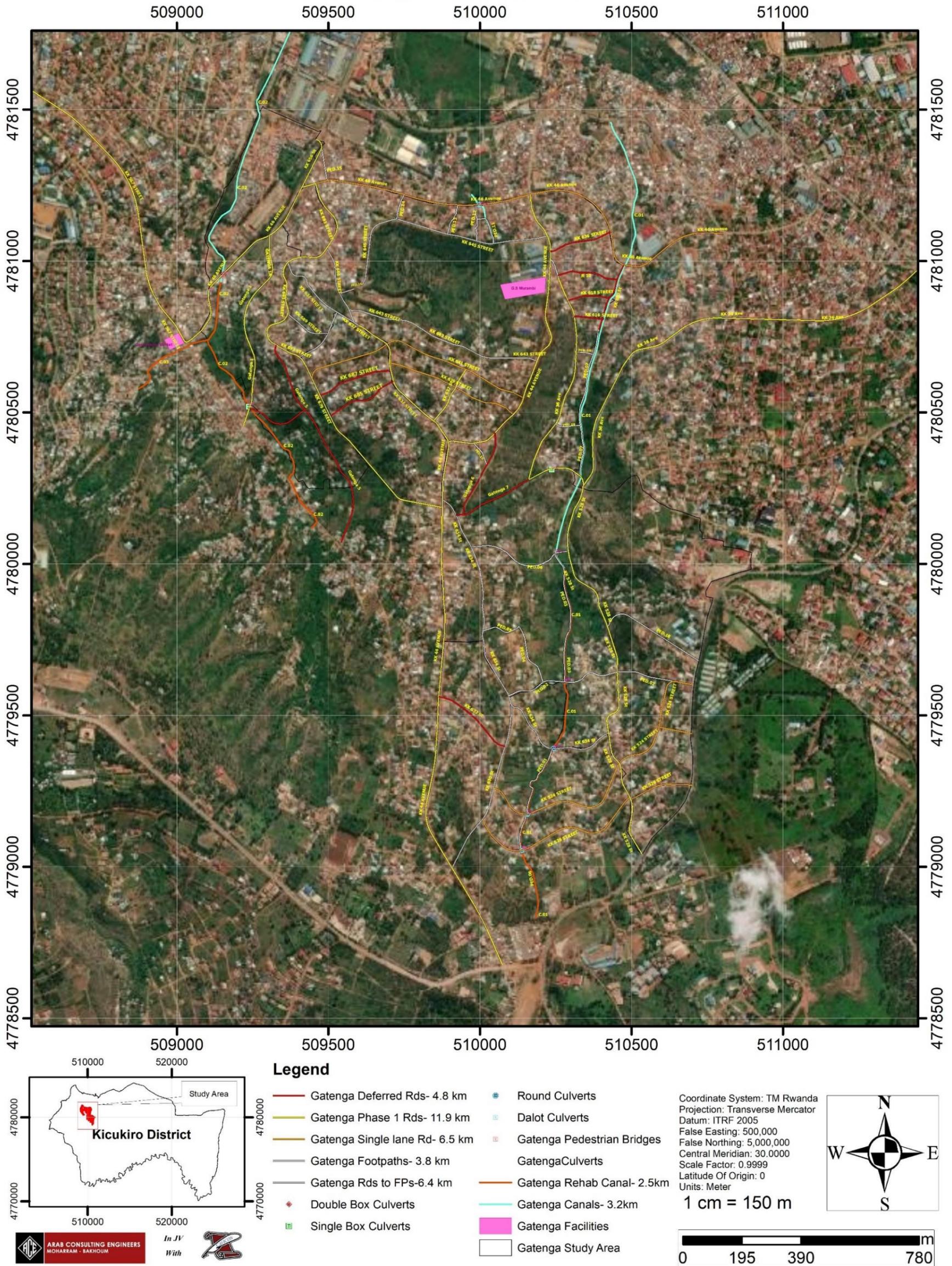


Figure 1-4: Gatenga Settlement Proposed Infrastructure on satellite image



## 1.6 The Objectives of the RAP

The aim of the RAP as per TOR is to identify and assess the human impact of the planned infrastructure projects under RUDP II interventions in the City of Kigali 4 unplanned settlement sites. Then after, prepare an Action Plan to be implemented in coordination with the civil works in line with World Bank Environmental and Social Framework (ESF), the RPF and Government of Rwanda policies and laws.

- Define entitlement matrix for eligibility for compensation based on the RPF entitlement matrix provided.
- The Resettlement Action Plan will identify the project affected persons (PAPs), determine the extent of displacement impact associated with construction of the roads, drainages, footpath, public spaces, mini-market solid waste collection point and any other intervention under the project, conduct a valuation of their assets to be expropriated. In addition, carry out their socio-economic baseline surveys and engage them in participatory discussions regarding the plan and formulating a plan of action to adequately compensate people for their losses.
- To identify the project affected persons (PAPs) and type of assets they own
- To present a social-economic basis of project affected persons (PAPs) for which identification of entitlements and livelihood restoration strategies for minimizing the impacts on the PAPs so as to improve their livelihoods and standards of living or at least to restore them in a pre – displacement levels
- To carry out consultations with relevant stakeholders including potentially affected persons to obtain their views and suggestions regarding the social impacts of the project and agree on the measures to cover the losses.
- To set the parameters and establish entitlements for project affected people, describe the institutional framework, mechanism for consultation and grievance resolution, the time schedule and the budget and propose a monitoring and reporting system.
- Carry out the valuation of affected properties by the project interventions in consultation with the local leaders as per the law Governing Expropriation in Rwanda, the World ESS 5 and inform the respective owners the process of valuation and their reserved rights during the valuation process.
- Identify gaps between World Bank guidelines/policies/laws and the laws of the Government of Rwanda on matters addressing issues of involuntary displacement and suggest how the gaps have been addressed to meet international best practices guided by the RPF for this project.
- To ensure participation of vulnerable groups including, female household heads, the elderly, persons with disability, the poor, as well as youth in RAP arrangements for their views and ideas for the project implementation.

These objectives have been achieved as shown in the following pages.



## 1.7 Guiding Principles for the RAP

In developing this RAP, a number of principles have been followed. These principles are based on the objectives of the ESS<sup>5</sup> of the World Bank's Environment and Social Framework (ESF). The objectives are outlined below:

- i. To avoid involuntary resettlement or, where unavoidable, minimize involuntary resettlement by exploring project design alternatives.
- ii. To avoid forced eviction.
- iii. To mitigate unavoidable adverse social and economic impacts from land acquisition or restrictions on land use by: (i) providing timely compensation for loss of assets at replacement cost and (ii) assisting displaced persons in their efforts to improve, or at least restore, their livelihoods and living standards, in real terms, to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher.
- iv. 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.
- v. To ensure that resettlement activities are planned and implemented with appropriate disclosure of information, meaningful consultation, and the informed participation of those affected.

## 1.8 Scope of the RAP

The RAP covers Gatenga settlement and is limited the infrastructures and community fact tiles as provided by the technical detailed design report.

### 1.8.1 ROAD AND RELATED INFRASTRUCTURES

The infrastructure to be done include widening of access roads within which services like water pipes, sewerage pipe, drainage and lighting will be installed. The roads to be implemented are shown in the table below colour coded to show the phases in which they are to be implemented, with pink showing the roads that were deferred, orange showing the roads that were converted to one-way roads to minimise expropriation costs with RoW 5.5m, green showing the roads that were designed as footpaths, and white showing the roads to be implemented in the first phase.

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<sup>1</sup> The ESS 5 (Land acquisition, restrictions on land use and involuntary resettlement) recognizes that project-related land acquisition and restrictions on land use can have adverse impacts on communities and persons. It may cause physical displacement (relocation, loss of residential land or loss of shelter) and economic displacement (loss of land, assets or access to assets, leading to loss of income sources or other means of livelihood), or both.



Table 1-3: Proposed roads for development

Gatenga Settlement Streets (Prioritized)					
No.	Name	Length (m)	Class	Condition	RoW (m)
1	KK 44 Ave	2822.4	Collector	Unpaved	10
2	KK 526 St	840.2	Access	Unpaved	5.5
3	KK 524 St	844.1	Access	Unpaved	5
4	KK 634 St		Access	Unpaved	
5	KK 528 St	1775.0	Access	Unpaved	7.5
6	KK 632 St				
7	KK 630 St		Access	Unpaved	
8	KK 36 Ave	2460.3	Access	Unpaved	5
9	KK 46 Ave	2309.0	Access	Unpaved	5
10	KK 616 St				
11	KK 618 St				
12	KK 610 St				
13	KK 636 St		Access	Unpaved	
14	KK 645 St	803.8	Access	Unpaved	7.5
15	KK 637 St		Access	Unpaved	
16	KK 639 St				
17	KK 641 St				
18	KK 643 St		Access	Unpaved	
19	KK 685 St				
20	KK 687 St				
21	KK 679 St		Access	Unpaved	
22	KK 666 St				
23	KK 689 St				
24	KK 693 St		Access	Unpaved	
25	KK 656 St		Access	Unpaved	
26	KK 567 St		Collector	Unpaved	
27	Gatenga 1		Access	New	
28	Gatenga 3				
29	Gatenga 5				
30	Gatenga 6				
31	Gatenga 7				
<b>Total</b>		<b>11,854.8</b>			

### 1.8.2 GATENGA SETTLEMENT COMMUNITY FACILITIES

Due to the need to improve the livelihood of the dwellers of these two communities, a number of community facilities were proposed for development as indicated in the summary below. Detailed information is found in the technical design report.

Table 1-4: Summary of Gatenga Community Facilities

Gatenga Settlement Community Facilities		
	Activity	Scope of work
1	Gashyekero Selling Point (Market)	The roadside market is to be improved



2	Groupe Scolaire Murambi facilities	Provision of a football, basketball and volleyball pitches and the construction of a rainwater tank shall be done
3	Murambi Market Roadside Parking	Construction of a roadside parking for the Murambi metalwork market

## 1.9 RAP Approach and Methodology

The approach and methodology of the RAP was in line with the requirements of The World Bank ESS 5 and to fulfil the Government of Rwanda expropriation requirements.

- Review and analysis of the secondary data collected,
- Stakeholder consultations, analysis and engagement,
- Identification of the Project Affected Persons (PAPs),
- Carry out an asset inventory to identify the nature, extent and value of losses,
- Carry out a socio-economic survey,
- Propose fair and equitable compensation measures and, if necessary, additional conditions for improving the quality of life of the PAPs,
- Compilation of the report.

### 1.9.1 REVIEW AND ANALYSIS OF THE SECONDARY DATA

The RAP development started with the review and analysis of the secondary data contained in feasibility studies and other official documents. This also included relevant laws and international standards related to land expropriation. The review of secondary data helped to further refine the methodology for the whole RAP and the process of resettlement. The data formed part of the RAP report. The following are the documents reviewed.

- The Gatenga feasibility study
- The Gatenga Resettlement Action Plan 2017.
- The Rwandan Constitution (ratified in 2003); laws and policies related to land acquisition.
- The World Bank's Environment and Social Framework.

### 1.9.2 RECONNAISSANCE AND DESIGNING A COMPREHENSIVE PLAN

Following the kick off meeting, which took place on 16<sup>th</sup> October 2020 the consultant set out for a reconnaissance field visit to the project area, from 19<sup>th</sup> October to 3<sup>rd</sup> November 2020. The main objective of the reconnaissance was to have an interface with the key stakeholders at the project site and gain an overall impression of the project area. Different stakeholders were engaged at National, District and Community levels.

The team visited all the four settlements to understand the general environmental and socio-economic conditions on which the methodology of the different studies would be based. In addition, communities were mobilized for the formation of the Community Upgrading committees. Subsequently, the committees were formed and inducted into their activities.



Figure 1-5: During Community engagement with CUC and Local leaders of Gatenga settlement

### 1.9.3 STAKEHOLDER ENGAGEMENT

Stakeholder engagement involved meeting with different stakeholders, either in group or individually. The purpose was to disclose information about the project and also get their views for better planning. The stakeholders' views are presented in chapter three.

### 1.9.4 CADASTRAL SURVEY AND VALUATION SURVEY

This involved, surveying the land parcels as per the road designs to identify the extent of the project. This resulted in a list of people to be affected by the project. It paved way for the Census, valuation and socioeconomic survey.

The maps below show a sample of the survey carried out to determine the parcels to consider in the valuation exercise for the Murambi & Ihuriro Villages.



**RWANDA URBAN DEVELOPMENT PROJECT (PHASE II)**  
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**Murambi & Ihuriro Villages Sample of the Infrastructure Buffer and Valued Parcels**

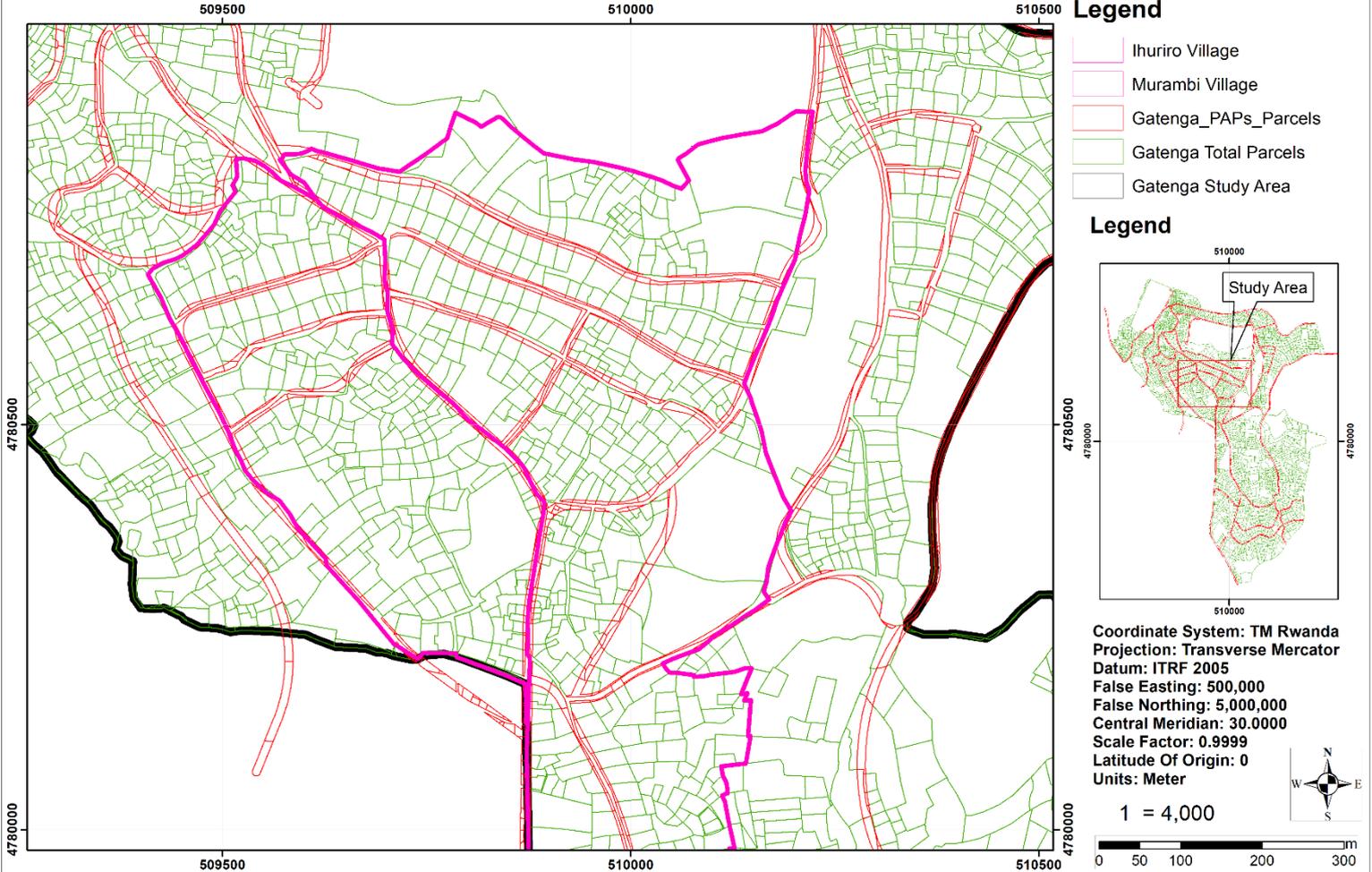


Figure 1-6: Infrastructure Buffer Considered in the Valuation Works Murambi & Ihuriro Villages

**RWANDA URBAN DEVELOPMENT PROJECT (PHASE II)**

**UPGRADING INFORMAL SETTLEMENTS FOUND IN KIGALI CITY**

**Murambi & Ihuriro Villages Sample of the Infrastructure Buffer and Valued Parcels**

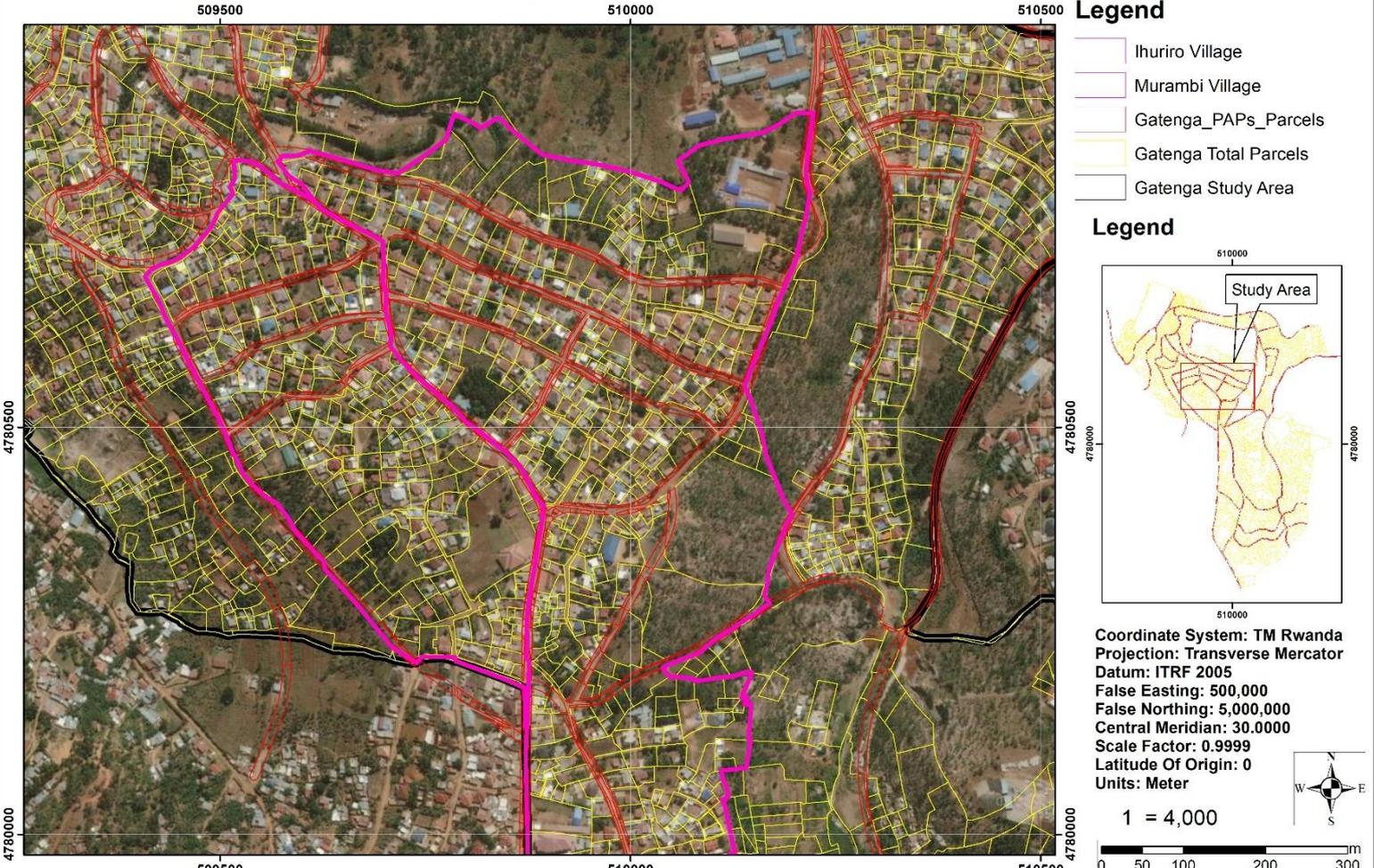


Figure 1-7: Infrastructure Buffer Considered in the Valuation Works Murambi & Ihuriro Villages (Satellite)

**1.9.5 SOCIOECONOMIC SURVEY METHODOLOGY**

**1.9.5.1 Sampling of the PAPs**

Because of the big number of PAPs and the time constraints, a decision was made to sample at least 10% of the PAPs. To determine the final sample from a list generated by the surveyors which was already random, we counted from one, and including every tenth parcel. The final sample size for Gatenga was 151 selected from 858 potential PAPs established after the initial design. In case it was not possible to get the selected parcel; a replacement was allowed with support from the supervisor.

**Reliability of findings**

In carrying out the socio-economic survey, conducting a reliability test ensured the capacity of the socioeconomic survey questionnaire to produce consistent results, if administered in different circumstances. First, the data collection team was to ensure common understanding of concepts. The tool was pre-tested before the full-scale study to ensure validity of responses. When the survey questionnaire was again administered on the final sampled households, it obtained the similar and consistent results.



## Validity

The data was collected using tablets, which ensure internal validity and reliability of responses. They are self-correcting in case there is an error. The socioeconomic study is intended to understand the conditions of PAPs to enable proper planning and therefore no hard statistics are employed because we are not testing theories or hypotheses. At least 10% of the total population is commonly used to give a good representation. Otherwise, if resources allowed, a full census is recommended.

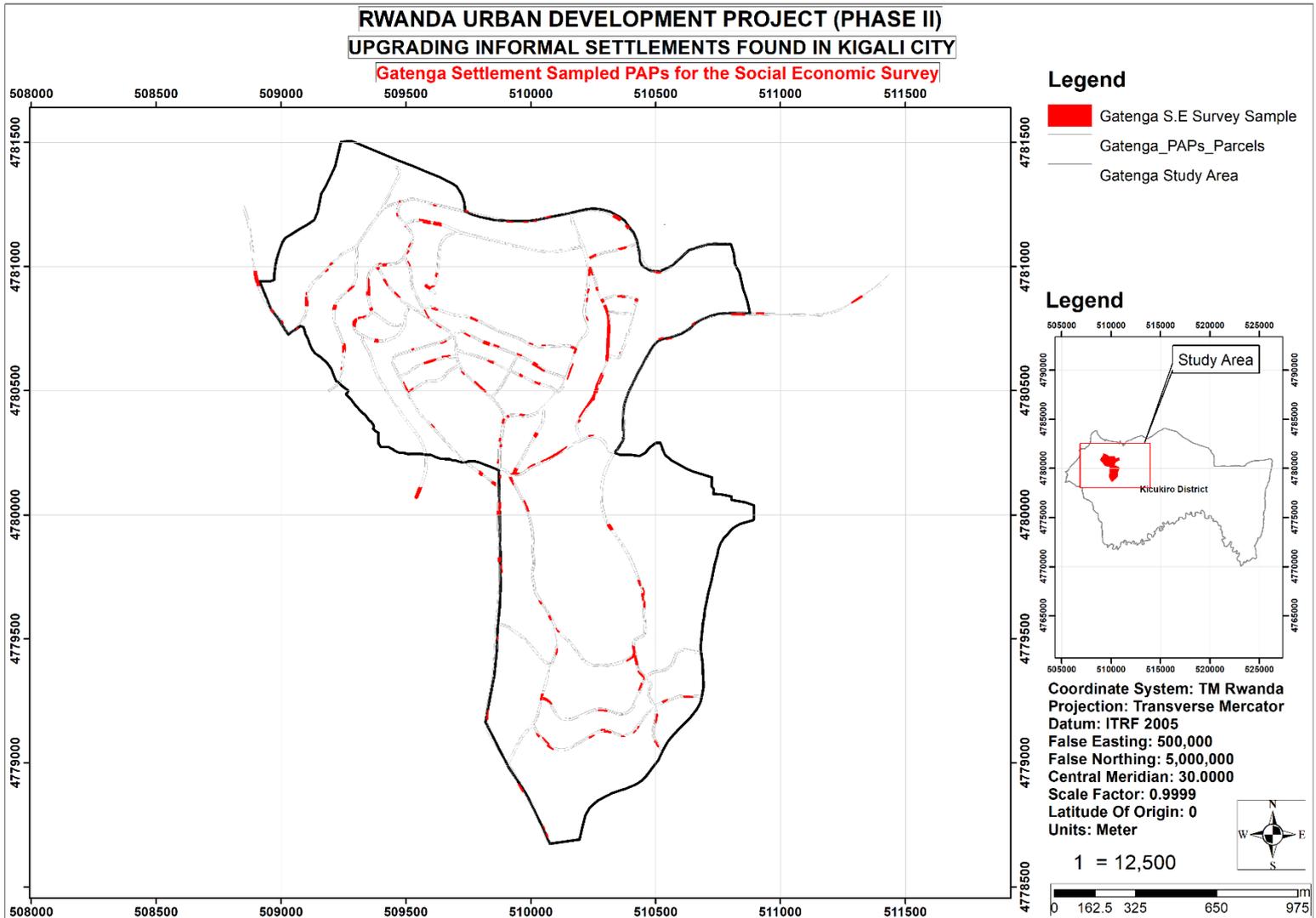


Figure 1-8: The Sampled PAPs for the S.E Survey

### 1.9.5.2 Training of enumerators

Recruitment of enumerators was based on their experience in conducting quantitative and qualitative surveys and having a strong experience in collecting digitalized data using a tablet. The field enumerators and supervisors were trained to be acquainted with the electronic questionnaire programmed into android tablets. The training was done in one day. The pre-test was carried out for one day to allow enumerators and supervisors to be familiar with the questionnaire.





To equip data collectors with practical skills and familiarize them with the questionnaire, the trainer used “the fill-in questionnaire” technique where one data collector conducted the interview while the other acted as the respondent (mock interview).

### 1.9.5.3 Field Data collection

The Computer Assisted Personal Interviewing (CAPI) technique was used to collect data. This system has proved to be more reliable and efficient than the usual Paper and Pencil (PAP) techniques. It also allows for better real-time monitoring of the data collection exercise. The approved questionnaire was uploaded into the tablets using Open Data Kit software (ODK). The latter helps to collect field data on a tablets device and upload it to a server from where they are extracted for analysis. In addition, the GPS incorporated in ODK helps to regularly monitor geographical location and progress of the interviews.

Interviews were conducted in a safe and confidential place. The supervisor was responsible for deploying enumerators in the respective villages, validating the collected data before sending them to the server as well as conducting interviews him/herself. Data collection was conducted by 4 enumerators and 2 supervisors in twenty (20) working days. At the end of each day, all collected data was sent to the server. The data manager provided regular progress updates to the survey team during data collection.

### 1.9.5.4 Data quality assurance and Data analysis

A data-collection tool was programmed using a digital data collection platform (KOBOLLECT) and uploaded onto android devices (tablets) and the data was directly recorded from the interview onto the devices and then sent to the server at the end of the day.

The data cleaning process started immediately after the first day of surveying. This allowed the enumerators to be able to return to any respondent or data collection sites, in case an issue arises. Speed and efficiency using digital data collection reduced both data collection time and the time required for cleaning data collection errors. The dashboard was generated to get a current summary of collected data where outliers were automatically highlighted. Online Google Map was used to detect whether the enumerator was truly collecting data in the place where he/she was supposed to be.

As data was collected through tablets, there was no need for data entry. Data analysis including descriptive analysis and interactive editing were done using STATA 16. Data visualization in form of tables and pie-charts was constructed in Ms Excel.



## CHAPTER 2 LEGAL AND POLICY FRAMEWORK

### 2.1 Introduction

This chapter analyses the relevant Rwandan laws and policies, which are relevant to the development of this RAP, the chapter also covers the Environment and Social Framework (ESF) of the World Bank that are applicable to the project implementation.

#### 2.1.1 KEY RWANDAN LEGISLATION

The following laws reflect national legislation related to land use, planning, management and tenure, the Land Law, Presidential and Ministerial orders and decrees related to land and land expropriation and land valuation. The key regulations on Land Acquisition and Resettlement in Rwanda include the following:

- The Rwandan Constitution (ratified in 2003 as amended in 2015);
- Rwanda 7 Years Government Programme: National Strategy for Transformation (NST 1), 2017 – 2024.
- Vision 2050
- National urbanization policy, 2015
- National Housing Policy, 2015
- Condominium law, 2010
- National informal settlement upgrading strategies and guidelines, 2015
- National land use guidelines, 2017
- Urban planning codes, 2015
- Kigali City Master Plan 2013
- Expropriation law, 2015
- National Land Policy, 2019
- Organic Land Law No. 43/2013 of 16/06/2013 governing the main land legislation in Rwanda as mentioned in the Official Gazette, Special Edition from 16/06/2013, which determines the procedure for use and management of land in Rwanda;
- Property Valuation Law No. 17/2010 which defines Property Valuation in Rwanda;
- Presidential Order No. 54/01 of 12/10/2006 stipulating the structure and the responsibilities of Land Commissions
- Ministerial Order No. 001/2006 of 26/09/2006 stipulating the structure of Land Registers and the responsibilities of the District Land Bureau, and
- Ministerial Order Determining Dispute Resolution process related to Land Issues, and
- Organic Law N° 32/2015 of 11/06/2015 relating to expropriation in the public interest (also known as the “old” law No 18/2007 of 19/4/2007 on Expropriation)
- The guidelines on unit prices of 2018 provided by IRPV
- The World Bank Environment and Social Framework.



## 2.2 The Rwandan Constitution

The Constitution of Rwanda, Article 11 stipulates that; all Rwandans are born and remain free and equal in rights and duties. Discrimination of whatever kind based on, inter alia, ethnic origin, tribe, clan, colour, sex, region, social origin, religion or faith, opinion, economic status, culture, language, social status, physical or mental disability or any other form of discrimination is prohibited and punishable by law. Therefore, no one has been discriminated in the development of this RAP.

Rwandan Constitution recognises that every person has a right to private property whether personal or owned in association with others (Article 29). It also states that private property ownership, whether individually or collectively owned, cannot be violated. The right to property may not be interfered with except in public interest, in circumstances and procedures determined by law and subject to fair and prior compensation. Eligibility for compensation is enshrined under the Rwandan constitution and the Expropriation Law (Organic Law No 18/2007 of 19/4/2007).

Therefore, following the constitution of Rwanda; as long as the PAPs can provide proof of ownership they will be compensated.

Further still, Article 22 states that: “everyone has the right to live in a clean and healthy environment”. Therefore, displacing people to create a better environment is justified because of this greater good.

## 2.3 Rwanda 7 Years Government Programme: National Strategy for Transformation (NST 1), 2017 – 2024

The NST 1 had the following relevant objectives relevant to this project;

- Accelerate Sustainable Urbanization from 18.4% (2016/17) to 35% by 2024
- Create 1,500,000 (over 214,000 annually) decent and productive jobs for economic development
- Establish Rwanda as a Globally Competitive Knowledge-based Economy
- Promote industrialization and attain a structural shift in the export base to High-value goods and services with the aim of growing exports by 17% annually.
- Sustainable Management of Natural Resources and Environment to Transition Rwanda towards a green economy

## 2.4 Vision 2050

The Vision 2050 sets a new pathway that will lead the country to the living standards of upper middle income by 2035 and high-income countries by 2050. The Vision 2050 has overarching objectives of promoting Economic Growth and Prosperity and High Quality of Life for Rwandans and is anchored around five pillars. Under Pillar No.4; Urbanization and agglomeration the aim among others is to promote universal access to services and amenities. The upgrading of the settlement falls directly under this vision.



## 2.5 National urbanization policy, 2015

The policy recommends that in order to have healthy environment in urban area; prevention and upgrading informal settlement shall be ensured and monitored.

## 2.6 National Housing Policy, 2015

The policy provides a framework which enables the private sector to satisfy the current and growing demand for housing in terms of quantities and access costs offered to clients. The final plan for the settlement is to upgrade the houses in the settlement. This will give guidance.

## 2.7 Condominium law, 2010

Condominium: a type of joint ownership of real estate in which portions of the property are commonly owned and other portions are individually owned” (Art.2). It supports the efforts of individuals to collectively buy/build and own units within a single building. This can boost housing supply. The upgrading of the settlement is going to be blocks of houses put together into a storied building and houses will be owned jointly. This gives guidance.

## 2.8 National informal settlement upgrading strategies and guidelines, 2015

This document takes up the principles and recommendations from the National Housing Policy and the Urban Planning Code and expands those by providing further administrative and technical detail needed to implement the policy recommendations and implementation laws to the Law Governing Urban Planning and Building in Rwanda. This project is about upgrading of an informal settlement. Therefore, these guidelines are very relevant.

## 2.9 National land use guidelines, 2017

This document recommends ensuring optimal and efficient use of infrastructure, services, facilities and land. This is very relevant in this area where land is very scarce.

## 2.10 Urban planning codes, 2015

This document recommends that urban neighbourhoods should be upgraded to ensure an agreed standard of service provision for their residents, if the neighbourhood is on suitable land which is not health hazardous and:

- not prone to flooding,
- not on weak soil,
- not on sloped terrain steeper than 20 %.

This further justifies the whole project.



## 2.11 Kigali City Master Plan 2020

This document forms a broad roadmap for spatial development of the city and features individual physical plans for each District. It contains detailed land use and zoning plans that will guide the city's anticipated urban design.

## 2.12 Expropriation law, 2015

Activities of public interests include those undertaken to implement land use and development master plans” (Art.5).

## 2.13 National Land Policy, 2019

This Policy was enacted to fill the gaps which had been realised while enforcing the of 2004 and it is aligned with the National Strategy for Transformation (NST1) that will serve as the implementation plan and strategy up to and the first four years (2021-2024) of the Vision 2050.

Its main objective is to put into place and to implement an efficient system of land administration and land management that secures land ownership, promotes investment in land for socio-economic development and poverty reduction. The policy specifies land tenure systems, guiding principles of land management, land registry system, and land transactions.

According to the National Land Policy, all Rwandese enjoy the same rights of access to land, implying no discrimination against women or any other groups. All land should be registered for security and transparency reasons.

The National Land Policy specifies that marshlands are a special category of public land and should not be cultivated except after environmental impact assessment has been commented on and approved by Ministry of environment and adequate planning permission has been obtained.

Land Tenure, the use and Management of Land in Rwanda Law No. 43/2013 of 16/06/2013 as mentioned in the Official Gazette, Special Edition from 16/06/2013.

### 2.13.1 CATEGORIZATION OF LAND

The Law recognises three broad categories of land<sup>2</sup>, namely: the private land of individuals (including both natural and legal persons), land vested in the State and land vested in the Local Government Authorities (Districts, Towns and Municipalities). Land in the latter two categories is further divided, in the conventional manner under Civil Law, into land in the public domain and land in the private domain respectively. In addition, specific provision is made with respect to lands to be allocated to the landless. The provisions of the Law with respect to these categories of land can be summarised as follows:

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<sup>2</sup> Sagashya and English, Land Administration System for Rwanda: Technical and Economic Analysis, 2014



## i) Private land

Private land consists of land acquired under customary or written law, by purchase, gift, exchange or partition (Art.11). This includes land to be held under rightful (or emphyteutic) leases (Art.5), which create property rights analogous to full ownership during the term of the lease, and by virtue of absolute title (Art.6).

With respect to land acquired under customary law, the Law provides (Art.5) for title to be conferred on individuals who are recognised as the customary landowners (Art 7) in the form of a rightful lease for a renewable term of 3 to 99 years, as specified by the Presidential Order (Art.24). What this means is that anybody who has a claim of right to land nationalised in 1976, either under customary law or by virtue of official authorisation, or who has purchased such land, may apply for documentary title to that land. The Law does not specify what evidence will be required to support such a claim of right. The procedures whereby such leases will be obtained from the State or Local Government Authority in which the land is vested are specified by Ministerial Order (Art.25 & 27).

Registration of title to land is compulsory (Art.30). While rights based on land are freely transmissible upon death and transferrable by sale or gift, and land may be leased, rented out, encumbered or mortgaged in accordance with the Civil Code (Art. 33 & 34), no transfer, mortgage, rightful lease, rental agreement, or servitude is binding on third parties unless recorded on the register (Art.38). In cases of joint ownership, the prior consent of specified family members is required for the lawful transfer or mortgage of land, long term rental agreements and creation of servitudes (Art.35, 36, 37 & 38).

These arrangements effectively mean that the existing forms of private land tenure – both under the Civil Code and customary law are being replaced with new forms of tenure that will give all existing landowners a new set of rights and obligations embodied in a registered title. This will include rights to use the land, to exclude others, within set limits, and to dispose of it. However, to ensure compliance with government policy on land use, the right to develop land would be regulated by the Law.

## ii) State Land

Under the Law, the State land is divided into land in the public domain (land reserved for organs of the State or for environmental protection. It also includes land and buildings dedicated to public use, service and administration, state roads and road reserves, national lands reserved for environmental conservation (including national forests, national parks, reserved swamps, public gardens and tourist sites); the foreshore of lakes and rivers) and land in the private domain.

All land that does not belong to private individuals or local authorities (District, Sector, Municipality and Kigali City) and is not comprised in the public domain is classified as State land in the private domain. It also includes any vacant land (defined as land, which is without an owner and land confiscated under Article 75 of the Law). Furthermore, it includes land expropriated for public purposes or purchased by or donated to the State; land occupied by



State forests; swamps and wetlands suitable for agricultural use; and land previously part of the public domain that has been reclassified in accordance with law (Art.14).

Under the Civil Law the basic distinction between these two types of State land is that land in the public domain does not have commercial properties and cannot be inadvertently alienated by prescription, whilst land in the private domain, although it belongs to the State, is analogous to private property and often is occupied by squatters.

### **iii) District, Sector, Town & Municipal Land**

As is the case with State lands, lands vested in the District, Town, Sectors and Municipal authorities may be categorised as land in the public domain and land in the private domain respectively. Land transferred to the local authorities by the State may be allocated to the public or private domain.

The local authorities may also acquire land by purchase or donation from private persons and corporations for incorporation into either its public or private domain (Art.16). In relation to the individual land, the law gives a landowner full rights to exploit his or her land in accordance with the existing laws and regulations. The law also provides for expropriation, which stipulates that land expropriation can be undertaken only if it is in public interest.

The law also states that wetlands and marshlands belong to the state and usufruct rights (takeover of land of such was unofficially been used over a long period of time) cannot be enforced on such land, regardless of how many years a person has have tended to such land.

In regard to gender, Article 4 stipulates that any discrimination either based on sex or origin in matters relating to land ownership or possession of rights over the land, is prohibited. The wife and the husband have equal rights over the land.

Following the Land policy, the RAP has respected the rights of the people; both men and women have been consulted and where the title bears the name of husband and wife the project will pay both man and women. They have been advised to open joint accounts.

## **2.12.2 Models of land acquisition and land ownership**

In Rwanda, there are mainly two models of land acquisition, (i) acquisition according to customary law, and (ii) acquisition according to the rules of the written law.

### **i) Through the customary law**

Through land occupation or the “rule of axe”

According to customary law, land ownership is held by whoever occupies the land first. However, in modern times, this model has become nearly obsolete since all vacant land belongs to the State.



## ii) Through inheritance

Customarily, land rights are passed on from father to son through inheritance, and recently daughters are increasingly inheriting land, too. With regards to inheritance rights of widows, the custom gives them the right to use the land that belonged to their deceased husbands.

## iii) Method of acquisition through written law includes:

- Tenancy contracts for plots with structures for a 3-year period in urban areas.
- Long lease contracts for agricultural land for a period of 15 years or more in rural areas.
- Land purchase/sale contracts and title deeds transfers for land in urban areas. Land acquisition or expropriation process, which is typically used by government institutions in public interests. All these methods have been considered by the valuation team and PAPs will be compensated accordingly. Those without certificates, through consultation led by the RAP team, it has been agreed that certificates of recognition will be issued by the respective local authorities from the village level, cell and sector level.
- Property Valuation - Law No. 17/2010 on the Property Valuation process in Rwanda.
- Articles 27, 29, 30 and 31 of the law deals with valuation methods. These articles stipulate that the property value should be close or equal to the market value. The valuation could also compare land values country wide. Where sufficient comparable values are not available to determine the value of improved land, the replacement cost approach shall be used. The law also allows the use of international methods not covered in the law after approval from the Institute of Real Property Valuers (IRPV) council.
- This law should be read together with the law on expropriation, as it defines the process of property valuation. Valuation of real property can only be done by a person certified as a Valuer under this law (Article 26). A Valuer may use one or more valuation methods to determine the value of real property.
- The Valuer shall select the best valuation method to determine the fair market value of the real property (Article 27). The methods used shall be clearly explained in the valuation report. If given an approval by the Regulatory Council for the Real Property Valuation Profession in Rwanda (established under this law,) a Valuer may also use any other relevant worldwide methods not provided in this Law in order to determine valuation values.
- There has been establishment of an IRPV of Rwanda which is an autonomous body. In order to be recognized as a real property Valuer in Rwanda, a person must be a member of the Institute. The above-mentioned Regulatory Council for the Real Property Valuation Profession in Rwanda is established as a regulatory agency.



- The IRPV proposes regulations, guidelines and standards for valuation while the function of approval lies with the Council. A register list of qualified Valuers is maintained by the Council. The Chairperson of the Council approves valuation. A person dissatisfied with a real property valuation shall refer the matter to the Council for determination. The Council shall select alternative certified Valuers who can decide to use other valuation methods. If the dispute remains unsettled, it will be submitted to a court of law for adjudication.

