

Rwanda Urban Mobility Improvement Project
Resettlement Policy Framework



Republic
of Rwanda



City of Kigali

RWANDA URBAN MOBILITY IMPROVEMENT (RUMI) PROJECT
RESETTLEMENT POLICY FRAMEWORK(RPF)

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LIST OF ACRONYMS

BRT: Bus Rapid Transit

CoK: City of Kigali

CSM: Contractor's Site Manager

CSO: Civil Society Organizations

DBL: Dedicated Bus Lane

DDC: District Development
Committee

DDS: District Development Strategy

DLOs: District Land Offices

EDPRS II: Second Economic Development and Poverty Reduction Strategy

ESIA: Environment and Social Impact Assessment

ESF: Environmental and Social Framework

ESMF: Environmental and Social Management Framework

ESS: Environmental and Social Standard

GDP: Gross Domestic Product GEF: Global Environment Facility

GoR: Government of Rwanda

HIV: Human Immunodeficiency Virus

JADF: Joint Action Development
Forums

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

MTR: Mid Term Review

NDIS: National Decentralization Implementation Secretariat

NGO: Non-Governmental Organizations

NLC: National Land Commission

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NMT: Non-motorized transport

PAP: Project Affected Persons

PCDP: Public Consultation and Disclosure Procedures

PMU: Project Management Unit

PPP: Public Private Partnership

RAP: Resettlement Action Plan

RDB: Rwanda Development Board

REMA: Rwanda Environment Management Authority

RGAC: Rwanda Governance Advisory Council

RGB: Rwanda Governance Board

RHA: Rwanda Housing Authority

RPF: Resettlement Policy Framework

RAP: Resettlement Action Plans

RRA: Rwanda Revenue Authority

RSTF Rural Resettlement Task Force

RTDA Rwanda Transport Development Agency

SIA: Social Impact Assessment

TOD: Transit-oriented development

WASAC: Water and Sanitation Corporation

WB: World Bank

DEFINITIONS

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

1. **“Project Affected People or Project Affected Persons”** refers to people/persons who are directly affected socially and economically by World Bank-assisted investment projects caused by:
 - Relocation or loss of shelter
 - Loss of assets or access to assets, loss of income sources or means of livelihood, whether the affected persons must move to another location or not; or
 - The involuntary restriction or access to legally designated parks and protected areas **resulting in adverse impacts on the livelihood of the displaced persons.**
2. **“Census”** means a field survey carried out to identify and determine the number of Project Affected Persons (PAP), their assets, and potential impacts, in accordance with the procedures, satisfactory to the relevant government authorities, and the World Bank in accordance with the WB Environmental and Social Framework. The meaning of the word shall also embrace the criteria for eligibility for compensation, resettlement, and other measures, emanating from consultations with affected communities and the Local Leaders.
3. **“Environmental and Social Management Framework (ESMF)”** is a safeguard instrument (document) which will set out a mechanism to determine and assess future potential environmental and social impacts of the project funded activities in the infrastructure development program and other activities associated with this project regardless of funding agency. The framework will set out mitigation, monitoring, and institutional measures to be taken during design, implementation, and operation of the project activities to eliminate adverse environmental and social impacts or reduce them to acceptable levels, mitigate or compensate them and if none of the foregoing are possible, exclude impacts that require offset. This instrument will be prepared as a separate

and stand-alone document to be used in conjunction with this RF.

4. **“Compensation”** means the payment in kind, cash or other assets given in exchange for the taking of land, or loss of other assets, including fixed assets thereon, in part or whole.
5. **“Cut-off date”** is the date of commencement of the census of PAPs within the project area boundaries. This is the date on and beyond which any person without formal title or legal claim not present or making use of land in the Project area will not be eligible for compensation. Furthermore, assets added to the land after the cut-off date (new construction and other improvements) will also not be eligible for compensation.
6. **“Project affected persons”** (PAPs) means persons for whom, for reasons of the involuntary taking or voluntary contribution of land and other assets for the project, result in direct economic and or social adverse impacts, regardless of whether Project affected persons physically relocate. These people may have their:
 - Standard of living or livelihood adversely affected, whether the Project Affected Person must move to another location or not.
 - Right, title, interest in any house, land (including premises, agricultural and grazing land) or any other fixed or movable asset acquired or possessed, temporarily or permanently, adversely affected.
 - Access to productive assets adversely affected, temporarily or permanently; or
 - Business, occupation, work or place of residence or habitat adversely affected, temporarily or permanently.
7. **“Involuntary Displacement”** means the involuntary taking of land resulting in direct or indirect economic and social impacts caused by:
 - Loss of benefits from use of such land.
 - relocation or loss of shelter.
 - loss of assets or access to assets; or
 - Loss of income sources or means of livelihood, whether or not the project affected person has moved or must move to another location.

- Loss of services or access to services including the access/use of natural resources.
8. **“A fully affected property”** is where all built structures in one plot/ parcel of land have been affected by the proposed infrastructure. A partially affected property is where all built structures are not fully affected. For example, one of many structures, a fence, plantation, or a land is only affected by the proposed infrastructure, and the remainder remains usable and retains value.
 9. **“Involuntary Land Acquisition”** is the taking of land by government or other government agencies for compensation, for the purposes of a public project regardless of the will of the landowner. The landowner has the right to negotiate the amount of compensation proposed and to appeal to a court of law if no agreement is reached. This includes land or assets for which the owner enjoys uncontested title or customary rights and informal land users such as squatters and people with legal claims that may be recognizable
 10. **“Land”** refers to agricultural and/or non-agricultural land and any structures thereon whether temporary or permanent and which may be required for the Project., including crops, trees, land preparation and enhancement done
 11. **“Land acquisition”** means the taking of or alienation of land, buildings or other assets thereon for purposes of the Project.
 12. **“Rehabilitation Assistance”** means the provision of development assistance in addition to compensation such as land preparation, credit facilities, training, or job opportunities, needed to enable project affected persons, to improve their living standards, income earning capacity and production levels; assistance to squatters or at least maintain them at pre-project levels.
 13. **“Resettlement and Compensation Plan”**, also known as a “Resettlement Plan (RP)” or “Resettlement Action Plan (RAP)” - is a resettlement instrument (document) to be prepared when project

locations are identified. In such cases, land acquisition leads to physical displacement of persons, and/or loss of shelter, and /or loss of livelihoods and/or loss, denial or restriction of access to economic resources and/or natural resources. RPs are prepared by the City of Kigali (party impacting on the people and their livelihoods). RPs contain specific and legally binding requirements to be abided by to resettle and compensate the affected party before implementation of the project activities causing adverse impacts.

- **” Replacement cost”** means a compensation value for assets in an amount sufficient to cover full replacement cost of lost assets and related transaction costs. In terms of land, this may be categorized as follows:
 - **Replacement cost for agricultural land** means the the prevailing value needed to acquire land of similar size and equal productive potential or use located in the vicinity of the affected land, plus the costs of: preparing the land to levels similar to those of the affected land, plus any taxes, fees and transaction costs.
 - **“Replacement cost for houses and other structures”** means the prevailing cost of replacing affected structures of quality like or better than that of the affected structures and such costs shall include:
 - Building materials,
 - Transporting building materials to the construction site,
 - Any Labor and contractors’ fees and any registration costs.