### 2.13.2 THE NATIONAL LAND COMMISSION

Presidential Order No. 54/01 of 12/10/2006 stipulating the structure and responsibilities of Land Commissions. The National Land Commission was established by the Presidential decree No. 54/01 of 12/10/2006 determining the structure, the Responsibilities, the functioning and the composition of land commissions. The National Land Commission has competence all over the country, and is composed of seven (7) members, whose responsibilities include land administration and land use management.

Whereas, the main responsibilities of the National Land Commission are monitoring the implementation of land administration and land use management procedures and guidelines, one of its specific roles is to monitor and approve expropriation of land required for public interest purposes. There are also land Commissions and land Committees at Kigali City, District, Sector and Cell levels. The National Land Commission will also play a key role in grievance resolution.

### 2.14 Ministerial Order No. 001/2006 of 2006 stipulating the Structure of Lands

This law determines the structure of Land Registers, the responsibilities and the functioning of the District Land Bureau in each district (Article 1).

Article 3 of this Order defines how the Cadastral register, short term lease and long-term lease contract should be prepared and maintained. Chapter 2 (Article 3-4) highlights the structures of land registers while responsibilities are stipulated in Chapter 3 (Article 5-7). According to this order, the overall responsibility for implementing the land policy lies with the Land Bureau (Article 5-7).

All types of land tenure must be in compliance with the designated land use and environmental protection measures as outlined in the Land Use Master Plan. Expropriation Process, Organic Law No 32/2015 of 11/06/2015 (“the “old” law No 18/2007 of 19/4/2007) relating to expropriation in the public interest, Official Gazette Special Edition 2015. This Expropriation Law is the main tool that provides for the State’s right to expropriate private property in the public interest. The 2015 changes in the Expropriation Law now define the permissible acts of public interest, giving rise to the State’s right of expropriation for:

- Roads and railway lines;
- Water canals and reservoirs;
- Water sewage and treatment plants;
- Water dams;



- Rainwater canals built alongside the roads;
- Waste treatment sites;
- Electric lines;
- Gas, oil, pipelines and tanks;
- Communication lines;
- Airports and airfields;
- Motor car parks, train station and ports;
- Biodiversity, cultural and historical reserved areas;
- Acts meant for security and national sovereignty;
- Hospitals, health centres, dispensaries and other public health related buildings;
- Government administrative buildings and their parastatals, international organisations and embassies;
- Public entertainment playgrounds and buildings;
- Markets;
- Cemeteries;
- Genocide memorial sites;
- Activities to implement master plans of the organisation and management of cities and the national land in general;
- Valuable minerals and other natural resources in the public domain.

Basic infrastructure and any other activities aimed at public interest, which are not indicated on lists that are approved by an Order of the Minister in charge of expropriation, at his or her own initiative or upon request by other concerned persons.

In addition to acts of public interest, the Expropriation Law also determines the specific procedures for expropriation, including the processes of property valuation and paying of compensation, and identifies the organs competent to approve and carry out expropriation.

The law furthermore indicates the rights of expropriated persons and expropriating entities. Other minor legal instruments have also been adopted, such as Ministerial Orders relating to reference land prices 5,3 and 7 which also influence the expropriation process.

Any individual who is expropriated under the law is entitled to receive “just compensation” for the property lost. The amount of compensation should be established based on “market prices” of the property. Funding for the compensation and for other related costs must be available before taking any steps in the expropriation process and every project must provide in its budget funds to ensure fair compensation of property, including a full inventory of assets of each person to be expropriated.

This project falls under those that the Government has a right to expropriate. The process has followed the recommended procedures of valuation and compensation. This has been possible





with the involvement of the relevant stakeholders, and their involvement will continue throughout implementation.

#### 2.14.1 CONFIRMATION OF LAND OWNERSHIP

According to Article 18 of the law, the person who owns land intended for public interest shall provide evidence to confirm that (s)he possesses rights on that land through a certificate of acknowledgement of the members of his or her family.

Among the evidence to confirm ownership of the land, there shall be included: written evidence indicating that (s) he purchased the land, or received it. It shall indicate whether the land was received as a donation or as a legacy or a successor; a document or a statement of local administrative entities indicating rights of the expropriated person on the land;

A document or testimony of the neighbours confirming the ownership of the land or a Court certificate shall be provided. The person, who occupied the expropriated land parcel after the publication of the Expropriation Decision, is not entitled to any compensation.

For those without confirmation of ownership; it is recommended that they are assisted to get certificate of recognition.

#### 2.14.2 SURVEYS AND VALUATION OF COMPENSATION

Article 17 stipulates that a person to be expropriated should be informed about the beginning of the land surveys and asset inventory. Land survey and inventory should be carried out in presence of the affected party or his/her representatives, as well the representatives of the local administrative bodies.

The owner of the land is not allowed to carry out any development activities after the land survey and the inventory of the properties. In case he or she decides to go forward with any development activities, they are not to be compensated. The person, who moves into the area after the publication of taking land for public interest, shall not be entitled to any compensation.

According to Article 21 of the Expropriation Law, the properties to be valued for just compensation include land and other assets on the land including different crops, forests, any buildings or any other activity that was carried out to improve the land's productivity (irrigation systems, etc.). The value of land and other assets that belong to the persons, whose assets are being expropriated, shall be calculated considering their size, nature and location and based on the prevailing market prices.

Article 23 of the Law provides that if an agreement on compensation is reached between the person whose assets are being expropriated, and the project Initiator, the just compensation could be monetary or like for like (i.e., an alternative land plot or a similar structure/building). In order for the expropriation to be implemented, the just compensation shall be paid to the expropriated person before he or she relocates.

Article 24 stipulates that the just compensation approved by the Land Commission shall be paid within a period of one hundred and twenty (120) days from the day of the approval and publication of the land acquisition decision by the Land Commission. In case the compensation is paid later than the indicated period, the land acquisition and expropriation process shall be



invalid except in case where an affected individual agrees to compensation and reaches an agreement with the project initiator.

After receiving just compensation, the affected person has ninety (90) days to vacate the area. While the affected person is still waiting for payment, he or she has a right to cultivate crops within a period not exceeding ninety days (90) and harvest these crops on his or her land. Forceful relocation is permitted only where a person receives an award and refuses to vacate the area. Such forceful removal shall be undertaken only by competent authorities.

Where the agreed compensation was not paid on time as provided by Article 24, the project initiator pays an additional 5% annually for the delays, which is added on top of the agreed compensation. The delays with compensation payment should not exceed two (2) years.

Article 25 states that the compensation amount should be deposited into a bank account of the expropriated person in a bank or any financial institution recognised by law.

The RAP team informed the PAPs and other stakeholders about the process of valuation and inventory taking. Compensation has been agreed on and they will be paid and relate within 120 days.

### **2.14.3 PUBLIC CONSULTATIONS ABOUT LAND ACQUISITION AND EXPROPRIATION**

The Expropriation Law also requires that local residents should be provided with information about the importance of the project and information on why land acquisition and expropriation are required. Article 12 of the Expropriation Law stipulates that the relevant Land Commission, after receiving the request for expropriation, should examine the basis of the proposed development.

If the development is approved, the relevant Land Commission should request in writing that the district authorities should organize a consultation meeting with local residents within the next thirty (30) days after receipt of the application for expropriation, and indicating the date, time and the venue where the public consultation meeting is to be held. The relevant Land Commission should confirm their decision within a period of fifteen (15) days after the consultation meeting with the population where views expressed by the local communities, are taken into account.

The project developer is obliged to inform project-affected people about their rights and entitlements at each stage of the land acquisition and expropriation process (Articles 17-20).

Meaningful sensitization has been done before the valuation process through the community meetings and to individual households during the valuation exercise. Sensitization will continue throughout the project implementation.

### **2.14.4 PROCESS OF LAND ACQUISITION, EXPROPRIATION AND COMPENSATION PROCESS**

Organic law on expropriation (Organic Law No N° 32/2015 of 11/06/2015) stipulates that the land acquisition process starts with public announcements and consultations where the public is informed and consulted about the development. A project developer should discuss the suggested development with local communities and provide them with a copy of application for expropriation, so that this dialogue can establish and confirm the need for land acquisition.



A consultation meeting is held within 30 days after submission of the application for expropriation. Based on the results of consultations with local communities, the relevant Land Committee (Cell level and Sector Level) has 15 days to present their decision on the land acquisition required by the project.

The application for expropriation should contain relevant information about the project, including description, the justification that the project is aimed at the public interest, the Land Use Master Plan for the land area on which the project shall be implemented, documentation indicating that the project does not have negative impacts on environment (or that the impact is mitigated by the project) as well as proof confirming the availability of funds to fully cover compensation costs.

All these details and documentation will be prepared by the Project Developer after the ESIA has been commented on and approved by REMA, and after a detailed census and asset inventory survey is done during the RAP preparation. An estimate of the compensation cost was presented to the City of Kigali. The Land Use Master Plan will also be taken into consideration by the Project Developer in regards to the proposed activities.

The Land Commission decision is normally communicated publicly to the population by the relevant Land Commission. The decision is also advertised and communicated in posters in the local public offices as well as on radios and in State newspapers to inform all concerned parties. The disclosure and advertising of the Expropriation decision should be finished within the first 30 days after the decision has been made (article 13 of the Expropriation Law). The process subsequently proceeds with the census and asset inventory survey.

In parallel, Independent certified Valuers are asked to provide their valuation on each affected asset. Where a private property is affected resulting in a loss, an affected party receives “just compensation”, where the estimation or calculation of the amount of “just compensation” is left for independent valuers. The valuers may use one or more of the valuation methods to determine the value of the property in question.

The Valuator selects the best valuation method to determine the fair market value of the property in question. The valuation methods are clearly explained in the valuation report.

Upon approval by the Regulatory Council for Real Property Valuation Profession, a Valuator can choose to use alternative relevant valuation methods with justification.

The eligibility for compensation is enshrined under the Rwandan constitution (Article 29) and the Expropriation Law. Both laws provide that affected parties are entitled to compensation, regardless whether or not they have written customary or formal tenure rights. The person to be expropriated is defined under article 2 (7) of the Expropriation Law to mean “any person or legal entity who is to have his or her private property transferred due to a public interest cause”, in which case they are legally entitled to compensation.

After the survey process is completed and approved by Resettlement Committees involved, the involved authorities, the project developer and the affected parties sign a Contract stating the objective of land acquisition and expropriation, the value of compensation and the payment method and schedule. The Contract serves as evidence of full consent of all parties to the rights



and obligations, as defined by the Expropriation Law and binds the parties to the agreement made and the Contractual provisions detailed. The contract binds the parties to this signed commitment and the contractual provisions become a legal agreement between the parties.

Through consultations between the affected parties and the project developer, an agreement is reached on the mode of payment. A mode of payment could either be monetary, alternative land or a structure equivalent to the one to be demolished, as long as any non-monetary option is close to, or equivalent to the compensation amount agreed in the Contract.

Prior to payment of compensation, the affected person provides evidence to confirm that (s) he has rights on the affected asset. This can be done through a number of means, including: a certificate of acknowledgement that this person can represent the entire family, as well as a written evidence indicating that (s) he either inherited the land, purchased it or received it as a donation; a document or a statement from the local administrative body indicating rights of the affected person on the land; a document or testimony of the neighbours confirming the ownership of the land; or a Court certificate.

Based on the confirmation of asset ownership, the project developer deposits the compensation amount to a bank account specified by the head of the household. Where household members share the rights on the affected asset, the compensation amount is deposited to a joint account where the compensation amount can be withdrawn by each household/family member based on a written permission from other household members who share the account.

Where the affected property is mortgaged to a Bank, the compensation amount is deposited to the account agreed with the Bank. After receiving compensation, the person(s) has/have between ninety days (90) to one hundred and twenty (120) days to relocate and leave the area. While a person is waiting for the compensation payment, he or she has a right to cultivate crops within a period not exceeding ninety days (90) and harvest such crops on his/her land but not construction. This law has been followed as sensitization has been done. This has led to just compensation after consultations with the relevant stakeholders. The 120 days will be respected.

### 2.14.5 CLAIMS AND GRIEVANCES

Ministerial Order 002/2008 Determining Dispute Resolution process related to Land Issues.

Expropriated persons have the right to appeal against the Land Acquisition and Expropriation decision taken by the relevant land commission to the immediate superior land commission within thirty (30) days after the decision is taken. If the appeal is not successful, the case may be referred to a competent court.

Annex 3 of the ministerial order defines the dispute resolutions procedures and some provisions related to the Cell level GRC”), which, if necessary, provide a formal judgment on a disputed matter. Articles 17, 20, 22, and 23 provide the process for resolving land related disputes. Article 17 also states that with the involvement of the GRC, the parties are bound by that agreement, and may not later attempt to raise the issue.

Article 20 describes how the GRC hears disputes, and that the hearing could be open to public, in which case it should be announced eight days in advance, among other requirements. Articles



22 and 23 describe the process of lodging and processing objections and corrections should take place during a 60-day period. The GRC typically consists of five members of the cell who were selected by the PAPs... This process is typically used to resolve land- or resettlement-related grievances.

A person dissatisfied with his/her property valuation has thirty (30) days after the project approval decision to refer the matter to the GRC for a review. The GRC usually selects other certified Valuers who should use alternative valuation methods. If the dispute remains unsettled, it will be referred further to a Court of law for adjudication.

All grievances related to the project developer failure to comply with the provisions of the Contract, be it the compensation value or payment timing or seizure of assets without compensation, are addressed to the Land Commission at the Cell or Sector level, depending on the project area.

Depending on the nature of the complaint, the complainant is provided with a legal expert in the matters of Land Law or any other lawyer specialising in the matter in question. If the complaint is related to the valuation of the affected asset, the complainant can ask for an alternative valuation. In the event that the Land Commission rejects the new valuation, the complainant can appeal to the higher Land Commission; within 15 working days, which must then deliver its verdict within 30 days.

If the complainant is still dissatisfied with the decision, their final resort shall be to file the case to the competent Court of Law. According to Article 26 of the Expropriation Law, filing a case in courts of law does not stop the expropriation process from being carried out in parallel to the expropriation process.

## 2.15 The World Bank's Environment and Social Framework (ESF)

The World Bank Environment and Social Standard (WB-ESS5) on Land Acquisition, Restrictions on Land Use and Involuntary Resettlement is triggered in situations where project-related land acquisition and restrictions on land use are inevitable. 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.

Experience and research indicate that physical and economic displacement, if unmitigated, may give rise to severe economic, social and environmental risks: production systems may be dismantled; people face impoverishment if their productive resources or other income sources are lost; people may be relocated to environments where their productive skills are less applicable and the competition for resources greater.

Furthermore, community institutions and social networks may be weakened; kin groups may be dispersed, and cultural identity, traditional authority, and the potential for mutual help may



be diminished or lost. For these reasons, involuntary resettlement should be avoided. Where involuntary resettlement is unavoidable, it will be minimized and appropriate measures to mitigate adverse impacts on displaced persons (and on host communities receiving displaced persons) will be carefully planned and implemented.

This is the aim and objective of this RAP. The overall objectives of the ESS5 are as follows:

- a) To avoid involuntary resettlement or, when unavoidable, minimize involuntary resettlement by exploring project design alternatives. To avoid forced eviction.
- b) To mitigate unavoidable adverse social and economic impacts from land acquisition or restrictions on land use by:
  - providing timely compensation for loss of assets at replacement cost and
  - assisting displaced persons in their efforts to improve, or at least restore their livelihoods and living standards, in real terms, to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher.
- c) 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.
- d) 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.
- e) To ensure that resettlement activities are planned and implemented with appropriate disclosure of information, meaningful consultation, and the informed participation of those affected.

There are a number of requirements under the WB-ESS, specifically ESS5 and ESS10 for which this RAP should apply and comply with. The table below shows how the policies have been applied:

#### Application of the World Bank ESF

Table 2-1: [The ESS5 Requirements](#)

Requirements	Application
<p><b>a) Eligibility definition</b></p> <p>According to the ESS5 definition and categorization of PAPs and eligibility criteria, three main groups of potentially displaced people are entitled to compensation or resettlement assistance for loss of land or other assets taken for project purposes in any of the following situations: Displaced persons may be classified as persons (i) who have formal legal rights to the land or assets they occupy or use;(ii)who do not have formal legal rights to land or assets, but have a claim to land that is recognized or recognizable under national law; or(iii) who have no recognizable legal right or claim to the land or assets they occupy or use under national law;<sup>14</sup> or (c) Who</p>	<p>The RAP adopts this definition, and all PAPs are eligible for compensation. In case of the settlement the people who may have limited rights are those who bought land and have not sub-divided it yet. Or those whose plots are too small to be sub-divided. All these will get compensation. The CoK will assist all parties to get the necessary documentation for compensation.</p> <p>The RAP also recognises economically affected people; including the tenants, vendors and roadside side walkers. They will be assessed and possible assistance given to them to restore their livelihoods.</p>



Requirements	Application
<p>have no recognizable legal right or claim to the land or assets they occupy or use.</p>	<p>For those owning kiosks and other movable structures; they will be compensated for the cost of moving them to a different location.</p>
<p><b>b) Project design</b></p> <p>The Borrower will consider feasible alternative project designs to avoid or minimize land acquisition or restrictions on land use, especially where this would result in physical or economic displacement, while balancing environmental, social, and financial costs and benefits, and paying particular attention to gender impacts and impacts on the poor and vulnerable.</p>	<p>The widening of the roads has been limited to one side so that both sides are not affected, and mainly the upper side, where there is a cut slope.</p>
<p><b>c) Compensation and benefits for affected persons</b></p> <p>When land acquisition or restrictions on land use (whether permanent or temporary) cannot be avoided, the Borrower will offer affected persons compensation at replacement cost, and other assistance as may be necessary to help them improve or at least restore their standards of living or livelihoods...</p>	<p>The valuation has been done at market price, and an addition of 5% disturbance allowance is added to cater for any disturbances including transaction costs during replacement as per the Law on expropriation</p>
<p><b>d) Disclosure of compensation standards and awards</b></p> <p>Compensation standards for categories of land and fixed assets will be disclosed and applied consistently. In all cases, a clear basis for calculation of compensation will be documented, and compensation distributed in accordance with transparent procedures.</p>	<p>The project has worked with CUCs to sensitize PAPs on the project. They have been sensitized about their roles and expectations from the project.</p>
<p><b>e) Compensation alternatives including in-kind resettlement options</b>, where livelihoods of displaced persons are land-based, or where land is collectively owned, the Borrower will offer the displaced persons an option for replacement land in accordance with paragraph 35(a), unless it can be demonstrated to the Bank's satisfaction that equivalent replacement land is unavailable.</p>	<p>For Gatenga settlement there is no land-based livelihoods. Most of the land has structures.</p>
<p><b>f) Opportunities to derive appropriate development benefits from project</b></p> <p>As the nature and objectives of the project may allow, the Borrower will also provide opportunities to displaced</p>	<p>The communities will benefit through the following ways:</p> <ul style="list-style-type: none"> <li>• Employment opportunities during construction, operation and maintenance of the infrastructure.</li> <li>• Improved facilities and access to services, sanitation, water, and lighting.</li> </ul>



Requirements	Application
<p>communities and persons to derive appropriate development benefits from the project.</p>	<ul style="list-style-type: none"> <li>• Improved mobility</li> <li>• Improved housing</li> </ul>
<p><b>g) Compensation payments made before displacement and land takeover</b></p> <p>The Borrower will take possession of acquired land and related assets only after compensation in accordance with the ESS5 has been made available and, where applicable, displaced people have been resettled and moving allowances have been provided to the displaced persons in addition to compensation.</p>	<p>No construction will take place before PAPs have received their compensation and relocated. In Rwanda people are given 3 months' notice after disclosure.</p>
<p><b>h) Community engagement</b></p> <p>The Borrower will engage with affected communities, including host communities, through the process of stakeholder engagement described in ESS 10. Decision-making processes related to resettlement and livelihood restoration will include options and alternatives from which affected persons may choose. Disclosure of relevant information and meaningful participation of affected communities and persons will take place during the consideration of alternative project designs referred to in paragraph 11, and thereafter throughout the planning, implementation, monitoring, and evaluation of the compensation process, livelihood restoration activities, and relocation process.</p>	<p>The stakeholders have been engaged at national, district and local levels and these engagements will continue through implementation and monitoring.</p> <p>The stakeholder views, concerns and recommendations have been documented, analysed and synthesized. Minutes of public consultations are appended.</p>
<p><b>i) Consideration of women perspectives and interest</b></p> <p>The consultation process should ensure that women's perspectives are obtained and their interests factored into all aspects of resettlement planning and implementation. Addressing livelihood impacts may require intra-household analysis in cases where women's and men's livelihoods are affected differently. Women's and men's preferences in terms of compensation mechanisms, such as replacement land or alternative access to natural resources rather than in cash, should be explored.</p>	<p>Although Covid-19 restrictions have limited community engagements, the team has organized focus group discussions with women to seek their views.</p> <p>In addition, the councillors and CUCs have good representation of men and women.</p> <p>In Rwanda, where man and women have a marriage certificate, they have equal share of the compensation. For those without certificates, the local administration will assist them on a case-by-case basis.</p>
<p><b>j) Grievance redress mechanism</b></p> <p>The Borrower will ensure that a grievance mechanism for the project is in place, in accordance with ESS10 as early as</p>	<p>A grievance management system has been proposed in this RAP. To avoid congestion and overlapping roles, on the already existing Community Upgrading</p>



Requirements	Application
<p>possible in project development to address specific concerns about compensation, relocation or livelihood restoration measures raised by displaced persons (or others) in a timely fashion. Where possible, such grievance mechanisms will utilize existing formal or informal grievance mechanisms suitable for project purposes, supplemented as needed with project-specific arrangements designed to resolve disputes in an impartial manner.</p>	<p>Committees, we propose to add 2 PAPs, a male and female. CoK will build the capacity of GMCs through training them in grievance management and resolution in order to enable perform their functions effectively. The 2PAPs will be added during the RAP implementation.</p>
<p><b>k) Planning and implementation</b></p> <p>Where land acquisition or restrictions on land use are unavoidable, the Borrower will, as part of the environmental and social assessment, conduct a census to identify the persons who will be affected by the project, to establish an inventory of land and assets to be affected, to determine who will be eligible for compensation and assistance, and to discourage ineligible persons, such as opportunistic settlers, from claiming benefits.</p> <p>The social assessment will also address the claims of communities or groups who, for valid reasons, may not be present in the project area during the time of the census, such as seasonal resource users.</p>	<p>A census has been conducted to determine those who are eligible; they include people with land only, both land and structures, structures only.</p> <p>For the economically affected people who include the tenants, vendors and roadside side walkers. Focus group discussions have been held and their views on possible assistance has been recorded and used to make proposals for livelihood restoration.</p>
<p><b>l) Establish and declare “cut of date”</b></p> <p>In conjunction with the census, the Borrower will establish a cut-off date for eligibility. Information regarding the cut-off date will be well documented and will be disseminated throughout the project area at regular intervals in written and (as appropriate) none-written forms and in relevant local languages. This will include posted warnings that persons settling in the project area after the cut-off date may be subject to removal.</p>	<p>A cut-off date in Rwanda is determined when they are ready to pay and it is the day compensation packages are signed by the district authorities. This is when the four months grace period takes effect.</p>
<p><b>m) Additional or enhancement measures for livelihood restoration and assistance</b></p> <p>To address the issues identified in the environmental and social assessment, the Borrower will prepare a plan proportionate to the risks and impacts associated with the project:</p> <p><i>For projects causing physical displacement, the plan will set out the additional measures relevant to relocation of affected persons; (c) For projects involving economic displacement with significant impacts on livelihoods or income generation,</i></p>	<p>The PAPs are given an additional 5% of the compensation money to cater for any disturbance.</p>



Requirements	Application
<p><i>the plan will set out the additional measures relating to livelihood improvement or restoration....</i></p>	
<p><b>n) Physical displacement</b></p> <p>In the case of physical displacement, the Borrower will develop a plan that covers, at a minimum, the applicable requirements of this ESS regardless of the number of people affected. The plan will be designed to mitigate the negative impacts of displacement and, as warranted, to identify development opportunities.</p> <p>It will include a resettlement budget and implementation schedule, and establish the entitlements of all categories of affected persons (including host communities). Particular attention will be paid to gender aspects and the needs of the poor and the vulnerable. The Borrower will document all transactions to acquire land rights, provision of compensation and other assistance associated with relocation activities.</p>	<p>The PAPs will be engaged further on their choices during disclosure, before final payment is done. This will be done after ascertaining the actual number of PAPs.</p> <p>The PAPs will be given choices between cash and in-kind compensation. Those who opt for in-kind compensation will be accommodated in government houses being constructed in Gatenga settlement.</p> <p>In addition, there a number of approved settlements in Kigali; the PAPs will be encouraged to buy houses in this settlement using their compensation money.</p>
<p><b>o) Choice of resettlement options for physically displaced</b></p> <p>If people living in the project area are required to move to another location, the Borrower will:(a) offer displaced persons choices among feasible resettlement options, including adequate replacement housing or cash compensation; and (b) provide relocation assistance suited to the needs of each group of displaced persons.</p>	<p>The PAPs will be presented with options of either cash or in-kind compensation during disclosure</p>
<p><b>p) Living standards and choices for resettlement sites</b></p> <p>New resettlement sites will offer living conditions at least equivalent to those previously enjoyed, or consistent with prevailing minimum codes or standards, whichever set of standards is higher. If new resettlement sites are to be prepared, host communities will be consulted regarding planning options, and resettlement plans will ensure continued access, at least at existing levels or standards, for host communities to facilities and services. The displaced persons' preferences with respect to relocating in pre-existing communities and groups will be respected wherever possible. Existing social and cultural institutions of the displaced persons and any host communities will be respected.</p>	<p>The CoK intends to provide better houses than the existing ones including improved services.</p>



Requirements	Application
<p><b>q) Comparative advantage and security of tenure</b></p> <p>In the case of physically displaced persons under paragraph 10 (a) or (b), the Borrower will offer the choice of replacement property of equal or higher value, with security of tenure, equivalent or better characteristics, and advantages of location, or cash compensation at replacement cost. Compensation in kind should be considered in lieu of cash.</p>	<p>The new houses in Gatenga settlement will be managed under the condominium law and there will be security of tenure.</p>
<p><b>r) Choice of compensation in lieu of impacted structures</b></p> <p>In the case of physically displaced persons under paragraph 10 (c), the Borrower will provide arrangements to allow them to obtain adequate housing with security of tenure. Where these displaced persons own structures, the Borrower will compensate them for the loss of assets other than land, such as dwellings and other improvements to the land, at replacement cost .22 Based on consultation with such displaced persons, the Borrower will provide relocation assistance in lieu of compensation for land sufficient for them to restore their standards of living at an adequate alternative site.</p>	
<p><b>s) Speculations management</b></p> <p>The Borrower is not required to compensate or assist those who encroach on the project area after the cut-off date for eligibility, provided the cut-off date has been clearly established and made public.</p>	<p>This phenomenon does not exist in Rwanda and specifically in the project area.</p>
<p><b>Economic displacement</b></p> <p>33. In the case of projects affecting livelihoods or income generation, the Borrower’s plan will include measures to allow affected persons to improve, or at least restore, their incomes or livelihoods. The plan will establish the entitlements of affected persons and/or communities, paying particular attention to gender aspects and the needs of vulnerable segments of communities, and will ensure that these are provided in a transparent, consistent, and equitable manner.</p>	<p>The PAPs owning businesses in the project area will be compensated at full replacement cost, and the tenants will be given 3 months’ rent-free period to allow them relocate to new areas.</p> <p>For those who are economically displace, including the tenants, vendors and roadside side walkers. They will be accommodated in the markets, which are being proposed in the project areas.</p>
<p>36. Transitional support will be provided as necessary to all economically displaced persons, based on a reasonable estimate of the time required to restore their income-earning capacity, production levels, and standards of living.</p>	<p>All this is included in the 5% disturbance allowance for the property owners and the 3 months grace period for the tenants.</p>



## 2.16 Gaps between Local Laws Covering Eminent Domain and Resettlement and the Bank’s ESF and The Mechanisms to Bridge Such Gaps

There are some differences between the World Bank Policy and the Rwandan Laws on Resettlement and Compensation. The following table shows the difference and how they will be harmonised.

Table 2-2: Comparative Analysis and Bridging Strategy between World Bank ESS5 and Rwanda Legislations.

Category of PAPs & other compensation aspects	Rwandan Law	Summarized World Bank ESS5 and ESS10	How the Gap will be filled
Eligibility	According to the provisions of National Constitution and National Land Policy, all Rwandese citizens have equal rights of access to land, with no gender discrimination in regard to land ownership.	Eligibility criteria should recognize the rights of the affected people: <ul style="list-style-type: none"> <li>Who have formal legal rights to the land or assets they occupy or use;</li> <li>Who do not have formal legal rights to land or assets, but have a claim to land that is recognized or recognizable under national law;</li> <li>Who have no recognizable legal right or claim to the land or assets they occupy or use;</li> </ul>	The project recognizes all sitting land owners and users. All people will be adequately compensated whether they have a title or not.
Land Owners (loss of land)	Land ownership is proved through relevant documentation or cadastre data. The 2004 land reform ensured that all land should be (with time) registered in one national land management system (cadastre).	Project Affected People (PAPs) with title as well as PAPs who do not have a formal title but have customary and traditional land rights or who have a recognized claim to the land at time the census begins – are entitled to compensation for land that they lose (as well as other assistance) Land-for-land exchange is the preferred option; compensation for affected assets is to be provided for full replacement cost based on market values.	All PAPs without land titles will be assisted by the District Authorities to obtain titles to facilitate payment.
Land Squatters (i.e., those who have no recognizable claim to	Based on the National Legislation, only those who are	This category of people will need to be assisted with the resettlement process and livelihood restoration regardless of their land-less status (see above the definition of PAPs).	There are no squatters in the settlement.



Category of PAPs & other compensation aspects	Rwandan Law	Summarized World Bank ESS5 and ESS10	How the Gap will be filled
the land that they are occupying)	“landholders” with legal rights to the property, are entitled to compensation. Land tenants, under Rwandese Law, are entitled to compensation based on the contracts that they have in regards to the land in question.	This category of people is also entitled to compensation for loss of crops/trees or developments on land.	
Owners of temporary structures (residential or otherwise)	According to Rwandan laws they do not differentiate between permanent or temporary. All structures are treated the same. They all get compensated based on market values.	Recommend in-kind compensation or cash compensation at full replacement cost including labour and transaction costs.	All structures affected will be compensated in-kind or cash, depending on the choice of the PAP.
Owners of Permanent buildings	Cash Compensation is based on market value. A Disruption allowance of 5% is applicable and rates are based on market value.	Entitled to in-kind compensation or cash compensation at full replacement cost including labour and relocation expenses, prior to displacement.	All structures affected will be compensated in-kind or cash, depending on the choice of the PAP.
Business Income	No compensation. 3 months’ notice to vacate premises	Establish access to similar opportunities.	
Timing of compensation payments	The agreed compensation must be paid by a project developer within 120 days (or 4 months) after the publication of the Land Acquisition and Expropriation decision by the Local Land Committee.  If the project developer does not fulfil this timing obligation, the process of land acquisition and expropriation is invalidated.  A PAP who received compensation, must vacate the area within the next 90 days.	The promoter is required to have made the payment by cheque or deposited beforehand the agreed compensation (as per valuation undertaken) to an individual or joint account for the affected person’s access prior to accessing land.	Following ESS5 of the WB, no one will be evicted before payment. The national law will be followed, which allows 120 days.



Category of PAPs & other compensation aspects	Rwandan Law	Summarized World Bank ESS5 and ESS10	How the Gap will be filled
	Failure to vacate the land within this period will trigger forceful evictions.		
Consultation and disclosure	<p>The Expropriation Law provides for public consultation on, and disclosure of reasons for the project to be developed and the need for expropriation.</p> <p>In addition to this, the Expropriation Law requires prior consultative meetings and examination of the project proposal involving expropriation, with a view to avoid eventual prejudice towards a person or entity subject to expropriation. A consultative meeting is held within 30 days after receipt of the application for expropriation.</p> <p>Based on these consultations, the relevant Land Committee (the Cell level) takes a decision to approve the project within a period of 15 days.</p>	Consult project-affected persons and host communities as appropriate. Provide them 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 (as documented in a project resettlement policy framework), and establishing appropriate and accessible grievance mechanisms.	Following the Rwandan legal and policy framework and the ESS10 objectives; the PAPs and other stakeholders have been meaningfully consulted. A comprehensive social economic survey to get the detailed information about them.
Relocation assistance and livelihood restoration	There is no provision for relocation assistance or post resettlement livelihood restoration in the Rwandan Legislation.	Where involuntary resettlement cannot be avoided, assist displaced persons in improving or at least restoring their livelihoods and standards of living in real terms relative to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher. Provide assistance (such as moving allowances) during relocation.	<i>For this project there is no relocation assistance, but a 5% disturbance allowance is given to the PAPs to cater for moving costs. All those affected by the project will be entitled to livelihood restoration.</i>



Category of PAPs & other compensation aspects	Rwandan Law	Summarized World Bank ESS5 and ESS10	How the Gap will be filled
Grievance mechanism and dispute resolution	The Expropriation Law Article 26 defines the complaints procedures for individuals dissatisfied with the estimates of their compensation values. The complainant has 30 days after the project approval decision to appeal against the compensation value estimates (Article 19).	The promoter should set up and maintain an independent and free grievance mechanism to address specific concerns about compensation and relocation from the affected people and host communities. The mechanism should be easily accessible, culturally appropriate, widely publicized, and integrated in the promoter's project management system. It should enable the promoter to receive and resolve grievances related to compensation and relocation by Affected persons or members of host communities, and use the grievance log to monitor cases to improve the resettlement process.	A grievance management system is being proposed as recommended by the project. <i>The committee members will be trained on their roles before RAP implementation so that they help in RAP implementation.</i>
Cut-off date	A cut-off date in Rwanda is determined when they are ready to pay and it is the day compensation packages are signed by the district authorities. This is when the three months take effect.	Information regarding the cut-off date will be well documented and will be disseminated throughout the project area at regular intervals in written and (as appropriate) no written forms and in relevant local languages. This will include posted warnings that persons settling in the project area after the cut-off date may be subject to removal.	The cut off-date in Rwanda is determined after the district has signed the compensation forms. Once determined, the cut-off date will be well publicized.
Valuation	Rwandan law allows for valuation at market value and an addition of 5% Disruption allowance to cater for any additional expenses during resettlement.	When land acquisition or restrictions on land use (whether permanent or temporary) cannot be avoided, the Borrower will offer affected persons compensation at replacement cost, and other assistance as may be necessary to help them improve or at least restore their standards of living or livelihoods..  "Replacement cost" is defined as a method of valuation yielding compensation sufficient to replace assets, plus necessary transaction costs. This includes administrative charges, registration or title fees, reasonable moving	The 5% additional value given to the property will cater for transaction costs in order to achieve replacement cost.



Category of PAPs & other compensation aspects	Rwandan Law	Summarized World Bank ESS5 and ESS10	How the Gap will be filled
		expenses, and any similar costs imposed on affected persons.	
Time frame for RAP implementation and compensation,	In Rwanda after compensation a PAP is allowed 120 days to organise moving.	The Borrower will take possession of acquired land and related assets only after compensation in accordance with this ESS has been made available and, where applicable, displaced people have been resettled and moving allowances have been provided to the displaced persons in addition to compensation. In addition, livelihood restoration and improvement programs will commence in a timely fashion in order to ensure that affected persons are sufficiently prepared to take advantage of alternative livelihood opportunities as the need to do so arises.	The project will follow this diligently as no property will be demolished before the 120 days elapse.
Treatment of vulnerable groups	There is no specific provision for the treatment of vulnerable groups.	It is often poor and vulnerable people who are required to move as a result of displacement for project purposes. In such circumstances, the calculation of replacement cost ... establishes a minimum standard that should enable the purchase or construction of housing that meets acceptable minimum community standards of quality and safety, even though the house being replaced may have been substandard.	The vulnerable people will be identified and given special assistance as deemed necessary.
Disclosure of information.	Rwandan law allows for consultation and disclosure of information with people affected with by development project.	The Borrower will engage with affected communities, including host communities, through the process of stakeholder engagement described in ESS10. Decision-making processes related to resettlement and livelihood restoration will include options and alternatives from which affected persons may choose. Disclosure of relevant information and meaningful participation of affected	This will be upheld and different stakeholders have been consulted during RAP development. This will continue throughout the lifetime of the project.



Category of PAPs & other compensation aspects	Rwandan Law	Summarized World Bank ESS5 and ESS10	How the Gap will be filled
		communities and persons will take place during the consideration of alternative project designs ... and thereafter throughout the planning, implementation, monitoring, and evaluation of the compensation process, livelihood restoration activities, and relocation process.	

As shown in above table, the WB’s ESF more favourable to Project Affected People than the provisions of the Rwandan Legislation, although some principles are very closely aligned. As much as possible a compromise will be found so that people are resettled properly.



## 2.17 Institutional Framework

The institutions, which are relevant to RAP development and implementation, are the key stakeholders and they include the following:

**Table 2-3: Institution and their Mandates**

<b>Institution</b>	<b>Mandate</b>	<b>Responsibility in RAP development and implementation</b>
The Ministry of Infrastructure (MININFRA)	Is responsible for developing policies in infrastructure sectors namely water and sanitation, roads, housing, transport, communication and energy. MININFRA is also responsible for budgeting oversight, monitoring the implementation of those policies.	The policies have guided RAP development. They will be instrumental in monitoring the project implementation process.
Rwanda Housing Authority (RHA) Law N°40/2010 of 25/11/2010 Official Gazette no 09 of 28/02/2011	The key objectives among others are to: <ul style="list-style-type: none"> <li>• Advises the Government on the formulation of the policy on housing, urban development and construction;</li> <li>• Advises the Minister in charge of urban housing and construction on the formulation of systems and procedures for the development of construction in Rwanda in accordance with the law; contribute to establish and promote grouped settlement.</li> </ul>	RHA is important because the major objective of the infrastructure development is to pave way for improved housing construction.
The Rwanda Water Board and WASAC LTD	Is responsible for providing reliable, affordable water and sewerage services in the city of Kigali and the whole country.	They will be the main implementers of the water and sanitation component of the project and monitoring the activity during the RAP implementation.
The Ministry of Environment (MoE)	Is responsible for development of policies and norms for efficient use of land, water resources and environmental management.	Developing the policies and laws relating to expropriation in the public interest Approving independent land valuers



Rwanda Environmental Management Authority (REMA)	In November 2003, the Government of Rwanda approved the law establishing the Rwanda Environment Management Authority (REMA) to manage the bio-physical environment. REMA is responsible for implementing environmental policies and strategies.	Will guide the implementation of the project in an environmentally safe way.
The Rwanda Management and Land Use Authority (RLMUA)	Rwanda Land Administration and Use Authority is a key Institution set up to implement the National Land Tenure Reform Program as provided for by the National Land Policy and the Organic Law determining the use and management of land in Rwanda. This program aimed at improving land tenure security by putting in place an efficient, transparent and equitable system of land administration.	RLMUA will be important in resolving a number of issues related to land.
Rwanda Transport Development Agency (RTDA) Law N°02/2010 OF 20/01/2010	Implement Government policy on roads, railways, cable car and waterways transport infrastructures. RTDA manages all the National Roads with in the urban cities. RTDA is also the technical advisor to the district for planning and development of road networks.	RTDA will advise in the design and construction of the roads in the settlement.
The Rwanda Development Board (RDB)	This is a one stop institution bringing together several government bodies in Rwanda focused on promoting investment in Rwanda. The mission is to improve the well-being of all Rwandans by fast-tracking development and facilitating sustainable economic growth.	RDB will be responsible for following-up implementation of social and environmental mitigation measures.
The City of Kigali and Local administration	Have the role of coordination and monitoring of performance of implementation of the respective subprojects, risk management, implementation of RAPs and EMPs, monitoring & evaluation and disclosure of information, developing and putting in place performance agreements, and developing and implementing the communication strategy for Urban Development project.	<p>-The CoK will be responsible for management of the expenditure of the allocated funds for the investments and for resettlement.</p> <p>-Identification of affected families and land -asset inventory for PAPs. -Verification of PAHs -Compensation agreements -Payments -Monitoring and Evaluation. -Overall management of RAP and coordination of the Project Implementation</p>



Ministry of Local Government (MINALOC)	The Ministry of Local Government plays a key role in the decision-making process, particularly through territorial management as the authority at decentralized level, in the districts, as well as urban areas.	The local authorities at decentralized levels are important in mobilizing people to participate in the project.
The Local Administrative Entities Development Agency (LODA)	<p>It is crucial as a central agency located under MINALOC with staff located at the district level that acts as an interface for funding and program implementation with several of the central ministries to further the Vision 2020 and EDPRS goals.</p> <p>As a national coordinating body, the LODA mobilizes central funds for infrastructure development, including construction of roads and increasing access to electricity, public works and community-based projects, and Vision 2020 programs like the Umurenge SACCO.</p> <p>It also plays a crucial role in capacity building in Local Economic Development (LED) through the provision of necessary technical and training support to district administration staff and the financing of feasibility studies.</p>	They will be key persons in monitoring of resettlement and livelihood restoration.
Rwanda Association of Local Government Authorities (RALGA)	<p>This is a membership association of local governments in the country and serves as an advocacy and lobbying group, representing local government interests to the Central Government. Overall, it is responsible for the implementation of the decentralization process and for transparent and accountable local government.</p> <p>The association has a special unit in charge of LED that supports the development of District LED strategies through community participation and capacity building of the District Government.</p>	They are in the mobilization of people to participate in the project.