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

15. **“The Resettlement Framework (RF)”** The purpose of the resettlement

framework is to clarify resettlement principles, organizational arrangements, and design criteria to be applied to the project components to be prepared during project implementation. The RF is being prepared as an instrument to be used throughout the planned infrastructure development program implementation. The RF will be publicly disclosed in impacted areas to set out the resettlement and compensation policy, organizational arrangements, and design criteria to be applied to meet the needs of the people who may be affected by the program. The Resettlement Plans (“RPs”) for the infrastructure development in the secondary cities and the CoK will be prepared consistently with the provisions of this RF.

16. **“Vulnerable Groups” as per the ESF directive** refers to:

Vulnerable or disadvantaged refers to those individuals or groups who, by virtue of, for example, their age, gender, race, ethnicity, religion, physical, mental or other disability, social, civic or health status, sexual orientation, gender identity, economic disadvantages or indigenous status, and/or dependence on unique natural resources, may be more likely to be adversely affected by the project impacts and/or more limited than others in their ability to take advantage of a project’s benefits. Such an individual/group is also more likely to be excluded from/unable to participate fully in the mainstream consultation process and as such may require specific measures and/or assistance to do so. This will take into account considerations relating to age, including the elderly and minors, and including in circumstances where they may be separated from their family, the community or other individuals upon whom they depend.

Therefore, PAPs in any vulnerable or disadvantaged category will be identified as part of the census for each RAP and the respective mitigation measures will be included.

EXECUTIVE SUMMARY

Background

Under the National strategy for Transformation and the Rwanda's vision 2050, urban development has been identified as a key driver to the country transformation agenda. The Government aims to develop basic infrastructure and improve urban mobility to meet the demands of the urban inhabitants and match the accelerating urbanization. Furthermore, Kigali, the capital of the Republic of Rwanda, has a population of over 1 million people and an average annual growth rate of 4% (NISR, 2012). , The Nyabugogo bus terminal is the largest bus terminal located approximately 3km northwest of the Central Business District (CBD) with estimated daily traffic of 100,000 passengers, it connects the City of Kigali with the rest of the country as well as the main bus terminal for the buses transiting through to the neighbouring countries and this makes it one of congested hotspots in the Kigali which could be related with high car emissions.

However, Nyabugogo area surrounding the bus terminal is experiencing severe mixed traffic congestion and road safety challenges due to the lack of pedestrian facilities leading to uncontrolled crossing by pedestrians of the high-speed vehicular traffic roads throughout the area. Pedestrians and terminal users move from the bus terminal to the markets, commercial complexes, and vice-versa. Due to the heavily congested road network and inefficient traffic management surrounding the Nyabugogo terminal, concerns over road safety and delays in bus operations have been raised. As a result of the city's economic growth and rapid urbanization, the terminal's capacity is oversaturated and can no longer accommodate the fast-growing public transport passenger demand. In addition, Nyabugogo is being considered for future use as a terminal for a cable car system and BRT.

Within this framework, with the financial support from the World Bank Group, the Government of Rwanda (GoR) through the City of Kigali coordination of the Ministry of Infrastructure (MININFRA), and direct collaboration with Rwanda Transport Development Authority (RTDA), Rwanda Utilities Regulatory Authority (RURA), and the City of Kigali (CoK) is aiming to implement the Rwanda Urban

Mobility Improvement (RUMI) Project in order to improve urban mobility and sustainable development as defined by national development strategies, including Vision 2050 and NST-1. Nonetheless, further efforts and investment are required to provide an integrated, safe, and reliable public transport system.

The aim of RUMI project is to transform the existing Nyabugogo terminal into a modern multi-modal transit hub focusing on developing climate resilient infrastructure and improving accessibility. The Project Development Objective (PDO) is “To facilitate movements of people within Kigali and connection with the rest of Rwanda and neighboring countries with improved climate resilience, access, and safety, and enhance institutional capacity for urban mobility”.

Project Components

The proposed project has the following three components:

a. **Component 1. Public Transport Improvement (US\$83.6m)**

Subcomponent 1.1 Development of Nyabugogo Multi-modal Transit Terminal (US\$58.7m)

Subcomponent 1.2 Enhancement of the Public Transport System (US\$24.9m)

b. **Component 2. Institutional Strengthening and Capacity Building (US\$3.8m)**

c. **Component 3. Fleet renewal scheme and promoting eMobility (US\$12.6m)**

The World Bank is supporting RUMI with Project # P176885. Activities under each component of the Project are described below:

1. **Component 1. Public Transport Improvement (US\$83.6m).**

- a. ***Subcomponent 1.1. Development of Nyabugogo Multi-modal Transit Terminal:*** Based on a feasibility study and preliminary designs for the development of the larger Nyabugogo area, the project will finance the development of the Nyabugogo multi-modal transit terminal on the site of the existing, Nyabugogo multi-modal

transit terminal facilitates modal shift from private cars to lower carbon public transport and non-motorized transport.

b. Subcomponent 1.2 Enhancement of the Public Transport System:

the project will support the implementation of a pilot DBL, the preparation of detailed designs, and the implementation of full-scale DBLs and traffic management for selected corridors and intersections.

2. Component 2. Institutional Strengthening and Capacity Building (US\$3.8m).

The support under this component will include, but is not limited to a) establishment and operationalization of a Special Project Implementation Unit (urban mobility division) (SPIU) in CoK to coordinate implementation of the project, b) enhancement of project coordination and oversight function of MININFRA, c) capacity building for transport sector agencies on road safety, d) necessary training identified through a needs assessment, e) technical assistance on urban mobility in secondary cities to enhance public transport network and modal share with non-motorized transport facilities, and f) preparatory work for future urban mobility projects, focusing on public transport. In addition to the project support staff in the SPIU, several technical experts will be recruited to support the project preparation and implementation.

3. Component 3. Development of a Bus Fleet Renewal Scheme and Promoting e-Mobility (US\$12.6m).

This component will finance the development and implementation of a fleet renewal scheme to expand the number of buses operating in Kigali while facilitating the transition to electric buses.

The resettlement policy framework (RPF) for RUMI project is prepared to provide guidance in the implementation of Resettlement Action Plan (RAP) and compliance with the national and the World Bank standards guiding involuntary resettlement. It will also guide the implementation of civil works packages under the components and sub-components to ensure that displacement issues are resolved and ensure that livelihoods of the affected persons are not negatively impacted on and where it is unavoidable; they are appropriately compensated

and/or resettled. The RPF was prepared based on the review of previous RPFs, project concept note document, and relevant Rwandan laws, review of World Bank Environmental and Social Framework, and visit to potential project sites.

Expected negative project impacts.