	Each of the six secondary cities has a district RALGA that is also represented at the district JADF.	
Joint Action Development Forum (JADF)	This is another key institution at the district-level that acts as a multi-stakeholder forum for discussion, planning, implementation and monitoring and evaluation of local development processes.  This district-level platform is set up under the Rwanda Governance Board (RDB) as part of the country's decentralization policy to provide advisory functions cutting across all areas of district LED activities. The JADF is organized into sub-committees for specialized inputs in key areas.	
The district administrations of Kicukiro	Responsible for the provision of access to basic services, including Roads, water, sanitation and solid waste management. Local governments have financial autonomy (fiscal decentralization); own the top centre infrastructure; are in charge of implementing urban projects; are encouraged to contract private operators for infrastructure O&M; prepare and implement consolidated district development plans.	They are important in the compensation of the PAPs; they approve compensation packages.
Civil society / NGOs	Contribute to the implementation of Urban projects; participate in the Sector-Wide Approach and in coordination mechanisms at the district and national level; plays a major role in solid waste management.	Support in mobilization, project implementation and monitoring.
Communities	They are the impacted communities, will be involved in implementation and maintaining of the service improvement.	They are the major beneficiaries and implementers of the proposed activities in the RAP.
Established/elected grievance committees	The committees address any grievances or complaints put forward by the people affected by the resettlement process	-They participate in the field verification visits to provide information on the ownership of the properties to be affected.



		-They ensure that all complaints/grievances that were received in writing (or written when received verbally) are registered and addressed; and participate in solving grievances
Rwanda Private Sector Federation (PSF):	<p>This is a professional organization representing the interests of the business community in Rwanda. It represents the interests of the private sector and promotes entrepreneurship through private sector capacity building.</p> <p>The private sector is an important part in the urbanization and human settlement sector through import and sale of construction materials, and in the production of local buildings materials and is also involved in constructing and rehabilitating different categories of public and private buildings.</p>	Participate in operation and maintenance of service improvements. They can be involved in construction of houses.



## 2.18 Organisation structure for the RAP implementation

The City of Kigali will be the RAP implementing institution in collaboration with different concerned institution/parts for its efficiency and effectiveness. The diagram below gives the summary of responsibility and roles that should be played by every institution/part during the implementation of RAP for Gatenga Settlement.

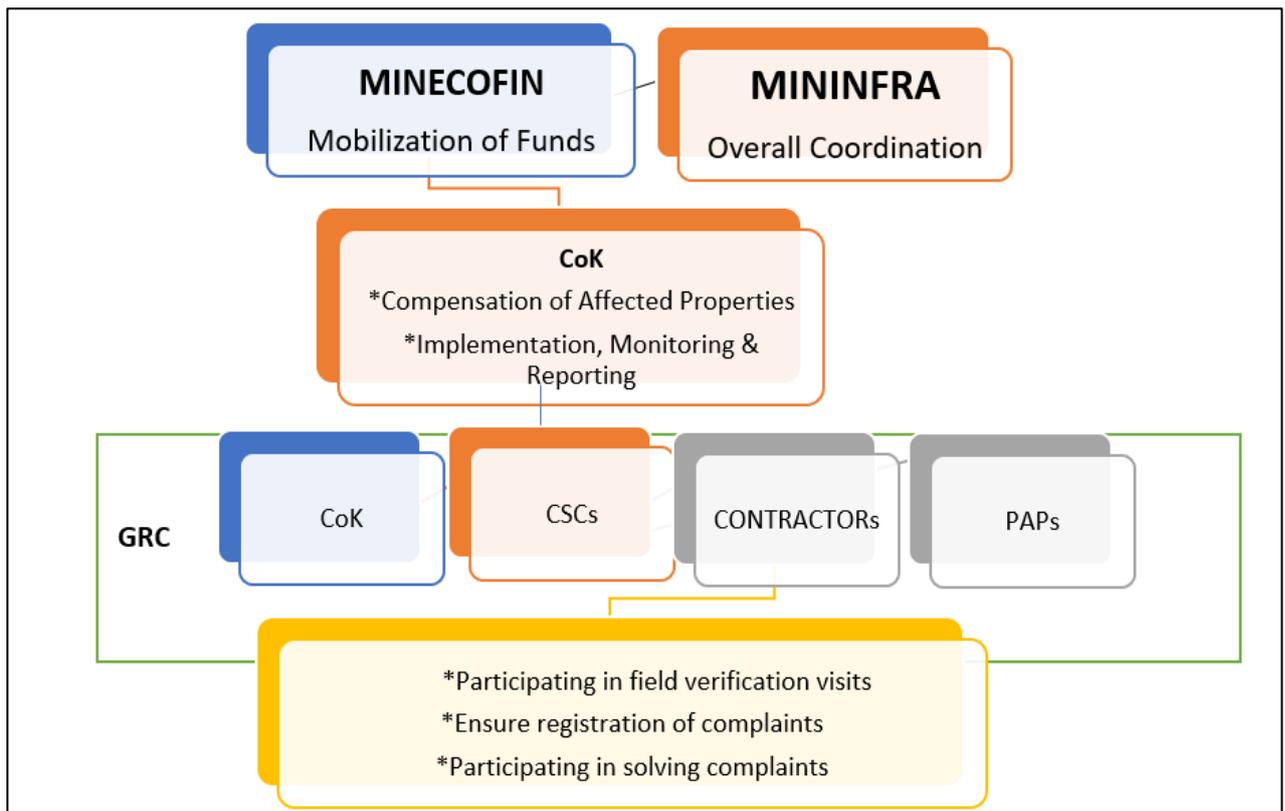


Figure 2-1: RAP Organisation Structure





## CHAPTER 3 CONSULTATIONS AND PARTICIPATION

### 3.1 Introduction

Stakeholder engagement and public participation in a project interactive process between the project (and or developer) and those potentially affected by or have an interest in the project. It aims at building and maintaining an open and constructive relationship with stakeholders and thereby facilitating project management of its activities and operations, including its environmental and social effects and risks.

Stakeholder engagement for this project took the form of formal meetings with small groups of people, focused group discussions and individual interviews. PAPs were provided with relevant and sufficient information on the project prior to its start-up. These stakeholders include the central and local authorities, as well as the community.

### 3.2 Objectives of Stakeholder Engagement

The objectives of the stakeholder engagement process were:

- i) To identify project stakeholders and build a constructive relationship with them, in particular project-affected parties.
- ii) To disclose appropriate project information on environmental and social risks and impacts to stakeholders in a timely, understandable and appropriate manner and format.
- iii) To assess stakeholders' interests about and support for the project and to enable stakeholders' views to be taken into account in project design, environmental and social performance.
- iv) To promote effective and inclusive engagement with project-affected parties throughout the project life cycle on issues that could potentially affect them or the project activities.
- v) To provide stakeholders with accessible and inclusive means to raise issues and grievances, and to and appropriately manage such issues and grievances.

### 3.3 Stakeholder Identification, Mapping and Analysis

The stakeholder identification and categorization criteria applied, was in respect to location, potential impact, interest, power, mandate and influence. The main Ministries, Authorities, Institutions and Bodies that are involved in the project are presented in the following table 3.1.

**Table 3-1 Stakeholder Analysis**

Administrative level	Institution/designation	Interest/information requirement
National level	<ul style="list-style-type: none"> <li>• The Ministry of Infrastructure (MININFRA)</li> <li>• Rwanda Housing Authority (RHA) Law N°40/2010 of 25/11/2010 Official Gazette no 09 of 28/02/2011</li> <li>• The Rwanda Water Board</li> </ul>	Policy, guidance and control





	<ul style="list-style-type: none"> <li>The Ministry of Environment (MoE)</li> <li>Rwanda Environmental Management Authority (REMA)</li> <li>The Rwanda Management and Land Use Authority (RLMUA)</li> <li>Rwanda Transport Development Agency (RTDA) Law N°02/2010 OF 20/01/2010</li> <li>The Rwanda Development Board (RDB)</li> <li>The City of Kigali and Local administration</li> <li>Ministry of Local Government (MINALOC)</li> </ul>	
	<ul style="list-style-type: none"> <li>The Local Administrative Entities Development Agency (LODA)</li> <li>Rwanda Association of Local Government Authorities (RALGA)</li> <li>Joint Action Development Forum (JADF)</li> </ul>	<ul style="list-style-type: none"> <li>Policy, guidance, compensation</li> </ul>
	<ul style="list-style-type: none"> <li>Rwanda Water Board</li> <li>Civil Society organisations</li> </ul>	Advocacy
	<ul style="list-style-type: none"> <li>Rwanda Private Sector Federation (PSF):</li> </ul>	
District level	<ul style="list-style-type: none"> <li>The district administrations of Nyarugenge</li> </ul>	Policy implementation, compensation, revenue collection, law and order
	<ul style="list-style-type: none"> <li>Affected people in the settlement</li> </ul>	Disclosure of appropriate information, Compensation and resettlement.

### 3.4 Formation of the Community Upgrading Committees

The community meetings resulted into the formation of the Community Upgrading Committees. The meetings that resulted into the formation of CUCs were organised at cell level. Because of the restrictions of COVID-19, there were no general community meetings. Therefore, 3 representatives from each of the 7 villages gathered at each cell office to form a Council which then elected the committee (CUC). They followed guidelines provided by the client, who included electing five members: A Chairperson, a Vice Chairperson, two women representatives and an opinion leader.

The following are the committees as per cells in the settlement:

Table 3-2: Gatenga Settlement CUCs

Gatenga Settlement Community Upgrading Committees					
Sector	Cell	CUC members	Role	Sex	Contact
Gatenga	Karambo	Rwiririza Denys	President	Male	0788558683
		Uwanyirigira M Jeanne	Vice President	Female	0788561103
		Niyonkuru Emmanuel	Executive Secretary	Male	0788298903
		Bicamumpaka Jerome	Member	Male	0788422720
		Nkuzwenimana Agathe	Member	Female	0788868628
	Gatenga	Karuranga Hyacinthe	President	Male	0788403827
		Kayitesi Betty	Vice President	Female	0788635692
		Ngiruwondanga Innocent	Executive Secretary	Male	0788410282
		Havugimana Felix	Member	Male	0788851066



	Businge Jolly	Member	Female	0788802405
Nyanza	Gategaya Elias	President	Male	0786678320
	Munyandinda Evode	Vice President	Female	0788445470
	Ncongoza Emmanuel	Executive Secretary	Male	0785698838
	Nzamwita Eudisie	Member	Male	0788818651
	Umubyeyi Theodosie	Member	Female	0788549645

Information flow within the community is indicated in the following structure

### 3.5 The community Participation process

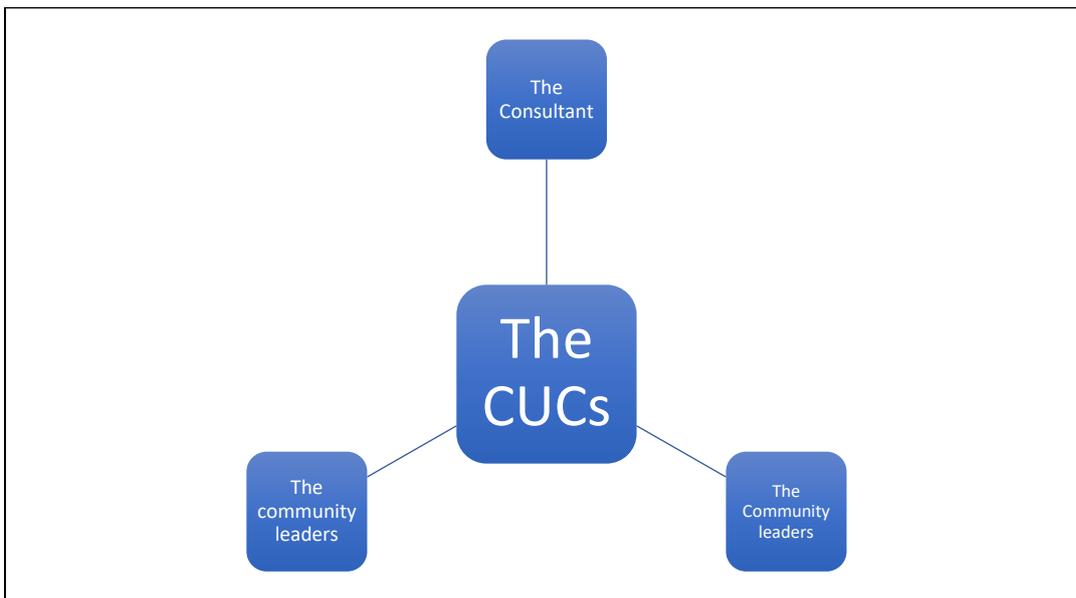


Figure 3-1: Community Sensitization process

Community participatory planning involved the following sections:

The Consultants prepared a Meeting with the CUCs. Then CUCs met with the community leaders, “the council” to sensitize them on the Project Developments. They could also take with them Visual Aid Charts and pin them at the Village, Cell and Sector Offices, where the local leaders (Council) would relay this information to the communities to receive their feedback.

Due to COVID-19, meetings were held at their respective Cells (utugari) and Sector Offices; This process was repeated after the final designs, during the Valuation process and also during the selection of the investments

There were also continuous updates through the CUCs and any preferable media led by the Client (CoK) were also made.



Table 3-3: Sensitization activities

Duration	Activity and Venue	Number of Participants	Actions
22 <sup>nd</sup> October 2020	Formation of CUCs from Members of the Council at each Cell level. All 3 cells in Gatenga settlement were involved in the selection process, from where 5 members were selected per cell to form a total of 15 CUCs in Gatenga settlement. Each cell had 9 representatives to choose from 50 villages and each village was presented by 3 people.  The meeting took place at Gatenga sector offices.	24	Introduction of the Project to the community and then selection of the CUC members
22 <sup>nd</sup> October 2020	Sensitization of the of the CUCs members of their roles in the project at Gatenga Sector offices.	15	One day seminar with Experts explaining the roles of the CUC members in the planning process, selection and decision making. Modules of the roles were developed and were given out to the CUCs
2 <sup>nd</sup> -11 <sup>th</sup> November 2020	Meetings with CUCs to explain the preliminary developments and scope of the Project as per the feasibility studies at Gatenga Sector Offices	15	-confirmation of the investment selections -suggestion of new ones from the Community -visited sites with the CUCs to identify locations for the proposed investments
19 <sup>th</sup> April 2021	Meetings with CUC members for selection of the Final Investments after	15	-The CUCs presented and gave feedback from community members.



	Draft detailed Design at Gatenga Sector offices		-Shared the planning process with the guidance of the Consultants, Sector Authorities and the Client representatives  Presentations were made with the help of animated Visual Aid presentations  Selection of the Investment by the CUCs. Copies of maps were given to the CUCs to pin at cell offices and receive comments from the general community
22 <sup>nd</sup> June 2021	Meetings with CUC members For Sensitisation on the property Valuation Process, at Gatenga cell offices	15	The CUCs were informed of the process of the census of carrying out the census and valuation of the affected properties. They were requested to inform all the persons whose list had been given to be present at the specified days as the Valuers take inventory for their properties
22 <sup>nd</sup> June 2021	Continuous meetings with CUC as required depending on information needs and updates.	15	CUC continue to feedback to their leaders and villages.
22 <sup>nd</sup> June 2021	Update of the community on the final investments selected.	15	Feedback and validation of final plans.





28/02/2020

RUTONDE RW'ABITABIRIYE INAMA YO GUTORANYA ABAGIZE KOMITE IZAHAGARIRIRA ABATURAGE MU MUSHINGA WA "UPGRADING SECOND SETTLEMENT GATENGA", MU AKAGARI KA NYAZA, KARABO, GATENGA

No	Amazina yombi	Icyo ashinzwe	Umudugudu	Telefoni	Umukono
1	NIYONKURU Emmanuel	ETS Karambo	Ruhuka	0788298903	
2	RWIRIRIZA Denys	MURUSUBU	Ruhuka	0788558683	
3	NKUNZWENIMANA Agathe	MEMBRE	RUGWIRO	0788868628	
4	BICAMUPAKA Jerome	MEMBRE	KAMABUYE	0788422720	
5	UWANYIRIGIRA Marie Jeanne	MEMBRE	GWIZA	0788561103	
6	KAYITEZI Betty	CMF/Umudugudu	GAKOKI	0788697692	
7	BUSINWE JOLLY	CMF/Akagari	GAKOKI	0788021101	
8	MUSAFIRI J. Bosco	MEMBRE	GATENGA	0788425707	
9	Munyanyama Swabirwa	MEMBRE	GATENGA	0788613733	
10	NZAMUKITA Eustache	MEMBRE	MURAMBI	0788518651	
11	MUNYANONDA Estelle	MEMBRE	MURAMBI	0788445470	
12	NGOGBE Emmanuel	Umwanditsi	Nyaza Village	0785658838	
13	ROKOROKO Mutekano	ITERAMBIRE	MURAMBI	0788426453	
14	GATAGAYA Elias	ITERAMBIRE	Juni	0786678310	
15	Mukamukira Chantal	-	-	0783707285	
16	KARURONGA Hyacinthe	ETS Gatenga Cell President wakomite/pakya	ISARUKIRO GAKOKI	0788410883 0788403821	

Figure 3-4: Gatenga CUC members' attendance taken

URUTONDE RWA KOMITE Y'UMUSHINGA WA UPGRADING SECOND SETTLEMENT MU KAGARI KA KARAMBO

NO	AMAZINA YOMBI	UMWANYA YATOREWE	UMUDUGUDU	INDANGAMUNTU	TELEPHONE
1	RWIRIRIZA Denys	President	Rugwiro Ruhuka	119858003202259	0788558683
2	UWANYIRIGIRA M Jeanne	V/President	Gwiza	1197670009881083	0788561103
3	NIYONKURU Emmanuel	Secetaire	Ruhuka	1198580021063026	0788298903
4	BICAMUPAKA Jerome	Umujyanama	Kamabuye	1196980005978102	0788422720
5	NKUNZWENIMANA Agathe	Umujyanama	Rugwiro	1196170003003030	0788868628

NIYONKURU Emmanuel

Umunyamabanga Nshingwabikorwa w' Akagari ka Karambo

Figure 3-5: Karambo Cell elected CUCs attendance





**URUTONDE RW'ABITABIRIYE INAMA YO GUTORANYA ABAGIZE KOMITE IZAHAGARARIRA ABATURAGE MU**

**MUSHINGA WA UPGRADINGA SECOND SETTLEMENT GATENGA ,MU KAGALI KA NYANZA**

NO	AMAZINA YOMBI	ICYO ASHINZWE	UMUDUGUDU	TELEPHONE	UMUKONO
1	Gategaya Elias	President	Junu	0786678320	
2	Munyambizi Ewode	V. President	Murambi	0788445470	
3	Ncogozzi Emmanuel	Umwanditsi	Akagan	0785698838	
4	Nzamis Edesie	Member	Murambi	078881865	
5	Umubyeyi Theodosia	member	Junu	0788549645	
6					
7					
8					
9					
10					

Figure 3-6: Nyanza Cell elected CUCs attendance

**URUTONDE RW'ABITABIRIYE INAMA YO GUTORANYA ABAGIZE KOMITE IZAHAGARARIRA ABATURAGE MU**

**MUSHINGA WA UPGRADINGA SECOND SETTLEMENT GATENGA ,MU KAGALI KA GATENGA**

NO	AMAZINA YOMBI	ICYO ASHINZWE	UMUDUGUDU	TELEPHONE	UMUKONO
1	Karuranga Hyacinthe	President	Gakoki	0729403227	
2	KAYITESI Betty	V. President	Gakoki	0788655692	
3	BUSINGE Jolly	Member	Gakoki	0788822405	
4	HAVUGIMANA Felix	member	Gakoki	0788511066	
5	MGIKUNYI SARISA	Umwambutsi	Gakoki	0788410288	
6					
7					
8					
9					
10					

Figure 3-7: Gatenga Cell elected CUCs attendance





Figure 3-8: Stakeholder Engagement with Gatenga CUC members

### 3.6 Stakeholder views

The following are key observations from the different stakeholders so far engaged. The responses have been adopted in all the RAP reports since they provide various experiences for proper project implementation of the infrastructures in each settlement.

Table 3-4: Stakeholder engagement responses

Type of stakeholder	Comments/Views/questions
LODA	<ul style="list-style-type: none"> <li>• The urgent need to limit expropriation as much as possible.</li> <li>• Follow the World Bank guidelines as they were very key in the validation process.</li> <li>• During the detailed study provide multiple scenarios, showing the most probable, most optimistic and the pessimistic choice.</li> <li>• Keep all stakeholder involved in the planning, especially the key stakeholders involved in the project such as WASAC, RTDA, RHA, RWB, REMA and EUCL, since the approval of the detailed designs had to be properly validated and in conformity to all stakeholders.</li> <li>• Considering narrower roads, as the cost of expropriation greatly reduced, and they helped with reducing the speed of motor vehicles.</li> <li>• Considering cheaper construction technologies such as chip seal in the settlement access roads.</li> </ul>



	<ul style="list-style-type: none"> <li>• Having drainage trenches with concrete slab covers doubling as pedestrian walkways.</li> <li>• Limiting the margin of error in the topographic survey as much as possible.</li> <li>• Consider current unit prices in the pricing as this had been a major issue in previous projects as well.</li> </ul>
WASAC	<ul style="list-style-type: none"> <li>• Rwanda has national standards that have to be followed before adhering to international standards.</li> <li>• The present water network in the settlements needed to be considered in the design of the proposed network, to avoid cases where existing pipes that haven't reached their design life are damaged or removed in the implementation of the project.</li> <li>• The final detailed designs should have both designs for the water network and the sewer network, incorporating the 2 settlements of Mpazi and Gatenga in the planned centralized sewerage system.</li> <li>• Provide proper demand projections considering the development that would arise with the new infrastructure.</li> <li>• Work closely with the various stakeholders and accept their input rather than guiding them, during implementation, preparing the Bills of Quantities and other stages.</li> <li>• Look properly into the cost recovery aspect on the project.</li> <li>• Consider the formation of the stakeholder committee consisting of all the stakeholders to ensure that all the stakeholders were involved in the project and their input considered.</li> </ul>
Rwanda Association of Local Government Authorities (RALGA).	<ul style="list-style-type: none"> <li>• Limit expropriation as much as possible as it was costly and majority of evacuated people normally tend to lead to informal settlements elsewhere, rather build around the residents and make them realize how the infrastructure was meant to improve their livelihoods.</li> <li>• Consider including People with Disabilities (PWDs) on the Community Upgrading Committees.</li> <li>• The role of RALGA in the City of Kigali projects is in linking the local entities with central government in capacity building.</li> <li>• Provided studies for review: study to access opportunities in land readjustment with RHA and MININFRA.</li> <li>• The team at RALGA had also conducted a study to observe how expropriation would be minimized on Agatare (RUDP phase I), and they had the documentation on how the eviction was on-going.</li> <li>• Look at the Resettlement Upgrading Model by the UN Habitat from Ms. Catherine Kalisa as some areas in the project scope had been considered in their habitat study.</li> <li>• Propose means the residents would get to improve on their houses and surrounding following the master plan, after the implementation of the project.</li> </ul>
Rwanda Transport Development Agency (RTDA)	<ul style="list-style-type: none"> <li>• The Rwandan standards that had been drafted by RTDA have not been validated and the process stopped. It better to follow internationally approved standards.</li> <li>• Limit expropriation; consider having narrower roads, probably making one-way traffic roads to limit the carriageway to the narrowest possible.</li> </ul>



	<ul style="list-style-type: none"> <li>• Look at road drainage while minding the cost of expropriation during implementation.</li> <li>• For road drainage consider more in-sloping and out-sloping crowns, rather than the common centerline crowns, as the centerline crown required 2 side ditches while the former required one.</li> <li>• pay close attention to the surveys, such as;</li> <li>• Traffic volume, traffic design speed and flow.</li> <li>• Traffic counts, Intersection volume studies, Origin-Destination surveys planning for the unplanned traffic, and the vertical and horizontal alignments.</li> <li>• Concerned about RUDP first phase works, where some roads in Agatare had very steep slopes that looked very dangerous in both the friction of the vehicles and sight-viewing distance.</li> <li>• The cobblestone project had failed as a pavement material to limited resources, and encouraged chip seal as a pavement material for low traffic roads as the cost was cheaper per kilometer compared to the common asphalt concrete.</li> <li>• Advice on the pavement layers; the common crushed stone base could be ignored basing on the traffic volumes and the wearing course applied directly over the well compacted murram fill provided it is strong enough with regards to its California Bearing Ratio.</li> <li>• Design side ditches with concrete slab covers that act as walk path.</li> <li>• Look at Base on the road to Byumba were proper drainage on the retaining wall was done, for occasions were the retaining walls fail.</li> <li>• There are conflicting interests between the different stakeholders, such as WASAC water pipes and EUCL and REG fibre network, where they depend on the road network for their infrastructure. To this he suggested the team considers smaller carriageways and planning for the services of the other stakeholders in the roadway, this would involve planning for water pipes and fibre optic cables in the roadway.</li> <li>• Ongoing road works damage underground water pipes hence leaving residents without water for some considerable time, stating how before any works are done, RTDA requests for the mapping showing the locations of pipes, however since most pipe locations are unknown, damaging the pipes becomes an unavoidable situation.</li> <li>• Consult the WASC master plans during the design to avoid any conflicts that may arise during implementation.</li> </ul>
MININFRA	<ul style="list-style-type: none"> <li>• Ensure the residents take ownership of the project.</li> <li>• Keep the residents as a priority during the project implementation ensuring all qualified residents in the settlements took priority in employment.</li> <li>• Emphasized how in technical aspects the team should not be driven so much by the residents as on most occasions they have personal interests at heart even if the upgrading works must be comprehensive and based on the residents' proposals.</li> <li>• No benefits had been budgeted for the CUC members, but some logistics can be arranged for the committee members during meetings.</li> <li>• Incorporate the new 2020 master plan in the new design.</li> </ul>





	<ul style="list-style-type: none"> <li>• Pay attention to the designed road width, and limit expropriation as much as possible as the cost for expropriation fell to the Government (District), He proposed that the footpath would be limited to 1.5m - 2.5m.</li> <li>• Include the road KG 8 Av which is beyond the boundary of the project scope, as it wouldn't be proper to construct settlement access roads when the main road is not worked on, and also because the said road would reduce the traffic on the main road of KG 11 Av, he also argued that the traffic on KG 11 Av would increase once the Nyagatovu settlement roads had been constructed.</li> <li>• The consultant needed to consider practicality as much as possible, reach on site and observe the works on ground, especially the ongoing SKAT works in Akabahizi.</li> <li>• Shared the contact of the Urban Planner working with Rwanda Housing Authority (RHA) Urban Planning Consultant. The consultant team should schedule a meeting with her to share information and experiences on the matter of upgrading informal settlements.</li> </ul>
RHA	<ul style="list-style-type: none"> <li>• The consideration of maintaining people where they are living without removing them during the upgrading so as to avoid creating other slums which may result where they may relocate. This is evident in how people have shifted to neighbouring Districts and callused other informal settlements upon being expropriated from the city</li> <li>• Taking care of the neighbourhood of the settlement being upgraded since in many incidents they share the challenges</li> <li>• There is need for land readjustment as such there will be need to have temporary units in which to relocate people as the settlements are being upgraded</li> <li>• The consideration of playgrounds (recreations grounds) for the children to grow well while managing to play, construction of small markets is to be considered within the upgrading of the settlements</li> <li>• The issue of Bus stops and road side parking in general also needed to be put in consideration</li> <li>• The issue of ensuring that the tenants still afford the accommodation within the same environment also has to be thought of.</li> <li>• Information given the team indicated that there is a total of 10 housing settlements being developed concurrently: 4 by City of Kigali, 2 by RISD and 4 by RHA.</li> </ul>
REMA	<ul style="list-style-type: none"> <li>• The meeting with REMA centred round the liquid waste management disposal</li> <li>• The proposals to have lagoons as a system of liquid waste treatment for the two settlements of Nyabisindu and Nyagatovu were not recommended due to the fact the proposed systems (lagoons) have shown poor performance and have resulted in more pollution and yet the proposed sites are used by locals to grow some crops (vegetables). It was recommended to consult the feasibility study on Kinyinya catchment that was conducted under LVEMP II. Meanwhile, a proposal to have a temporal waste water treatment plant was seen as</li> </ul>





	<p>the best option in the event that the settlements are no yet connected to the Centralized sewerage system.</p> <ul style="list-style-type: none"> <li>• Another discussion was the storm water management. Discussion on how the storm water velocities and debris can be reduced prior to reaching the marshland so as to minimize flooding. Proposals for retention basins along the drainage channels to curb both can be a better option.</li> <li>• Another discussion was that all the marshlands are undergoing rehabilitation as per the Rwanda Environment Development Programme (REDPII) as such all upgrading programmes need to be intergraded. This programme is including Gikondo and Nyabugogo wetlands</li> <li>• Ensuring adequate buffer zones are respected during the upgrading processes.</li> <li>• The team was requested to work in consultations with other projects which included Flood modelling team, Nature based solutions and the Environmental Management Unit of the City if Kigali</li> <li>• Other documents for reference include The National Land use and Management Master Plan, Kigali Master Plan, Kigali Wetland Masterplan, there is also a strategic Assessment for the Environment which is undertaken. ESM framework is the one being used to date.</li> <li>• There was also need to get in contact with the Pollution control unit as the team opts for the best alternative for liquid waste management.</li> <li>• Finally, the REMA recommended that the detailed study for upgrading the informal settlements be developed using an integrated approach as much as possible in order to make use of previous studies and avoid duplication.</li> </ul>
Kicukiro District	<ul style="list-style-type: none"> <li>• The team introduced the status of the project to the district officials who are headed by the Director of Infrastructure</li> <li>• The discussion centred around the need to see that PAPs are adequately compensated prior to relocation</li> <li>• The district committed to offer the necessary assistance to remove the barriers to the implementation of the upgrading program.</li> <li>• Contacts for the focal point persons of the districts in charge of land and infrastructure development were provided</li> </ul>
Meeting with the Gatenga Settlement elected Community Upgrading Committee members, discussing their roles, responsibilities during the different stages of the project.	<ul style="list-style-type: none"> <li>• The consultant team to consider the new master plan, as there was a worry of constantly adjusting the outcomes with each new construction phase.</li> <li>• The committee was to calm the residents rather than cause the unnecessary fear and panic due to people worrying about loss of land and property.</li> <li>• The committee members were to encourage the community members to desist from the habit of rushing to sell of their property and do unnecessary rehabilitation on their property targeting raising the value of their property during expropriation.</li> <li>• The committee members to provide maps with the features as they would appear in the final design to avoid providing miscommunication when there are variations between the feasibility study findings and the detailed design findings.</li> </ul>





	<ul style="list-style-type: none"><li>• Inquired on whether there was any upkeep budgeted for them would be replied when they were called in the next meetings.</li></ul>
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## CHAPTER 4 SOCIOECONOMIC BASELINE CONDITIONS

### 4.1 Introduction

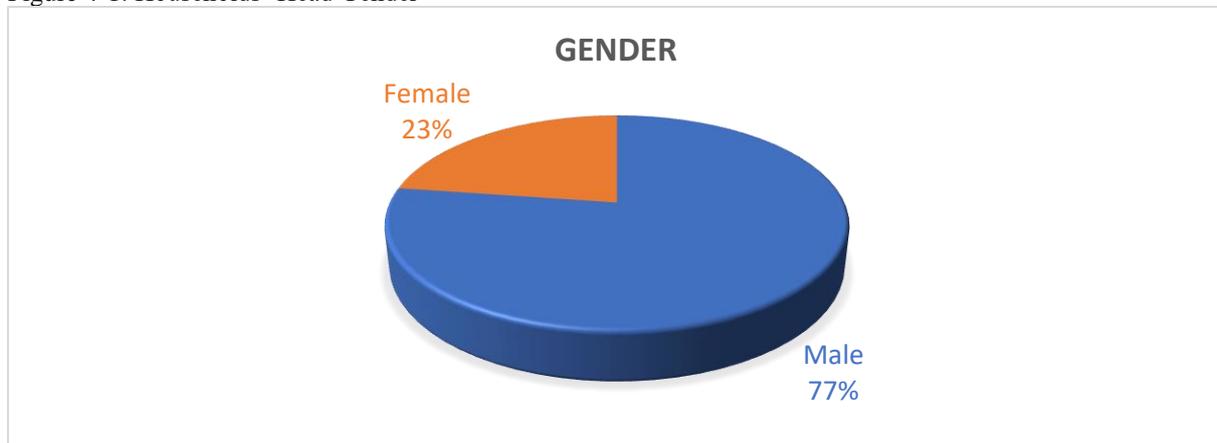
This chapter presents the analysis and interpretation of the findings from the socioeconomic survey including: demographic characteristics, household economy, economic and health status and information and communication.

### 4.2 Household characteristics

#### 4.2.1 GENDER OF THE HEAD OF HOUSEHOLD

The findings show that the majority of household heads are males (77%). This is not surprising in an African setting, but 23% to be females is a cause for alarm and call for proper planning not to make these women more vulnerable.

Figure 4-1: Households' Head Gender



#### 4.2.2 AGE OF HOUSEHOLD HEAD

Majority of the household heads are between 36-65 years (83%). This is an indication of a youthful population that needs to be resettled properly. The (5.8%) with elderly will get assistance from the young ones working. The following table shows the age groups. The following table shows the age groups.

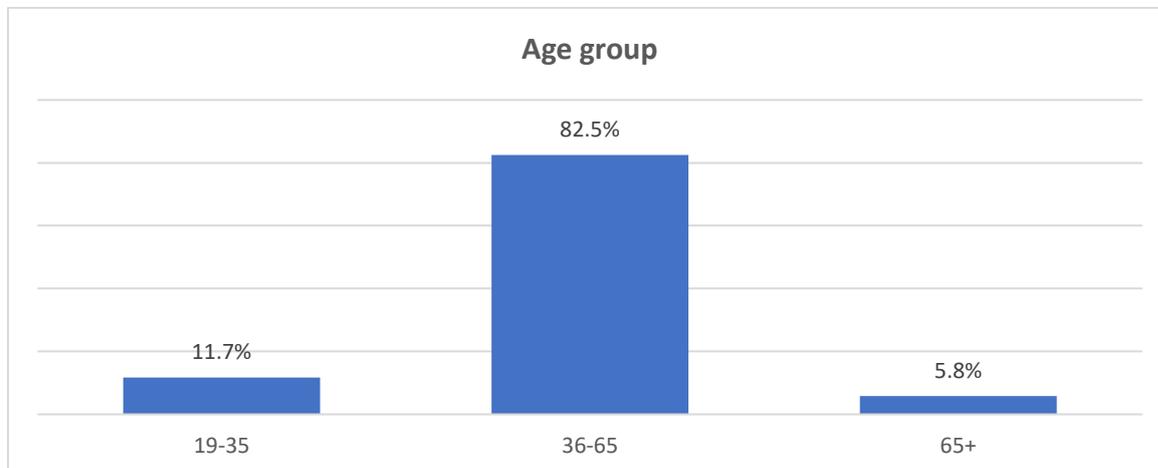
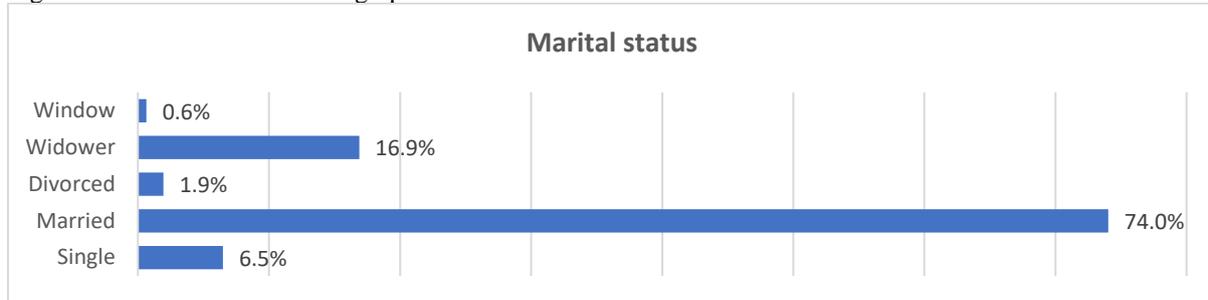


Figure 4-2: Households' Head Age

### 4.2.3 MARITAL STATUS

Majority of the household heads (74%) are married, however, there is a considerable proportion (17%) who are widowers. Widowers are categorised as a vulnerable group, so it's important that the project takes care not to make them more vulnerable, when they lose their places of abode and cannot replace them. There is therefore a strong recommendation for in-kind compensation for those who lose their houses.

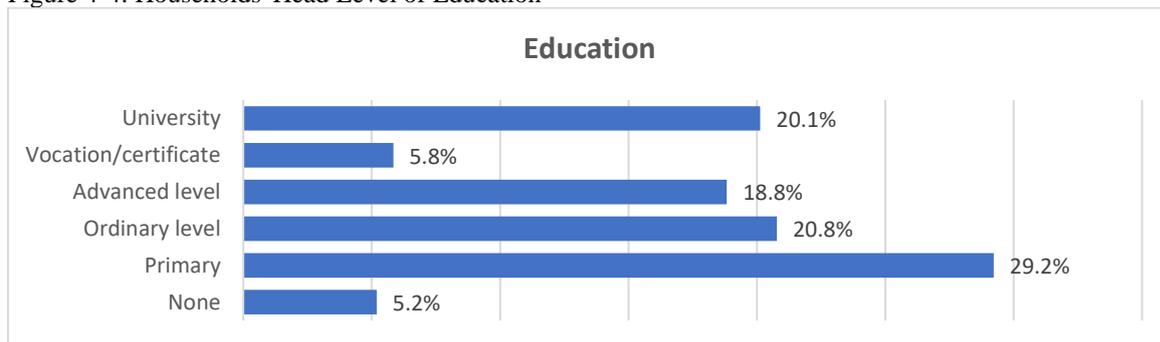
Figure 4-3: marital Status Demographic



### 4.2.4 EDUCATION OF THE HEAD OF HOUSEHOLD

Data shows that (29.2%), have attained only primary level and (5.2%) had no education. These people will need support in handling and comprehending resettlement related documents.

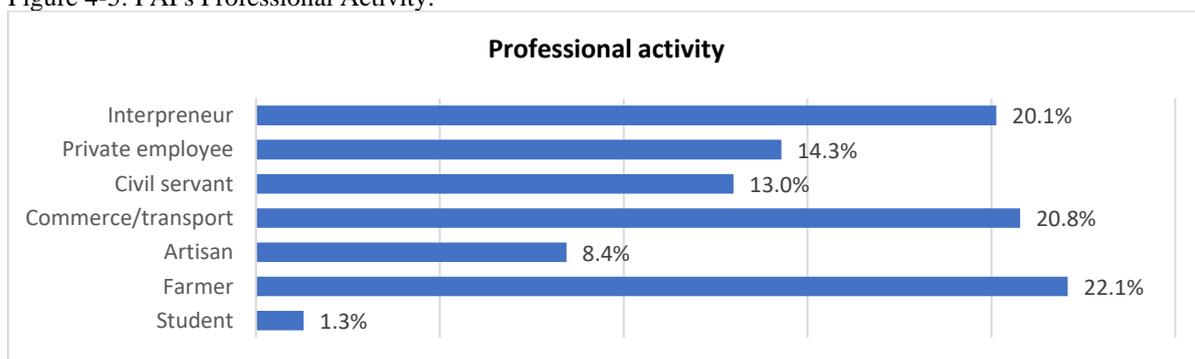
Figure 4-4: Households' Head Level of Education



### 4.2.5 PROFESSIONAL ACTIVITY

The survey results show there are three major professional activities in the settlement including entrepreneur (20%), commerce/transport (21%) and farmer (22%). These are livelihoods that will be displaced and PAPs will need support to restore them.

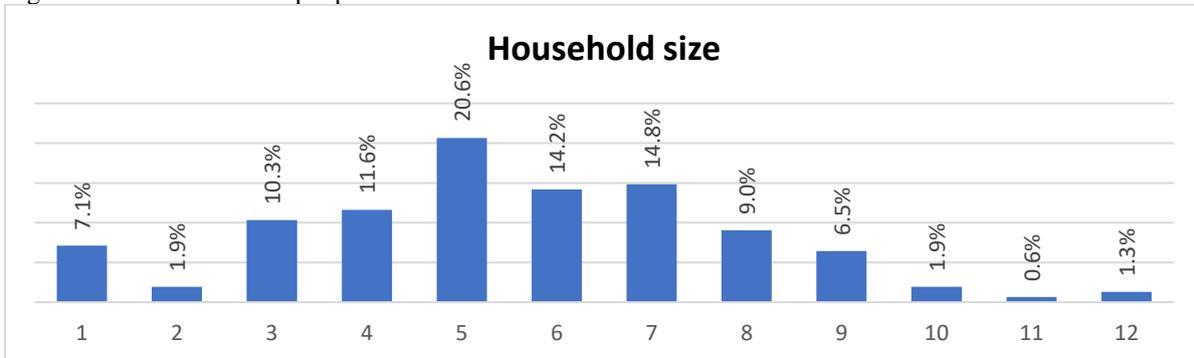
Figure 4-5: PAPs Professional Activity.



#### 4.2.6 NUMBER OF PEOPLE IN YOUR HOUSEHOLD

According to figure 4-6, almost a half of the PAPs (49%) have between 5-7 members in the household. The households are big and therefore need to be resettled properly.

Figure 4-6: Number of People per Household



#### 4.2.7 GENDER OF THE HOUSEHOLD MEMBERS

In addition, 52% of the other household members are females. As shown below.