The project is expected to have both permanent and temporary impacts. Under component 1 which is focused on public transport improvement, subcomponent 1.1, the project will finance the development of the Nyabugogo multi-modal transit terminal on the existing Government owned terminal and these activities will include civil works. Under subcomponent 1.2 focused on enhancement of the public transport system, the project will support the implementation of a pilot Dedicated Bus Lane (DBL), the preparation of detailed designs, and the implementation of full-scale DBLs and traffic management for selected corridors and intersections is planned. This subcomponent will also finance implementation support for the non-motorized transport (NMT) friendly street design guideline. As the development of a traffic management strategy and a smart parking strategy, and an integrated public transport network.

While most details are yet to be identified, as a precautionary measure, this Resettlement Policy Framework (RPF) addresses issues that are likely to arise mainly from economic displacement as Nyabugogo bus terminal is occupied by both formal and informal business stakeholders that shall be affected by the project. The temporary economic displacement is expected to occur during construction work of the terminal and cause disruptions to small and medium businesses operating in the project area etc. To alleviate these potential impacts or at least mitigate them to the extent possible will require the project to undertake proper consultation with the business community in the area and design appropriate mitigation measures guided by this RPF in compliance to the ESS 5 and 10 of the World Bank ESF to ensure that livelihoods of PAPs are not negatively affected.

Legal and regulatory Framework

- **Relevant National Policies and Strategies:** Vision 2050, National

Strategy for Transformation (NSTI), National Land Policy, Land Tenure System and Provisions in Rwanda, National Urbanization Policy.

- **National Resettlement Regulations:** The Rwandan Constitution promulgated in 2015, Land Valuation Law promulgated in 2010, Expropriation Law No. 32/2015 of 11/06/2015, Law N°55/2011 of 14/12/2011 Governing Roads in Rwanda, Law N° **43/2013 of 16/06/2013 governing land in Rwanda.**
- **World Bank ESF especially ESS5:** Land Acquisition, Restrictions on Land Use and Involuntary Resettlement.

Preparation of Resettlement Action Plan

RUMI projects will require the preparation of RAP/ARAP since they may involve the involuntary acquisition of land, loss of livelihood and impact on other assets. The RPF provides guidelines on the preparation of A/RAP which include: a consultative and participatory process for preparing a RAP/ARAP, the mandatory socio-economic survey to determine the scope and nature of resettlement impacts, including some demographic data, description of the area, livelihoods, the local participation process, and establishing baseline information on livelihoods and income for all the project affected households, landholding, etc.

The RPF provides guidelines as well on the establishment of asset inventory, valuation methods and compensation rates and standards, eligibility and entitlements related to any additional impacts, site description, programs to improve or restore livelihoods and standards of living. This RPF contains a of an entitlement matrix that could be used while preparing the A/RAP. Moreover, the RPF has an inbuilt grievance procedure that will be used to address grievances that will arise during the A/RAP process. The GRC will be established at cell level with representatives from local authorities and project affected people. Gender equity will be attained by ensuring a representation of men and women in the GRCs.

The A/RAP will provide detailed cost estimates and implementation schedule. The Resettlement related documents including RPF, ARAP/RAP (in case there will be

any type of Involuntary resettlement) and due diligence reports will be disclosed to the public through all possible channels including social media, websites, newspapers, and World Bank website as per ESS10: Stakeholder Engagement and Information Disclosure. The documents available in the public domain include Entitlement Matrix, Grievances Redresses Mechanism, institutional arrangements and the categories of eligible PAPs for various benefits.

Institutional Capacity Assessments for RPF Implementation

Several stakeholders will be involved in implementing the RPF. The City of Kigali will be the overall coordinating entity. Subsequently there will be a Project Implementing Unit (PIU) at CoK to manage this project. The PIU at CoK will have a Project Manager and a technical team that will include an Environmental and Social Management Unit comprising an Environmental Specialist and a Social Safeguards Specialist who will oversee the implementation of the RPF.

RPF Budget and Funding

The cost of RPF and RAPs implementation is expected to be USD 759,000 and will be part of the project budget. However, since the costs of resettlement and compensation are based on technical designs, results of scoping, detailed valuation surveys and detailed RAP studies, it is not possible at this stage to produce a detailed and definitive budget for RAP preparation and implementation. The amount provided is just an estimate based on previous phases of RUDP.

Monitoring and Evaluation Plan

In order to assess whether the goals of the resettlement and compensation plan are met, a Monitoring and Evaluation Plan (MEP) will be required. The RPF provides some parameters to be monitored. The monitoring and evaluation plan will be more detailed in RAP and will contain monitoring milestones and provide resources including responsible persons or institutions necessary to carry out the monitoring activities.

The main indicators that the MEP will measure include: (i) impacts on affected individuals, households, and communities and related compensation to be maintain or improve their pre-project standards of living; (ii) RAP performance; (iii)

Gender mainstreaming and (iv) management of disputes or conflicts. The Monitoring and Evaluation (M&E) mechanism will be undertaken by existing PIU Monitoring staff within CoK.

Grievance Redress Mechanism

The project will establish a Grievance Redress Mechanism (GRM) that would function at four-levels to receive, evaluate, and facilitate the resolution of affected persons' concerns, complaints and grievances. The GRM has been developed based on ESF requirements and the existing conflict handling mechanism as well.

Stakeholder consultation

Stakeholder consultation as crucial step in preparation of the RPF was conducted through extensive field visits, meetings with various stakeholders, including government bodies, Social Safeguard specialists, Project-Affected Persons, and the private sector. Stakeholders expressed enthusiasm for implementation of RUMI Project, anticipating benefits such as increased employment opportunities, customer influx, improved safety measures, reduced congestion and travel times and creating sustainable, efficient, and inclusive transportation system. They also expressed concerns about business disruption during construction period for both formal and informal business owners in the bus terminal, loss of employment, and provided input on project impacts and recommended mitigation measures; emphasizing the importance of livelihood restoration plans, inclusive planning for the informal sector, and form the committee to deal with management of issues arising in the project.

CHAPTER I: INTRODUCTION

The Government of Rwanda (GoR), through the City of Kigali in direct collaboration with the Ministry of Infrastructure (MININFRA), Rwanda Transport Development Authority (RTDA), Rwanda Utilities Regulatory Authority (RURA), and the City of Kigali (CoK) has been investing in transport infrastructure planning and development to improve urban mobility and sustainable development as defined by national development strategies, including Vision 2050 and NST-1). The GoR has achieved several milestones concerning urban mobility, namely the 2013 public transport reform with the 1st generation service contract for bus operation, integration of pedestrian and bike lanes into road infrastructure, improvement of road infrastructure and bus parks. Nonetheless, further efforts and investment are required to provide an integrated, safe, and reliable public transport system.

GoR's highest concerns are insufficient service levels (fleet size and the number of operations without timetable) and inadequate public transport facilities (bus terminals and stops) and traffic management in Kigali which hamper to establish public transport as the preferred way of travel for citizen. Currently, the perception of public transport service in Kigali is poor due to long queues of passengers and waiting time at bus terminal and stops, specifically during peak hours. Conflicts between buses, pedestrians, and moto taxis in and surrounding bus terminals are other persistent challenges. Thus, the GoR has requested the World Bank's support for accelerating the introduction of Dedicated Bus Lane (DBL) the development of Nyabugogo multi-modal transit terminal, and promoting electric buses, flagship projects identified under NST-1, the City Master Plan, and NDC.