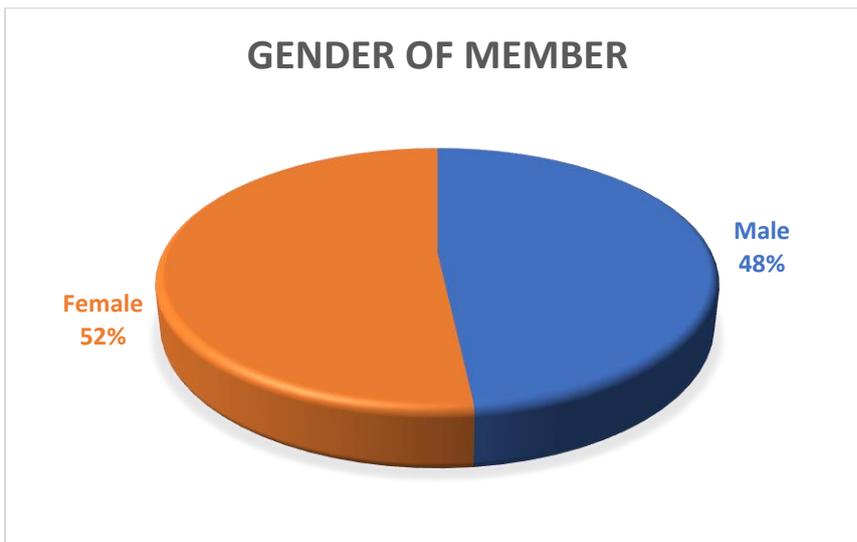
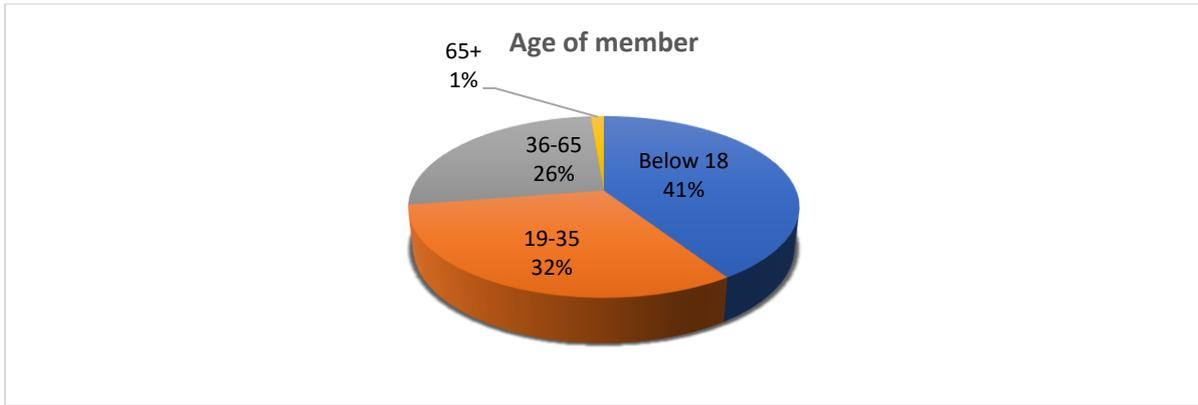


Figure 4-7: Genders of Household members

#### 4.2.8 AGE GROUP OF HOUSEHOLD MEMBERS

Close to a half (41%) are below 18 years, and these could include students. These are likely to be disrupted by the displacement process. A third of the affected household members are between 19-35 years. These are youths who could be employed by the project. Overall, (52%) of the household members are females.

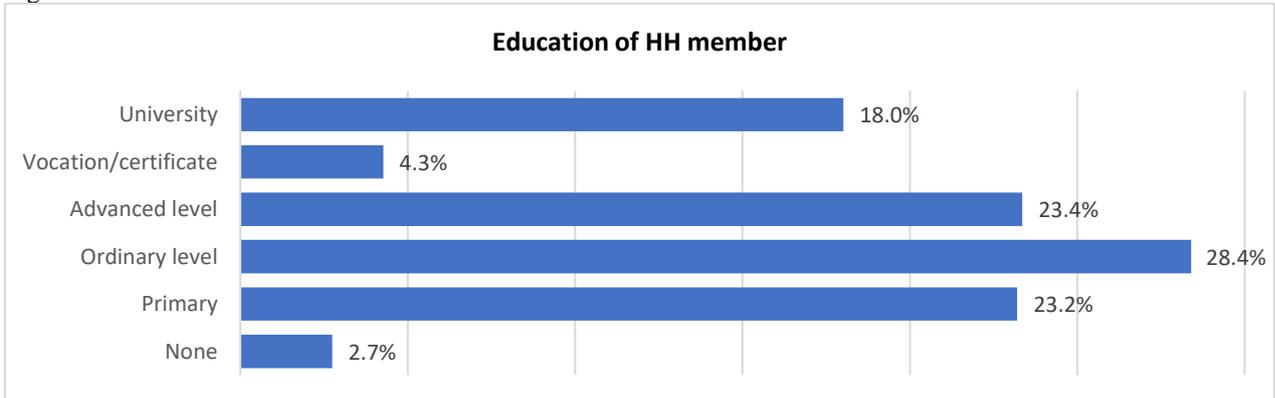
Figure 4-7: Household Member Age groups



#### 4.2.9 EDUCATION OF HOUSEHOLD MEMBERS

The education of members of the affected households shows that many could still be students. These are likely to be disrupted by the displacement process in terms of increasing on the distance travelled to school which may negatively impact their daily school attendance.

Figure 4-8: Education of the household members.



#### 4.2.10 ACCESS TO SCHOOLS

Data further shows that only (3%) of children who are supposed to be in school are not which is a good mobilisation compared to the rest of the settlements. The schools are mainly public schools (57%), 41% are private while 2% are government aided schools. The schools are within 5km (less than 1km 23% and 1-5km 49%), while the rest are located above 5km from their homes. The distance to school should be a factor during resettlement not to affect children's education.

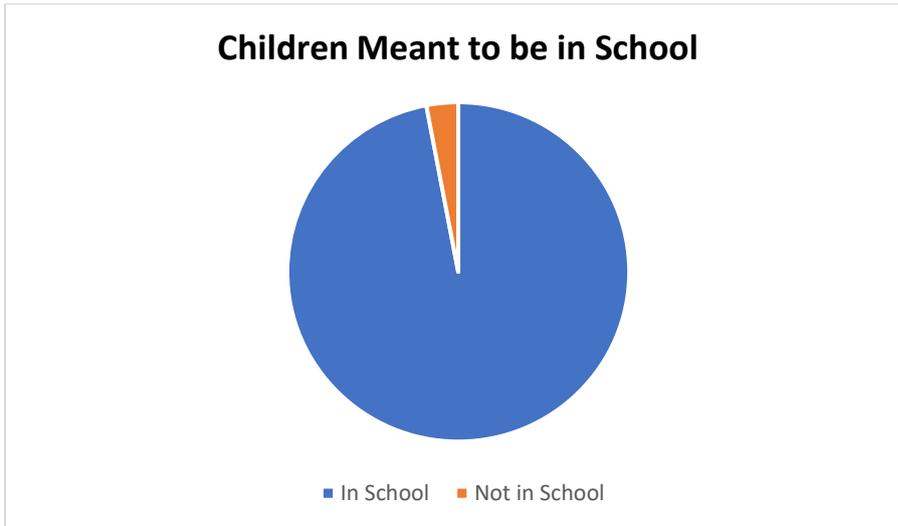


Figure 4-9: Children in Schools

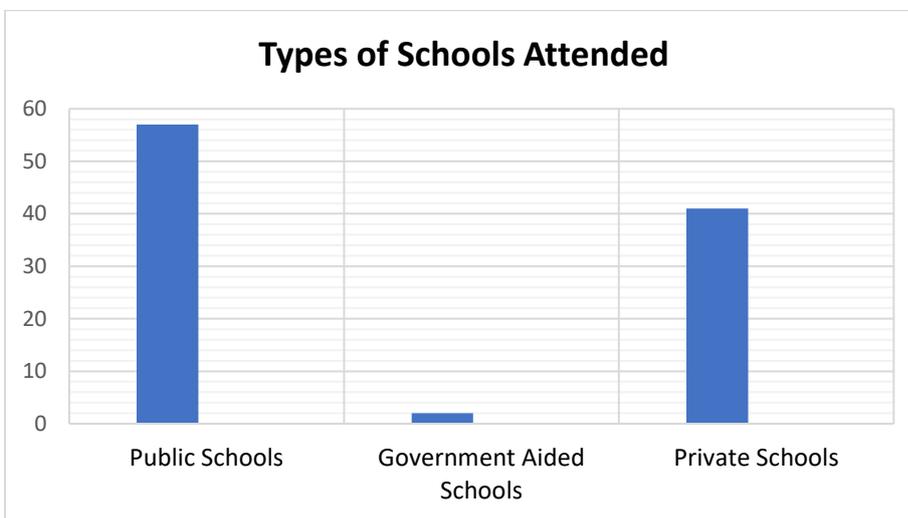


Figure 4-10: Type of School attended

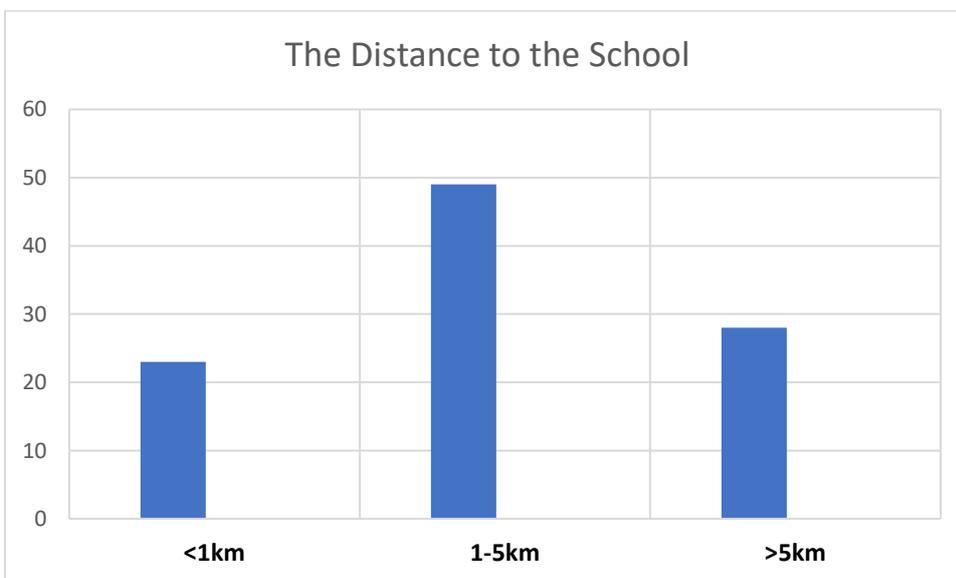
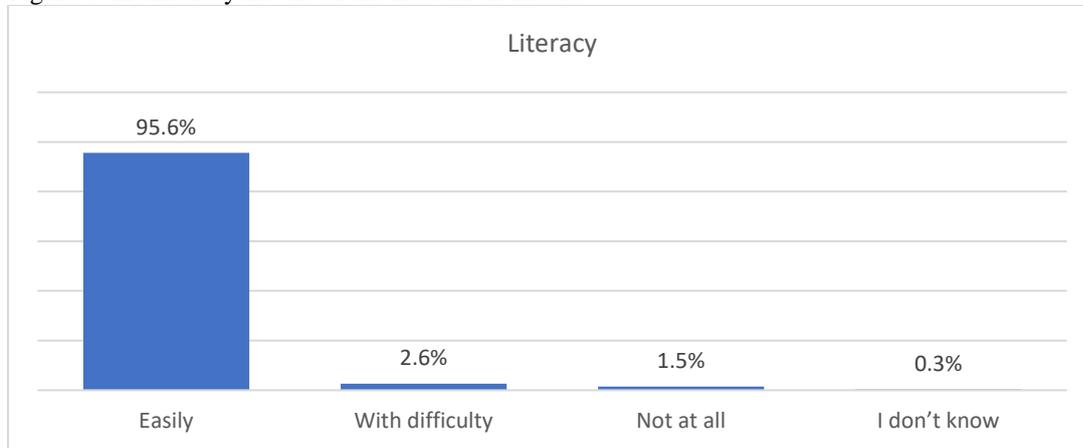


Figure 4-11: The distance to the school

#### 4.2.11 LITERACY OF THE HOUSEHOLD HEAD

The data reveals that 96% of household heads can easily read and write while the rest (4%) of the household heads cannot read and write properly in any language. These should be identified by CoK and given support to understand the documentation during resettlement.

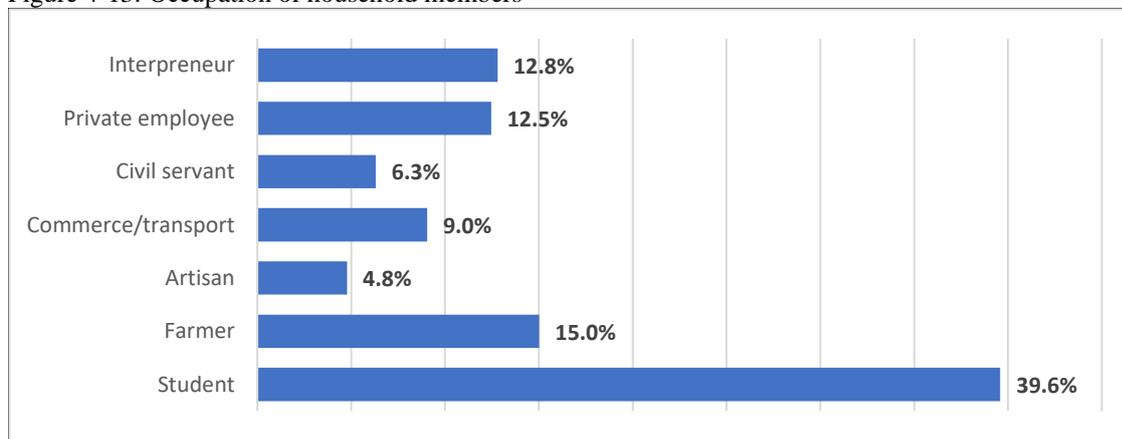
Figure 4-12: Literacy Levels of the Household Heads



#### 4.2.12 OCCUPATION OF HOUSEHOLD MEMBERS

The survey results in figure 4-9 indicate that a big percentage of the other household members (39.6%) are students, followed by those engaged in farming (15%), entrepreneurship (12.8%), private employees (12.5%) and those involved in commercial activities and transport (9.0%). Livelihood restoration programs should put into consideration the different occupations and skills the PAPs have.

Figure 4-13: Occupation of household members

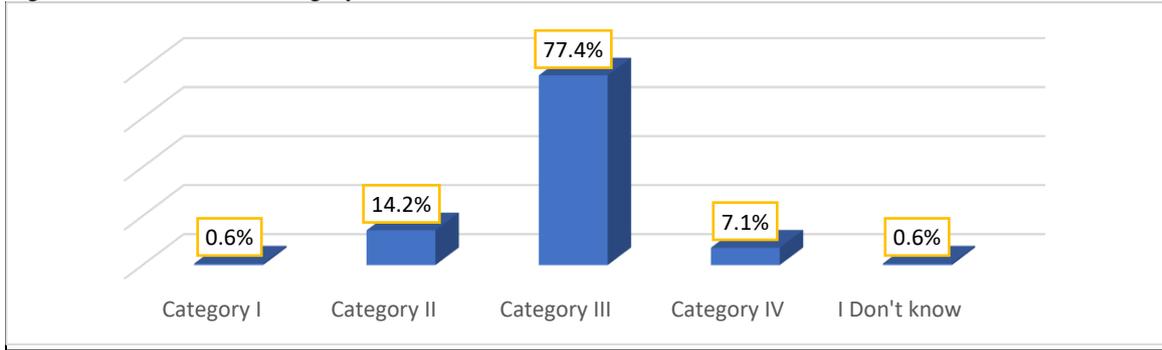


### 4.3 Household economy

#### 4.3.1 CATEGORY OF PAPs (UBUDEHE)

Majority of PAPs belong to category III of Ubudehe (77%), (14%) belong to category II of Ubudehe as shown in the following figure 4-11 shows:

Figure 4-14: Economic Category of the PAPs

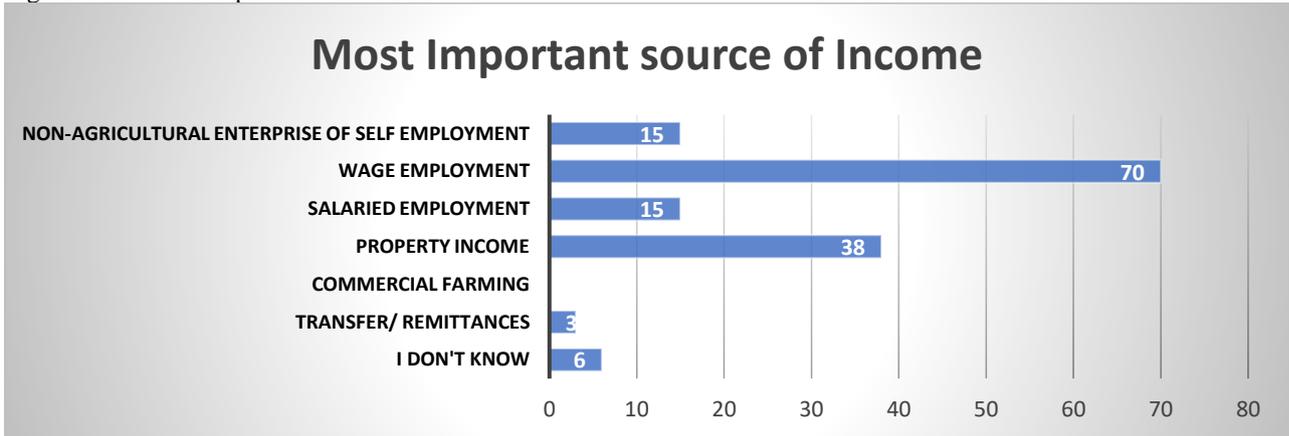


Findings show that majority of PAPs (77.4%) belong to category III of the economic levels (ubudehe). This means that some of the landlords among of PAPs, using expropriation compensation resources, will be able to build themselves new houses according CoK Plans.

### 4.3.2 MOST IMPORTANT INCOME SOURCE

Survey results suggest that majority of PAPs have wage employment (70%) and property income (38%), as shown in the following diagram below. The PAPs are likely to continue with their sources of income even after resettlement if they do not go very far from Kigali.

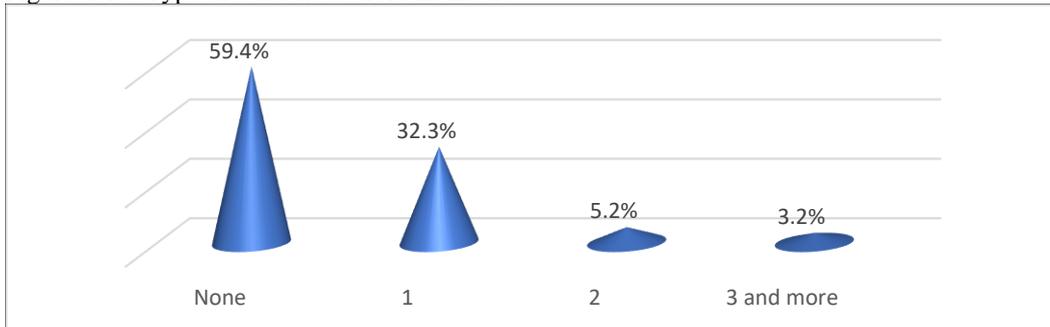
Figure 4-15: Most important Source of Income



### 4.3.3 INCOME OF ANOTHER HOUSEHOLD MEMBER

Only (40%) of the PAPs, have got another member in the household with a regular income as indicated in figure 4-13 below. This means the PAPs are the sole providers in the home. Any impact on their livelihoods affects the welfare of the whole family.

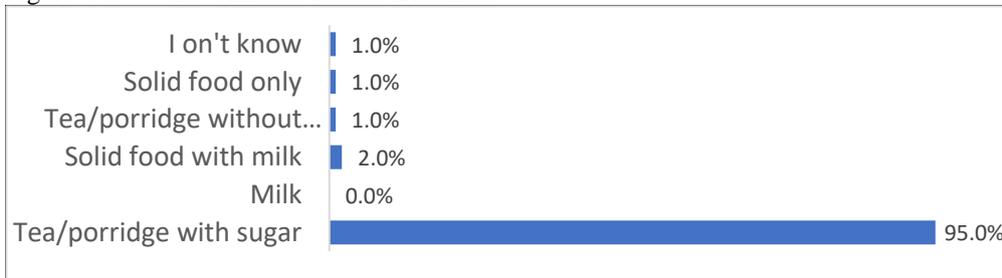
Figure 4-16: Type of other household members



#### 4.3.4 WELL-BEING INDICATORS

The survey results reveal that majority of the households (95%), had their breakfast of tea/porridge with sugar on the day of the interview. This is a good indicator of welfare, which should not disorganise by resettlement.

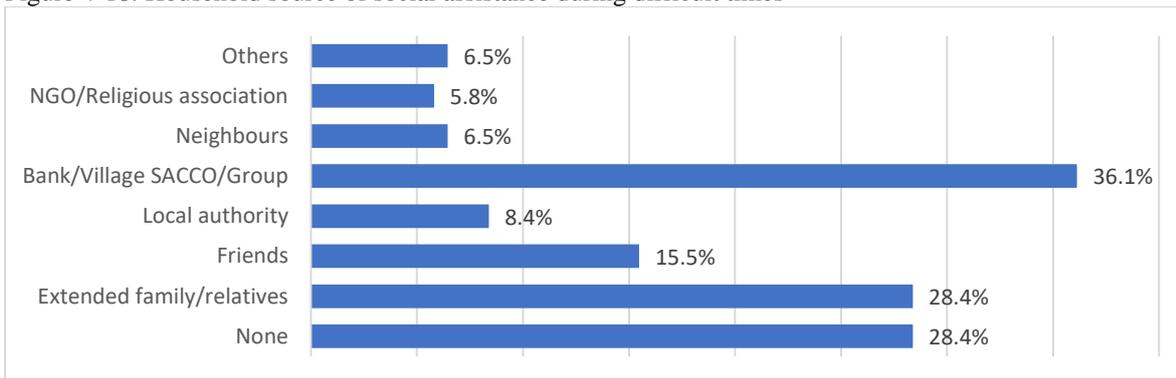
Figure 4-17: What Children had for Breakfast



#### 4.3.5 HOUSEHOLD SOURCE OF SOCIAL ASSISTANCE DURING DIFFICULT TIMES

The data shows that PAPs mainly get assistance from Bank/SACCO (36%) and extended family (28%). The banks or SACCO may be lost with distance; but the relatives can still be accessed wherever the PAP is relocated. For those who will be resettled, the project will encourage people to form groups for new networks.

Figure 4-18: Household source of social assistance during difficult times



#### 4.3.6 AVERAGE INCOME FROM DIFFERENT SOURCES OF LIVELIHOODS IN THE 12 LAST MONTHS

Almost a half (40.6%) of the PAPs are below 500,000 Rwf. These may need support in restoring their livelihoods. A third (31%) of the PAPs earn between 500,000-1,000,000 as their average income. For details see figure 4-19 below.

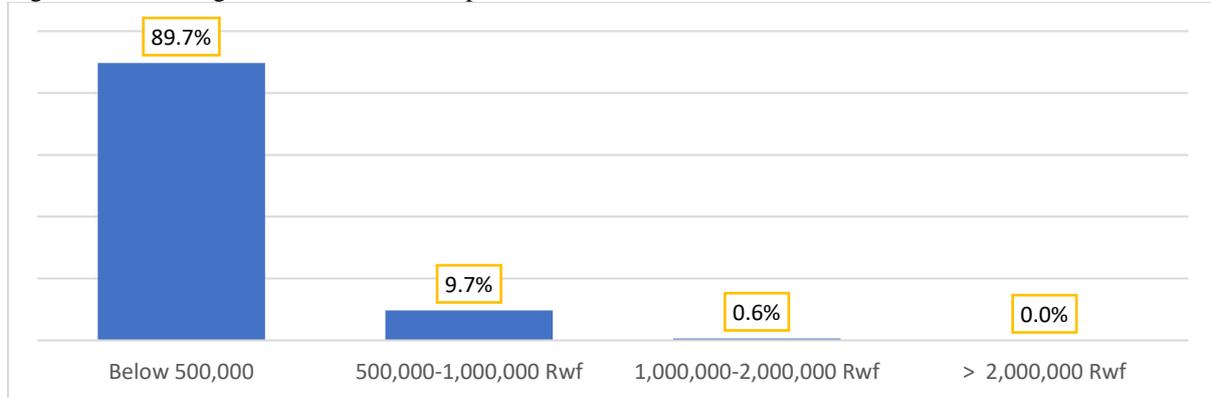
Figure 4-19: Average Income



### 4.3.7 AVERAGE MONTHLY HOUSEHOLD EXPENDITURE ON BASIC NECESSITIES

The majority (90%), spend less than 500,000 Rwf monthly. Indeed, they cannot spend more than what they earn. However, these need to be scrutinised because it could have some vulnerable groups earning little income. The following figure is illustrative.

Figure 4-20: Average annual household expenditure

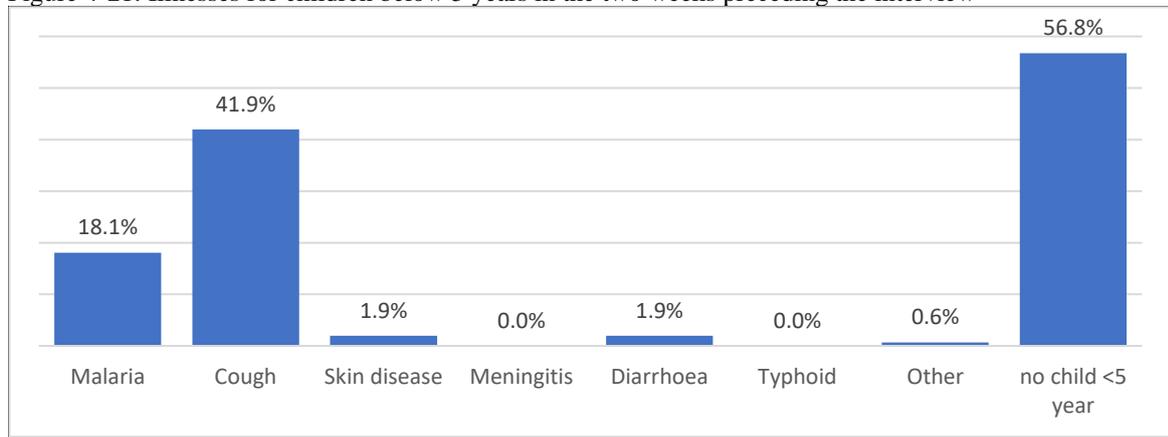


## 4.4 Health status of the household

### 4.4.1 HEALTH CONDITIONS

The baseline survey inquired about the common illnesses among children under 5 years. Survey results suggest that 42% had cough. This could be related to the environment and congestion in the houses.

Figure 4-21: Illnesses for children below 5 years in the two weeks preceding the interview

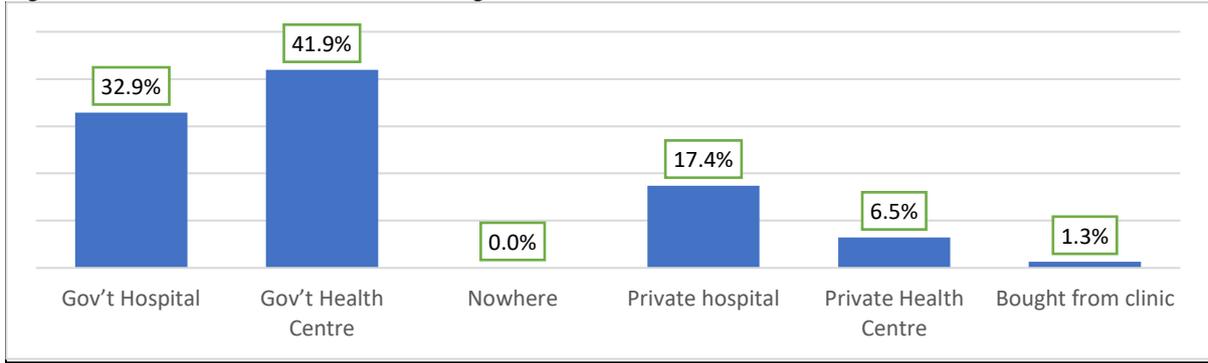


The results in figure above, show that malaria is the common illness among children under 5 years that needs to be taken in account by health services to minimize infection transmission to new people.

### 4.4.2 HEALTH SEEKING BEHAVIOR

The majority of PAPs use government health units. These are well distributed in Kigali. Therefore, wherever they relocate, the PAPs will be able to still access government services. The results are shown in following figure 4-22 below.

Figure 4-22: Where consultation is first sought

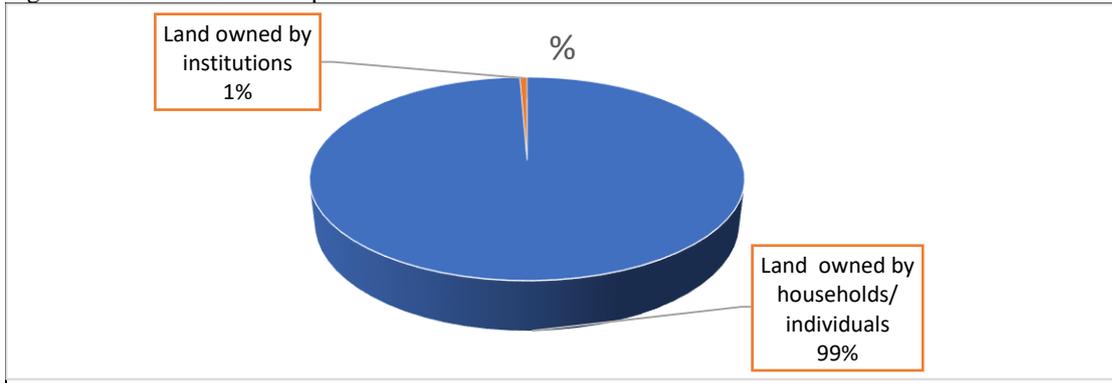


## 4.5 Property ownership Status

### 4.5.1 LAND OWNERSHIP STATUS

The data reveals that (99%) of the PAPs own the land, while (1%) is owned by institutions. The land tenure is mainly freehold (90%) and succession is (10%). These may be among the people who may lack proper documentation. They will be assisted by the CoK before they can access compensation.

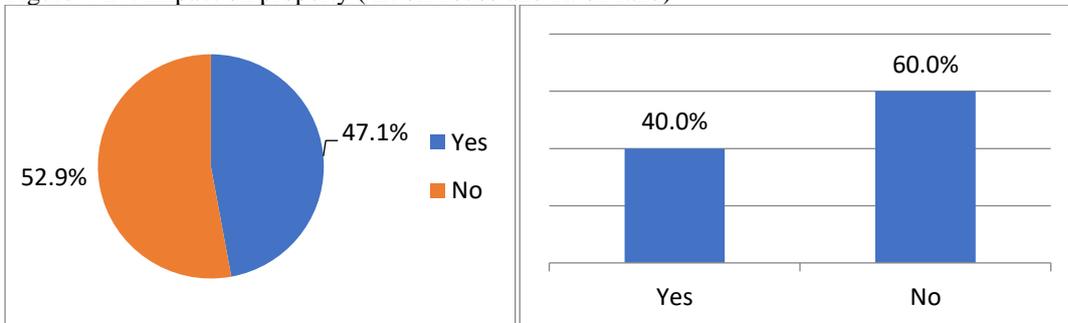
Figure 4-23: Land Ownership



### 4.5.2 IMPACTS ON THE HOUSES AND LAND

Regarding the impact, 47% of the PAPs said that the project will physically displace their houses and 60% still, know that the project will take part of their land which means that the remaining portion be used for other activities.

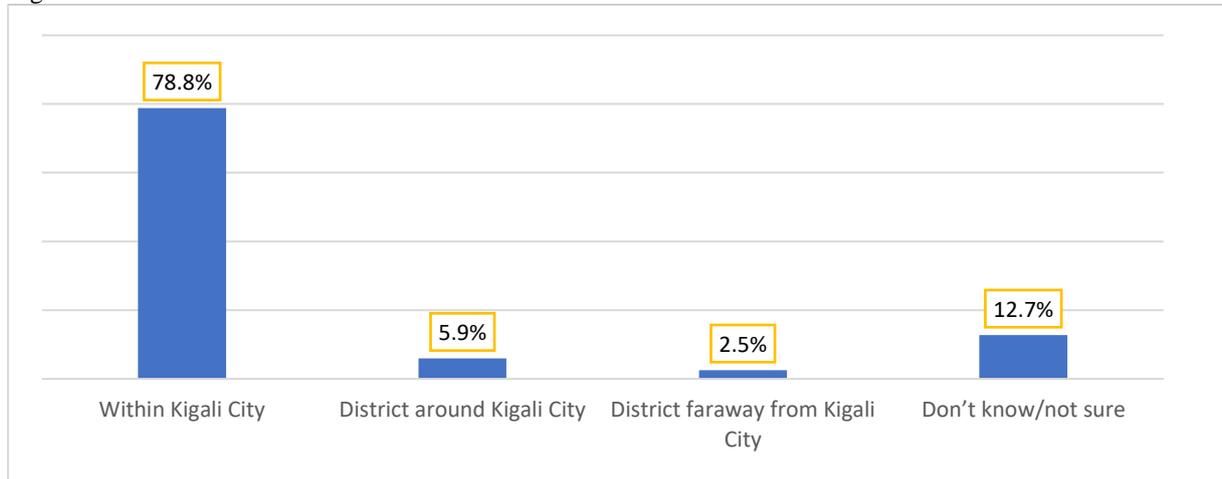
Figure 4-24: Impact on property ( L: on house and R: on land)



### 4.5.3 POSSIBLE AREA FOR RELOCATION

Asked about possible relocation site the following are the responses. Majority (78.8%) said would like to stay within Kigali. This is a message to the developers to ensure that people who are physically affected stay in Kigali so that they can continue with their livelihoods

Figure 4-25: Possible relocation sites Preference.

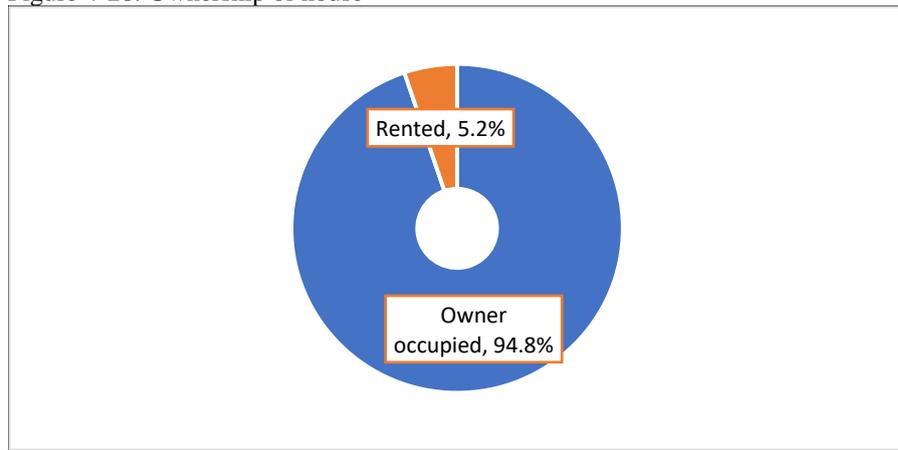


## 4.6 Housing Conditions

### 4.6.1 OWNERSHIP OF THE HOUSE

Almost all houses are owner occupied (94.8%). This means that for those who are physically affected; it is the real PAP. And considering the fact that most of the houses through observation have an economic activity, PAPs will be both physically and economically displaced.

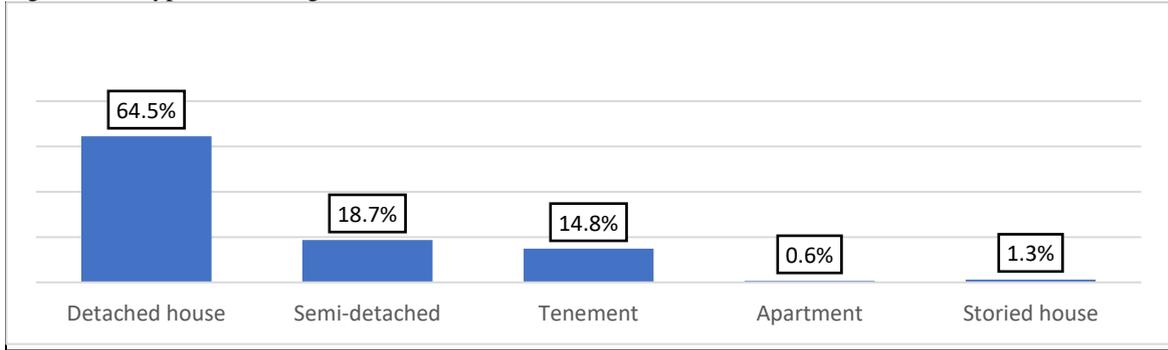
Figure 4-26: Ownership of house



### 4.6.2 TYPE OF DWELLING

Majority (64.5%) of the PAPs have autonomous houses. This means; affecting one house may affect the other during the demolition process. Therefore, the project should take care not to unnecessarily damage properties.

Figure 4-27: type of dwelling

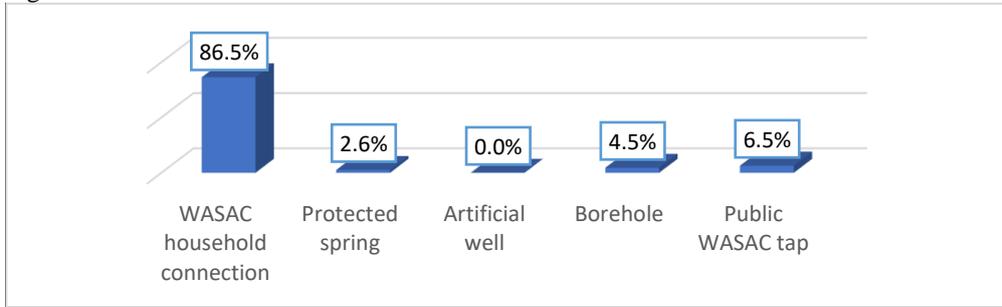


## 4.7 Services

### 4.7.1 ACCESS TO WATER

The data revealed that (86.5%) have WASAC household connection, while the rest bought from water vendors.

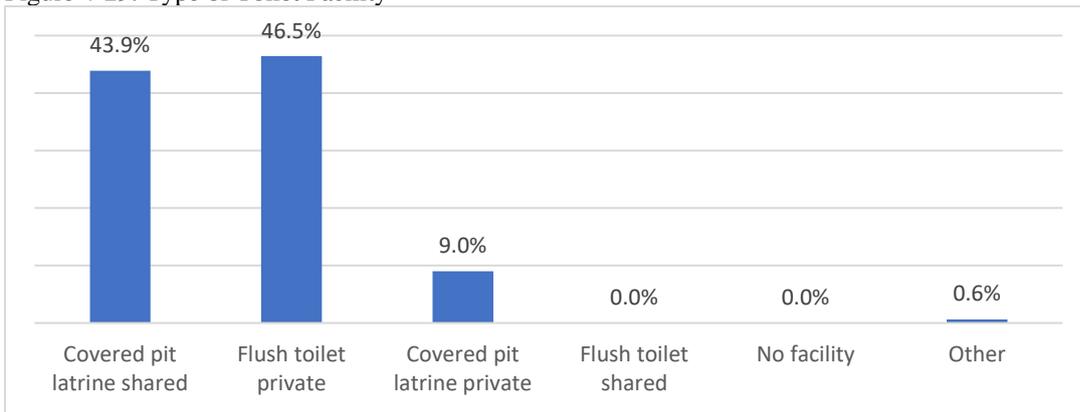
Figure 4-28: Access to water



### 4.7.2 SANITATION

The PAPs in Gatenga have access to proper sanitation. Only (1%) of the PAPs do not have access to a proper sanitation facility as shown in figure 4-23 below.

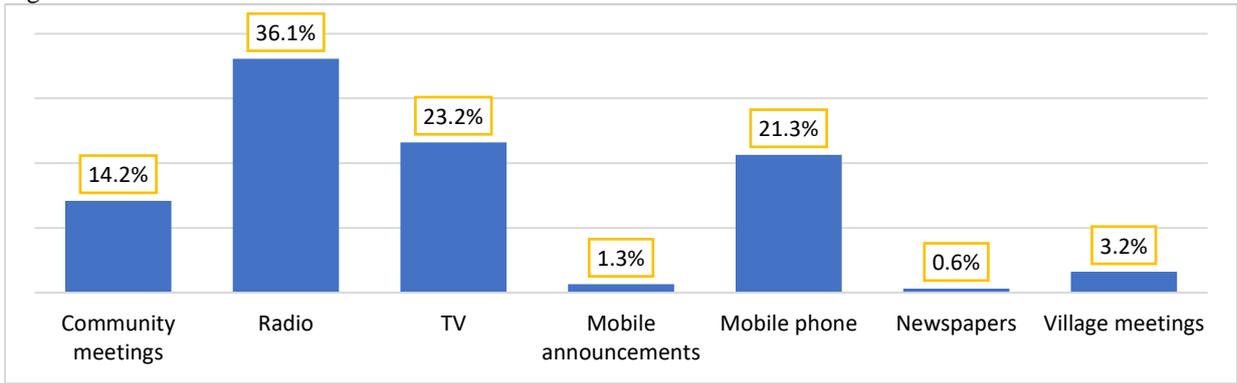
Figure 4-29: Type of Toilet Facility



## 4.8 Communication

The survey findings show that radio (36%), TV (23%) and mobile phone (21%) are the most popular sources of information. These should be utilised to ensure proper mobilisation and RAP implementation.

Figure 4-30: Communication

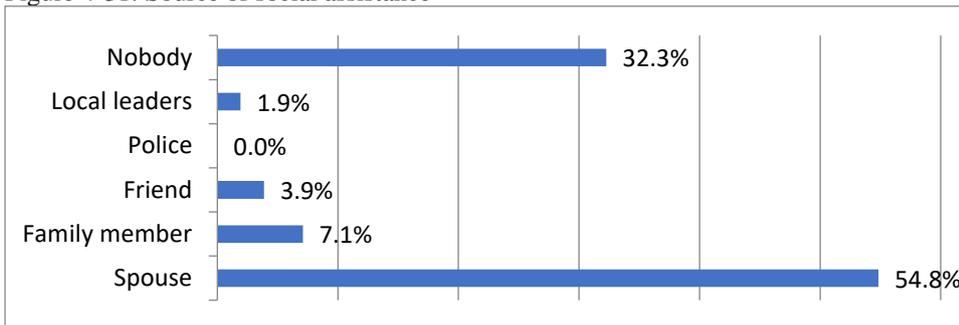


## 4.9 Social Capital

### 4.9.1 SOURCE OF SOCIAL ASSISTANCE

The survey results reveal that the four main sources of social assistance include spouse (54.8%), family member (7%) but 32% do not have anybody to resort to in case of social support as such the local leaders need to closely intervene.