The GoR plans to transform the existing Nyabugogo terminal into a modern multi-modal transit hub focusing on developing climate resilient infrastructure and improving accessibility. The Nyabugogo bus terminal is the largest and busiest public transport transfer terminal in the City of Kigali, with estimated daily traffic of 100,000 passengers. Located approximately 3km northwest of the Central Business District (CBD), the terminal accommodates inter and intra-city buses and international public transit services to neighboring countries. As a result of the city's economic growth and rapid urbanization, the terminal's capacity is oversaturated and can no longer accommodate the fast-growing public transport

passenger demand. In addition, Nyabugogo is being considered for future use as a terminal for a cable car system and BRT.

The City Master Plan envisions the terminal area as a key transit-oriented development (TOD) node along Kigali's planned mass rapid transit network. The terminal has already attracted significant business development in its vicinity, including markets, restaurants, shopping complexes, banks, and hotels. In addition to the need for rehabilitating the station itself, the transformation of the terminal is intended to serve as the starting point for generating economic development in the larger area.

The Nyabugogo terminal is adjacent to the Nyabugogo wetland area at the intersection of the Nyabugogo and Mpazi rivers. The terminal area has been affected by frequent flooding, which hinders public transport operations and business, thereby disrupting residents' ability to access economic and social opportunities. Recently, various efforts have been invested by the Government of Rwanda to address the issue of flooding, including the catchment study and the city's strategic plan, focusing on the identified flooding concerns, ongoing rehabilitation of the Mpazi channel outlet section until its confluence with the Nyabugogo river, and planned comprehensive stormwater management and rehabilitation of selected critical flood-prone areas and wetlands, including the Nyabugogo wetland, through the collaboration with World Bank under the Second Rwanda Development Project (RUDP II) /P165017.

The wider Nyabugogo area surrounding the bus terminal is experiencing severe mixed traffic congestion and road safety challenges due to the lack of pedestrian facilities leading to uncontrolled crossing by pedestrians of the high-speed vehicular traffic roads throughout the area. Pedestrians and terminal users move from the bus terminal to the markets, commercial complexes, and vice-versa. Due to the heavily congested road network and inefficient traffic management surrounding the Nyabugogo terminal, concerns over road safety and delays in bus operations have been raised. Within this framework, with the financial support from the World Bank Group, the Government of Rwanda (GoR) is aiming to

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transform the existing Nyabugogo terminal into a modern multi-modal transit hub under Rwanda Urban Mobility Improvement Project (RUMI) under CoK.

The GoR has acknowledged the importance and urgency of the implementation of Dedicated Bus Lanes as part of wider sector reform. To manage the financial loss and to provide an effective and safe public transport travel choice for people, the GoR has been looking for possible short, medium, and long-term interventions. As guided in NST-1, the CoK has developed a concept of DBL as a means of improving bus operations by reducing bus run times and making bus journey times more reliable. In this context, the Bank and GoR carried out a DBL pilot study in 2021 under the policy dialogue (P171671).

The concept uses internationally established and proven traffic engineering measures. Eight potential DBL corridors were assessed, and a pilot corridor (from Kigali's central business district to the busy commercial hub at Remera along the KN 3 road) was identified, with the minimum interventions to maximize the exciting facility and for immediate implementation. The assessment of pilot DBL confirmed that the reduction in run times achieved through the implementation of pilot DBL along these corridors will have the following effects: improvement in the level of service to users, reduced operating costs for operators, demonstration of the importance of the bus within the city's transport network, and facilitating the next stage of performance-based bus operating contracts.

These activities are required to comply with 2015 National Expropriation law on land acquisition and World Bank the Environmental and Social Standard 5: Land Acquisition, Restrictions on Land Use and Involuntary Resettlement. As part of the World Bank' ESF requirements to ensure that the project either completely avoids or minimize negative impacts associated with involuntary resettlement and where project specific activities and sites are not clearly defined, the GoR is required to prepare a Resettlement Policy Framework/RPF.

The RPF is not a resettlement plan for the project but a framework to upstream socioeconomic considerations as per the design and implementation framework for the RUMI Project. The RPF provides overall guidance on how to assess the social impact of RUMI, and how to manage the displacement and resettlement of the

project affected persons in line with the anticipated involuntary displacement. The justification for this framework is as follows:

- A) Construction of the new terminal replacing the existing Nyabugogo bus park under RUMI will certainly lead to some environmental and social negative impacts such as economic displacement, loss of livelihoods, Including informal vendors and moto taxis, disruption of traffic, disruption of established roadside markets, impact on the vulnerable persons, soil erosion, loss of trees, etc.
- B) For RUMI project, specific locations for civil works are not definitively defined at the moment pending the completion of ongoing feasibility studies, screening and discussion currently underway between GoR, World Bank and other stakeholders.

1.1 RUMI Project Objective

The Project Development Objective (PDO) for the proposed project was confirmed as “to facilitate movements of people within Kigali and connection with the rest of Rwanda and neighboring countries with improved climate resilience, access, and safety, and enhance institutional capacity for urban mobility.”

1.2 Project Components

Component 1. Public Transport Improvement (US\$83.6m).

a) Subcomponent 1.1. Development of Nyabugogo Multi-modal Transit

Terminal: Based on a feasibility study and preliminary designs for the development of the larger Nyabugogo area, the project will finance the development of the Nyabugogo multi-modal transit terminal on the site of the existing, government owned terminal. The Nyabugogo multi-modal transit terminal facilitates modal shift from private cars to lower carbon public transport and non-motorized transport. The terminal design will include mainstreaming ICT in terminal operations (including fleet management system/passenger information system for city-wide public transport operations), a focus on road safety, gender-informed design features to promote women’s mobility and potentially using the new

infrastructure to promote women's entrepreneurship activities, and resilient infrastructure features focusing on nature-based solution.

While the investment under the project will focus on the terminal, the feasibility study and preliminary design study will examine possibility of future site extension beyond the initial planning horizon and additional real estate developments for further site development, possibly in future phases as part of a phased development plan to support the GoR's plan to develop the surround terminal area as a new urban center and transit node, providing extra attention to non-motorized transport facilities, road safety, and access to public transport. As such, this subcomponent will also include the development of a Transit-Oriented Development strategy and associated technical assistance.

b) Subcomponent 1.2 Enhancement of the Public Transport System: the project will support the implementation of a pilot DBL, the preparation of detailed designs, and the implementation of full-scale DBLs and traffic management for selected corridors and intersections. The Implementation of a pilot DBL during preparation will support the GoR in reinforcing the oversight of public transport operations, ensuring the introduction of timetables and adequate fleet size (numbers and categories) for bus services. The Full-scale DBL implementation will build on the lessons learned during the concept validation, expanding the number of bus lanes and improving key junctions with traffic signals that will be at least locally linked to allow for green waves for smooth movement of buses and facilities for pedestrians and other non-motorized transport users. This subcomponent will also finance implementation support for the non-motorized transport (NMT) friendly street design guideline. As the development of a traffic management strategy and a smart parking strategy, and an integrated public transport network are critical, including these activities under the project is currently under discussion. The public transport system will also introduce climate resilience measures in identified climate vulnerable sections, such as assets crossing areas with higher propensity for urban or riverine flooding, and areas vulnerable to extreme heat conditions.

- c) Component 2. Institutional Strengthening and Capacity Building (US\$3.8m).** The support under this component will include, but is not limited to a) establishment and operationalization of a Special Project Implementation Unit (urban mobility division) (SPIU) in CoK to coordinate implementation of the project under direct collaboration with MININFRA, RTDA, and RURA capacity building for transport sector agencies on road safety, d) necessary training identified through a needs assessment, e) technical assistance on urban mobility in secondary cities to enhance public transport network and modal share with non-motorized transport facilities, and f) preparatory work for future urban mobility projects, focusing on public transport. In addition to the project support staff in the SPIU, several technical experts will be recruited to support the project preparation and implementation. Potential activities for road safety improvement include a road safety audit, a speed limit review including speed management, a road safety risk and impact assessment, enforcement of helmets, a review and updating of the used car importation age, establishment of a vehicle inspection center, and support to the road safety committee or establishment of lead road safety agency. To mainstream gender equality, at least 30 percent of staff to be recruited for SPIU (urban mobility division) under the project will be female and an additional assessment will be conducted to identify gender differences in mobility and the urban transport sector, both related to employment and to the availability, affordability, acceptability, safety, and security of public transport, to inform upcoming planning and design documents/studies.
- d) Component 3. Development of a Bus Fleet Renewal Scheme and Promoting eMobility (US\$12.6m).** This component will finance the development and implementation of a fleet renewal scheme to expand the number of buses operating in Kigali while facilitating the transition to electric buses. It will identify the business model options and conduct a detailed techno-commercial feasibility and operational assessment to promote and monitor the implementation of pilot Battery Electric Buses in the country, aiming to involve the private sector and building on the outputs delivered

under the Electric Bus Concept Validation in Kigali, Rwanda study finalized by IFC. The development of a fleet renewal scheme program will support ongoing sector reform, together with the implementation of DBLs, and materialize the successful implementation of 2nd generation contracting model, ensuring a sustainable model for their ownership, operation, and maintenance.¹ Furthermore, upon the establishment of instruments and necessary approval of the fleet renewal scheme, the project will support the first phase of implementation, informed by the Electric Bus Concept Validation study commissioned by IFC, that recommended a first phase of around 160 battery electric buses to be deployed over ten routes, along with fast-charging infrastructure. Once the business model has been determined, this component will also finance a transaction advisor to support the GoR in transaction design, as well as the preparation of the contracts and other procurement documentation during the designing and implementation of the fleet renewal scheme. The project will analyze the barriers that women face to be employed in the value chain and maintenance of electric buses, as well as bus operators and/or fleet owners. Impacts to livelihood effects on local providers and informal market shall also be considered. Entry points will be identified to address those barriers, and the recommendations will be incorporated into the design of any related pilot. This component will continue to collaborate with IFC and have a potential co-financing opportunity with IFC.

1.3 Potential Project Impacts

The project will support a large variety of demand-driven investments in the transport sector such as Nyabugogo bus terminal upgrading, pilot Dedicated Bus Lane implementation, traffic management recommendations around Nyabugogo Terminal. The socio-economic impacts of these activities will be mainly positive and related to the improvement of the quality and standard of public transport and

¹ While the techno-commercial feasibility study will assess various business models (including public and/or private ownership) for the acquisition, management, and operations of buses, the private sector is expected to retain the operations function remain as bus service providers. The study will also propose the share of Battery Electric Buses in the total fleet size, as well as how they are integrated into the wider bus fleet over time.

mobility services. As the lands are required, the project needs to draw a strategy and implementation action plan to secure lands. While most details are yet to be identified, as a precautionary measure, this Resettlement Policy Framework (RPF) addresses issues that might arise from displacement and/or restriction of access to communal resources or facilities.

Moreover, the implementation of the project activities might result in others negative impacts such as loss of or access to assets including infrastructure, community assets, and temporal interruption of access to roads (traffic-related) and public utilities such as water, electricity, and internet. These potential impacts can have a direct impact on the livelihoods of affected communities. Impacts on livelihoods formal and informal business including transport service providers will be impacted due to closure of the working area during construction phase leading loss of income.

1.4 RPF Preparation Approach and Methodology

In preparation of this RPF, similar instruments (RPF) prepared for other WB funded projects were reviewed to have an insight on the common practice and key information that need to be found in the RPF. Within this framework, relevant Rwandan laws, and World Bank ESF were explored with the aim to grasp the main gap that might exist among them and find a way to establish a proper linkage between them. Furthermore, potential investments sites where the project will be implemented were visited to have a clear picture of the ground/terrain and key stakeholders' consultations conducted.

During these interactions, effective communication, transparency, collaboration, inclusiveness, and integrity were used to attain the intended objectives. Stakeholders involved in this project range from central and local government, national and international organizations, private entities, project affected communities, civil society organizations and grassroots authority figures.

The initial draft is based on desk review; and stakeholders consultation meetings held in

October 2023 and in April 2024 . . The stakeholder consultation took place from October 2023 to April 2024 intending to:

- To identify possible social risks and impacts of the project and mitigating measures.
- To explore possibilities in which local communities can participate in project implementation,
- To get an understanding of social economic baseline indicators of the project areas,
- To understand how grievances have been handled in the project site to get an insight on how the GRM can be developed.
- Obtain feedback from stakeholders on potential impacts and their mitigation.

Stakeholders' engagement and consultation will be a continuous process within the project circle.

CHAPTER II : IMPLEMENTATION ARRANGEMENTS

2.1 Institutional Arrangement

The project will be implemented by CoK under coordination of MININFRA. The institutional arrangements have been developed (figure 1). CoK will establish a dedicated SPIU for the project. First six staff will be recruited during the project preparation. The technical working committee that will be chaired by MININFRA will include CoK, MININFRA, RURA, RTDA, Rwanda National Police. The project steering committee (PSC) will be established to advise and guide the technical working committee. MININFRA and CoK will serve as chair and co-chair of PSC and, RURA, RTDA, Rwanda National Police, will be the members. During the project preparation, the draft institutional arrangements will be reviewed and finalized, and necessary institutional assessment will be carried out. CoK shall be responsible for overall project RPF, approval RAPs and budget allocation

The roles of the implementing agency will include:

- Contracting and implementing physical works, according to agreed procurement procedures

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- Managing sub accounts (SOEs etc.) according to agreed FM arrangements
- Providing quarterly financial reports on physical and financial progress
- Environmental and Social standards Implementation
- Informing and engaging citizens
- Resolving Grievances and complaints
- Ensuring availability of the project staff

The draft implementation arrangement is attached in figure 1 below:

Figure 1: RUMI Project implementation arrangement.