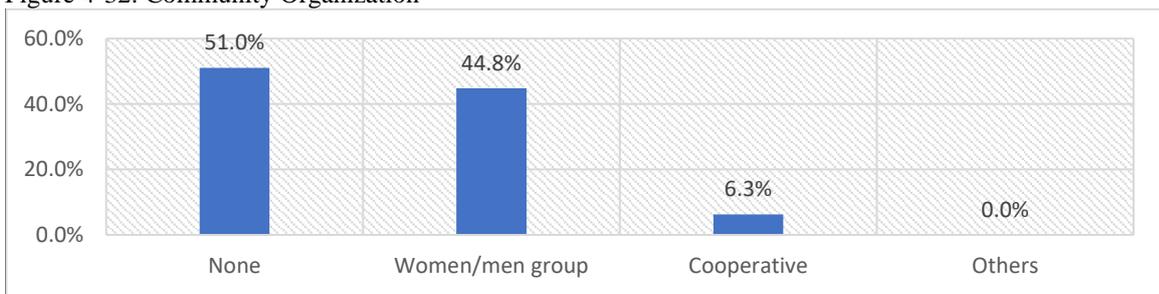
Figure 4-31: Source of social assistance



### 4.9.2 COMMUNITY BASED ACTIVITIES

The PAPs were asked whether they belonged to a community group. The purpose was to assess their social networks, which are likely to be broken with resettlement. The findings show that about half of the PAPs (51%) do not belong to any group. Such PAPs who do not belong to any organisation may find problems adjusting to new locations during and after displacement. (45%) belong to women/men groups. These can be a source of support, but also, they are likely to be broken. PAPs will be counselled into forming new networks in their new locations.

Figure 4-32: Community Organization



## 4.10 Compensation information

### 4.10.1 PREFERRED COMPENSATION

Survey results show that 99% of the Respondents prefer compensation in monetary terms while 1% prefer In Kind (replacement) compensation as indicated in table 4-1 below.

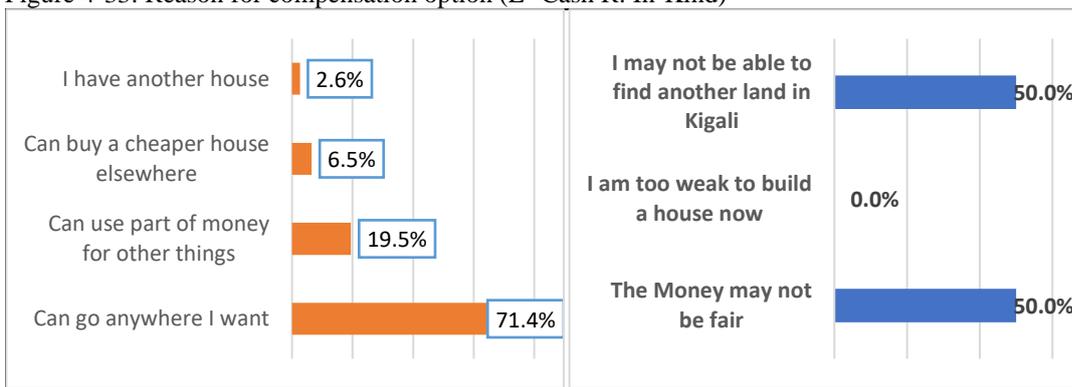
Table 4-1: Preferred compensation options

		%
<b>Land and other properties above land</b>	Payment of monetary fair compensation	99.4%
	Payment of fair compensation in kind	0.6%
	<b>Total</b>	<b>100.0%</b>
<b>House alone</b>	Payment of monetary fair compensation	98.7%
	Payment of fair compensation in kind	1.3%
	<b>Total</b>	<b>100.0%</b>
<b>Land alone</b>	Payment of monetary fair compensation	99.4%
	Payment of fair compensation in kind	0.6%
	<b>Total</b>	<b>100.0%</b>

### 4.10.2 REASONS FOR PREFERRED COMPENSATION OPTION

When asked for the reason why they prefer monetary compensation, majority had an option of improving their incomes by investing part of the money in business related activities. On the other hand those that preferred in-kind compensation had fear of not being able to resettle within the same location if the claiming that the money may be little as indicated in the two figures below

Figure 4-33: Reason for compensation option (L- Cash R: In-Kind)



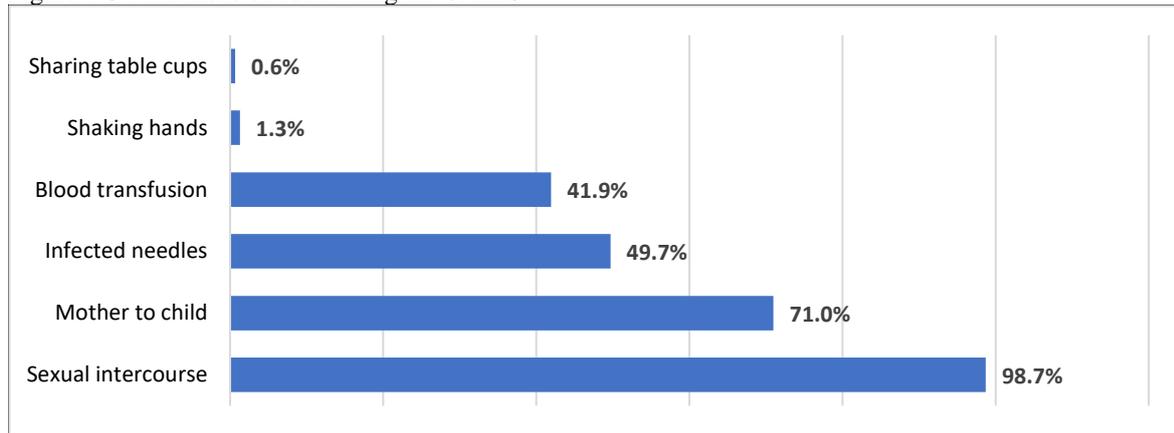
As such there is need to provide compensation at full replacement cost, so that the PAPs are free to replace their dwellings in the same or close location. This also points to the need for serious sensitisation for the PAPs to accept the plan for CoK to provide in kind compensation for people who are physical displaced.

## 4.11 HIV/AIDS

### 4.11.1 METHODS OF CONTRACTING HIV/AIDS

The knowledge about HIV/AIDS is high among the PAPs. The survey results suggest that 98.7% of the PAPs are aware that HIV can be got through sexual intercourse. The PAPs can also mention other methods of contracting HIV/AIDS to some extent. Such information will be stressed in order to increase HIV/AIDS knowledge during the construction phase when new people come into the area in search of job opportunities. The results are shown in figure below:

Figure 4-34: Methods of contracting HIV/AIDS

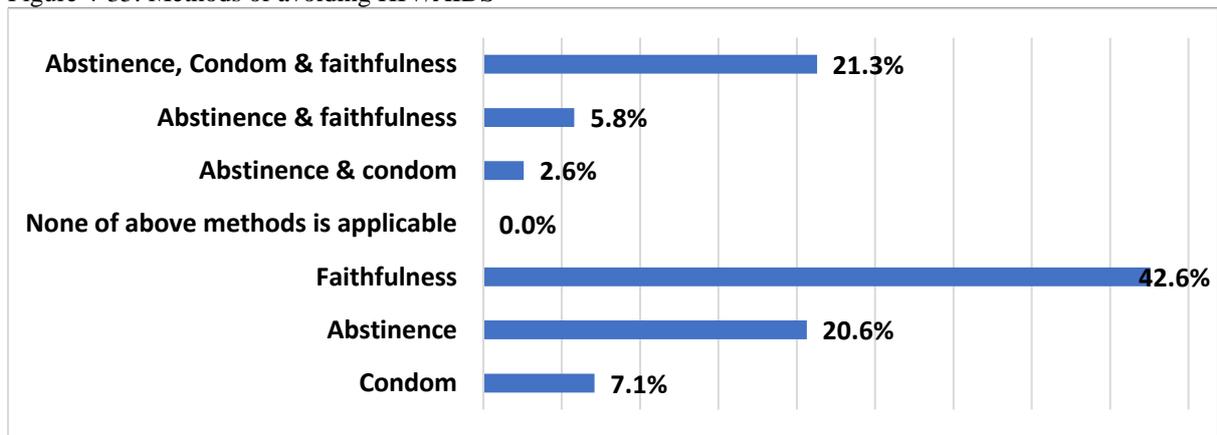


The other methods are not commonly mentioned by the PAPs while there was PAPs who think HIV can be gotten through shaking hands and sharing cups. This is an indication of HIV/AIDS information gap. This gap should be filled during the construction phase.

### 4.11.2 METHOD OF AVOIDING HIV/AIDS

There is high knowledge about HIV/AIDS prevention with a big number appreciating that faithfulness takes the lead in avoid HIV/AIDS as indicated in figure below. This should be continued in terms of Information Education and Communication (IEC).

Figure 4-35: Methods of avoiding HIV/AIDS

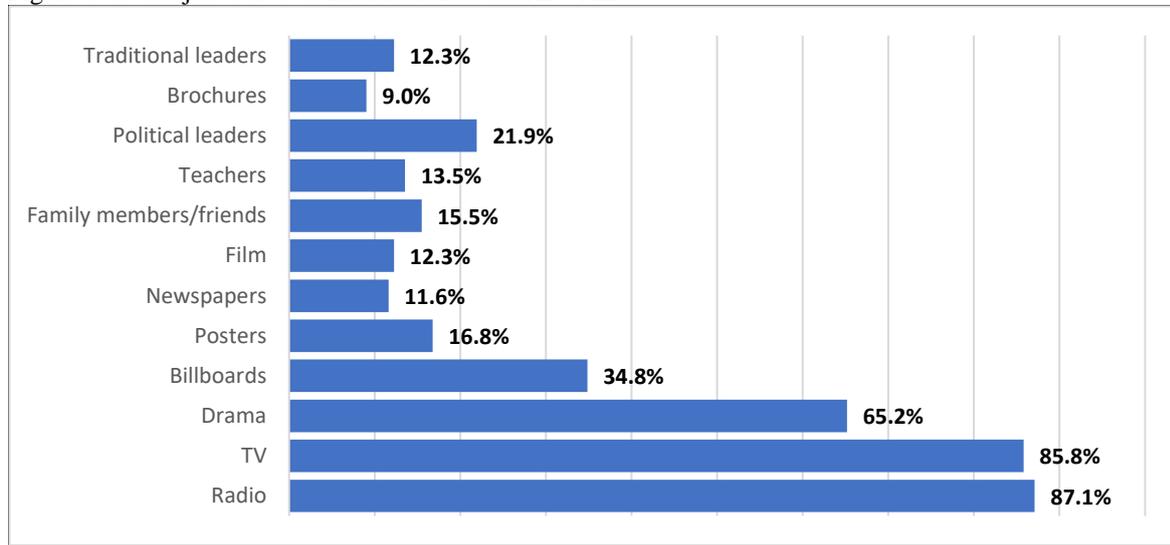


The different methods of avoiding infection with HIV will have to be stressed during construction of the infrastructures.

### 4.11.3 MAJOR SOURCE OF INFORMATION ABOUT HIV/AIDS

Radio and TV are most two popular sources of information and communication, 87% and 86% respectively. The project should take advantage of them especially during this COVID-19 time, when physical meetings are discouraged.

Figure 4-36: Major source of information about HIV/AIDS

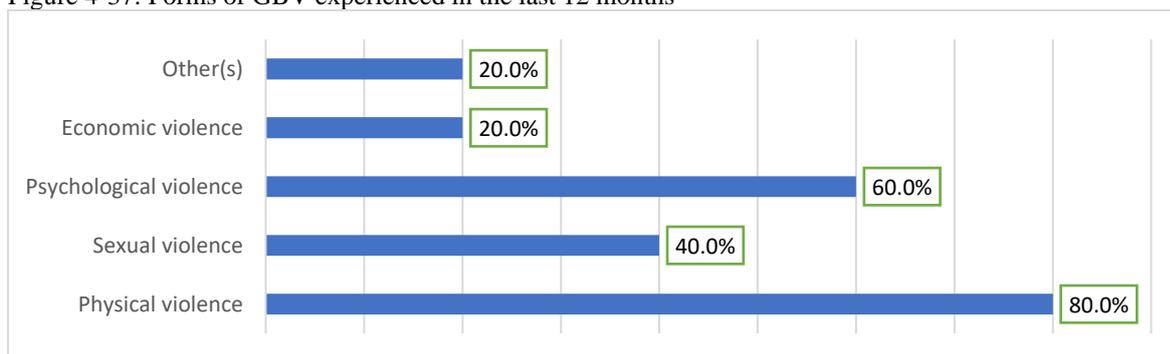


## 4.12 Gender Based Violence (GBV)

### 4.12.1 FORMS OF GBV EXPERIENCED IN THE LAST 12 MONTHS

Gender based violence was reported by the affected households. Majority (80%) of the PAPs reported to have experienced physical violence; followed by psychological violence (60%), and 40% sexual violence respectively. These are serious issues which can worsen with the introduction of compensation money in the households. The project should take precaution by sensitising the PAPs especially during disclosure and during project implementation.

Figure 4-37: Forms of GBV experienced in the last 12 months



### 4.12.2 FEMALE HOUSEHOLD MEMBER EXPERIENCING ABUSES IN THE LAST 12 MONTHS

The assessment sought to find out the risks women that participated in the study face in the community, which may be exacerbated by the resettlement process. The findings are presented below.

Although only 2% admit to facing abuse in the 12 months preceding the interview, it is a pointer that the problem exists which may be made worse by the resettlement process. CoK should sensitise the communities during RAP implementation to avoid such behaviours.

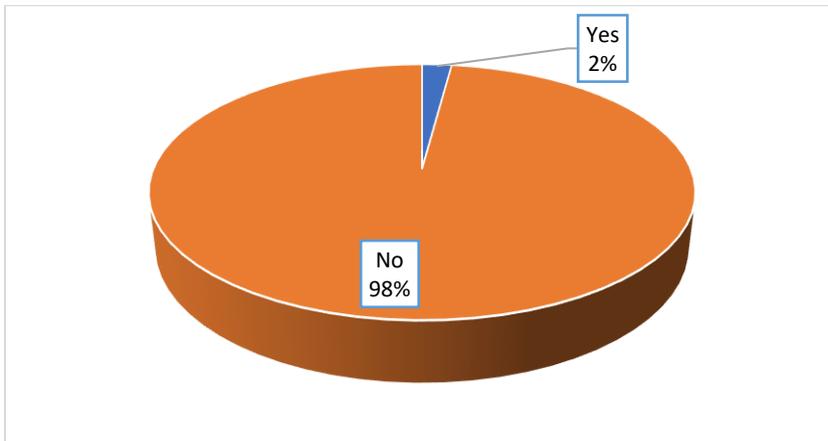


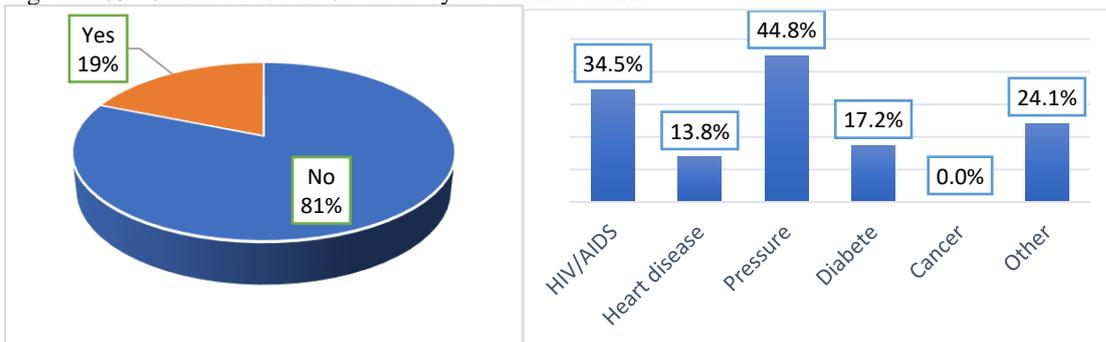
Figure 4-38: Females Experiencing GBV

### 4.13 Vulnerability of the Family Heads

#### 4.13.1 CHRONIC DISEASES SUFFERED BY HOUSEHOLD HEADS

The data shows that only (19%) of the household heads suffer from a chronic disease of the following categories; Pressure (45%) and HIV/AIDS (35%) are commonly mentioned chronic diseases. These diseases may worsen if displaced PAPs are not resettled properly. CoK will ensure that people are not made worse off with the resettlement process through a fair compensation and proper follow up. Figure below, shows the different chronic diseases suffered by PAPs.

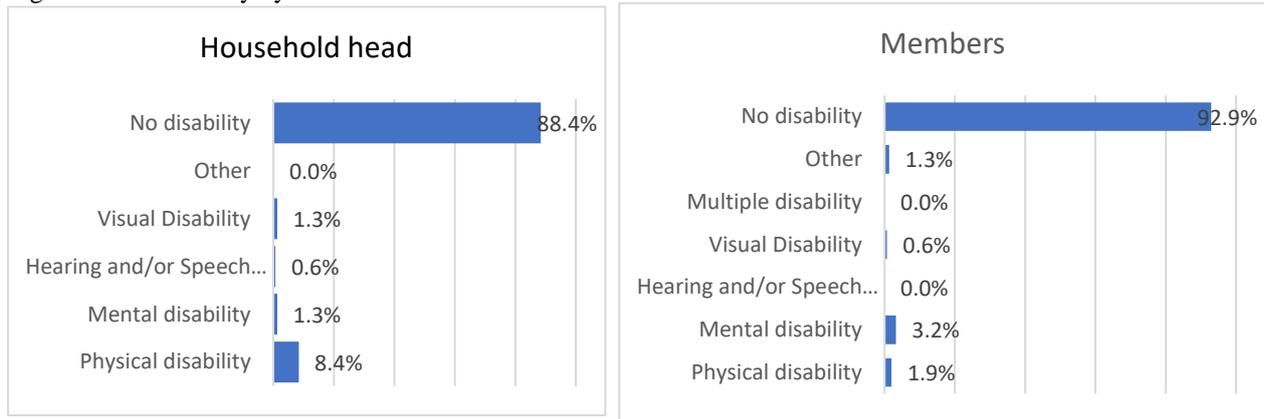
Figure 4-39: Chronic Disease Suffered by Household Heads



#### 4.13.2 DISABILITY OF THE OTHER HOUSEHOLD MEMBERS

The data shows that a few households have members with some form of disability. (8%) of the household members have a physical disability, (1%) reported visual disability while (2%) had physical disability. As the following graph shows, these can be handled by other family members.

Figure 4-40: Disability by household head and for the other members

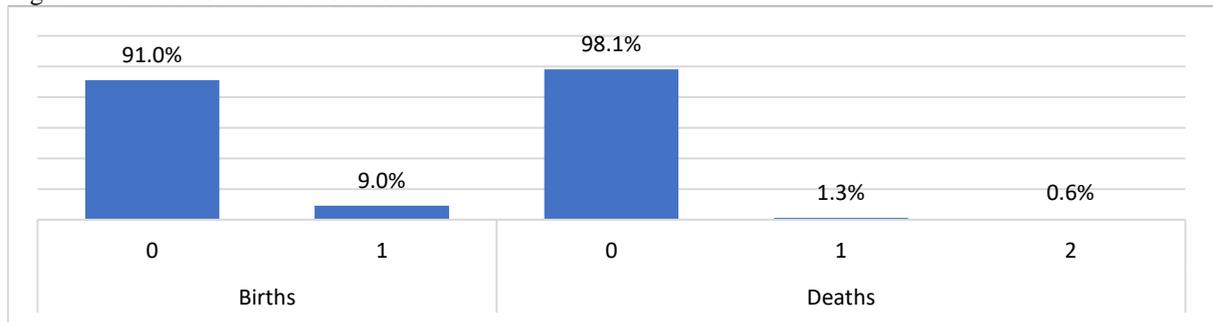


Cases where household heads possess any kind of vuln ability need to be given extra targeted support as needed since they are at the centre of all family transactions.

### 4.14 Births and Deaths

Only 9% of the affected households had a birth in the house in the past 12 months while (2%) had registered a death in the past 1 year.

Figure 4-41: Births and Deaths recorded

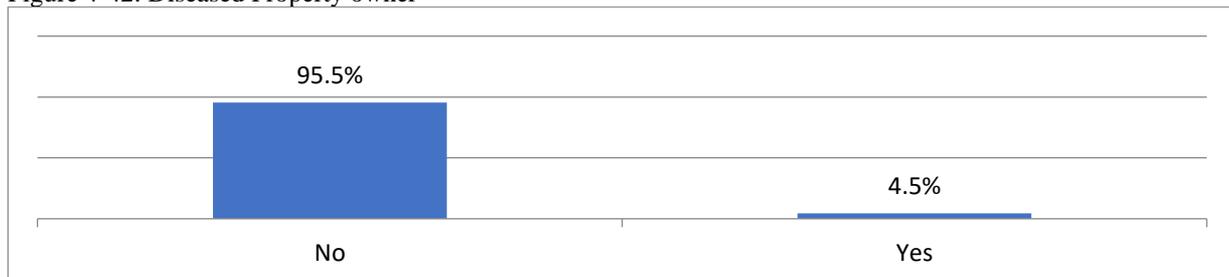


### 4.15 Orphanage hood

#### 4.15.1 DECEASED PROPERTY OWNERS

The survey results reveal that (4.5%) of the households had lost the owner of the property, indicating that their properties are being managed under succession. The project will help them to acquire the necessary papers for compensation eligibility.

Figure 4-42: Diseased Property owner





#### 4.15.2 ORPHANS BELONGING OR ADOPTED IN A HOUSEHOLD

Over 4.5% of the respondents revealed that they have at least 1 orphan in their houses as indicated in the figure below. This question catered for the children belonging to the deceased property owner as well as an adopted person. The PAPs have to be sensitised about the law on property rights of orphans and all the respective dependants such that in case they are not relocating as a group, then there shall be harmony in sharing of the compensation.

Figure 4-43: Existence of orphans in homes



## CHAPTER 5 PROJECT DISPLACEMENT IMPACTS

### 5.1 Introduction

This chapter covers the information about the project requirements in terms of land and other related properties within the project limits. It presents the number of PAPs affected and the areas they are located.

### 5.2 Determination of acquiring project land

#### 5.2.1 CRITERIA OF LAND ACQUISITION

The project area was established after the detailed Engineering designs were completed. The design indicated the boundary limits of each infrastructure. The design team provided for adequate space to be used for implementation of the project. In this case the land included in the project boundary will be permanent taken.

It was also determined that the same land will be adequate for the contractor who will be implanting the project and encroachment of the uncompensated land can only take place upon proper justification otherwise the contractor will be obliged to make compensation of the affected property at his own cost.

#### 5.2.2 TYPICAL SECTIONS OF THE ROAD INFRASTRUCTURE

A per the designs, the road infrastructures were proposed to have two road sections; one with 10m right of way and the second one to have 7.5m right of way. All the roads are to have a road motor way, a side drain and a walk way as indicated in the figures below

Figure 5-1: Typical 10 RoW Road section

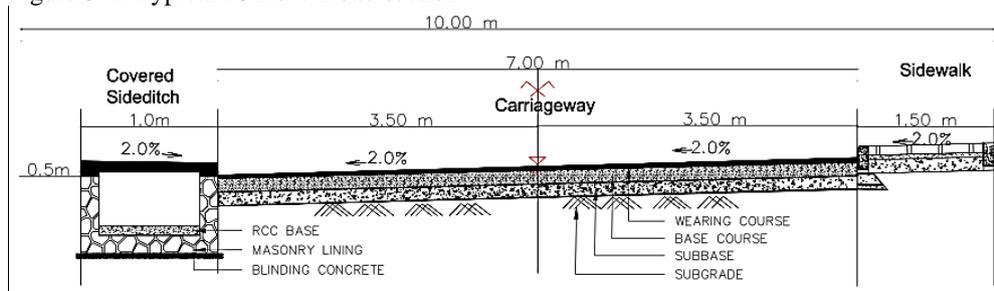
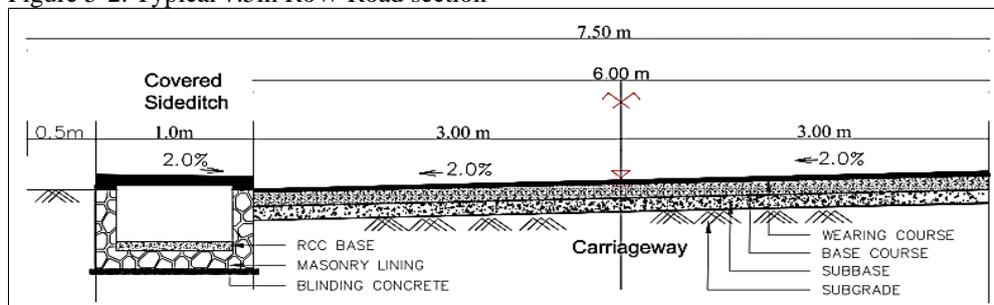


Figure 5-2: Typical 7.5m RoW Road section



Concrete beacons were fixed to show the limits at an average distance of 200m on each side and at all critical sections such as junctions and bends.



### 5.2.3 DEMARCATIONS FOR COMMUNITY FACILITIES

Land for each community facility was demarcated in reference to the designs and their limits.

In Gatenga Settlement, expropriation would be for the land Construction of Gashyekero Market. However, since the market already exists, that area was opted for and the extra area required is already catered for under the roads since the buildings there, were valued already under the road limits

The reset of the community facilities which include activities in Murambi G/S and Murambi Market parking lot will not need compensation since the land already belongs to Government.

Table 5-1: Status of land for Facilities

<b>Gatenga Settlement Community Facilities Summary</b>			
	<b>Facilities</b>	<b>Area Required (m<sup>2</sup>)</b>	<b>Land status</b>
1	Gashyekero Market	1401	No Expropriation Public Land
2	G.S Murambi facilities (football, volleyball and Basketball play grounds, Parking and assembly ground and Rain water tank)	7650	No Expropriation Public Land
3	Murambi Metalwork workshop Roadside Parking	420	No Expropriation Public Land

## 5.3 Minimization of the impacts

### 5.3.1 OPTIONS FOR ACQUIRING EFFECT AREA

Due to the fact the infrastructures are to be constructed within the communities; the project boundaries were generally on the upper side of the existing roads. This was opted by the design team, so that in case properties along the road are to be affected, then one side, preferably the upper side was chosen since it was found to be having more stable soils for road construction.

Options for having sections of the roads to be constructed in available space was also considered by they were really minimal since the infrastructure is intended to upgrade the very settlements in which they are to be constructed.

### 5.3.2 OTHER CONSIDERATIONS

Considerations were also made to PAPs whose property was not fully touched by the infrastructure boundary line. Depending on the nature of the house or structure as to whether it is one unit or detached houses and the purpose. The valuation team would make an assessment of case by case and determine what to include in the valuation.

Another case is the portion of the remaining land. If it was discovered that the PAP will not make meaningful use of the remaining land due to its small size, then the whole land was considered for valuation.



## 5.4 Nature of impacts

### 5.4.1 PHYSICALLY AFFECTED PAPs

The physically affected households are the real owners who are also residing in those facilitates. These ones were found to be displaced and they will need compensation to re-establish their properties in another location.

### 5.4.2 ECONOMICALLY AFFECTED PAPs

The economically affected PAPs are the households who were renting the properties and those who may be having crops in public land. The details are attached the appendix 3 for the Valuation Report indicating the nature of property being affected.

### 5.4.3 INSTITUTIONS

These are institutions which include cooperatives, churches, Public Offices which may be losing part of their land. Their numbers are indicated in the summary tables below

The roads and all infrastructures will displace PAPs occupying an area of 5.3 Ha. The details have been indicated in the list of affected PAPs in appendix 3

## 5.5 Summary of the impacts

Table 5-2: Summary of impacts

Impact	Unit
Surface Area of permanent land taken for the roads and community facilities	53,035 sqm i.e., 5.3Ha
Number of Affected Properties (to be paid by Plot Identification)	225
Number of Property Owners	206
Number of Affected Households (PAHs)	204
Males involved Property ownership (those who appear on Land titles)	176
Females involved in Property ownership (those who appear on Land titles)	61
Total Number of Affected Individuals (PAPs)	842
Number of Physically Displaced Households (Property owners Occupied)	138
Number of Economically Displaced Institutions (Industry, cooperative, companies, churches)	2
Number of Economically Displaced (Households) and with land, fences and crops	47
Number of Affected Residences for rent and other economic activities	8

The total amount of compensation for all the affected properties is Rwf 3,382,852,287. It also includes the 5% Disruption as stipulated by the Law on expropriation to cater for additional expenses to be incurred by the Affected Person during resettlement



## 5.6 Arrangement of the PAPs list

The properties are further arranged according to streets to ease project prioritization depending on the budget. If one of the streets is to be deferred to another phase, its corresponding PAPs and the amount is easily identified, and their details have been presented in Appendix 3. More information about the PAP has been indicated in the Inventory form in appendix 2(a) and 2(b)

The table below shows how PAPs are grouped according to streets as the optimal way to ease the project implementation.

Table 5-3: PAPs grouped into Streets

Gatenga Settlement Streets ( Prioritized)						
No.	Name	Length (m)	Class	Condition	No. of PAPs	RAP Amount (USD)
1	KK 44 Ave	2822.4	Collector	Unpaved	108	1,486,812
2	KK 526 St	840.2	Access	Unpaved		
3	KK 524 St	844.1	Access	Unpaved		
4	KK 634 St		Access	Unpaved		
5	KK 528 St	1775.0	Access	Unpaved	43	849,554
6	KK 632 St					
7	KK 630 St		Access	Unpaved		
8	KK 36 Ave	2460.3	Access	Unpaved	25	451,715
9	KK 46 Ave	2309.0	Access	Unpaved	49	594,771
10	KK 616 St					
11	KK 618 St					
12	KK 610 St					
13	KK 636 St		Access	Unpaved		
14	KK 645 St	803.8	Access	Unpaved		
15	KK 637 St		Access	Unpaved		
16	KK 639 St					
17	KK 641 St					
18	KK 643 St		Access	Unpaved		
19	KK 685 St					
20	KK 687 St					
21	KK 679 St		Access	Unpaved		
22	KK 666 St					
23	KK 689 St					
24	KK 693 St		Access	Unpaved		
25	KK 656 St		Access	Unpaved		
26	KK 567 St		Collector	Unpaved		
27	Gatenga 1		Access	New		
28	Gatenga 3					
29	Gatenga 5					
30	Gatenga 6					
31	Gatenga 7					
<b>Total</b>		<b>11,854.8</b>			<b>225</b>	<b>3,382,852</b>



From the data collection and entry exercise done by a team of Valuers, it was found that unlike other settlements, the compensation cost was somewhat appreciable due to the fact that residents of Gatenga settlement are well settled with enough space for road reserves. This caused the number of residents to be removed to be lower.





## CHAPTER 6 COMPENSATION STRATEGY, ELIGIBILITY AND ENTITLEMENTS

### 6.1 Introduction

This chapter presents the compensation strategy, eligibility and entitlements. It discusses the methods that have been used to determine what the PAPs will get as compensation and determining who is to be compensated.

### 6.2 Key Principles for Compensation and Eligibility

The key principles of the compensation strategy are the following:

- The land acquisition and resettlement process will be carried out in compliance with Rwandan law and international requirements of WB's ESF.
- The CoK will seek to avoid physical displacement where possible and to minimize economic displacement (i.e., optimizing the design)
- Replacement values (i.e., market value plus 5%) will be used for the calculation of all compensation, including land, structures, crops and trees.
- The process of resettlement and land acquisition, including identification of affected plots and owners/users, will be carried out by CoK and designated project teams;
- Affected people will have access to a grievance mechanism, including a first tier of internal grievance review by COK, with the possibility for a complainant to resort to a second tier of independent review of the submitted grievance.
- Vulnerable people have been identified and the process will continue during implementation, because only a sample of the PAPs was studied.

### 6.3 Lessons Learnt from Previous Resettlement and Compensation Activities

During consultations, the RAP team consulted about the different experiences of the stakeholders involved in resettlement, notably; CoK, RTDA, MININFRA and RHA, many lessons learnt relevant to the resettlement and compensation activities for projects in Rwanda include the following:

- Reference from a Final Report on Environmental –Social-Safety and Health Safeguards for Agatare project, a number of PAPs shown satisfaction by implementation project and the lives of all them has improved. Some have indicated how their lives have changed by adding investments that will add to their income. Others have shown excited by having in kind compensation of better housing which would have been quite challenging had they just received cash compensation.
- More testimonies indicate that Land-for-land compensation option (resettlement, as opposed to cash compensation) should be promoted as it tends to protect the weakest in the community (females and children, vulnerable people) as opposed to cash compensation which is often detrimental to females and children as it is much more





likely to be used (and sometimes misused) to the sole benefit of male spouses. This misappropriation of compensation cash is not easy to mitigate but needs to be recognized earlier and mitigated, as follows:

- Encouraging women/females’ spouses to be meaningfully involved in the whole compensation process and in discussions and decision-making processes on the compensation options;
- Monitoring will be key in ensuring that female spouses are not put at risk of being entirely deprived of project benefits.
- If vulnerable groups are not identified and supported; it may be easy to just forget them. They are always an indicator of people made worse off by the project.

## 6.4 Eligibility

The following categories of people have been identified in the project area and are eligible for compensation.

- People owning land only
- Land and property
- Land, plus building, plus crops
- Crops only and crops will be paid regardless of the age
- People owning land and with titles, but not yet transferred.

**Note:** The renters (landlords) of the affected buildings will be given three months’ rent free. This is a period between the day they compensate the owner and the time of demolishing the structures as summarized in the table below

Table 6-1: Eligibility and entitlement matrix

Type of Loss	Eligibility Criteria	Entitlement
Loss of Land	Various interest and rights –title holder	Compensation –Market Value of Land plus 5%
Buildings/Boundary walls, Fences	Owner of buildings and other structures	Replacement Cost plus 5%
Two houses on the same land	Separate land according to the houses	Compensate both land and property. The Authorities will assist in getting titles.
There is land which is too small to be split (Certain portion remaining with the owner and the rest to the city) in order to get titles, which are necessary for compensation.	Compensate for land	Will get assistance on a case-by-case basis.

## 6.5 The Census

A census was done between 26<sup>th</sup> April and it ended on by 24<sup>th</sup> May 2021.





## 6.6 The Cut-Off Date

A cut-off date in Rwanda is determined when responsible entity is ready to pay and it is the day compensation packages are signed by the district authorities which was agreed on determined to be 21<sup>st</sup> November 2022 during the public consultation meetings. This is when the four months take effect, and it marks the start of the countdown of the 120 days for PAPs to receive their compensation packages and vacate the project land. The 120 days is the grace period given to the tenants.

However, during the census, the public was informed that a census is taking place and after the valuation exercise will follow. The public was further informed that a PAP is not supposed to embark on any new developments within the project area since any new properties/developments were not to be valued.

The commencement meeting with the CUCs members took place on 24<sup>th</sup> April 2021, where they were informed about the purpose of taking the asset inventory exercise and the expectations. They were introduced to the valuation teams for the settlement and shared the roles of each party.





## CHAPTER 7 PROPERTY VALUATION PROCESS

### 7.1 Introduction

This chapter covers the process and procedures of property valuation which had been demarcated for compensation. It elaborates the activities involved which include the census and taking the inventory of the properties, the land survey, and the valuation process including the analysis and the computations. The processes are done in reference to the appropriate laws and guidelines

### 7.2 Census and asset inventory survey and valuation

This was done as per guidance from RPF in order to identify and confirm potential resettlement implications. The purpose of the census and asset inventory survey/valuation exercise is to provide a framework through which Project Affected Persons (PAPs) that is the people who will be affected by the construction of the infrastructures.

### 7.3 Land Survey

Basing on the existing Detailed Study Designs, Consultant's Surveyor in consultation with the COK team established the demarcations the project boundaries. This was done before valuation assessments of the land, crops/trees, buildings/structures and other properties to be affected by the construction works. After the entire project boundaries were established, beacons were planted at a reasonable distance between each other for future reference.

The demarcating of the land boundaries for the affected houses and land helped to show ownership of property and to calculate the extent of land acquisition. The surveyor worked closely with the affected persons, neighbours and local leaders during the survey for purposes of transparency and confirming land boundaries and ownership of the affected property

For the land which is falling completely within the project area, the owners will submit land titles for compensation and immediately they will be paid. For those who have bought portions from registered land, and they have not yet done subdivisions to acquire the land titles; the team picked the boundary coordinates to assist the valuer in the land value computation as the PAP was advised to proceed with the process of land title acquisition.

The surveyor prepared the strip map showing the project area and respective affected properties/plots and the size of the affected land accompanied by a list of affected land/property owners.

### 7.4 Valuation Survey Procedure

The Valuation process was carried out by a team of experts supported by a number of staff at the head office. The full list of the valuation team has been presented in Appendix 7

#### 7.4.1 VALUATION DATA COLLECTION

The Valuation Team begun by planting beacons and referencing of the affected buildings/houses by their UPI numbers, as well as plotting boundary fences in the project area.





Detailed data regarding the quantity, nature and quality of the assets was then captured. The affected assets included but not limited to; land, buildings, fences, pavements, crops and trees.

The data for each affected asset was captured on a valuation data collection form that was signed by the Valuation Team and the registered PAP or their representative to confirm the count of crops/trees and buildings/structures assessed.

**Buildings:** Measurement of structures/buildings (where applicable) on each plot was taken by use of tape measure. The replacement value of the permanent buildings was determined based on current construction rates per square meter/cubic meter. The construction rates based on the current market prices were established by the Institute of Real Property Valuers in Rwanda (IRPV). These market prices were determined based on the following main factors:

- Type and quality of materials used
- Workmanship and design of buildings
- Location of building in relation to sources of materials and labour
- Terrain of the building site and the possible amount of levelling involved

Adjustments were made on the rates found inadequate to suit the market replacement rate.

**Land:** Market values for land were determined with reference to the land reference prices established by the Institute of Real Property Valuers in Rwanda (IRPV) as it appeared in the government gazette of November 2018. Article 22 of Expropriation Law 2015 requires IRPV to establish land prices that are consistent with prevailing market rates.

The valuer used sales comparison approach by considering the recent land sales in the same cells using the recent transactions from Sector Offices. The land rates per square were found to be higher than the IRPV established land rates and the Consultant Valuer used these new rates from the sector land office which were signed and confirmed by the Sector Land Manager since they were reflecting the prevailing market rates.

**Crops/Trees:** Crops and trees to be affected by the project will be compensated and their market values ascertained from the gazette reference prices established by the Institute of Real Property Valuers in Rwanda (IRPV). Crops/Trees' values were adjusted for age, condition, and description.

#### 7.4.2 VALUATION ANALYSIS, COMPUTATION AND REPORT PREPARATION

Analysis of valuation data collected was properly done including calculation of quantities using international recognized units of measurements as well as applying the appropriate prevailing market rates to each of the affected item. In addition, there was a disturbance allowance of 5% of the total value of expropriated property to be added to make it a fair compensation. A valuation for compensation report was prepared in an agreed form and submitted to the expropriator/client (COK) for approval.

#### 7.4.3 APPROVAL OF VALUATION REPORT

After the completion of the valuation of land and property incorporated thereon, the Valuer submitted a report to the expropriator (CoK) which shall in turn submitted it to the CoK City Council for approval. The report contains the list of persons to be expropriated, the size of land



and the value of property incorporated thereon belonging to each person to be expropriated, and the fair compensation to be paid to any person whose property is expropriated in the public interest.

#### **7.4.4 DISCLOSURE OF COMPENSATION PACKAGES TO THE PAPs, SIGNING OR FINGERPRINTING APPROVED FAIR COMPENSATION REPORT BY THE PAPs**

Once the valuation for compensation report has been approved by the expropriator, the report will be disclosed to the PAPs through posting it on the office of the Cell of the place in which the land is located and a communication that the report is published shall also be made to all the PAPs and other relevant parties so that PAPs can check out for their compensation packages.

When the landowner or the owner of property incorporated on land is satisfied with the valuation, he/she shall sign or fingerprint the approved fair compensation report accepting to be paid the compensation.

#### **7.4.5 CONTESTING THE ASSESSED VALUE OF LAND AND PROPERTY INCORPORATED THEREON AND ANALYSIS OF COUNTER-ASSESSMENT REPORT**

After the approval of the valuation report by the expropriator, any person to be expropriated who is not satisfied with the assessed value of his/her land and property incorporated thereon shall indicate in writing grounds for his/her dissatisfaction with the valuation report. Subsequently, he/she shall, at his/her own expense, engage the services of a valuer or a valuation firm recognized by the Institute of Real Property Valuers in Rwanda to carry out a counter-assessment of the value.

The counter-assessment report by a valuer or a valuation firm shall be submitted to the expropriator who shall then invite the two valuers and the PAP in the presence of the expropriator's representative to discuss the counter valuation report. If the counter-assessment report is accepted by the expropriator or another new value is agreed between the parties, such a report/new value shall replace the initial valuation report and minutes shall also be taken thereof and jointly signed by the representative of the expropriator, the person to be expropriated and valuers of both parties highlighting what has been agreed.

When the counter-assessment report is not accepted by the expropriator, and no new value is agreed upon, minutes shall also be taken thereof and indicate the points of disagreement. Such minutes shall be jointly signed by the representative of the expropriator, the person to be expropriated and valuers of both parties.

When the person to be expropriated is not satisfied with that decision, he/she can refer the matter to the competent court within fifteen (15) days from the day he/she appends his/her signature to the minutes indicating points of disagreement. CoK will write to the IRVP requesting to assign 2 valuers for the same property. If the property owner is not satisfied with their findings, he/she can go to court. Meanwhile the money will be kept on the CoK bank account, and the project will move on, till the court resolution.





## 7.5 Required Documents from PAP

Copies of land title or any other reasonable evidence of property ownership should include;

- Marriage Status certificates
- Copies of National ID or Passport
- Bank Account Details

The list of all affected PAPs to for the area to occupy the project has been appended to this report.





## CHAPTER 8 LIVELIHOOD RESTORATION

### 8.1 Introduction

The ESS 5 recommends additional or enhancement measures for livelihood restoration and assistance. To address the issues identified in the environmental and social assessment, the ESS 5 stipulates that: The Borrower will prepare a plan proportionate to the risks and impacts associated with the project

For projects causing physical displacement, the plan will set out the additional measures relevant to relocation of affected persons; (c) For projects involving economic displacement with significant impacts on livelihoods or income generation, the plan will set out the additional measures relating to livelihood improvement or restoration.

### 8.2 Compensation related Actions

For all people who will be compensated under this project; they get 5% of their compensation packages as disturbance allowance. As per Rwandan law, this is supposed to cater for livelihood restoration and any other costs incurred during the relocation process. In addition, these people are supposed to salvage all the building materials they can, after demolition of their structures. Another group of affected people are the women who have been doing business illegally, hawking or selling on roadsides. These will be accommodated in the proposed roadside markets.

The renters of the affected buildings will be given three months' rent free. This is a period between the day they compensate the owner and the time of demolishing the structures.

### 8.3 Financial literacy

The RAP implementation team will ensure that financial literacy awareness is carried out after disclosure of compensation packages but prior to payment. It will be done as part of livelihood restoration, and it is proposed immediately after disclosure of compensation packages and before payment to enable the proper utilization of compensation money so that PAPs can restore their livelihoods.

#### 8.3.1 LIKELY TOPICS AND BENEFITS

The aim of the awareness on financial literacy is to equip PAPs with basic financial management skills to ensure proper utilization of compensation money. This is to ensure that PAPs do not misuse the compensation money and become worse off. The possible topics include:

- Short background to the project
- Benefits from the awareness
- Why compensation
- What should compensation money be used for
- Lessons learnt from other projects
- Alternative uses of compensation money/investment options.





## 8.4 Employment

The project-affected people will be given priority when offering employment where possible especially for the unskilled traders. This has been a request throughout the consultations with the different leaders. Observations reveal that there are women selling fruits, vegetables and clothes on the side of the roadsides. Due to the poverty situation, they are facing, they are afraid that they may lose their source of income even if it is considered as illegal by security services.

Without pressure of taxation, they are ready to relocate and operate in the markets as sellers of that different stuff. They are requesting for jobs for young women in the project, funds for others for improving their activities in the new markets and working in different associations. They can also be mobilized to operate in different associations and this will make it easy to advocate for tax reductions in the new markets.

The tenant group include among others, civil servants, sellers in the markets, drivers, carpenters, sellers on the roads, mechanics. Due to the new proposed project, the number of affordable houses will be reduced, and rents will be expensive. They request for timely information to allow them to negotiate favourable terms with the new landlords. The tenants also request for jobs when the project starts.

CoK will endeavour to involve the women in the informal sector in the project as much as possible. They will be given opportunity to operate in markets and also get jobs in the project where possible. They will be informed in time to move and negotiate better deals of rent. This will be possible because the project will give them, 3 months of rent free.





## CHAPTER 9 VULNERABLE GROUPS

### 9.1 Introduction

Vulnerable people are people who by virtue of gender, ethnicity, age, physical or mental disability, economic disadvantage, or social status, may be more adversely affected by the land acquisition and resettlement process than others and who may be limited in their ability to claim or take advantage of compensation. The socioeconomic survey only points to the type of vulnerabilities that exist among PAPs, since a total census was not possible due to the numbers affected by the project; identification was not possible at this level. CoK will do a further analysis at disclosure level to further assess the extent of vulnerability and type of assistance required. In the context of the Gatenga Settlement, vulnerable individuals among the project affected people have been found to include the types below:

### 9.2 Types of vulnerabilities

#### 9.2.1 CHRONIC DISEASE SUFFERED BY HOUSEHOLD HEADS

The findings of the RAP socio-economic survey show that over 19% of the household heads suffer from a chronic disease of which big number, suffer from high blood pressure (45%) as well as a significant number of household members as per **Figure 4-38**. The situation is not any different from those who suffer from HIV/AIDS.

This could be mainly from stress; such a condition may worsen if people are not resettled properly. CoK will ensure that people are not made worse off with the resettlement process through a fair compensation and proper follow up.

#### 9.2.2 DISABILITY BY HOUSEHOLD MEMBERS

**Figure 4-39** indicates that there are 8% (equivalent to 15HH heads) of the household heads who have physical disability and 1% had mental disability. These will be identified and given the necessary assistance. This could be in terms of transport to attend compensation related meetings. In addition, a few households have other members with some form of disability. 2% reported physical disability, 1% had mental disability while 1% had visual impairment. These can be handled by other family members. Further analysis will be done during disclosure to screen out those who really need help.

#### 9.2.3 OWNER(S) OF PROPERTY DECEASED

The survey findings reveal that 4.5% of the affected households had lost the owner of the property as indicated in **Figure 4-42**. The project will help them to acquire the necessary papers for compensation since their property ownership now falls under succession and in addition 4.5% have orphans in their houses whose rights have to be established prior to payment of the compensation money.

All these are potential vulnerable people that CoK will assess and offer any assistance.





### 9.3 Identification of Vulnerable People

The findings from the socioeconomic survey presented above indicate the different types of vulnerabilities.

Adopting on the findings of the surveys, people with vulnerabilities are estimated as in the table below.

Table 9-1: Estimates of vulnerable Household heads

Type of Vulnerability	Estimated Number	Recommendations for Livelihood restoration
Chronic Diseases and Advanced age	39	To be assisted to assess replacement area. To ensure that compensation money is well banked
Disability of household head	14	Same as above
Property owner deceased	9	To assist them acquire land titles in their names of the orphans

The process of identifying vulnerable people will be a continuous process, even during RAP implementation vulnerable people can be identified and given special assistance.

### 9.4 Assistance to Vulnerable People

- For the vulnerable people who will be physically displaced, the project will encourage them as much as possible to take up the in-kind compensation.
- Assistance to illiterate People: CoK will request a District Land Commission to assign an independent advisor/solicitor/community Development personnel to explain the main compensation principles and the resettlement process verbally.
- Assistance in the payment process. This assistance may include provision of transport to the bank to withdraw compensation payment for a physically handicapped or chronically ill people, support in securing powers of attorney for those unable to understand or sign their compensation agreements.
- Advocacy for those who do not have land documents before compensation.





## CHAPTER 10 GRIEVANCE REDRESS MECHANISM (GRM)

### 10.1 Introduction

This chapter discusses the process. Principles and procedures through which grievances will be received redressed and resolved. It indicates all the three levels termed as Tiers in which raised grievances need to pass through to be addressed. It also displays the conceptual grievance mechanism which will have to be followed.

### 10.2 General Practice

Based on the ESS 10 (Stakeholder Engagement) as a best practice, a Grievance Mechanism will be set up for the resettlement process. A grievance mechanism is necessary to mediate situations where the affected people have a grievance or a complaint. This process helps to cut down potentially lengthy litigation, which often causes delays.

A Grievance Redress Mechanism will also provide the PAPs and other community members a public forum to raise their objections which need to be addressed impartially. The GRM's objective will be to quickly and efficiently address any grievances or complaints put forward by the people affected by the resettlement process.

Grievances raised by stakeholders need to be managed through a transparent process, readily acceptable to all segments of affected communities and other stakeholders, at no cost and without retribution. The grievance mechanism should be appropriate to the scale of impacts and risks presented by a project and beneficial for both a proponent/operator and stakeholders, especially PAPs.

The grievance Redress System proposed in the Stakeholder Engagement Plan (RUDIP II SEP May 2020), is general to the whole project implementation. The RAP picks out what is related to RAP implementation. The SEP proposed a contractor, but at this level, we did not have a contractor since the committees are limited to the RAP, so we deleted them.

And since the committee is at local level, we also removed the Supervisory from the client, which is the City of Kigali, however proposed CoK be represented by the project level staff because they had knowledge/information on this RAP.

All the remaining members are already represented in the 10 CUCs based at cell level. Therefore, the consultants' RAP team proposed that since the Community Upgrading Committees (CUCs) have been set up they remain in place and two PAPs, a male and female be added to represent the views of PAPs. The CUCs are already in place and have been resolving issues during the RAP development. This will help to avoid the setting up of two parallel committees.

The committee's main role will be to ensure that all complaints/grievances that were received in writing (or written when received verbally) are registered and addressed within the first 24-48hrs at each level as this is the agreed on the standard period for receiving and resolving complaints. In case the complaint escalates to another level, overall then it should be resolved within 30 calendar days from the day when the grievance was received and registered in





Grievance Logbook. The following are the roles of the members as per SEP (RUDIP II SEP May 2020).

Table 10-1: Proposed Composition of GRC and their roles

No	Member of GRC	Roles and responsibilities
1	President (PAP representative)	<ul style="list-style-type: none"> <li>Chairing meetings;</li> <li>Give direction on how received grievances will be processed;</li> <li>Assign organizational responsibility for proposing a response;</li> <li>Referring cases to next level;</li> <li>Speaks on behalf of GRC and s/he is the one to report to the cell or the sector.</li> </ul>
2.	Village leader	<ul style="list-style-type: none"> <li>Represents local government at village level;</li> <li>Resolves and lead community level grievance redress</li> <li>Sends out notices for meetings;</li> <li>Records all grievance received and report them to next local level</li> </ul>
3.	Cell Executive Secretary	<ul style="list-style-type: none"> <li>Proposes responses to grievances and lead in resolving community grievance unsolved from village level;</li> <li>Records and reports all grievances received from village leaders;</li> <li>Chairs sensitization meeting at the cell level during public consultations meetings;</li> <li>Assists and guides in identifying vulnerable and disadvantaged groups within the cell.</li> <li>Signs the valuations sheets for compensation facilitate a proper Resettlement Plan</li> </ul>
4.	Representatives of PAPs	<ul style="list-style-type: none"> <li>Represents the interests of aggrieved parties</li> <li>Give feedback on the efficiency of GRM</li> </ul>
5	Women representative	<ul style="list-style-type: none"> <li>Represent the interests of women.</li> <li>Advocate for equity and equal opportunities.</li> <li>Help in prevention of sexual harassment and promote wellbeing of the women.</li> <li>Take part in resolution of any grievance related to sexual harassment and any gender domestic violence that may arise.</li> <li>Mobilize women to be active in income generating activities specifically for opportunities in the project's intervention areas.</li> </ul>
6	Youth representative	<ul style="list-style-type: none"> <li>Represent the interests of youth.</li> <li>Advocate for equity and equal opportunities.</li> <li>Help in prevention of sexual harassment and promote wellbeing of the women and youth</li> <li>Take part in resolution of any grievance related to sexual harassment and any gender domestic violence that may arise.</li> </ul>





		<ul style="list-style-type: none"> <li>• Mobilize women and youth to be active in income generating activities specifically for opportunities in the project’s intervention areas.</li> </ul>
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The RAP team proposes another committee, which will be composed of other external stakeholders (see section 10.6)

### 10.3 Possible sources of grievances

In practice, grievances and disputes that may be anticipated for the Project land acquisition programme include the following:

- Disagreement over the valuation of assets (be it land, structure or a crop/tree) and compensation amount.
- A new asset (i.e., structure) was created post cut-off date (i.e., opportunistic occupation of land in anticipation of compensation).
- Absentee landowners who could not be contacted after a number of recorded attempts.
- Deaths, divorces or other events in the family of affected people resulting in disputes about ownership of assets, particularly when such events happen after the cut-off date and before payment of compensation.
- Damages caused by the construction works, and other issues.
- The GRCs may also deal with Gender based Violence by referring the abused parties to relevant authorities including Police or other administrative units. They may also offer counselling.

#### 10.3.1 GRIEVANCE CHANNEL FOR GENDER BASED VIOLENCE (GVB)

The socioeconomic study has demonstrated that GBV is prevalent in the project area and is likely to be aggravated by the project during compensation and/or due to labour influx during civil works. The RPF proposes the establishment of a special GBV task force that will be in charge of receiving and assessing all cases of sexual harassment and GBV.

The task force will include project staff namely: Human resource officer and social safeguards specialist from the contractor, Social Safeguards Specialist from the concerned PIU (LODA, REMA CoK), Gender Monitoring Officer and Environmental and Social Management Specialist from the District, Social Safeguards Specialist from the supervising firm, Women representative from the GRC at cell level and GBV service provider in the area of GBV prevention and handled referral pathways for the GBV survivors. This will be operationalised during project implementation.

For effective prevention of adverse socio effect that could arise during upgrading of the settlement due to misbehaviour of employees in the project area, sufficient mitigation measures and actions have been defined to address any sexual harassment (SH), gender-based violence (GBV) and Sexual exploitation abuse (SEA) or acts that could arise during the Project implementation. Contractor will prevent and report in case previous abuse should happen and it will be handled with confidentiality. Contractor plan to collaborate





with local authorized NGO in order to achieve the targeted project execution without any case related to sexual harassment and violence against children.

## 10.4 Principles of the GRM

- At each level of the project GRC, complaints will be solved within a period of 24-48 hours at each level or otherwise handed to the next level. Once at judiciary level, due process as mandated by the law will be followed depending on what the courts will require.
- The grievance management mechanism will include two successive tiers of amicable grievance review and resolution. The 1<sup>st</sup> Tier complaints will be addressed internally by CoK, and if the complainant is not satisfied with the proposed solution. The 2<sup>nd</sup> Tier will involve the Grievance Redress Committee (GRC), which will be set up at CoK level.
- PAPs are free to go straight to the Judicial System/Court or when they are not satisfied with the outcome proposed by the amicable mechanism.
- The grievance management system will be widely publicized in order to increase access to local people.

## 10.5 Procedure for the GRM

The grievance management procedure should show the proposed action or referrals; the outcome, which shows either closure or referral. The investigation of the received grievance will typically include the following steps:

The investigation of the received grievance will typically include the following steps:

- Allocation of the grievance to a relevant person who will deal with the grievance.
- If necessary, a visit of the disputed properties/ plot boundaries, and discussions/ a meeting with the complainant (and possibly third parties, as need be).
- Review with external parties, i.e., local administrative authorities
- An internal meeting among the CoK staff involved in the grievance management to decide on the proposed solution.
- Approval of the proposed solution by the CoK management.
- Writing a letter to the complainant describing the proposed solution.
- The grievance is classified as “closed” at the level of the first tier when the complainant receives the letter with the proposed solution and acknowledges that (s) he is satisfied. If the agreement on the proposed solution has not been reached, the grievance is escalated to the second tier.

## 10.6 The Grievance Redress Committee (GRC) (Internal First Tier)

The first level will be at community/cell level. As already observed, the 3 CUCs which were formed at cell level in Gatenga settlement are representative enough since they already have vast knowledge on all the stages of the project development and implementation. We propose that at least two PAPs (One Male and one female) selected from the investments which have





been finally prioritized be added to CUCs per cell represent the views of the confirmed PAPs. They will be the first level of handling grievances. Already the CUCs are already involved in the mobilization and participatory process of the project. They are already resolving issues with the community and helping the project to move forward. They will be trained on their roles as GRC. At this level all grievances will be handled; those that cannot be resolved will be sent to the next level. More CUCs will be formed based on Cell level following the already set criteria in case the infrastructure is to be implemented in a new cell which this study has not covered to date.

### 10.7 Grievance Redress Committee (External Second Tier)

A Grievance Redress Committee (GRC) will be set up at CoK level. It will be composed of all stakeholders relevant to this project. Members will be called upon to handle grievances related to their mandates. This level will cover grievances, which could not be resolved at the first-tier level. During their regular meetings, and after the consideration of the escalated grievances, the Grievance Redress Committee (GRC) will propose their solutions to the complaints. These solutions, if agreed by both parties, will be binding and final for both CoK and the complainant(s).

The following is the pictorial form of the GRM.

Figure below presents an overview of the two-tiered grievance redress mechanism that the Project will put in place for the Resettlement process.



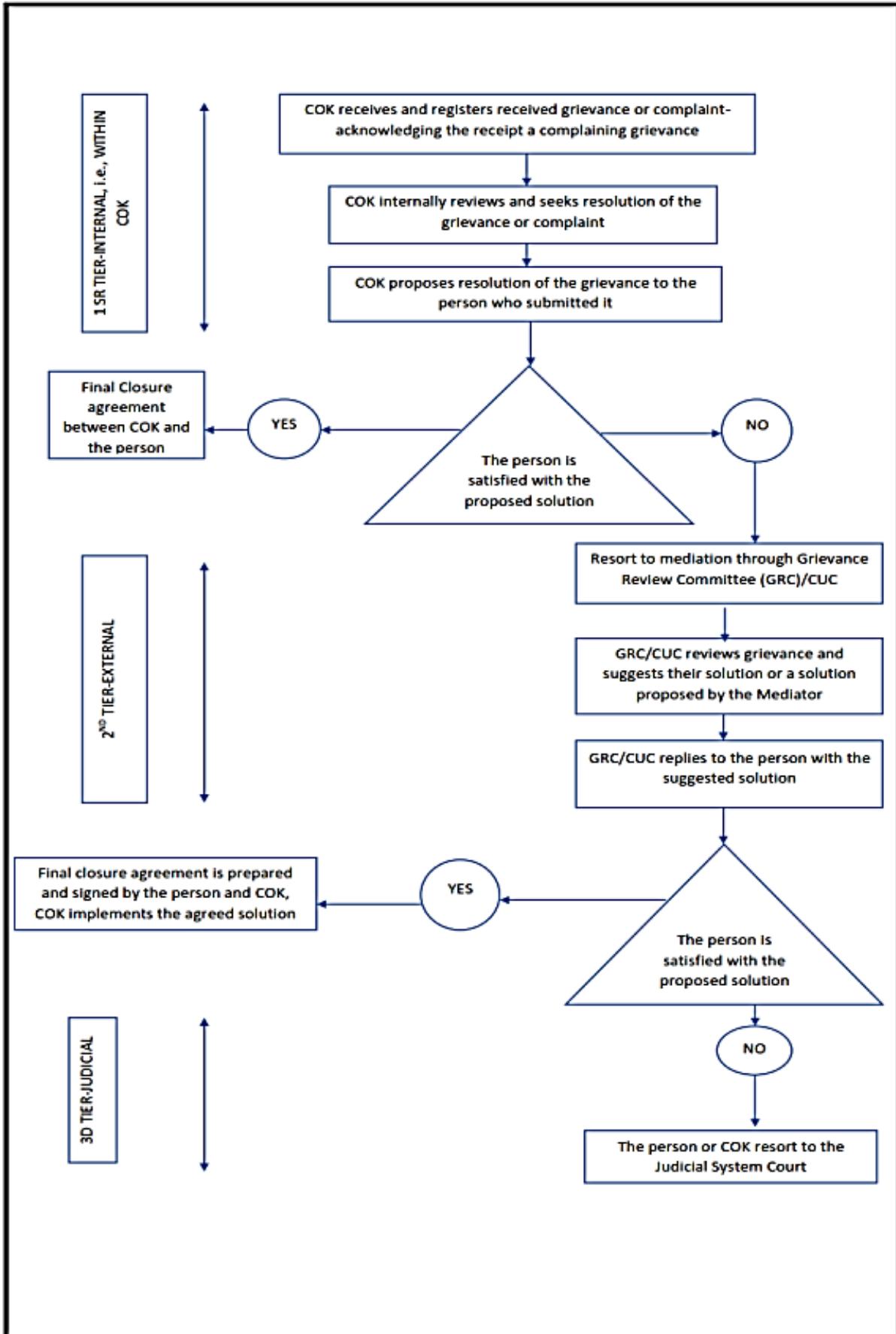


Figure 10-1: Grievance Redress Mechanism (GRM)



## CHAPTER 11 IMPLEMENTATION OF ACTIVITIES AND RESPONSIBILITIES

### 11.1 Introduction

This chapter presents the different activities necessary for RAP implementation and the institutions or stakeholders responsible for the activities. It details the sequence of the activities and the link between them as well as the responsible parties.

### 11.2 Implementation activities

The following table shows the sequence of the land acquisition/easement and resettlement tasks that need to be carried out and responsibilities assigned to each task.

Table 11-1: Impending Activities and responsibilities

Task	Responsibility
Approval of the RAP	CoK
Payment of PAPs	CoK
Relocation	CoK
Monitoring RAP Implementation	CoK

### 11.3 Resettlement Capacity at CoK

#### 11.3.1 CURRENT STAFFING CAPACITY

The project has so far 7 staff on board under the Kigali Urban Upgrading Team (KUUT) that will collaboratively implement the RAP: Project Coordinator, Project Engineer, Social Safeguards Specialist, Environmental Specialist, M&E Specialist, Financial Management Specialist and Procurement Specialist.

#### 11.3.2 PROPOSED RESETTLEMENT IMPLEMENTATION TEAM

Since CoK is the procuring entity and the district is part of it, the CoK City council chairperson will be the highest decision maker on all resettlement actions. It will take control of all the activities done by the various entities and more so in the relations to the prevailing Laws, rules and regulations.

DEA of the District, Representative of District One stop centre, RUDP Project Coordinator, Sector Executive Secretaries, Cell Executive Secretaries and CUC/GRC Presidents will compose the Resettlement Committee.



## 11.4 Resettlement Implementation Plan

This is the timeframe in which specific activities will have to be done. It indicates the tentative duration for each activity as well as the responsible of focal point person.

### 11.4.1 RAP ACTIVITY TIMELINES

The table below details the activities and the roles to be played by the respective stakeholders in and the proposed timelines.

Table 11-2: RAP Activities and timelines

Activity	Operations	Duration	Responsibility
Mobilization	<ul style="list-style-type: none"> <li>• Conducting community sensitization meeting based at cell level</li> <li>• Conducting meetings with Sector cell and village leaders</li> <li>• Establishing operation and RAP contact offices based at the settlement.</li> </ul>	1 week	The Resettlement Committee and CUC members
Formation of GRCs	<ul style="list-style-type: none"> <li>• Conducting meeting with all the PAPs at cell level</li> <li>• Guide the election of GRC members</li> <li>• Taking minutes of the meeting</li> <li>• Guide the GRC on their roles and responsibilities.</li> </ul>	1 week	The Resettlement Committee and CUC members
Confirmation of Property and Value	<ul style="list-style-type: none"> <li>• Setting out of the boundary lines of the infrastructure upon confirmation of which roads are to be constructed</li> <li>• Review of the Inventory of the property of the PAPs within the boundary line</li> <li>• Seeking consent of the PAP on the value of the property by signature</li> </ul>	2 months	The Resettlement Committee and CUC members, Constructor and Valuer
Presentation of Valuation forms for Signatures	<ul style="list-style-type: none"> <li>• Ensure that each PAP has signed the valuation form (to work on at least 30 PAPs per day)</li> <li>• Ensure that each PAP has presented the required documents</li> <li>• Ensure that all the respective local Authorities have signed on the Valuation forms</li> <li>• Hand the signed Valuation form to CoK for onward processes</li> <li>• Reporting the challenges encountered and proposals for way forward</li> <li>• Making weekly progress report on Valuation exercise</li> </ul>	2 months	Valuer
Financial Literacy awareness and sensitization	<ul style="list-style-type: none"> <li>• Inform the PAPs when they will receive the compensation</li> </ul>	1 week	CoK will form a Financial literacy team



	<ul style="list-style-type: none"> <li>• Guide them through elementary book keeping since some may opt to start small businesses</li> <li>• Guide them how to use bank accounts and SACCOs</li> <li>• Guide them on issues of Family Finance and Gender</li> </ul>		107 amongst them
Payment of the PAPs' compensation	<ul style="list-style-type: none"> <li>• Making payments to the PAPs respective Accounts</li> <li>• Reporting on the progress of the payments</li> <li>• Collection of the Land titles from the PAPs upon payments</li> </ul>	2 months	
Vacation/demolishing of the building	<ul style="list-style-type: none"> <li>• PAP to salvage the property after recovering payment</li> <li>• Removal of all untaken items/debris from the site</li> </ul>	Minimum 4 months counting from the first PAP will be paid.	PAPs/ CoK/ Contractor
Monitoring of the Resettlement process	<ul style="list-style-type: none"> <li>• Recording number of PAPs that have been paid and submitted land titles</li> <li>• Recording number of PAPs with issues</li> <li>• Recording number of PAPs that have vacated the site</li> <li>• Recording the feedback reports from the Compensated PAPs on their livelihood</li> <li>• Production of quarterly Resettlement progress reports</li> </ul>	26 months	CoK Resettlement team
Resettlement Completion Report	To be Produced at the end of the Resettlement process when all the PAPs have been paid, Vacated the project area and fully resettled.	1 month	CoK Resettlement team

#### 11.4.2 RAP IMPLEMENTATION SCHEDULE

This is the schedule which indicates how the activities mentioned in table 11-1 are interlinking to each other. The scheduled indicates that the activities will take approximately 6 months in case there are no unforeseen delays. It has been presented in a bar chart form with indicative duration for each activity as indicated in figure 11-1 below



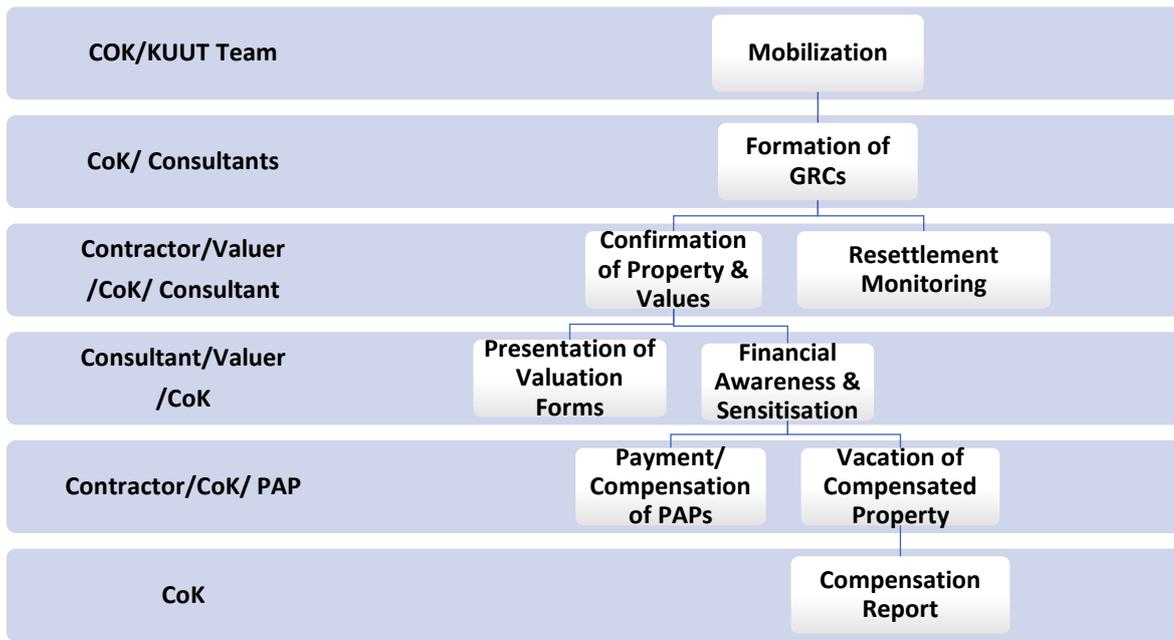


Figure 11-2: RAP Implementation Organisation Structure

## 11.5 RAP Implementation Completion Report

This is the report which will be produced when the PAPs have fully been compensated and fully resettled. It will indicate the number of PAPs that have been compensated. The various challenges encountered during the implementation, their causes and how they overcome them.

It will also indicate the amount which has been spent from the Client and the comparison between what was planned and what has been consumed. It will also include livelihood restoration measures and how they were or are being implemented.

The report will also contain feedback information from the resettled PAPs and their respective experiences and livelihood.

Lessons learnt will also be highlighted as well as recommendations for future RAP activities will also be detailed under this report.



## CHAPTER 12 MONITORING AND EVALUATION

### 12.1 Overview

Monitoring is the measurement through time that indicates the movement toward the objective or away from it. Monitoring provides the raw data to quantify the progress. Evaluation is putting this data to use, thus giving it value. Evaluation is where the learning occurs, questions are answered, recommendations are made, and improvements are suggested. Without monitoring, evaluation would have no raw material to work with. Monitoring and Evaluation are typically divided into three components, defined as Input monitoring, Output monitoring and Outcome evaluation. The consultant has been given the task of monitoring the implementation of the RAP.

#### 12.1.1 INPUT MONITORING

Input (or progress) monitoring measures whether inputs are *delivered* on schedule and as defined in the Land Acquisition and Compensation Framework or Plan. The measured inputs are the services, resources or goods that contribute to achieving outputs and, ultimately, desired outcomes. Input monitoring is done internally on an on-going basis, often as part of the project general management system or quality assurance system.

#### 12.1.2 OUTPUTS MONITORING

Output (or performance) monitoring looks at the direct measurable results of the inputs, for example the number of people who have received compensation. Input and output monitoring together keep track of project implementation *efficiency* and indicate whether changes need to be made to make the program implementation more efficient. Output monitoring is done internally.

#### 12.1.3 OUTCOME EVALUATION

Outcome (or impact) Evaluation - this activity defines the extent to which the project inputs and outputs are likely to achieve the objectives of the land acquisition and resettlement program. Examples of these outcomes can include, for example the effectiveness of livelihood restoration. Outcome evaluation, together with the output monitoring results, indicate whether the program is genuinely working and should continue to be implemented as it is, or whether fundamental changes have to be made. Outcome evaluation is usually carried out by an external independent group.

Outcome evaluation typically uses a wide variety of indicators. For example, most people feel reluctant to reveal the true amount of their income. Therefore, some indirect indicators can be used to assess if the project affected people are improving their livelihoods and standard of living. Such indicators can include school attendance, or the purchase of certain items such as vehicles or household appliances.

#### 12.1.4 INPUT AND OUTPUT MONITORING

The CoK could use the key performance indicators (KPIs) during monitoring of its land acquisition, resettlement and compensation activities presented in below tables as adapted from the RPF.

### 12.2 KPIs for Land Acquisition and Resettlement Process

Table 12-1: KPIs for land acquisition and resettlement process

Indicator	Source of Information	Frequency
<b>INPUT INDICATORS</b>		



Overall spending	Financial records	Quarterly
Distribution of spending by: Cash compensation Rehabilitation - livelihood restoration Consultation and engagement Vulnerable people General implementation services & overhead.	Financial records	Quarterly
Financial Literacy	Meeting awareness report	Once before making the payments to PAPs
KUUT staff dedicated to land acquisition & resettlement implementation, and distribution by skill type	RUDP Project Coordinator	Quarterly
Number of PAPs by categories (consistent with categories in the entitlement matrix)	Census and asset inventory survey (continuous checks)	Quarterly
<b>OUTPUT INDICATORS</b>		
Number of people who received cash compensation in the period indicated, by compensation type	Data management system	Monthly
Number of individual compensation agreements signed in the period (i.e., successful negotiations and as such “willing seller-willing buyer” – which will reduce the number of resettlement cases	Data management system	Monthly

### 12.3 KPIs for monitoring Output of Grievance and Compensation Process

Table 12-2: KPIs for monitoring output

Indicator / Issue	Measured THROUGH	Frequency
<b>GRIEVANCES</b>		
Average time to process and close a grievance	Measure time interval between grievance registration and closure and time between grievance registration and first acknowledgement of receipt	Quarterly
Number of open grievances over time	Data Management System /Excel format	Quarterly
Number of grievances opened in each quarter and over time	Data Management System /Excel format	Quarterly
Number of grievances closed in each quarter and over time	Data Management System /Excel format	Quarterly
<b>COMPENSATION</b>		
Average time for payment of compensation	Measure time between compensation agreement and payment	Quarterly
Number of PAPs paid compensation at full replacement cost? Is compensation updated to take account of increases in property value?	To establish through interviews the results of property market survey for similar properties with compensation paid. Investigate whether PAPs were able to purchase a similar property.	Once a year
<b>LIVELIHOOD RESTORATION</b>		
Proportion of business activities rehabilitated	To establish through interviews: Have affected businesses been successfully re-established?	Once a year
Proportion of employees being employed after business relocation	To establish through interviews: Are employees still employed after relocation? If not, why not?	Once a year



Jobs and employability	To establish through interviews: Are affected salaried employees still employed in their “old” jobs?	Once a year
Income	To establish through interviews: Are incomes restored?	Once a year and at Completion Audit

## 12.4 Compliance Monitoring and Completion Audit

### 12.4.1 COMPLIANCE MONITORING

CoK will arrange services of an external compliance auditor to check whether the implementation of the programme complies with this framework and international requirements. The scope of work of the compliance auditor will include the following tasks.

The general tasks related to assessing the overall compliance with the RAP and the ESF. This includes Interviewing some affected households and businesses to measure the extent to which project-affected people's standards of living and livelihood are being restored or enhanced, and to gather their opinions on compensation delivery, resettlement and grievance management.

The compensation process shall be reviewed whether entitlements have been delivered in time and, if not, whether delays are justifiable. In addition, it shall be assessed whether compensation is done at replacement cost.

In addition, the assessment will be to establish whether the quality of life and livelihoods of affected households are restored. This includes a review of any livelihood restoration / rehabilitation programmes and the extent to which they are assisting in providing alternative livelihoods for affected households to help offset the impacts of displacement

### 12.4.2 MONITORING & EVALUATION

Monitoring and evaluation will include a review of internal monitoring and reporting procedures to ascertain whether these are being undertaken in conformance with this RAP; and a review of internal monitoring records as a basis for identifying any potential areas of non-compliance, any recurrent problems, or potentially disadvantaged groups or households

The grievance records shall be reviewed for evidence of significant non-compliance or recurrent poor performance in resettlement implementation or grievance management. The vulnerable people screening, and assistance systems shall be assessed, including related records, and performance to determine compliance with this RAP.

Assessment of the implementation includes:

- Assess whether resources are adequate for implementing commitments in this framework and any training or capacity building requirements.
- Assess the data management system and its outcomes.
- Compare actual progress with initial schedule.

Compliance monitoring will take place twice a year during the active phase of land acquisition and resettlement. The External auditor/WB technical Assistant employed by CoK, will dedicate approximately 5 days to each of these missions, with most of this time dedicated to field visits, including interviews with key informants and affected people. Each of the auditor’s missions will result in a report prepared independently



for CoK and the World Bank. The auditor will be selected amongst companies where their individual specialists have significant international experience in resettlement.

### 12.4.3 COMPLETION AUDIT

CoK will organize for a completion audit carried out by an external auditor (potentially the same as that involved in the compliance monitoring). The overall goal of the completion audit is to verify that this RAP has been implemented effectively and assisted CoK in restoring project affected peoples' standards of living and livelihoods.

The completion audit has the following objectives:

- Verify that all entitlements and commitments described in the RAP have been delivered;
- Determine whether RAP measures have been effective in restoring or enhancing affected peoples' living standards and livelihood;
- Check on any systemic grievances that may have been left outstanding;
- Identify any corrective actions necessary to achieve completion of the RAP commitments.

The Completion Audit will focus on livelihood restoration of project affected people. Methods to assess whether livelihoods are restored will be carefully designed. They will mainly include quantitative surveys, resulting in a comparison with the baseline data. This should be done over a statistically significant sample of affected households chosen from all components of the Project.

The Completion Audit could be undertaken by the same consultant who will carry out Compliance Monitoring. The Completion Audit is typically carried out 1.5-2 years after the active phase of land acquisition and resettlement is complete.



## CHAPTER 13 BUDGET

This chapter provides the estimated compensations budgets for the different project components. This is based on the valuation reports and the anticipated RAP activities as designed.

Table 13-1: Estimated Land Acquisition and Resettlement Budget

#	Item	Cost RWF	Cost USD
A	Compensation		
A1	Property (Land + House +Crops+other structures) for Roads and Other related Infrastructures	3,382,852,287	3,382,852
	<b>Sub-Total A: Compensation</b>	<b>3,382,852,287</b>	<b>3,382,852</b>
B	Implementation		
B1	Operational cost of the Resettlement Implementation Unit (6 months x 4 people @ 300,000 RWF); These are allowances and logistical support attributed to the proposed staff for the day-to-day operations. They are exclusive of the monthly salary since it is already being catered for by the CoK.	7,300,000	7,300
B2	Legal support (estim.): This could be in case there are PAPs that have opted to go to courts of Law	10,000,000	10,000
B3	Independent Monitoring and technical support Agency: It may be required that the Funder asks CoK to employ an independent consultant to assess the progress of the RAP implementation and give guidance were need may be.	20,000,000	20,000
B4	Financial Literacy awareness: The cost includes facilitation of the PAHs in the meetings since the number is quite big and they may be taught in sessions at least 2 sessions	5,000,000	5,000
B5	RAP implementation: This cost may include employment of a Valuer who will work with CoK team to have the Valuation forms signed. It will include costs for land transfers and sub divisions	160,000,000	160,000
	<b>Sub-Total B: Implementation</b>	<b>202,300,000</b>	<b>202,300</b>
	<b>Total</b>	<b>3,585,152,287</b>	<b>3,585,152</b>
	<b>Allowable Variation 20%</b>	<b>717,030,457</b>	<b>717,030</b>
	<b>GRAND TOTAL</b>	<b>4,302,182,744</b>	<b>4,302,183</b>

1 USD=Rwf 1000 Source (BNR USD Exchange rate as of 2<sup>nd</sup> August 2021)



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- 23) The Guidelines on Unit Prices of 2018 Provided By IRPV
- 24) The National Land Policy Ensures Equal Rights to Land Use for All Rwandan Citizens (Politique Nationale Foncière 2004);
- 25) The Rwandan Constitution (Ratified In 2003 as Amended In 2015);
- 26) The Urban Planning Codes, 2015
- 27) The Vision 2050
- 28) The World Bank Environment and Social Framework
- 29) The World Bank’s Environment and Social Framework (ESF)



## APPENDICES

### Appendix 1: Pictures of Stakeholder Engagements

**ATTENDANCE REGISTER OF KEY INFORMANTS**

**RWANDA URBAN DEVELOPMENT PROJECT (RUDP)**

No	Names	Organization	Function	E-mail	Contact Number	Signature
1	NGARO GISA Andrew	CAVICON CONSULTANTS	Civ. Eng / GIS Expert	gandrew@cavicon.com	0780302067	
2	GEORGE MWYANESA	MINISTER	URDP COORDINATOR	g.mwyanesa@miniter.gov.rw	0788956623	
3	Olivier NUSUMU	LODA	Engineer / LODA	olivier.nusumu@loda.gov.rw	0778520544	
4	Eng. Nkurabanda	LODA	RUDP-Consultant	nkurabanda@loda.gov.rw	0778507733	
5	KWAGUNGIRA Théodore	WASAC	Director of Urban & Services	kwagungira@wasac.gov.rw	0788403411	
6	Mwambutsa Celestin	WASAC	Urban Services	mwambutsa@wasac.gov.rw	0788638762	
7	UWITOMBE Daxre	WASAC	H. Zoning Mapping	uwitombe@wasac.gov.rw	0782492551	
8	KITAMA PAUL	CAVICON	Project Coord.	kitama@cavicon.com	0788715162	
9	UWUMURERIZI Felicien	WASAC	standard officer	uwumurerizi@wasac.gov.rw	0788653991	
10	BKHLIGE 1. Berchani	WASAC	Manager, New	berchani@wasac.gov.rw	0788307401	
11	KAMUNISHA Alphonse	RTDA	Urban Development Specialist	alphonse.kamunisha@rtda.gov.rw	0788811674	
12	Charles MUKOZA	CAVICON CONSULTANTS	Environmentalist	cmukoza@cavicon.com	0788215424	

**ATTENDANCE REGISTER OF KEY INFORMANTS**

**RWANDA URBAN DEVELOPMENT PROJECT (RUDP)**

No	Names	Organization	Function	E-mail	Contact Number	Signature
	OSCAR Ngenena	RALUA	Urban Planning Specialist	oscar@ralua.gov.rw	0782309478	
	NUSHIMIRIKANA Emmanuel	Myaenge	Construction Planning	nushimirikana@myaenge.com	0788718861	
	Emmanuel	Myaenge	Construction Planning	emmanuel@myaenge.com	07889136	
	MUZU BU RA Yonas	GASABO District	Urban Planner	muzyu@gasabo.gov.rw	0788615898	



Figure 0-1: some of the sensitization meeting with CUC members in Gatenga



Figure 0-2: Community members engaged in project activities for pay



Figure 0-3: Meeting with CUC members on Consultations of Project outputs



## Appendix 2: Research Tools

### APPENDIX 2A: DATA INVENTORY FORM



**Client:** City of Kigali

**Consultant:** JV ACE & CAVICON CONSULTANTS Ltd.

## **RUDP II INVENTORY DATA COLLECTION FORM**

### 1) Personal Information

**District:**

**Sector:**

**Cell:**

**Village:**

Property No: .....

Name of property owner: .....

Sex: Male  Female

ID No: .....

Contact number: .....

Date of collection of data: .....

### 2) List of Dependents (abo bafatanije umutungo)

N°	Name	ID
1		
2		
3		
4		
5		
6		

### 3) General Property Description

Land  House  Crops  Trees

Other.....