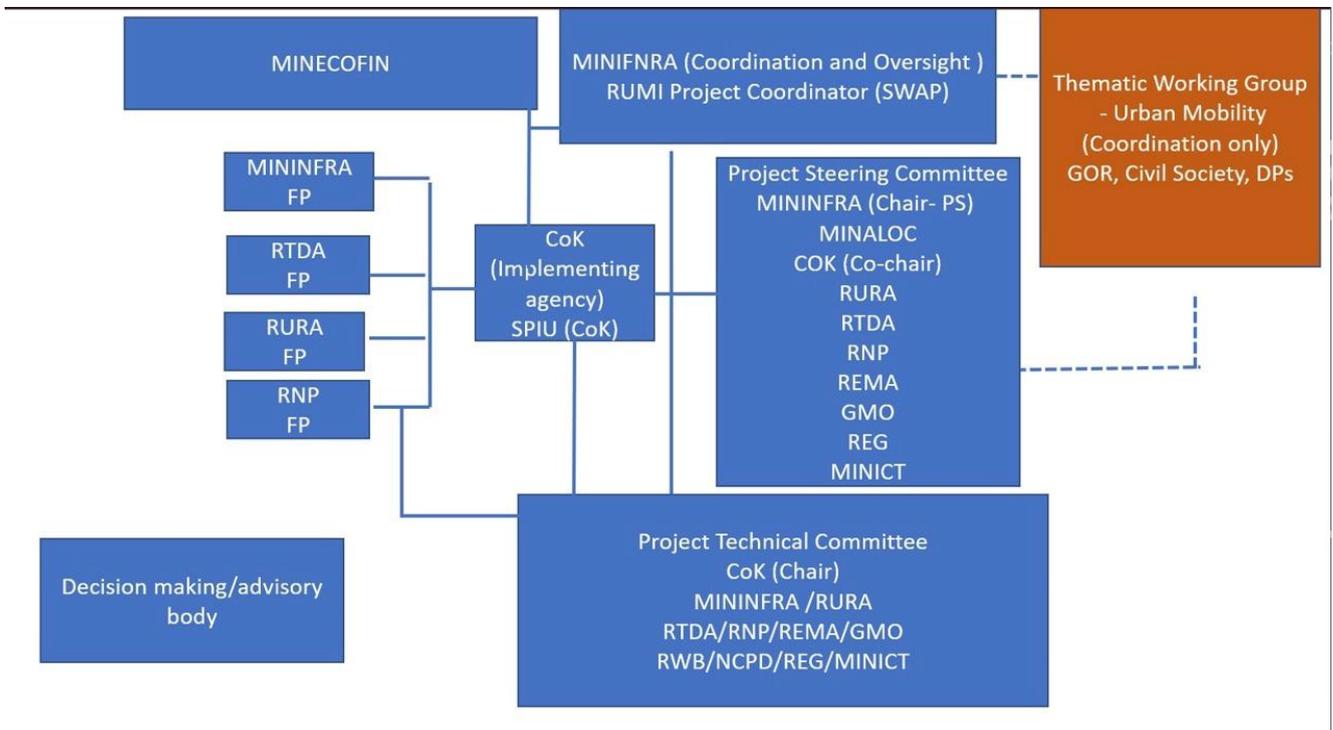


Fig 1: RUMI implementation arrangements

Specifically with respect to implementation of the RPF the following roles and responsibilities apply:

CoK shall be responsible for overall project RPF, approval of RAPs and budget allocation. CoK shall coordinate with other key stakeholders during the implementation phase of the RPF as illustrated in the figure above.

2.2 Principles and Objectives of the RPF

2.2.1 Rationale and objectives of the Resettlement Policy Framework

a. Rationale

Although the preliminary studies and assessments recognized the positive social and economic impacts that the project is envisaged to generate, there is a concern regarding the possible social and environmental risks and impacts that may arise and therefore need to be ascertained and their mitigation measures developed as key requirement for GoR and the Bank before approval of such projects.

The project activities of the proposed RUMI for the development of urban Mobility infrastructure in Kigali City would inevitably lead to either land acquisition and/or denial of, restriction to, or economic displacement for the affected communities. This will trigger the relevant National laws and policies in the country and the World Bank Environmental and **Social Standard 5 (ESS5): Land Acquisition, Restrictions on Land Use and Involuntary Resettlement, along with ESS1 and ESS 10**, and as a result there is a need for resettlement planning and implementation. The development of this Resettlement Framework is intended to guide the preparation of the Resettlement Plan (RAP), This RPF will thus serve as the framework and guiding instrument within which Resettlement Plan will be developed when the project is certain of the locations and specific impacts.

b. Objectives of the RPF

The objective for the RPF is to set out the policies and legal framework, principles, institutional arrangements, schedules, and indicative budgets that will take care of anticipated resettlements and other social impacts of land acquisition or land use change, or restrictions of access to land or resources, particularly economic displacement and impacts on livelihoods since not all impacts are covered by ESS5. These arrangements are also to ensure that there is a systematic process to guide the different stages of the implementation of the measures outlined in the framework for addressing the different types of resettlements and land related impacts. This process shall also consider the participation of affected persons, involvement of relevant institutions and stakeholders, adherence to both WB and

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Government policies, procedures, and requirements on involuntary resettlement, economic displacement and restrictions on use of resources; and shall delineate compensation for affected persons as appropriate. The specific objectives of the RPF are to:

- i) Establish the resettlement/displacement and compensation principles and implementation arrangements for the GoR and World Bank funded project for the urban mobility infrastructure development in CoK in Rwanda.
- ii) Describe the legal and institutional framework underlying Rwandan approaches for resettlement, compensation, and rehabilitation if displacement is covered by Rwandan Law.
- iii) Conduct gap analysis between the Rwanda laws, regulations and policies, and the Bank ESF regarding resettlement, displacement, compensation, and rehabilitation.
- iv) Define the eligibility criteria for identification of Project Affected Persons (PAPs) and entitlements.
- v) Describe the citizen engagement processes and procedures and participatory approaches involving PAPs and other key stakeholders; and
- vi) Provide detailed procedures for filing grievances and resolving disputes that have been raised through citizen engagements and/or submitted to the Project.

2.3 Key Principles of the RPF

This RPF will apply to the Project and activities that will lead to either land acquisition and/or denial of, restriction to, or economic displacement from land and natural resources, whether permanent or temporary. The procedures outlined in this RPF will be carried out throughout preparation and implementation of the Project and impacts of any potential resettlement or displacement will be included in Monitoring and Evaluation (M&E).

Where there is need for land take, economic or physical displacement, the RPF lays out the procedure to follow in determining when the RAP is required.

When a Resettlement Plan (RP) is required it will be prepared in accordance with

guidance provided in this RPF, including Property Surveys, Identification (Census) of PAPs/displaced persons, Stakeholder Engagement and Information Disclosure (Environmental and Social Standard 10). This RPF follows the guidance provided in the World Bank Environmental and Social Standard 5: Land Acquisition, Restrictions on Land Use and Involuntary Resettlement described in Annex 1: Annotated Outline for Preparing a Resettlement Plan; This RPF seeks to ensure that any possible adverse impacts of proposed project activities to people's assets and/or livelihoods, in particular any potential impoverishment risks, are addressed through appropriate mitigation measures. The measures included in each RAP will be proportionate to the impacts being addressed. These risks will be minimized by:

- Avoiding displacement of people as much as possible, by considering alternative design approach, and sites and consultation done following the SEP and all this process documented
- If displacement is inevitable, having a well-designed compensation, assistance, relocation and rehabilitation process in place.
- Minimizing the number of PAPs to the extent possible.
- Compensating for losses incurred and displaced incomes and livelihoods.
- Ensuring resettlement assistance or rehabilitation, as needed, to address impacts on PAPs and their well-being and restore livelihoods.
- Implementing the above steps in a consultative and inclusive manner, including access to grievance management.