### 4) User of the Property:

Tenant Name:

Tenant contact:



**5) Measurement of Buildings and Other Structures**

- A) Sketch of main house (plan and section with all basic dimensions)
- B) Sketches of other structures (Specify what structures and use an extra sheet if necessary)

**QUANTITIES AND DESCRIPTION OF MATERIALS USED**

Gross floor of house

	Element	Unity	Qty	Description of materials and workmanship
1	Foundation (umusingi)			
2	Floors (supavoma)			
3	Frames (Inkingi)			
4	External walls (Inkuta z'inyuma)			
5	Internal walls (Inkuta z'imbere)			
6	Roof (Igisenge)			
7	Facia board (Planche de live)			
8	Windows (Amadirishya)			
9	Curtain box (Cache raille)			
10	Doors (inzugi)			
11	Floor finishes (Pavoma)			
12	Internal wall finishes (Igipande mu nzu imbere)			
13	Ceiling finished (plafond irangiye)			
14	External wall finishes (Igipande ku nzu hanze)			
15	Services (Ibikorerwa mu nyubako)			



16	Electricity			
17	Water			
18	Other works -Drainage-Soak pit -Water gate (Umureko) -Pit excavation if toilette (Umwobo w'umugarani) -Umwobo w'amazi Timber decking (Urutindo rwa WC)			
19	External works -Fire place (Amashyiga) -Veranda (Amabaraza) -Pave area (Imbuga)			
20	Fencing Urugo  Ingano y'isambu			
21	Garden-Paspalum  Flowers (indabyo)			
21	Skating (Pulente)			
21	Others - - - -			

Notes and comments

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.....

.....

.....





**APPENDIX 2B PROPERTY VALUATION FORM**



**Appendix 2b (i) House**

<p>REPUBLIC OF RWANDA</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> <p><b>ARAB CONSULTING ENGINEERS</b> MOHARRAM - BAKHOUM</p> </div> <div style="text-align: center;"> <p>JV</p> <p>CAVICON CONSULTANTS</p> </div> </div>					
<p><b>INVENTORY OF PROPERTIES THAT WILL BE AFFECTED DURING THE IMPLEMENTATION OF INFRASTRUCTURE UPGRADING OF INFORMAL SETTLEMENTS IN KIGALI CITY</b></p>					
<p><b>PROJECT: RWANDA URBAN DEVELOPMENT PROJECT PHASE II</b></p>					
<p>Approved by the Director of OSC of: /Byemejwe n'Umuyobozi wa OSC mu Karere ka:</p>	<p>VALUER: Eng. Evergiste MUREKASHUNGWE</p>				
<p>Stamp &amp; signature Date:...../...../.....</p>	<p>Stamp &amp; signature Date: ...../...../.....</p>				
<p>Property Owner's Names: Telephone No: 07 District/Akarere: Sector/ Umurenge: Cell/ Akagari: Village /Umudugudu:</p>	<p>picture</p>				
<p><b>PROPERTIES EXPROPRIATION FORM</b></p>					
S/N	Designation	Unit	Quantity	Rate (FRW)	Amount (FRW)
	<b>FOUNDATION</b>				
1	Levelling(Gusiza ikibanza)	m <sup>3</sup>			
2	Foundation excavation(Umusingi wa Fondasiyo)	m <sup>3</sup>			
3	Ruble stones with ciment mortar(amabuye+Sima)	m <sup>3</sup>			
4	Ruble stones with ciment mortar(amabuye n'icyondo)	m <sup>3</sup>			
5	Foundation with dry bricks(Rukarakara)	m <sup>3</sup>			
6	In cob(lbiti n'icyondo)				
7	Retaining wall(Urukuta rufata ubutaka)	m <sup>3</sup>			
8	Foundation in reinforced concrete(beto irimo ibyuma)	m <sup>3</sup>			
9	Foundation in concrete(beto itarimo ibyuma)	m <sup>3</sup>			
10	Screed on foundation(chape en ciment)	m <sup>2</sup>			
11	Roofing(rufingi)	m <sup>2</sup>			
	<b>ORNEMENTAL TILING (PAVEMENT)</b>				
1	Under ornamental tiling in bricks regrout by ciment mortar(amatafari ashashe harimo na sima)	m <sup>2</sup>			



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2	Under ornamental tiling in bricks(amatafari ashashe hasi gusa)	m <sup>2</sup>			
3	Under ornamental tiling in stones with cement mortar(amabuye na sima)	m <sup>2</sup>			
4	Under ornamental tiling in stones (amabuye gusa)	m <sup>2</sup>			
5	Ornamental tiling(Pavoma inyoye)	m <sup>2</sup>			
6	In concrete(beto itarimo ibyuma)	m <sup>3</sup>			
7	Reinforced concrete(beto irimo ibyuma)	m <sup>3</sup>			
8	screed(chape lisse)	m <sup>2</sup>			
9	Screed painting(hasize superisolo)	m <sup>2</sup>			
10	Pavement carrelle(sans sous pavement): Ornamental tiling in tile	m <sup>2</sup>			
<b>WALL ELEVATION</b>					
<b>External walls</b>					
1	RC Continuous lintel	m <sup>3</sup>			
2	Wooden deck slab	m <sup>2</sup>			
3	RC Floor	m <sup>3</sup>			
4	RC Beams	m <sup>3</sup>			
5	RC columns	m <sup>3</sup>			
6	Wall elevation in cob(Urukuta rw'ibiti n'icyondo)	m <sup>3</sup>			
7	Dry bricks wall with ciment mortar(Urukuta rwa rukarakara)	m <sup>3</sup>			
8	Bricks wall with ciment mortar(amatafari ahiye+sima)	m <sup>3</sup>			
9	Bricks wall with land mortar and regout(Urukuta rw'amatafari+Icyondo+Isima hagati y'amatafari)	m <sup>3</sup>			
10	Ciment bricks wall(buroki+sima)	m <sup>3</sup>			
11	Ruliba bricks wall (Ruliba+Sima)	m <sup>3</sup>			
12	wall in wood( urukuta rw'imbaho)	m <sup>2</sup>			
13	wall in iron sheets(urukuta rw'amabati)	m <sup>2</sup>			
14	Claustra	pce			
<b>internal walls</b>					
1	Wall elevation in cob(Urukuta rw'ibiti n'icyondo)	m <sup>3</sup>			
2	Dry bricks wall with ciment mortar(Urukuta rwa rukarakara)	m <sup>3</sup>			
3	Ciment bricks wall(buroki+sima)	m <sup>3</sup>			
4	Ruliba bricks wall (Ruliba+Sima)	m <sup>3</sup>			
5	Bricks wall with land mortar and regout(Urukuta rw'amatafari+Icyondo+Isima hagati y'amatafari)	m <sup>3</sup>			
6	Bricks wall with ciment mortar (amatafari ahiye+sima)	m <sup>3</sup>			
7	wall in wood( urukuta rw'imbaho)	m <sup>2</sup>			
8	wall in iron sheets(urukuta rw'amabati)	m <sup>2</sup>			
9	<b>COATING and PAINTING</b>				
10	<b>internal wall finishes</b>				
11	In coating ciment-sand(Umucanga na Sima)	m <sup>2</sup>			
12	In coating land-sand(Icyondo n'umucanga)	m <sup>2</sup>			



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13	Roughcast in land mortar(Igishahuro cy'icyondo)	m <sup>2</sup>			
14	Liming(Ishwagara isize ku gikuta)	m <sup>2</sup>			
15	Latex Painting(irangi ry'amavuta)	m <sup>2</sup>			
16	E-mail painting(irangi ry'amazi)	m <sup>2</sup>			
<b>External wall finishes</b>					
1	In coating ciment-sand(Umucanga na Sima)	m <sup>2</sup>			
2	In coating land-sand(Icyondo n'umucanga)	m <sup>2</sup>			
3	Roughcast in land mortar(Igishahuro cy'icyondo)	m <sup>2</sup>			
4	Liming(Ishwagara isize ku gikuta)	m <sup>2</sup>			
5	Latex Painting(irangi ry'amavuta)	m <sup>2</sup>			
6	E-mail painting(irangi ry'amazi)	m <sup>2</sup>			
7	In bricks(amatafari ahiye)	m <sup>2</sup>			
8	In Rugalika(amabuye y'urugalika)	m <sup>2</sup>			
9	In fancy tiles(karo y'Idongo)	m <sup>2</sup>			
10	In stone(amabuye aconze)	m <sup>2</sup>			
11	In Duhange(Duhange)	m <sup>2</sup>			
12	Tylorian coating(karabasasu)	m <sup>2</sup>			
<b>SKIRTING/AGAKABA KO MUNZU</b>					
1	In ceramic tiles(amakaro y'idongo)	ml			
2	In fancy tiles(amakaro y'idongo)	ml			
3	In wood(umukaba w'urubaho)	ml			
4	In ciment ( wa sima)	ml			
<b>CUPBOARD/AKABATI KUBAKIYE MU BYUMBA</b>					
1	Akabati k'imiryango ibiri	pce			
2	Akabati k'imiryango itatu	pce			
3	Akabati k'imiryango ine	pce			
<b>WOODEN AND METALLIC DOORFRAME/INZUGI Z'IBYUMA N'IMBAHO.</b>					
1	Very simpe door(Urugi rw'ibiti rusanzwe)	pce			
2	Door in simple wood( Urugi rw'imbaho+serire)	pce			
3	Door in Triplex (Urugi rwa tiripulegisi)	pce			
4	Door in Triplex with mettalic frame (Urugi rwa tiripulegisi ku kizingiti cy'icyuma)	pce			
5	Door in Libuyu(Urugi rwa Libuyu)	pce			
6	Door in Umusave(Urugi rw'Umusave)	pce			
7	Door in Aluminium (Urugi wa aluminiyumu)	pce			
8	Door in bol(Urugi rw'ingunguru)	m <sup>2</sup>			
9	Full metallic door(Urugi rw'icyuma rufite cg rudafite ibirahuri)	m <sup>2</sup>			
10	Simple metallic door with wire netting(Urugi ruto rw'icyuma rufite ibirahuri)	pce			
11	Double metallic door with wire netting(Urugi runini rw'icyuma rufite ibirahuri)	pce			
<b>WOODEN AND METALLIC WINDOW FRAME/AMADIRISHYA Y'IBYUMA N'IMBAHO.</b>					
1	window in simple wood (Idirishya ry'imbaho)	m <sup>2</sup>			
2	window in bol(Idirishya ry'ingunguru)	m <sup>2</sup>			



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3	window in wood with pane and wire netting(Idirishya ry'ibiti n'ibirahuri)	m <sup>2</sup>			
4	window in HS with wire netting(Idirishya rya HS+Ibirahure)	m <sup>2</sup>			
5	Full metallic window(Icyuma+Ibirahure)	m <sup>2</sup>			
6	Metallic rails mask(aho bamanika marido hakoze mu byuma)	ml			
7	Rails mask in wood(aho amanika amarido bikoze byose mu mbaho)	ml			
<b>ROOF/IGISENGE CY'INZU</b>					
1	In simple sheet metal on wood(amabati asanzwe cg amategura asanzwe n'ibiti)	m <sup>2</sup>			
2	In strong sheet metal on wood(amabati akomeye+ibiti)	m <sup>2</sup>			
3	In strong sheet metal on beam(amabati akomeye+imbaho)	m <sup>2</sup>			
4	Strong sheet metal on metallic frame work(amabati akomeye n'ibyuma)	m <sup>2</sup>			
5	Metallic gutter	ml			
6	Planche de rive	ml			
<b>CEILING/IDARI</b>					
1	In reed (ry'imbingo)	m <sup>2</sup>			
2	In papyrus(ry'ibibambano)	m <sup>2</sup>			
3	In unilat on wood(rya unalite)	m <sup>2</sup>			
4	In beam(ry'imbaho zibaje)	m <sup>2</sup>			
5	In strip (en languettes)	m <sup>2</sup>			
6	In triplex(rya firipulegisi)	m <sup>2</sup>			
7	Painting(Irangi)	m <sup>2</sup>			
8	Vernis(verini)	m <sup>2</sup>			
9	In sheet metal(ry'amabati)	m <sup>2</sup>			
10	In cartons(ry'ibikarito)	m <sup>2</sup>			
<b>SANITATION AND SEWERAGE SYSTEM</b>					
1	Lavabo+accessories	pce			
2	Bath+accessories	pce			
3	Bac de douche(Shower)	pce			
4	W.C a l' anglaise+accessoires	pce			
5	W.C a la Turque+Accessoires	pce			
6	Miroir	pce			
7	Porte Miroir	pce			
8	Porte Savon	pce			
9	Porte essuie main	pce			
10	Boiler(chauffe-eau 80l)	pce			
11	Sink+accessories(evier simple+accessoires)	pce			
12	Double sink(Evier double+accessoires)	pce			
13	Bath170x70 (Baignoire 170x70)	pce			
14	Installation fees	ff			
15	Drainer	pce			
16	Septic tank	pce			
17	Soakaway	pce			
<b>ELECTRICAL INSTALLATION</b>					
1	Prise de courant simple/Plug	pce			
2	Interrupteur simple/Interrupter	pce			
3	Interrupteur double/Interrupter	pce			
4	Interrupteur a tirette	pce			



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5	Ampoules economiques	pce			
6	Point lumineux incandescents	pce			
7	Tubes Fluorescentes	pce			
8	Fusible	pce			
9	Socket	pce			
10	Installation fees	ff			
<b>ADDUCTION ET INSTALLATION HYDRAULIQUE</b>					
1	Robinet	pce			
2	Compteur	pce			
3	Installation fees	ff			
<b>S/Total</b>					
<b>FENCE</b>					
<b>FOUNDATION</b>					
1	Levelling(Gusiza ikibanza)	m <sup>3</sup>			
2	Foundation excavation	m <sup>3</sup>			
3	Ruble stones with ciment mortar(amabuye+Sima)	m <sup>3</sup>			
4	Ruble stones with ciment mortar(amabuye n'Icyondo)	m <sup>3</sup>			
5	Foundation with dry bricks(Rukarakara)	m <sup>3</sup>			
6	Screed on foundation(chape en ciment)	m <sup>2</sup>			
7	Roofing	m <sup>2</sup>			
<b>WALL ELEVATION</b>					
<b>Walls</b>					
1	Bricks wall with ciment mortar(amatafari ahiye+sima)	m <sup>3</sup>			
2	Wall elevation in cob(Urukuta rw'ibiti n'icyondo)	m <sup>3</sup>			
3	Dry bricks wall with ciment mortar(Urukuta rwa rukarakara)	m <sup>3</sup>			
4	Bricks wall with ciment mortar(amatafari ahiye+sima)	m <sup>3</sup>			
5	Bricks wall with land mortar and regout(Urukuta rw'amatafari+Icyondo+Isima hagati y'amatafari)	m <sup>3</sup>			
6	Ciment bricks wall(buroki+sima)	m <sup>3</sup>			
7	Ruliba bricks wall (Ruliba+Sima)	m <sup>3</sup>			
8	wall in wood( urukuta rw'imbaho)	m <sup>2</sup>			
9	wall in iron sheets(urukuta rw'amabati)	m <sup>2</sup>			
10	wall in reed (urukuta rw'imbango)	m <sup>2</sup>			
<b>METALLIC GATE DOORFRAME/PORTAIL METALLIQUE</b>					
1	Double metallic door(Urugi runini rw'icyuma)	m <sup>2</sup>			
2	Simple metallic door(urugi ruto rw'icyuma)	m <sup>2</sup>			
<b>ORNEMENTAL TILING (PAVEMENT)</b>					
1	Under ornamental tiling in bricks regout by ciment mortar(amatafari ashashe harimo na sima)	m <sup>2</sup>			





### Appendix 2b (ii) Crops

		<b>VALUATION FORM/FICHE D'EXPROPRIATION</b>					
<b>INVENTORY OF PROPERTIES THAT WILL BE AFFECTED DURING THE IMPLEMENTATION OF INFRASTRUCTURE UPGRADING OF INFORMAL SETTLEMENTS IN KIGALI CITY</b>						<b>FORM N°:1</b>	
<b>PROJECT: RWANDA URBAN DEVELOPMENT PROJECT PHASE II</b>			Approved by the Director of OSC of: /Byemejwe n'Umuyobozi wa OSC mu Karere ka:		Names of Valuer:		
Property Owner's Name: Telephone No: District / Akarere: Sector / Umurenge: Cell / Akagari: Village / Umudugudu :			Stamp & signature  Date / Itariki ..... / ..... / 2021		Eng MUREKASHUNGWE Evergiste  Stamp & Signature  Date / Itariki ..... / ..... / 2021		
No	Damaged Properties (Ubwoko bw'ibintu byononekaye)	Unity / ikintu (Ubuso)	Quantity (Umubare)	Age / Ingano (Années)	Unit Price (Frws) / Igiciro	Total Price (Frws)	
1	Land (ubutaka)	Sqm				-	
2		pcs		nursary		-	
3		pcs		mature		-	
4		pcs		young		-	
S / Total (1)						-	
5% y'Indishyi / disturbance allowance (2)						-	
Grand Total (1+2)						-	
Umunyamabanga Nshingwabikorwa w'UMURENGE wa:			Umunyamabanga Nshingwabikorwa w'Akagari ka:		Amazina ya Nyir'umutungo: ..... 1: Alphonse ID.N°: ? 2: ..... ID.N°: ..... UPI: ..... Bank Name: ..... Account N°: ..... Bank-Mere Name : ..... Bank-mere account No: ..... Umukono wa Nyir'umutungo: ..... 1 2		
Amazina: ..... ..... Umukono: ..... .....			Amazina: ..... ..... Umukono: ..... .....				



**APPENDIX 2C: QUESTIONNAIRE FOR SOCIO-ECONOMIC SURVEY**



**UPGRADING 4 INFORMAL SETTLEMENTS FOUND IN KIGALI CITY  
UMUSHINGA WO KUVUGURURA NO GUTUZA NEZA IMIRYANGO ISANZWE  
ITUYE MU NSISIRO 4 HATATUNGANYIJWE NEZA HAKURIKIJWE IBISABWA  
MU MBAGO Z'UMUJYI WA KIGALI.**

**RESETTLEMENT ACTION PLAN PREPARATION FOR INFRASTRUCTURE  
UPGRADING IN 4 UNPLANNED SETTLEMENTS IN KIGALI CITY.  
GAHUNDA Y'IBIKORWA BYO KWIMURA ABATUYE AHAZAKORERWA  
UMUSHINGA WO KUNOZA IMITURIRE MU DUCE 4 DUFITE IMITURIRE  
ITANOZE MU MUJYI WA KIGALI.**

Reference Number.....

No z'uhagarariye umuryango: .....

- Do not start the interview before you explain the purpose of the study (*Refer to the introduction*)  
*Nutangire ibazwa utarasobanura mu ncamake ikigambiriwe!*
- Respondents should be land/property, business owner located in the proposed road right of way. Be guided by the Local leaders or surveyor  
*Ubazwa ashobora kuba nyir'ubutaka cyangwa nyir'igikorwa cy'ubucuruzi kiri ahazakorerwa Umushinga. Reka uyoborwe neza n'Uhagarariye Ubuyobozi bw'ibanze cyangwa Umukozi w'Umushinga wakoze ipimwa ry'ibikorwa remezo!*
- Respondent is supposed to be preferably head of the household. If not, inquire about the availability of the household head and if possible, get his/her contact. If none of the above applies, please contact the supervisor for advice.  
*Ubazwa yakagombye kuba ari we Mutware w'Umuryango. Niba Atari ibyo, saba numero ye ya telefoni umenye igihe ashobora kubonekera kugira ngo abe ari we mugirana ikiganiro! Mu gihe bidashobotse, saba inama Ukuriye igikorwa cy'ubushakashatsi.*



**SECTION 1: Introduction to the Questionnaire**

Good morning / Good afternoon Sir / Madam,

My name is ....., I am part of the survey team from the City of Kigali. We are conducting a detailed baseline Socio-Economic survey on affected households for the proposed Upgrading of the Settlements of Gitega, Gatenga, Nyabisindu and Nyagatovu... This survey involves talking to potentially affected community members like you about their Demographic characteristics, Employment, Sources of livelihoods, settlement patterns and their access to social services. This will be used in planning resettlement activities for the project affected people. The information will be used as a basis for monitoring your future livelihoods and other factors. Therefore, the purpose of my visit here is to request for your time so that we can have a short discussion. If you agree, I will be asking you some questions and recording your answers. The discussion will take about 45 minutes or maximum of one hour. You are free to stop the interview any time, but it is highly desirable that we go through the questions up to the end.

**IGICE CYA 1: Iriburiro ry'ikiganiro cy'Ukuriye Umuryango**

Mwaramutse/ Mwiriwe Bwana/ Madamu,

Nitwa....., Ndi umwe mu bakozi b'umushinga w'Umujyi wa Kigali, bashinzwe gushaka amakuru ajyanye n'ibikorwa ry'Umushinga. Turimo gushaka amakuru y'ibanze ajyaye n'ibarura ry'ibintu byose by'imiryango ishobora kuzimurwa n'ibikorwa by'iterambere batuye, kuri ubu, mu mbago z'Umushinga wo kunoza imiturire muri Gitega, Gatenga, Nyabisindu na Nyagatovu. Iri barura rigamije kandi kuganira n'abashobora kuzimurwa n'ibikorwa by'uyu mushinga, nawe urimo, kugira ngo habashe kumenyekana hakiri kare ibijyanye n'imiterere y'umuryango, akazi uhagarariye umuryango yakoraga, icyo yakeshaga imibereho, ibijyanye n'imiturire ye muri rusange kimwe n'uko yari abanye n'abandi baturanyi. Ibi byose bizifashishwa mu guteura ibikorwa by'iteganyamigambi bigenewe abazagirwaho ingaruka n'ibikorwa by'uyu mushinga. Aya makuru arakenewe kugirango inzego zibishinzwe zizayagenderaho zikurikirana ibijyanye n'imibereho yawe mu minsi iri imbere kimwe n'ibindi bibazo bishobora kuzavuka. Bityo rero, impamvu yatumye nkugenderera iwawe ni ukugusaba kungenera ku gihe cyawe kugira ngo tugirane ikiganiro ku byo maze kugusobanurira. Niba ubyemeye, ndagenda nkubaza ibibazo maze ngende mfata ibisubizo umpaye. Iki kiganiro kiradufata iminota iri hagati ya 45 n'isaha imwe. Ufite uburenganzira busesuye bwo gusaba kugihagarika, ariko byaba byiza kurushaho tugikoreye umujyo umwe tukakirangiriza rimwe.

**Interviewer's Details// Umwirondoro w'Uukusanya amakuru**

Names of the interviewer// Amazina y' y'Uukusanya amakuru	
Sex// Igitsina	
Telephone Number//No ya telefoni ye	
Date of interview// Itariki ikiganiro cyakoreweho	
Name of supervisor// Amazina yombi y'ukuriye itsinda rikusanya amakuru	
Telephone supervisor// No ya telefoni ye	
Signature of Supervisor// Umukono w'Ukuriye itsinda rikusanya amakuru	



**Respondent's Details//Umwirondoro w'Ubazwa/utanga amakuru**

Names of the Respondent// <i>Amazina y'ubazwa</i>	
Sex// <i>Igitsina</i>	
Age// <i>Imyaka</i>	
No of ID// <i>No y'indangamuntu ye</i>	
No of telephone// <i>No ya telephone ye</i>	
Professional activity// <i>Umurimo akora</i>	
Number of people in his household// <i>Umubare w'abantu bagize uryango/urugo we</i>	

**Location of Respondent// Aho ubazwa atuye**

**SECTION 2: LOCATION OF RESPONDENT (Please fill in location particulars as provided by RAP Team supervisors)**

**IGICE CYA 2: AHO UBAZWA ATUYE (Mu kuziza iyi mbonerahamwe, urasabwa gukurikiza ibyatanzwe n'ukuriye itsinda rya RAP)**

District// <i>Akarere</i>	Settlement// <i>Urusisiro</i>	Cel// <i>Akagari</i>	Village// <i>Umudugudu</i>



## 1- Demographic Characteristic// Umwirondoro w'Ubazwa

### a) Nature of Respondent // Imiterere y'Ubazwa

Nature of respondent // Imiterere y'Ubazwa	Yes// Yego	No// Oya	Male// Umugabo	Female//Umugore	Age
Head of household// Ukuriye Umuryango					
Spouse// Uwo bashakanye					
Other relative// Undi muntu bafitanye isano					

### b) Gender of household head// Igitsina cy'Ukuriye Umuryango

Sex of HH// Igitsina cye	
Male //Gabo	1
Female // Gore	2

### c) Age category for household heads// Ikigero cy'imyaka y'Ubazwa

Age// Imyaka afite	
Bellow 18// Munki y'imyaka 18	1
18-35	2
35-65	3
Above 65// Hejuru y'imyaka 65	4



d) Age for other household members // *Imyaka y'abandi bagize Umuryango*

Age category // <i>Imyaka bafite</i>	No // <i>Umubare wabo</i>
Below 18 // <i>Munsi y'imyaka 18</i>	
18-35	
35-65	
65+ // <i>Hejuru y'imyaka 65</i>	

e) Marital status for household heads and other members? // *Irangamimerere ry'ukuriye umuryango n'ababana na we?*

Marital status // <i>Itsinda ry'ubuzima</i>	
Never married/single // <i>Utarigeze ashaka/ Ingaragu</i>	1
Married // <i>Uwashyngiwe</i>	2
Divorced/separated // <i>Uwatandukanye n'zwi baashakanye</i>	3
Widow/widower // <i>Umupfakazi</i>	



**2- Education// Uburezi**

**a) Literacy of Household head and spouse// Ubushobozi mu gusoma no kwandika bw'ukuriye umuryango n'uwo bashakanye:**

<b>Can read and write? // Azi gusoma no kwandika?</b>	<b>Household heads //Ukuriye Umuryango</b>	<b>Spouse// Uwo bashakanye</b>
Easily// Ku buryo bworoshye		
With difficulty// Ku buryo buvunanye		
Not at all// Nta namba		
Don't know// Ntabizi		

**b) School attendance// Amashuri yize**

**Highest grade completed by members who attended school in past// Urwego rwo rw'amakuru yabashijwe kurangizwa na buri wese mu babazwa:**

	<b>Head of household// Ukuriye Umuryango</b>	<b>Spouse//Umugore we</b>
Highest grade// icyiciro cyo hejuru		
None // Ntacyo yagezemo		
Primary// Amashuri abanza		
Ordinary level// ikiciro cya mbere cy'ayisumbuye		
Advanced level// Amashuri yisumbuye (A2)		
Vocation/certificate// Imyuga/ Impamyamba bushobozi		
University// Kaminuza		

Are all children who are supposed to be in school attending school? // Ese abana bose b'uyu muryango wawe bari mu kigero cyo kwiga bari mu ishuri?

**c) School Ownership// Ba nyir'amashuri abana bigamo**



<b>School Ownership//</b> <i>Ba nyir'amashuri</i>	
Public/ Government school (s) // <i>Amashuri ya Leta</i>	1
Government aided school // <i>Amashuri yigenga afashwa na leta</i>	2
Private school <i>Amashuri yigenga</i>	3

**d) Distance to school//** *Urugendo kuva aho utuye kugera ku ishuri*

<b>Distance to school//</b> <i>Urugendo kugera ku ishuri</i>	
Less than 1km// <i>Munsi ya 1 Km</i>	
1-5km// <i>hagati ya 1-5 Km</i>	
Above 5km// <i>Hejuru ya 5 Km</i>	

**3: Welfare Indicators//** *Ibipimo by'imibereho y'umuryango*

**a) Most important income source //** *Inkomoko y'Igice kinini cy'umutungo:*

<b>Most important income source//</b> <i>Inkomoko y'Igice kinini cy'umutungo:</i>	
Subsistence farming// <i>Ubuhinzi busanzwe</i>	
Non-agricultural enterprise// <i>Ibikorwa bibyara inyungu bidashingiye ku buhinzi</i>	
Wage employment // <i>Umutungo ukomoka ku byo nkora</i>	
Salaried employment // <i>Umushahara ukomoka ku kazi</i>	
Property income// <i>Ubushobazi bukomoka ku mutungo wanjye</i>	
Commercial farming // <i>Ubuhinzi bw'umwuga</i>	
Transfer/remittances// <i>Ibintu byoherezwa n'abanjye batuye mu mahanga</i>	
Don't know// <i>Simbizi</i>	



**b) Any other member of the household with access to a regular income? // *Haba hari abandi bantu bo mumuryango wawe bafite icyo binjiza ku buryo buhoraho?***

<b>Member with access to regular income// <i>Umubare w'abafite icyo binjiza mu muryango ku buryo buhoraho</i></b>	
None// <i>Nta numwe</i>	1
1	2
2	3
3 and more// <i>kujyana hejuru</i>	

**c) What children had for Breakfast on the day of interview? // *Vuga ibigize amafunguro yafashwe n'abana b'uyu muryango mu gitondo cy'uyu muni w'ibazwa ryanyu?***

<b>Children breakfast // <i>Ibyari bigize amafunguro y'abana mu gitondo</i></b>	
Nothing// <i>Ntabwo</i>	1
Tea/porridge with sugar// <i>Icyayi cyagwa igikoma kirimo isukari</i>	2
Milk// <i>Amata</i>	3
Solid food with milk// <i>Ibiryo bisanzwe n'amata</i>	4
Tea/porridge without sugar// <i>Icyayi cyagwa igikoma bitarimo isukari</i>	5
Solid food only// <i>Ibiryo bisanzwe byonyine</i>	6
Don't know// <i>Simbizi!</i>	7

**d) Household socioeconomic categorisation// *Ubarirwa mu kihe cyiciro cy'ubudehe?***

<b>Wealth categorisation // <i>Ubarirwa mu kihe cyiciro cy'Ubudehe?</i></b>	<b>Class HH belongs to <i>(Icyiciro cy'ubudehe ubarirwamo:)</i></b>
Category A	
Category B	
Category C	
Category D	
Category E	



e) **Household source of social assistance during difficult times (Multiple answers allowed)// Mu bihe by'ingorane z'ubukene, ni hehe mukura ikigoboka umuryango wanyu? (Ahangaha ibibuzo bitandukanye biremewe)**

Source of social assistance // Aho mukura ikigoboka umuryango?	
None // Ntaho	1
Extended family/relatives// Abavandimwe mu muryango	2
Friends// Inshuti	3
Local authority// Inzego z'ibanze	4
Bank/Village SACCO/Group// Inguzanyo muri banki cyangwa mu kigeza cy'imari iciriritse	5
Neighbours // Abaturanyi	6
NGO/Religious association// Imiryango itari iya leta	7
Others // Ahandi	8

#### Average Income and expenditure for the PAP

Impuzandengo y'umutungo winjijwe n'ubwoho mu muryango wa PAP (Abantu baganzwe n'ibikorwa by'umushinga)

PAPs were asked about the income received in the past 12 months.

Abantu baganzwe n'ibikorwa by'umushinga babajijwe ingano y'umutungo umuryango wabashije kwinjiza mu gihe cy'amezi 12 ashize.

f) **Average income from different Sources of livelihoods in the 12 last months// Impuzandengo y'umutungo winjijwe n'umuryango mu mezi 12 ashize.**

Impuzandengo y'umutungo winjijwe	
Below// munsi ya 500,000 Rwf	1
500,000-1,000,000 Rwf	2
1,000,000-2,000,000 Rwf	3
> // hejuru ya 2,000,000 Rwf	4

g) **Average monthly household expenditure on basic necessities// Impuzandengo y'Umutungo usohoka buri kwezi mu muryango ku bikoresho by'ibanze.**

Ingano y'Umutungo usohoka buri kwezi mu muryango:	
Below// munsi 500,000 Rwf	1
500,000-1,000,000 Rwf	2
1,000,000-2,000,000 Rwf	3
> // hejuru 2,000,000 Rwf	4



#### 4) Health Conditions// *Ibijyanye n'Ubuzima*

##### a) Illnesses for children below 5 years in the two weeks preceding the interview

a) *Indwara zakunze kwibasira abana batarageza ku myaka 5 mu gihe cy'ibyumweru bibiri bibanziriza uyu muni w'ibazwa ryanyu.*

Type of illnesses suffered// <i>Ubwoko bw'indwara zigaragaje</i>	
Malaria // <i>Malariya</i>	
Cough// <i>Inkorora</i>	
Skin disease// <i>Indwara z'uruhu</i>	
Meningitis// <i>Mugiiga</i>	
Diarrhoea// <i>Impiswi</i>	
Typhoid // <i>Tifoyide</i>	
Other..... // <i>Iyindi (yivuge!) .....</i>	
Total (Umubare w'abana bose barwaye)	

##### b) Health seeking behaviours // *Umyitwarire mu kwivuzza/ Uko bivuzza*

Where consultation is first sought? // *Kugira ngo ubashe kubona ubuvuzi bw'ibanze witabaza uruhe rwego muri izi zikurikira?*

Consultations // <i>Inzego z'ubuvuzi</i>	
Gov't Hospital// <i>Ibitaro bya Leta</i>	1
Gov't Health Centre// <i>Ibigo ndera buzima bya leta</i>	2
Nowhere// <i>Nta nahamwe ngana</i>	3
Private hospital// <i>Ibitaro byigenga</i>	4
Private Health Centre/ <i>Ikigo Nderabuzima kigenga</i>	5
Uses medicine from house// <i>Nkoresha imiti nsanganywe mu rugo</i>	6
Bought from clinic// <i>Nifashisha imiti nguze muri Farumasi</i>	7



**5) Land // Umutungo w'Ubutaka**

**a) Land Ownership? N'ubuho bwoko bw'icyangombwa cy'ubutaka ufite?**

Ownership status: <i>Uburyo ubutaka butunzwemo</i>	
Land lease contract// <i>Amasezerano y'ubukode burambye</i>	
Free Hold Title/ <i>Inkondabutaka</i>	
Other// <i>Ibindi</i>	

**b) Land Tenure// Inkomoko y'ubutaka utuyeho**

<i>Ubu butaka wabubonye ute?</i>	
Freehold // <i>Narabwiguriye</i>	
Leasehold // <i>Ndabukodesha</i>	
Succession // <i>N'irajye ry'umuryango</i>	

**c) Is the project taking your house? // Ese ibikorwa by'uyu mushinga bizasanya inzu yawe?**

Yes// <i>Yego</i>	
No// <i>Oya</i>	
Don't know// <i>Simbizi</i>	

**d) Is the project taking all your land? // Ese ibikorwa by'uyu mushinga bizatwara ubutaka bwawe bwose?**

Yes// <i>Yego</i>	
No// <i>Oya</i>	
Don't know// <i>Simbizi</i>	

**6) Possible relocation sites // Ibice bishoboka byo kwimuriramo abazimurwa n'uyu mushinga**

**a) Where PAPs are likely to relocate? Ni hehe abazimurwa n'umushinga bakwerekereza**

<b>Where likely to relocate (Aho kwimukira)</b>	
Within Kigali City// <i>Mu mbizi z'Umujyi wa Kigali</i>	1
District around Kigali City// <i>Mu Turere dukikije Umujyi wa Kigali</i>	2
District faraway from Kigali City// <i>Mu Uturere twitaruye Umujyi wa Kigali</i>	3
Don't know/not sure // <i>Ntacyo mbiziho</i>	5



**7) Housing Conditions // Imiterere y'inzu**

**a) Occupancy status? // Ibijyanye n'aho utuye?**

<b>Occupancy status// Ibijyanye n'aho utuye:</b>	
Owner occupied //Ni iyanjye	
Rented // Ndayikodesha	
Housing benefit// Ni indagizo	

**b) Type of dwelling// Uburyo bw'imiturire**

<b>Type of dwelling // Uburyo bw'imiturireo:</b>	
Detached house// inzu iri ukwayo mu kibanza	
Semi-detached // inzu ifatanye n'indi bihujye urukuta	
Tenement (Muzigo): Utuzu twinshi dufatanye mu kibanza kimwe (za Gueto)	
Apartment//Inzu igizwe n'inzu nyinshi zo guturamo	
<b>Storied house</b> // inzu igeretse (Igorofa) ishobora gukoreshwa mu buryo butandukanye nko guturwamo, ubucurizi, etc.	