Within this framework, the GoR is financing the preparation of feasibility studies, designs, Social Assessment, ESMF, RPF, ESIA and RAPs (for investments that have been identified) for the project Urban Mobility Project for the CoK, which if approved by GoR and the Bank will trigger approval processes for funding for the implementation of the Project.

CHAPTER III: POLICY AND LEGAL FRAMEWORK FOR RWANDA

3.1 Introduction

This RPF will apply the laws, legislation, regulations, and local rules governing the use and acquisition of land and other assets in Rwanda as well and the standards of the World Bank's ESS5 on Land Acquisition, Restrictions on Land Use and

Involuntary Resettlement; (and, in case of any discrepancy between the two sets of standards, those most advantageous to PAPs will prevail). Rwanda's relevant legal and institutional framework is presented in four sections:

- i) Laws on Property and land rights, as defined by Rwandan law and customary practice.
- ii) Expropriation/acquisition of land and compensation of land and other assets.
- iii) Grievance Resolution Mechanism, specifically the legal and institutional arrangements for filing grievances or complaints and how those grievances are addressed through formal and informal systems of dispute resolution.
- iv) Comparison between national legislation and World Bank ESS5, including the content of laws and regulations as well as their actual implementation.

3.2 Laws on Property and Land Rights in Rwanda

3.2.1 Rwandan Constitution of 2003 amended in 2015.

The Constitution is the supreme law of the land. Under Article 29 of the Rwanda constitution every citizen has a right to private property, whether personal or owned in association with others. Furthermore, it states private property, whether individually or collectively owned, is inviolable. However, this right can be interfered with in case of public interest, in circumstances and procedures determined by law and subject to fair and prior compensation.

Article 30 stipulates that private ownership of land and other rights related to land are granted by the State. The constitution provides that a law should be in place to specify modalities of acquisition, transfer and use of land (expropriation law). The constitution also provides for a healthy and satisfying environment. In the same breath, every person has the duty to protect, safeguard and promote the environment. The State shall protect the environment.

3.2.2 National Land Policy, 2019

The Policy is premised in the National Strategy for Transformation and Vision 2050. Its main objective is to put in place and operationalize 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 provides for land tenure systems, guiding principles of land management, an effective & efficient land registry, and land transactions.

This policy provides for registration and transfer of land and possibility of investments in land. It also highlights key principles of land use and land management. The policy advocates for the protection of green areas, marshy land, valley, and protected areas in Rwanda. These protected areas are classified as such because of their multiple roles, namely ecological, economic, cultural, and social. The main objective of their preservation is the conservation of different species and different habitats of biodiversity for educational, touristic and research purposes. These areas have been affected by various changes, one of which is the spatial reduction due to population settlements.

3.2.3 The National Gender Policy, 2010

The Vision of the National Gender Policy is to set the Rwandan society free from all forms of gender-based discrimination and see both men and women participate fully in and enjoy equitably the benefits of the development processes. The main mission of this policy is to contribute to the elimination of gender inequalities in all sectors of national life, to achieve the nation's goal for sustainable development. Resettlement activities for the urban mobility project for the six cities and CoK will involve and affect both men and women in terms of loss of property and both genders are expected to be treated equitably thus this policy will be relevant.

3.2.4 Law N° 27/2021 du 10/06/2021 governing land in Rwanda

The law No N° 43/2013 of 16/06/2013 governing land in Rwanda is the law that determines modalities of allocating, acquisition, transfer, and management of land in Rwanda. It also establishes the principles applicable to rights

recognized over all lands situated on Rwanda's national territory and all rights united or incorporated with land, whether naturally or artificially. According to the Law, Land in Rwanda is categorized into two: Individual land and public land. The latter is subdivided into two categories: the state land in public domain and the state land in private domain. Articles 12 and 13 of the land law stipulate that State land in the public domain consists of all land meant to be used by the public or land reserved for organs of State services as well as national land reserved for environmental conservation.

3.2.5 Law N°55/2011 of 14/12/2011 Governing Roads in Rwanda

Article 1 states the purpose of this Law. This Law regulates the road network in Rwanda and determines its reserves, classification, and management. The management and maintenance of the National Roads shall be under the jurisdiction of the Rwanda Transport Development Agency as stated in article 6. Works meant for national roads maintenance and development shall be funded by the Government. The District or the City of Kigali has the responsibilities as regards to the routine maintenance of the part of the national road passing over it and its surroundings.

Article 15 states the width of national roads, Districts, and City of Kigali roads and those of other urban areas - Class One. The minimum viable widths of the lane of a roadway shall be three meters and a half (3.5 m) not including the drainage ditches and embankments. Article 16 of the law states the width of national roads, Districts and City of Kigali roads and those of other urban areas - Class 2. The minimum width of the roadway in Districts and City of Kigali roads and other urban areas - Class 2, not including drainage ditches and embankments shall be six (6) meters. In suburbs and at the entrances of towns, grouped settlements and agglomeration, the width of a road may be increased when it is deemed necessary. In addition to such width, each road must have a large piece of land for drainage ditches, embankments, dumps, and sidewalks on all integral parts of the road. National roads which do not conform to the above-mentioned width requirements for their respective class at the entry into force of this Law shall be gradually widened as required in article 17 within the existing resources of the country. The widening of a road

shall be done after expropriation of the people near the road in accordance with the law to secure the land needed. The road reserve for national roads as stated in article 22, Districts and City of Kigali roads and those of other urban areas -Class One shall be demarcated by two parallel lines at twenty-two (22m) meters on both sides of the road from the median line. The road reserve for Districts and City of Kigali roads and those of other urban areas -Class 2, shall be delimited by two parallel lines at twelve (12) meters on both sides of the road from the median line.

The authority responsible for roads depending on the class of the concerned road may give a written notice to whoever violates the provisions of Articles 29 and 30 of this Law ordering him/her to remove within a prescribed time limit, a structure that has been erected without authorization.

3.2.6 Law governing expropriation for Public Interest

The law No. 32/2015 of 11/06/2015 relating to expropriation in the public interests determines the procedures relating to expropriation of land in the interest of the public. Article 3 of the law stipulates that it is only the government that has authority to carry out expropriation. However, a project, at any level, which intends to carry out acts of expropriation in the public interest, shall provide funds for inventory of assets of the person to be expropriated and for just compensation on its budget.