**8) Water // AMAZI**

**a) Main source of water for drinking// Ahaturuka amazi yo kunywa**

<b>Main source of water for drinking// Aho amazi yo kunywa muyakura.</b>	
WASAC household connection// Dufite umuyoboro wa WASAC	
Protected spring//Ikigega cy'amazi cya rusange	
Artificial well // Iriba risanzwe twicukuriye	
Borehole// Iriba rya robine ya Rusange	
Public WASAC tap: Iriba rusange rya WASAC	

**b) Type of toilet facility// Uburyo bwifashishwa mu bwihereho**



Type of toilet facility // <i>Ubwoko bw'ubwiherero bukoreshwa</i>	
Covered pit latrine shared// <i>Ubwiherero bufite umwobo bpfundikirwa kandi busangirwa</i>	
Flush toilet private// <i>Ubwiherero bukoresha amazi kandi butari rusange</i>	
Covered pit latrine private // <i>Ubwiherero bufite umwobo upfundikirwa utari rusange</i>	
Flush toilet shared// <i>Ubwiherero ikoresha amazi kandi ya rusange</i>	
No facility:// <i>Nta nimwe tugira</i>	
Other // <i>Ibindi: Bivuye.....</i>	



## 9) Communication // Itumanaho

### a) Major source of information in area// *Uburyo bw'itumanaho bukoreshwa cyane muri aka gace*

<b>Major source of information in area//</b> <i>Uburyo bukoreshwa cyane mu kubona amakuru muri aka gace</i>	
Community meetings // <i>Inama rusange z'abaturage</i>	
Radio// Radiyo	
TV// Televiziyo	
Mobile announcements// <i>Koherezanya amatangazo</i>	
Mobile phone// <i>Telefoni ngendanwa</i>	
Newspapers// <i>Gukoresha ibinyamakuru byandika</i>	
Village meetings// <i>Inama zo mu mudugudu</i>	
Other/ ubundi	

## 10) Vulnerability// Intege nke

### a) Chronic disease suffered by households' heads or members// *Indwara karande (zidakira) ziboneka bakuru b'imiryango cyangwa abayigize*

<b>Chronic disease suffered by heads//</b> <i>Indwara zidakira ziboneka mu muryango wawe n'izihe?</i>	<b>Household head//</b> <b>Umukuru w'Umuryango</b>	<b>Household member (s)//</b> <b>Abagize Umuryango</b>
None // <i>Nta zo</i>		
HIV/AIDS// <i>SIDA</i>		
Heart disease// <i>Indwara y'Umutima</i>		
Pressure// <i>Umuvuduko w'amaraso</i>		
Diabete// <i>Indwara y'igisukari</i>		

### b) Households' heads or members with disabilities// *Abafite ubumuga mu muryango*



<b>Household heads or members with disabilities// Abafite ubumuga mu muryango</b>	<b>Household head// Umukuru w'Umuryango</b>	<b>Household member (s)// Abagize Umuryango</b>
Physical disability // <i>Ubumuga bw'Ingingo</i>		
Mental disability// <i>Ubumuga bwo mu mutwe</i>		
Hearing and/or Speech disorder// <i>Ubumuga bwo kutumva/ kutavuga cyangwa bubikomatanya byombi</i>		
Visual Disability/ <i>Ubumuga bwo kutabona</i>		
Multiple disability// <i>Ubumuga bukomatanije</i>		
Other// <i>Ibindi</i>		

**c) Births and Deaths // Urubyaro n'impfu**

Births in the household in the last 12 months// *Umubare w'abana bavutse mu muryango mu mezi 12 ashize*

<i>Hari abana bafite munsiny'amezi 12 ?</i>		<i>Umubare wa bo</i>
Yes //Yego	1	
NO//Oya	2	_____



**c) Deaths in the household for the last 12 months// Impfu zabonetse mu mezi 12 ashize**

<i>Have you experienced deahs in your household for the last 12 months ? Hari abantu mwapfushije mu mezi 12 ashize ?</i>		<i>Umubare w'abapfuye</i>
Yes// Yego	1	
NO// Oya	2	_____

**d) Orphanhood: Ubupfubyi mu muryango**

<b>Owner(s) of property deceased // Ese uyu mutungo waba ari uw'umuntu wapfuye?</b>	
Yes//Yego	
No //Oya	

<b>Any orphans living in household: Hari imfubyi zirererwa muri uyu muryango?</b>	
Yes//Yego	
No//Oya	
Total/ Umubare wa zo	

<b>Are orphans in school// Haba hari imfubyi zirimo kwiga?</b>	
Yes//Yego	
No//Oya	
Total // Umubare w'izo mfubyi	

**11) Compensation options //Uburyo bw'ingurane ku mitungo**

**a) What compensation option would you prefer for the lost property? //N'ubuhe buryo bukunyuze wahitamo mu gihe cyo kukuguranirwa umutungo wawe wagonzwe n'ibikorwa by'umushinga?**



	<b>1. Payment of monetary fair compensation // Kwishyurwa indishyi ikwiye y'amafaranga</b>	<b>2. Payment of fair compensation in kind // Guhabwa indishyi ikwiye itari amafaranga</b>
Land and other properties above land (house, plantation, etc.)// <i>ubutaka n'indi mitungo iburiho (inzu, ibinera, etc.)</i>		
House alone// <i>Inzu yonyine</i>		
Land alone// <i>Ubutaka bwonyine</i>		

**b) Reasons for monetary fair compensation // Impamvu zo guhitamo indishyi ikwiye y'amafaranga**

<b>Reasons for monetary fair compensation preference// Kubera izihe mpamvu zo guhitamo indishyi ikwiye y'amafaranga</b>	
Can go anywhere I want// <i>Nshobora kujya gutura ahandi</i>	1
Can use part of money for other things // <i>Nshobora gusaguraho amafaranga nakwikenuza mu bindi</i>	2
Can buy a cheaper house elsewhere// <i>Nshobora kubona inzu yindi yo guturamo itampenze</i>	3
I have another house// <i>Nsanganywe indi nzu yo guturamo</i>	4

**c) Reasons for fair compensation in kind // Impamvu zituma uhitamo guhabwa indishyi ikwiye itari amafaranga**



<b>Reason// Impamvu</b>	
The Money may not be fair// <i>Amafaranga bazatugenera ashobora kuzaba adakwiriye</i>	1
I am too weak to build a house now// <i>Nta ntege ngifite zo kubaka indi nzu yo gutuzamo umuryango</i>	2
I may not be able to find another land in Kigali// <i>Nshobora kuba ntakongera kubona ikindi kibanza giciriritse muri Kigali</i>	3

**e) HIV/AIDS// SIDA**

Contracting HIV/AIDS// *Uburyo SIDA ikwirakwira mu bantu*

<b>How HIV/AIDS is contracted//</b> <i>Waba uzi uburyo Sida ishobora gukwirakwira mu bantu?</i>	
Sexual intercourse// <i>Mu mibonano mpuzabitsina</i>	
Mother to child// <i>Umwana ayandurira kuri nyina uyirwaye</i>	
Infected needles// <i>Ibikoresho byaguyeho amaraso y'urwayanduye</i>	
Blood transfusion // <i>Ihana ry'amaraso adapimwemo SIDA</i>	

**f) Major source of information about HIV/AIDS (multiple answers allowed) // Uburyo bwihariye bwo gutangaza amakuru yo kwirinda SIDA (Ahangaha ibisubizo binyuranye biremewe)**

<b>Major source of information about HIV/AIDS// isoko y'ibanze y'amakuru kuri SIDA</b>	
Radio// <i>Radiyo</i>	1
TV// <i>Televiziyo</i>	2
Drama// <i>Ikinamico</i>	3
Billboards// <i>Amashusho amanitse</i>	4
Posters// <i>Amashusho matoya agendanwa</i>	5
Newspapers // <i>Inkuru mu binyamakuru</i>	6
Film// <i>Amafilime</i>	7
Family members/friends// <i>Abavandimwe: Inshuti</i>	8
Teachers// <i>Abarezi</i>	9
Political leaders// <i>Inama z'Abayobozi</i>	10
Brochures// <i>Inkuru mu dutabo dutoya</i>	11
Traditional leaders// <i>Inama zitangwa n'abakuru b'imiryango</i>	12



**g) Method of avoiding HIV/AIDS// *Uburyo bukoreshwa mu kwirinda SIDA***

<b>Method of avoiding HIV/AIDS// <i>Uburyo wahitamo mu kwirinda SIDA</i></b>	
Condom// <i>Agakingirizo</i>	
Abstinence // <i>Kwifata</i>	
Faithfulness// <i>ubudahemuka</i>	
None of above methods is applicable// <i>Nta buryo na bumwe mu bwavuzwe haruguru bukoresha</i>	
Abstinence & condom// <i>Kwifata + gakingirizo</i>	
Abstinence & faithfulness// <i>Kwifata + ubudahemuka</i>	
Abstinence, condom & faithfulness // <i>Kwifata, Agakingirizo + Ubudahemuka</i>	



**11) Gender Based Violence (GBV)// Ihohoterwa rishingiye ku gitsina**

**a) Forms of Gender Based Violence// Imiterere y'ihohoterwa rishingiye ku gitsina**

Forms of GBV experienced in the last 12 months// Ihohoterwa rishingiye ku gitsina ryabaye mu mezi 12 ashize

Ever experienced/ seen GBV in your household/family for the last 12 months// <i>Waba warigeze ugira/ubona ikibazo cy'ihohoterwa rishingiye ku gitsina iwawe mu rugo?</i>	
No//Oya	
Physical violence//Ihohoterwa rikorerwa/ribabaza umubiri	
Sexual violence// Guhatirwa imibonano mpuzabitsina, cyangwa umwe mu bashakanye atabishaka, gutesha agaciro igitsina cy'umuntu, etc.	
Psychological violence// Ihohotera rishingiye ku bitekerezo (Itotezwa, gushozwa/gushyirwa ku nkeke, etc.)	
Economic violence// Ihohoterwa rishingiye ku mutungo (kuwuhuguzwa, etc.)	
Other(s)// Irindi hohoterwa	

**b) Gender based violence// Ihohoterwa rishingiye ku gitsina**

Ever come to blows with spouse for the last 12 months// <i>Waba warigeze urwana n'uwo mwashakanye mu mezi 12 ashize?</i>	
No//Oya	
Both me and spouse//Twembi, jyewe n'umugore twarakubitanye	
Only your spouse//Uwo twashakanye ni we wankubise	
With other members of family//Narwanye n'abandi bo mu Markwayne ryango	



**b) Source of social assistance// Inkomoko y'ubufasha igihe cy'ibibazo byo mu muryango**

<i>Ni nde wifashisha bwa mbere mu gihe usumbirijwe n'ibibazo byo mu muryango?</i>	
Spouse// <i>Uwo twashakanye</i>	
Family member// <i>Umuvandimwe</i>	
Friend// <i>Inshuti</i>	
Police// <i>Polisi</i>	
Local leaders// <i>Ubuyobozi bw'inzezi z'ibanze</i>	
Nobody// <i>Nta n'umwe nitabaza</i>	

**c) Community based organisation belonged to// Amashyirahamwe y'ibanze ubonekamo**

<b>Community based organisation belonged // <i>Ni ayahe mashyirahamwe y'ibanze ubonekamo?</i></b>	
None// <i>Ntayo</i>	
Women/men group// <i>Ibimina/Amatsinda</i>	
Cooperative// <i>Koperative</i>	
Others/ <i>Ibindi</i>	



e) Security Issues, usually experienced by female household// *Ibibazo by'umutekano, bikunda kuboneka ku gitsina gore mu muryango*

Abuses experienced by female household member in last 12 months// <i>Ni ibihe bibazo by'umutekano, bikunda kuboneka ku gitsina gore muri uyu muryango wanyucu mu mezi 12 ashize?</i>	
None// <i>Nta byo</i>	1
Rape// <i>Gufatwa ku ngufu</i>	2
Insults// <i>Ibitutsi</i>	3
Being followed// <i>Gukurikiranwa n'umuntu utazi icyo agushakaho akubuza umutekano.</i>	4
Defilement// <i>Guharabika isura y'umuntu</i>	5
Harassment// <i>Kumubuza uburyo/amahwemo buri gihe</i>	6
Others// <i>Ibindi</i>	



## Appendix 3: Valuation Report

### 1. Introduction

Affected properties (land, houses/structures, trees/crops), were assessed for compensation at the prevailing market prices as per expropriation law N0 32/2015 of the 6th November 2015.

The reference prices established by the Institute of Real Property Values (IRPV), for Land, Constructions and Crops, and published in Official Gazette N0 Special of 08/11/2018 served as the base of the compensation computation for this activity.

In order to assist the PAPs to relocate, the Rwandan expropriation provides for 5% of the total assessed value as disturbance allowance. This disturbance allowance also has been taken into consideration for the current assignment.

### 2. Survey and assets inventory

#### 2.1 Introduction

Article 17 stipulates that a person to be expropriated should be informed about the beginning of the land surveys and asset inventory. Land survey and inventory should be carried out in presence of the affected party or his/her representatives, as well the representatives of the local administrative bodies.

According to Article 21 of the Expropriation Law, the properties to be valued for just compensation include land and other assets on the land including different crops, forests, any buildings or any other activity that was carried out to improve the land's productivity (irrigation systems, etc.). The value of land and other assets that belong to the persons, whose assets are being expropriated, shall be calculated considering their size, nature and location and based on the prevailing market prices.

The Expropriation Law also requires that local residents should be provided with information about the importance of the project and information on why land acquisition and expropriation are required.

Meaningful sensitization has been done before the valuation process through the community meetings and to individual households during the valuation exercise.

#### 2.2 Land Survey

Basing on the existing Detailed Study Designs, the Consultant's Surveyor in consultation with the CoK team established the demarcations the project boundaries. This was done before valuation assessments of the land, crops/trees, buildings/structures and other properties to be affected by the construction works. After the entire project boundaries were established, beacons were planted at a reasonable distance between each other for future reference.

The demarcating of the land boundaries for the affected houses and land helped to show ownership of property and to calculate the extent of land acquisition. The surveyor worked closely with the affected persons, neighbours and local leaders during the survey for purposes of transparency and confirming land boundaries and ownership of the affected property. The affected persons at the project boundary whose land was partially affected, there a consideration to expropriate/compensate the entire land if the remaining portion was assumed to be smaller than 300m<sup>2</sup> which cannot acquire a new land title.

For the land, which is falling completely within the project area, the owners will submit land titles for compensation and immediately they will be paid. For those who have bought portions from registered land, and they have not yet done subdivisions to acquire the land titles; the team picked the boundary coordinates



to assist the valuer in the land value computation as the PAP was advised to proceed with the process of land title acquisition.

The surveyor prepared the strip map showing the project area and respective affected properties/plots and the size of the affected land accompanied by a list of affected land/property owners.

### **3. Valuation process on different properties**

#### **3.1. Valuation Data Collection**

The Valuation Team begun by planting beacons and referencing of the affected buildings/houses by their UPI numbers, as well as plotting boundary fences in the project area. Detailed data regarding the quantity, nature and quality of the assets was then captured. The affected assets included but not limited to; land, buildings, fences, pavements, crops and trees.

The data for each affected asset was captured on a valuation data collection form that was signed by the Valuation Team and the registered PAP or their representative to confirm the count of crops/trees and buildings/structures assessed.

#### **3.2. Land Valuation**

Land values in the City of Kigali are not the same and would therefore not be prorated with a standard cost per unit of measure (in this context cost per m<sup>2</sup>).

Market values for land parcels earmarked to be expropriated were determined with reference to the land reference prices established by the Institute of Real Property Valuers in Rwanda (IRPV) as it was published in the official gazette of November 2018. The land reference prices are village based, where available and cell based. In the above said document, some villages and cells are missing and therefore, the prices in those entities cannot be obtained from the gazette. For that particular case, the valuer has established similarities with the neighboring entities and has used the values of the similar entities.

#### **3.3. Buildings /structures**

Structure replacement cost approach was employed to determine the market value of the buildings and other structures. The method gives a way of valuation by considering quantities of work versus costs. This is done by multiplying the quantity of construction materials by the unit cost and taking the amount back to the measurement unit.

Measurement of structures/buildings (where applicable) on each plot was taken by use of tape measure. The replacement value of the permanent buildings was determined based on current construction rates per square meter/cubic meter. The construction rates based on the current market prices were established by the Institute of Real Property Valuers in Rwanda (IRPV). These market prices were determined based on the following main factors:

- Type and quality of materials used
- Workmanship and design of buildings
- Location of building in relation to sources of materials and labour cost
- Terrain of the building site and the possible amount of levelling involved.

Ill-fated structures were not uniformly affected (some are partially affected whereas others are wholly affected, or residual structures are not viable). From the foregoing, each affected structure was individually assessed, and replacement cost determined for either rebuilding a new structure of equal or better standard.



### 3.4. Crops, Plants and Trees

The type of plants (crops, trees, grass,.) to be affected by the project, their age, usefulness and quantities were recorded since they will be compensated. Their market values were ascertained from the official gazette establishing the land and property incorporated thereon reference prices as prepared by the Institute of Real Property Valuers in Rwanda (IRPV). Crops/Trees' values were adjusted for age, condition, and description. For plants that reference prices are not available within the published gazette, the market survey has been conducted to determine their market prices according to their different stage of growth.

### 3.5. Valuation Analysis, Computation and Report Preparation

Analysis of valuation data collected was properly done including calculation of quantities using international recognized units of measurements as well as applying the appropriate prevailing market rates to each of the affected item. In addition, there was a disturbance allowance of 5% of the total value of expropriated property to be added to make it a fair compensation. A valuation for compensation report was prepared in an agreed form and submitted to the expropriator/client (COK) for approval.

## 4. Identified Impacts

- Partial loss of land but residual is viable economically enough
- Entire loss of land or partial loss where residual is not viable
- Partial affected structures where residual structures are viable for the owner
- Fully affected / partially affected and remaining structure is non-viable
- Trees and crops, non-food trees, shrubs / permanent grass

## 5. Compensation computation according to the impacts incurred by the property

S/N	Category of Impacts on Property as by the projected activity	Methodology used to come out with the compensation value
1	The whole plot is affected and there is no structure present on that land	Valuation was carried out on the entire land and on any other existing assets incorporated thereon such as plants.
2	The plot is partially affected, there is no structure present on that land and the residual land is not viable enough	Valuation was carried out on the entire land and on any other existing assets incorporated thereon such as plants.
3	The plot is partially affected and only the external improvements such as fence, access way and plants are	Valuation was carried out on the affected portion of land and on those affected improvements



	affected. The residual land is viable enough	
4	There is a structure which is partially affected in plot partially affected, the residual land is viable enough, but the residual house is not viable	Valuation was carried out on the affected portion of land and on the entire affected structure and on other assets incorporated on that portion of the affected land.
5	There is a structure which is partially affected in plot partially affected, the residual land is viable enough and the residual house is viable	Valuation was carried out on the affected portion of land and on the elements of the affected structure and on other assets incorporated on that portion of the affected land.
6	The whole plot is affected and there is a structure within the right of way of the projected road	The PAPS must move. The valuation was carried out on the entire land and all of the assets incorporated thereon (including houses, external layout and plants).

## 6. Challenges Encountered During the Assignment.

S/N	Challenges	Way to overcome challenges
1	PAPs did not avail themselves for the property valuation purpose	In collaboration with CUCs and local authorities, basic identification of the PAP has been found
2	Resistance of some PAPs to give valuers access on their properties	CUCs and local authorities have facilitated by convincing those Persons with the interest of the valuation exercise
3	PAPs without proof of ownership	Valuation was done and the PAPs have been urged to settle the issues that made them not having the land ownership documents so that it will become easy for them during the compensation payment

## 7. Summary of the outcome of the Valuation process

After the calculation of the just compensation for every PAP, the outcome has been filled in the expropriation form. The set of expropriation forms has been arranged in folders according to the village and submitted to the client for verification and approval. A table has been elaborated summarizing the outcome of the valuation exercise. In the table we show the identification of the PAP (Names, ID number, Gender, Contact), the parcel number, the size of the affected land, the type of the affected property, the location of the property (district, sector, cell, village and street) and the compensation amount.

The List of affected PAPs, their properties and compensation amount is presented in the appendix of this report



## 8. Conclusion

The valuation activities have been successfully conducted according to the law, policies and the standards. The expected results have been achieved. Potential PAPs have been identified and their respective properties valued, and the just compensation determined. Expropriation forms have been filled and submitted to the client for approval waiting to be signed by the certified valuer, property owner, and local authorities before payment of the compensation fees.

## 9. Certification

This valuation report has been prepared according to the terms of references given in RFP by the client, to serve the purpose it may be required for, by Eng Evergiste MUREKASHUNGWE as a Certified Real Property Valuer.

  
MUREKASHUNGWE Evergiste  
CERTIFIED VALUER  
RC/IRPV/030/2010  
IRPV

Eng Evergiste MUREKASHUNGWE  
Certified Real Property Valuer

## References:

- Organic Law N° 32/2015 of 11/06/2015 relating to expropriation in the public interest.
- Law N° 17/2010 of 12/05/2010 establishing and organizing the real property valuation profession in Rwanda.
- Official Gazette N° Special of 08/11/2018 establishing the Reference Prices of Lands and Property incorporated thereon in Rwanda as prepared by the Institute of Real Property Valuers in Rwanda (IRPV).
- MININFRA, 2016. Resettlement Policy Framework (Development of Urban Infrastructure in six Secondary Cities of Rubavu, Rusizi, Musanze, Muhanga, Huye and Nyagatare of Rwanda, and the City of Kigali)



## Appendix 4: RAP Terms of References



## 1.1 RESETTLEMENT ACTION PLAN (RAP) for each of the 4 sites

The aim of the RAP is to identify and assess the human impact of the planned infrastructure projects under RUDP II interventions in the City of Kigali 4 unplanned settlement sites. Then after, prepare an Action Plan to be implemented in coordination with the civil works in line with World Bank Environmental and Social Framework (ESF), the RPF and Government of Rwanda policies and laws.

- Define entitlement matrix for eligibility for compensation based on the RPF entitlement matrix provided.
- The Resettlement Action Plan will identify the project affected persons (PAPs), determine the extent of displacement impact associated with construction of the roads, drainages, footpath, public spaces, mini-market solid waste collection point and any other intervention under the project, conduct a valuation of their assets to be expropriated. In addition, carry out their socio-economic baseline surveys and engage them in participatory discussions regarding the plan and formulating a plan of action to adequately compensate people for their losses.
- To identify the project affected persons (PAPs) and type of assets they own
- To present a social-economic basis of project affected persons (PAPs) for which identification of entitlements and livelihood restoration strategies for minimizing the impacts on the PAPs so as to improve their livelihoods and standards of living or at least to restore them in a pre – displacement levels
- To carry out consultations with relevant stakeholders including potentially affected persons to obtain their views and suggestions regarding the social impacts of the project and agree on the measures to cover the losses.
- To set the parameters and establish entitlements for project affected people, describe the institutional framework, mechanism for consultation and grievance resolution, the time schedule and the budget and propose a monitoring and reporting system.
- Carry out the valuation of affected properties by the project interventions in consultation with the local leaders as per the law Governing Expropriation in Rwanda, the World ESS 5 and inform the respective owners the process of valuation and their reserved rights during the valuation process.
- Identify gaps between World Bank guidelines/policies/laws and the laws of the Government of Rwanda on matters addressing issues of involuntary displacement and suggest how the gaps have been addressed to meet international best practices guided by the RPF for this project

### 1.1.1 Scope of work for RAP

The consultant is required to develop Resettlement Action Plans for each one of the four sites unplanned settlements sites under the City of Kigali in RUDP II (Gatenga, Mpazi, Nyabisindu and Nyagatovu). The scope of work of the consultant includes but is not limited to the following:

- a) Review safeguard documents developed and applied by International Financial Institutions (IFIs) financed projects in Rwanda and more specifically ESF documents developed for RUDP II namely the Resettlement Policy Framework, the Environmental and Social Management Framework, the Stakeholders Engagement Plan, the Labor Management Procedures and the project Environmental and Social Commitment Plan, as well as the experiences and lessons learnt while executing social safeguards activities of the RUDP I;
- b) Study country framework assessments that may have recorded the involuntary resettlement experiences of road /transport/ Urbanization sector projects;
- c) Collect and review national laws and regulations and WB's Environmental and Social Framework (ESF) paying a particular attention to ESS5 (land Acquisition, restrictions on land Use and involuntary resettlement) and other provisions governing the preparation and implementation of Resettlement Action Plans (RAPs) for WB financed projects, to assess their applicability to the project, and related requirements. These shall also



include other social issues especially those related to cultural heritage (ESS8 and Community-Health-and-Safety (EHS) aspects of the affected population, labor management etc. and shall identify and detail the gaps and suggest measures to address them;

d) Review existing cadastral maps and other available data regarding the population, land ownership and usage, and socioeconomic characteristics of the population and their practices in the project impact area;

e) Identify the key institutions, departments, and stakeholders authorized to carry out land acquisition activities along with their respective mandates, roles and responsibilities. It is necessary to outline clearly the enforcement and institutional capacity in implementing resettlement/land acquisition processes and provide an assessment of the strengths, weaknesses of each entity and opportunities for their capacity enhancement, identify scope for improvement of current processes for land acquisition and provide suggestions that could be implemented by the project within the existing legal frameworks in Rwanda;

g) Review existing grievance redress mechanisms (GRM) mandated by law and application of the same in practice and suggest improvements to be implemented to comply with WB environmental and social standards as highlighted in the project SEP and RPF;

h) Identify potentially disadvantaged or vulnerable individuals or groups (if any) that might be disproportionately impacted by resettlement and measures to support them or areas within the project area with land tenure conflicts or land disputes that require particular attention.

#### 1.1.2 V. Tasks of the assignment

In order to complete this assignment, consultant is expected to carry out following tasks;

##### **1. Field assessment**

The consultant shall conduct a field assessment and collect baseline information (primary and secondary) relevant to social screening to determine the various social impacts that may affect the lives of the people and or habitats in the proposed project four locations/areas;

a) The Resettlement Action Plan will identify the project-affected persons (PAPs), determine the extent of displacement impact associated with construction of the roads, drainages, and other investment under the Community Upgrading Plans. Conduct a valuation of their assets to be expropriated in accordance with the Rwandan expropriation law and laws governing property valuation and the Institute of Real Property Valuers in Rwanda and World Bank ESF, ESS5 on land Acquisition, restrictions on land Use and involuntary resettlement in particular.

b) From the data by the Detailed Design team, estimate the approximate size of land parcels that needs to be acquired, the current land usage, number of households, businesses and other roadside activities that are likely to be affected.

c) Identification of common/community property and or resources that may be affected (e.g. wells, hand pump, schools, community buildings, graveyards etc.) and examine the extent of socio-economic impacts they are likely to incur.

e) Determine the scale of physical relocation of residential households, public infrastructure, commercial enterprises and other persons/families/households, who may be directly and or indirectly affected on account of land acquisition and or execution of the project and dress a list of PAPs affected by economic displacement and/or physical displacement and evaluate the subsequent losses/impacts and design appropriate mitigation/compensation measures;



f) The consultant will conduct stakeholder consultations, in the four selected unplanned settlements, with key interested parties including community Service Organizations, non-governmental organizations through focus group discussions and interviews to gather qualitative data and information on the social concerns, suggestions and recommendations to avoid, minimize social risks and adverse impacts, if any to implement the project.

## 2. Social Survey of selected households/locations

a) Conduct a survey of potentially affected households in the four unplanned settlement sites, business entities and losses that may occur due to resettlement or access restrictions. The survey also should assess whether there is a potential issue associated with land appreciation resulting from the project and potential impacts to those without security of tenure.

b) Dress the social, economic, and demographic profile of the people and communities affected such as population, gender, vulnerable groups, economic activities, employment, income and poverty status of the people in the project area; describe local economic development trends and ongoing government initiatives for development in the project area; conduct a preliminary analysis of the nature, scale and magnitude of all potential direct, indirect, induced and cumulative impacts that the proposed investments are likely to cause, and classify the same using established methods and propose adapted mitigation or rehabilitation measures.

## 3. Stakeholder Consultations

The consultant will conduct stakeholder consultations, in the four selected unplanned settlements sites, with key interested parties including community Service Organizations, non-governmental organizations and Community representatives for each of the four sites through focus group discussions and interviews to gather qualitative data and information on the social concerns, suggestions and recommendations to avoid, minimize social risks and adverse impacts, if any to implement the project. Furthermore, the consultant shall:

a) conduct consultations with each stakeholder category and present a Stakeholder Analysis of local stakeholders such as local government, associations, resident communities, road users, and or others who could play a role in the project implementation process with positive/negative influence on the outcomes;

b) Record and analyse people's perception of the project, its adverse impacts, and minimum acceptable mitigation measures (relocation options, if any are required assistance offered) that will enable them to cope with displacement or loss of livelihoods – temporary or permanent in nature, if any;

c) Consultations should also focus on coping mechanisms currently being used by communities;

d) Hold separate Focused Group Discussions (FGDs) with women and other vulnerable groups (as identified from the survey) living in each of the four selected unplanned settlement sites.

e) Draw up impact categories critical to determine potential adverse impacts and analysis of the relative vulnerability and risks to the affected communities

f) Analyze key impacts on different groups of people (such as land owners, small farmers; small businesses, shop keepers, commercial establishments, women), and communities (common properties, lands),

g) Summarize the concerns, suggestions by stakeholder for consideration by project authorities and technical consultants, during development. Segregate the impacts on the various stakeholders by pre-construction and construction stage (such as disruption, loss of access, loss of livelihood, impact on host community due to labor influx, health, etc.)

## 4. Eligibility and compensation



## The consultant must elaborate on the following:

- Eligibility: Definition of displaced persons, criteria for determining the eligibility for compensation and other resettlement assistance including relevant cut-off dates.
- Valuation and compensation for losses: the methodology to be used for valuing losses or damages for the purpose of determining their full replacement costs and a description of the proposed types and levels of compensation consistent with national laws as well as World Bank ESF and ESS5.
- The consultant will identify the project affected persons (PAPs) in each of the four unplanned settlement sites, determine the extent of displacement impact associated with construction of the roads and drainages, conduct a valuation of their assets to be expropriated in accordance with the Rwandan expropriation law and laws governing property valuation and the Institute of Real Property Valuers in Rwanda together with World Bank ESF, ESS5 on land Acquisition, restrictions on land Use and involuntary resettlement in particular and the principle of full replacement cost.
- Resettlement measures: a description of the compensation and others resettlement measures that will assist each eligible PAP to achieve the resettlement objectives. Apart from compensation these measures should include programs for livelihood rehabilitation, Grievance resolution mechanism, consultations and disclosure of information.
- A list of all affected properties highlighting the affected area, its location and identification ID; specifically, on the Mpazi upgrading sites, a further assessment and implementation of the resettlement house like the one constructed by SKAT in the area must be considered and used as a mode of resettling project affected persons within the same neighbourhood. The resettlement site must be identified and affected people mobilized and consulted on this resettlement option.

### 5. Site selection, preparation and relocation

If a resettlement site is an option, describe the alternatives relocation sites as follows:

- Institutional and technical arrangements for identifying and preparing relocation sites whether rural or urban for which a combination of productive potential, locational advantages and others factors is at least at the same level as the previous site with an estimate of time needed to acquire and transfer land and others resources.
- Any necessary measures needed to prevent land speculation or influx of eligible persons at the selected sites.
- Since resettlement is regarded as a sustainable action for the affected properties in Mpazi upgrading sites, a further assessment and implementation of the resettlement house like the one constructed by SKAT in the area must be considered and used as a mode of resettling project affected persons within the same neighbourhood. The resettlement site must be identified and affected people mobilized and consulted on this resettlement option.
- Procedures for physical relocation under the project including timetables for site preparation and transfer.
- Housing infrastructure and social services: plans to provide (or to finance rustlers provision of) housing, infrastructure (water, electricity, feeder roads) and social services to host populations and any other necessary site development, engineering and architectural designs for these facilities should be described.

### 6. Legal framework

The consultant shall collect and review national laws, regulations, WB's Environmental, Social Framework (ESF, ESS5), and other provisions governing preparation and implementation of Resettlement Action Plans (RAPs) for WB financed projects, to assess their applicability to the project, and related requirements. These shall also include other social issues especially those related to ESS8: cultural heritage, and Community-



Health-and-Safety (EHS) aspects of the affected population. Identify and detail the gaps and suggest measures to address them

### 7. Institutional framework and RAP implementation responsibilities

The RAP should be clear about implementation responsibilities of various agencies, offices and local representatives. These responsibilities should cover:

- Delivery of RAP compensation and rehabilitation measures and provision of services
- Appropriate coordination between agencies and jurisdictions involved in RAP implementation and;
- Measures (including technical assistance) needed to strengthen implementing agencies capacities of responsibility for managing facilities and services provided under the project and for transferring some responsibilities to PAPs related to RAP components (community-based livelihood restoration, participatory monitoring.
- Implementation schedule: Propose an implementation schedule covering all RAP related activities starting from preparation, implementation, monitoring and evaluation for each of the four identified project locations. It should identify targeted dates for delivery of benefits to resellers and hosts and a clearly defined closing date. The schedule should show a clear link to the implementation of others project activities.
- Cost and budget: the RAP for the specific each of the four sites should provide detailed (itemized) cost estimates for all RAP activities including compensation, allowances for inflation and others contingencies.

### 8. Grievance redress mechanism

Develop in a participatory manner Grievance Redress Mechanism (GRM) to be covered in the RAP. The mechanism must be based on principles set forth in the project RPF and SEP and ensure that affordable and accessible procedures are in place for third-party settlement of disputes arising from resettlement or during project implementation. The mechanism should take into account the availability of judicial and legal services as well as community and traditional dispute settlement mechanism. The mechanism shall ensure representation of all project affected people including women and vulnerable groups present in the project area.

### 9. Monitoring and evaluation of RAPs implementation

Arrangements for monitoring of RAP activities by the implementing agencies and the independent monitoring of these activities should be included in the RAP in the section on monitoring and evaluation.

N.B: in case Voluntary Land Donation (VLD) is identified as an option, the consultant will prepare a separate Voluntary Land Donation report as part of the scope of this assignment.

### 10. Prepare a document titled Resettlement Action Plan (RAP) for each of the four unplanned settlement sites (Gatenga, Mpazi, Nyabisindu and Nyagatovu)

The RAP should contain the following sections:

- (i) Executive Summary
- (ii) Project Description
- (iii) RAP Purpose and Objectives
- (iv) Legislative Framework for the Land Acquisition and Involuntary Resettlement in Rwanda
- (v) The World Bank Social Safeguard Policies/ESF
- (vi) Gaps Between the Rwandan Regulation and the World Bank Policies
- (vii) Social Assessment and socio-economic survey Finding
- (viii) Eligibility categories and Methods of Valuing Affected Assets.



- (ix) Organizational Elements, Entitlement Matrix and Procedures for Delivery of Entitlements
- (x) Measures to address Gender and other social Vulnerabilities
- (xi) Methods for Consultation with and participation of PAPs
- (xii) Resettlement Action Plans (RAPs) and Income generation/Restoration plans
- (xiii) Grievance Redress Mechanisms
- (xiv) Implementation Arrangements
- (xv) Monitoring and Evaluation Procedure
- (xvi) Budget and Funding Arrangements and time
- (xvii) Annexes.

## **I. EXPECTED OUTPUT/DELIVERABLES AND REPORTING FORMAT**

The Consultant is expected to submit to the Client the following:

1. Three (3) copies of ESIA and RAP draft reports for each sites at stage I
2. 10 (Ten) copies of final ESIA report incorporating the client's Submission of the ESIA draft report. The final ESIA for each of the four sites will be submitted to RDB for approval and a certificates should be issued by RDB respectively for each site
3. 10 (Ten) copies of final RAP report incorporating the client's and World Bank's comments on RAP draft report

The reports shall also be provided in soft copy in Microsoft World, Microsoft Excel for tables/graphs, spreadsheets, AutoCAD drawings and shapefiles for all PAPs and concerned infrastructure that will be constructed.



## Appendix 5: Minutes of Stakeholders engagements





IGIKORWA:

Ingingo nkuru zizweho n'amakuru yavuyemo

Ingingo nkuru z'izweho ni izikurikira

Twebwe abagize Committee ya Akagari ka KARABO, Turasuye aho imihanda izako Ramwe n'ibindi Bikorwa nemeza Biteganyijwe n'ubuhungu.

Imyanzuro yavuyemo niyi ikurikira

Muri Musango imihanda yashyirahwe kubakura yaba isanzwe izakururwa nimirya izakururwa turayigezeho.

- turajyako umuhanda uhuzaga akagari (imidugudu) kubiri turamubonye kacy wakongereye muri project ukaba warasanzwe ukaci muradufasha ukacyukururwa neza. Bityanze nigiye tugezemo.

- Imihanda imwe n'umwe sinombwako igiye minini cyane kuko ubahantu hatarabwariye cyane.

- ukubaha akagari committee muzatugenera insimbura mubizi handi muhambaye. Baza kandi.



Consultant Services in Community Facilitation, Planning, Engineering Design, Bid Document, Environmental and Social Impact Assessment and Resettlement Action Plan Preparation for Infrastructure Upgrading in 4 Unplanned Settlements in City of Kigali Under the Rwanda Urban Development Project II.

IGIKORWA KYO KWEREKANA IBIKORWAREMEZO BITEGANYIJWE MWIVUGURURA RY'IMITURIRE.

Itariki: 10<sup>th</sup>/Nov/2020  
 Isaha: 9:00 - 14:00  
 Imiturire: Gatenga Settlement  
 Akagari: Karambo  
 Abitabiriye:

No.	Amazina	Icyo Ashinzwe	Umudugudu	Igitsina	telefoni	Umukono
1.	RIMRIRIZA Denys	C.D.C	RUMUKA	Gabo	0788555888	
2.	BICATHUNYIWA Jérôme	C.U.C	KAMAGUVE	Gabo	0788422720	
3.	MANIRARORA Theoneste	Property Valuer		Gabo	0784561865	
4.	NIVIGENA Alexandre	Social-Economist		Nyirungu	078888895	
5.	IRADUKUNDA Emmanuel	Surveyor		Gabo	0788503335	
6.	KARANGWA J. Damascene	Social Economist		Gabo	0788304379	
7.	Porokemans Bahizi	Social Economist	u	Gabo	0788800308	
8.	NGABO GISA Andrew	Civil Engineer		M	0780302061	



IGIKORWA:

Ingingo nkuru zizweho n'amakuru yavuyemo

Ingingo nkuru z'izweho ni izikurikira

Ukagize Committee ya Kaganu  
ka Gatanga twasuye aho  
umukanda igashyamba

Imyanzuro yavuyemo niyi ikurikira

twasabye abategura ishyamba  
mubikorwa ry'ubujijwe mu shamba  
ka ahagamba gukenywe bazaba  
abaturage ijamba kandi ko  
bazahabwa ingurane mbere yuko  
imimino itangira  
abaturage barasaba ko baba  
abamwe muhabwa akazi  
igihe ibikorwa bizaba bitangirye







## Appendix 6: Minutes of Property Valuation Kickoff Meeting



**Consultant Services in Community Facilitation, Planning, Engineering Design, Bid Document, Environmental and Social Impact Assessment and Resettlement Action Plan Preparation for Infrastructure Upgrading in 4 Unplanned Settlements in City of Kigali Under the Rwanda Urban Development Project II.**

**MEETING TO KICKOFF THE PROPERTY VALUATION EXERCISE IN GATENGA SETTLEMENT, TO ASSIST THE CLIENT ESTIMATE THE POSSIBLE EXPROPRIATION COST.**

**Date:** Monday, April 19<sup>th</sup>, 2021

**Time:** 10:00am.

**Venue:** Gatenga Cell Offices.

**Meeting Held:** Meeting with the City of Kigali (CoK) representatives, the Community Upgrading Committees (CUCs), the property valuers and the local leaders, to kick off the Property valuation exercise for the Possible PAPs, to assist the client estimate the possible expropriation cost.

**Present:**

LE 19/04/2021

URUTONDE RW'ABITABIRIYE INAMA YA ZA KOMITE ZISHINZWE IMIHANDA  
MISHYA YA KABURIMBO MU MURENGE WA GATENGA

NO	AMAZINA	AKAGALI	ICYO ASHINZWE	TEL	UMUKONO
1	Iyabe Alice	Gatenga	Valuer	0787323102	
2	NYIRATEGURA consolo	Gatenga	Valuer	0784645262	
3	NGARAMBE Eric	Gatenga	Civil Engineer	0783963459	
4	MUHIRE Biogene	Gatenga	Civil Engineer	0788470982	
5	KAGERWA Benjamin	Gatenga	Civil Engineer	0780869407	
6	MUTABAZI Samuel	GATENGA	Valuer	0788702630	
7	BICANUMPAKA Jérôme	KARAMBO	COMMITTEE	0788422720	
8	HAVUGIMATIYA Félix	GATETIKA	umuyobozi w'urumuna mu gashyamba	0788851066	
9	MUNYANDINDA Evariste	NYANZA	Vis PRESIDENT	0788445470	



10	Businge Jolly	Gatanga	C.N.F/member	0788802405	[Signature]
11	MURIMWOROAGA Umwami	Karambo	ETS karambo	0788410282	[Signature]
12	NIZONKWA Emmanuel	Nyanza	ETS Nyanza	0788278203	[Signature]
13	Gatanga Rlias	Nyanza	Committee member	0786678320	[Signature]
14	BYUKUSENGE T. Luc	Gatanga	Property Valuer	0788231690	[Signature]
15	NYANDA JERA Clément	Gatanga	Property Valuer	0788355374	[Signature]
16	Charles NYIABAZI	UBumwe-MUHIMA	Valuer	0788562914	[Signature]
17	KAYITEBI Betty	Gatanga	C.N.F/member	0788635692	[Signature]
18	RUKERATA BADO	NYANZA	UMUYOBORI UMURUDU GUDU	0788426453	[Signature]
19	Dennis RWIRIRIZA	KARAMBO	UMUYOBORI UMURUDU GUDU	0788518683	[Signature]
20	Berlin WASE-GAKWAYA	KIGARAMA	Gril engineer/valuer	0783315740	[Signature]
21	Joy UWIZEYE	RUKIRI I	Property Valuer	0789704398	[Signature]
22	NCOGOSI Emmanuel	Gatanga	ETS Gatanga	0785698838	[Signature]

22	NZAMUNYI ITT Eudisia	NYANZA	Iterambere	0788818651	[Signature]
23	UWITONZE Felix	COK	Social safeguards specialist/BUDGET	0783799008	[Signature]
24	MUGIRITHA Virgile	COK	Project Engineer	0788981320	[Signature]
25	KARARUKWA J-D	Caricoma	Social economist	0788304379	[Signature]

**MEETING PURPOSE:** Officially kicking off the property valuation exercise to assist the client estimate the probable expropriation cost and prepare a RAP Budget.

**Meeting Agenda**

- 10:00 - 10:05am: Introductions
- 10:10 - 11:00am: Brief Overview of the project by the Consultant team Representatives.
- 11:00 - 11:15am: Description of the exercise and the outcomes by the client representatives.



11:15 - 11:45am: Question and answer session

11:45 - 12:00pm: Closing remarks by the consultant team.

### **Summary of Discussion and Key Outcomes**

The key issues that were discussed during the meeting were:

- The Consultant team, emphasized how this valuation exercise was intended to assist the client with the estimation of the possible expropriation costs, following the layouts previously agreed upon between the client and the consultant team.
- There was a query on the concrete beacons, on their significance and how they would assist in the exercise, and the consultant team emphasized how the CUC members had to assist in protecting the beacons to ensure accuracy during implementing of the project.
- The CUC members inquired on the possible scenario where the residents would not be present for the valuation, and the consultant agreed with the CUC s to always communicate in the WhatsApp group that was formed between the CUCs, client and the consultants on the area they would be valuing the day prior, to enable the CUCs prepare the residents to be present for the exercise.
- The consultant emphasized how the residents had to be present, sign approving the valued data, and some sketches be made of the area, to avoid possible cases where disputes might arise in the future implementation.
- The client emphasized how the expropriation cost was to be covered by the government of Rwanda, hence strongly advised the residents to take the exercise serious, be present and avoid providing wrong data and over-estimating the costs.
- The residents asked on the upcoming infrastructure, to which the consultant team emphasized how the residents would be involved further to get their opinions on the CUPs they felt where necessary in their settlements, such as recreation facilities.
- The CUCs were agreed to bridge the gap between the residents and be present to remind the residents be present and welcome the property valuers, to be able to complete the project in time.
- The CUCs asked about cases where the property owners might be missing land titles, to this the consultant agreed to value the property, report the cases.
- The participants agreed that no further, construction, or rehabilitation works, should be setup after, the valuation exercise, as the present infrastructure will be recorded.

Prepared by

NGABO Gisa Andrew

GIS Engineer

Approved by

KITAKA Paul

Projects Coordinator



## Appendix 7: List of RAP Team Members

RAP TEAM		
No.	Name of Expert	Position Assigned
<b>Key Staff</b>		
1	FLORENCE NANGENDO	Social Safeguard Specialists (1)
2	MINANI FAUSTIN	Social Safeguard Specialists (2)
3	CHARLES MUGABO	Environmental Specialist (1)
4	NOREEN NAMARA	Environmental Specialist (2)
5	BREKMANS BAHIZI	Community Laisse Officers/NGO (2)
6	DAMASCENE KARANGWA	Community Laisse Officers/NGO (1)
7	PAUL KITAKA	Project Coordinator (CAVICON)
8	NGABO GISA ANDREW	Civil Engineer
9	MUREKASHUNGWE EVERGISTE	Valuer
<b>Support (Field Staff)</b>		
10	MUTABAZI SAMUEL	Property Valuer (Team Leader)
11	NTANDAYERA CLEMENT	Property Valuer
12	MUTABAZI CHARLES	Property Valuer
13	IGABE ALICE	Property Valuer
14	MUHIRE DIOGENE	Property Valuer
15	NGARAMBE ERIC	Property Valuer
16	NYIRATEGURA CONSOLEE	Property Valuer
17	UWASE GAKWAYA BERTHIN	Property Valuer
18	BYUKUSENGE JEAN LUC	Property Valuer
19	KAGERUKA BENJAMIN	Property Valuer
20	UWIZEYE JOY	Property Valuer
21	DUKUZIMAN EVODE	Social Economist (Team Leader)
22	NIYOMUKIZA OLIVIER	Social Economist
23	MUGENI KATO ANGELIQUE	Social Economist



## Appendix 8: Template for Grievance Redress Mechanism Form



*Repubulika y'u Rwanda  
Umujyi wa Kigali  
Akarere ka Nyarugenge*



**UMUJYI WA KIGALI**

**AKARERE KA .....**

**UMURENGE WA .....**

**AKAGALI KA .....**

**RUDP UNPLANNED SETTLEMENT UPGRADING PROJECT/RUDP**



**Akanama Gakurikirana Ibibazo by'Abaturage ku Mushinga .....(Settlement)**

**IFIHI YO KWAKIRIRAMO IBIBAZO MU GIHE HASHYIRWA MU BIKORWA UMUSHINGA**

<b>N o</b>	<b>Ama zina</b>	<b>Itariki ikibaz o cyakir iweho</b>	<b>Ubur yo cyata nzwe</b>	<b>Aho ikiba zo cyaki riwe</b>	<b>Ubwok o bw'iki bazo: ubusab e, Impun genge, Ikirego</b>	<b>Inca make y'iki bazo</b>	<b>Icyiciro: - Kwimurw a, - Rwiyemez amirimo</b>	<b>Icyak ozwe</b>	<b>Ubur yo cyata nzwe</b>	<b>Aho ikiba zo cyaki riwe</b>	<b>Aho bige ze +im insi 60</b>	<b>Aho bige ze +im insi 90</b>

Bukozwe Na:.....

na:.....

E/S wa Akagali

Bwemezwe

President was CUC/GRC