According to the above expropriation law, no person shall hinder the implementation of the program of expropriation on pretext of self-centered justifications and no landowner shall oppose any underground or surface activity carried out on his or her land with an aim of public interest. In case such activity causes any loss to him or her, he or she shall receive just compensation for it. The law identifies properties to be valued for just and fair compensation including land and activities that were carried out on the land such as different crops, forests, buildings, or any other activity aimed at efficient use of land or its productivity. However, as per Article 27 of the law No 32/2015 of 11/06/2015, the owner of land designated for expropriation in the public interest shall provide proof of rights to land and property incorporated thereon, like land titles or any other documentary evidence showing he/she

has property ownership. Here the law is silent on access to economic activities on the land.

3.2.7 Law Establishing and Organizing the Real Property Valuation Profession in Rwanda, Law No.17/2010 of 12/05/2010.

This law aids the law on expropriation in terms of undertaking 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 of the valuation methods mentioned 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. Upon approval by the Council for the Regulation of Real Property Valuation in Rwanda (established under this law) a Valuer may use any other relevant worldwide methods not provided in this Law in order to carry out the assigned work.

There has been establishment of an Institute of Real Property Valuers of Rwanda as a body corporate with autonomy. In order to be recognized as a real property valuer in Rwanda, a person must be a member of the Institute. A Council for the Regulation of the Real Property Valuation Professionals in Rwanda is established as a regulatory agency. The Institute proposes regulations, guidelines and standards for valuation while the function of approval lies with the Council. A register of real property Valuers is maintained by the Council who can enter or remove a real property Valuer from the register of certified Valuers. The Chairperson of the Council approves valuation and is equivalent to the Chief Government Valuer in other jurisdictions. A person dissatisfied with a real property valuation shall refer the matter to the Council for determination. The Council shall select other certified Valuers who shall decide other valuation methods to be used. If the dispute remains unsettled, it shall be submitted to a court of law for adjudication.

3.2.8 Grievance Resolution Mechanism

Ministerial Order No. 002/2008 of 2008 Determining Modalities of Land Registration: Annex 3 of the Ministerial order provides for dispute resolution

procedures and makes provisions related to the Cell Adjudication Committee (CAC). Articles 17, 20, 22, and 23 provide the process for resolving disputes. Article 17 grants parties with a dispute, the right to take that dispute to the mediation committee. That article also provides that when a dispute arises during demarcation and adjudication, the affected parties with assistance of the CAC work to resolve the dispute, and the parties are bound by the outcome or agreement of that process. Article 20 provides for the procedures for the CAC for hearing disputes, including the requirement for announcing eight days in advance a public hearing if were needed, among other requirements. Articles 22 and 23 govern the lodging and processing of objections and corrections during a 60-day period.

CHAPTER IV: WORLD BANK ENVIRONMENTAL AND SOCIAL STANDARDS

4.1 Introduction

The World Bank has recently adopted Environmental and Social Framework (ESF) that replaced the environmental and social safeguard policies that had been in use over the last 4 decades. These Standards are designed to avoid, minimize, reduce, or mitigate the adverse environmental and social risks and impacts of each project. They provide guidelines for Bank and borrowers in the identification, preparation, implementation and monitoring of programs and projects.

This RPF has been designed so that all RUMI project activities will comply with both the Environmental laws of the Government of Rwanda and ESF of the Bank. The bank's environmental and social standards (ESS) and their applicability to the transport sector are presented below:

- 1) Assessment and Management of Environmental and Social Risks and Impacts (ESS1).
- 2) Labor and Working Conditions (ESS2).
- 3) Resource Efficiency and Pollution Prevention and Management (ESS3).
- 4) Community Health and Safety (ESS4).
- 5) Land Acquisition, Restrictions on Land Use and Involuntary

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Resettlement (ESS5).

- 6) Biodiversity Conservation and Sustainable Management of Living Natural Resources (ESS6).
- 7) Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities (not applicable for this project)
- 8) Cultural Heritage (ESS8).
- 9) Financial Intermediaries (ESS9) (not applicable for this project).
- 10) Stakeholder Engagement and Information Disclosure (ESS10).

The World Bank (WB) and GoR agreed that RUMI will trigger all environmental and social Standards of the WB, except ESS7 and ESS9. These standards are not triggered because of the following:

ESS9: The project will not involve financial intermediaries.

The Environmental and Social Standards ESS apply to all projects for which the bank investment project financing is sought. ESS 5 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 capital/assets, income sources or other means of livelihood), or both. The term “involuntary resettlement” refers to these impacts. Resettlement is considered involuntary when affected persons or communities do not have the right to refuse land acquisition or restrictions on land use that result in displacement or economic losses.

4.2 Comparison between National Legislation and WB ESS5

This section tackles differences between the laws of Rwanda related to expropriation and the World Bank’s requirements on Involuntary Resettlement. In this Project, where the Rwanda law differs with the Bank ESF, and ESS5 in particular, the latter will apply or take precedence.

WB funded projects should ensure they meet the WB Standards. On this basis,

this section identifies gaps between Rwandan laws and WB standards and proposes a strategy to address those gaps without infringing on issues of national sovereignty.

The promulgation of the 2015 Expropriation Law introduced a legal framework within which expropriation activities must be conducted, and above all, attempts to bring Rwandan legislation more in line with international best practice requirements.

Despite this, there are still some gaps between the national Rwandan legislation and the World Bank ESS5. These relate to the general principles for resettlement, eligibility criteria, the notification period for expropriation and resettlement, and the procedures required throughout the resettlement process. The key differences are as follows.

- a) **Avoid Resettlement:** While ESS5 stipulates that projects should first avoid involuntary resettlement as much as possible, there are no similar provisions in Rwandan national legislation, which states that ‘expropriation of land will be done when deemed necessary for public purposes.’ Secondly, the notification period under national legislation requires that property must be handed over 120 days after financial compensation has been paid, while ESS5 requires that displacement must not occur until all necessary measures for resettlement are in place including assisting the PAPs with relocation.
- b) **Meaningful and participative consultation:** World Bank ESS5 requires that persons to be expropriated should be meaningfully consulted and that the PAPs should have the opportunity to participate in planning and design of resettlement programs. Paragraph 17 stipulates that Decision-making processes related to resettlement and livelihood restoration will include options and alternatives from which affected persons may choose. Furthermore, paragraph 18 requires that the consultation process ensures that women’s perspectives are obtained, and their interests factored into all aspects of resettlement planning and Implementation. The Rwandan

Expropriation Law (Law No. 32/2015 of 11/06/2015) simply stipulates that affected people be fully informed of expropriation issues and that the public interest will always override any individual interest. Indeed, the law prohibits anyone to hinder the expropriation process based solely on “self-centered” reasons.

- c) **Eligibility determination:** According to ESS5 eligibility determination of the PAPs entitles those who have formal rights, those with claims to land, and those with no recognizable legal right to compensation; paragraph 20 states that as part of the environmental and social assessment, the borrower will 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 but the Rwandan legislation (Law No. 32/2015 of 11/06/2015) only stipulates that compensation be due to property owners (land or other assets). This means compensation is limited only those with land titles and or recognizable customary or written evidence of land ownership, persons recognized as legal occupants and owners of the expropriated land and property thereon. The WB ESF is much broader and includes both legal and illegal occupants of the land therefore, where discrepancies will be found, it will take precedence.
- d) **Notification period required:** The Rwandan expropriation law of 2015 requires that property must be handed over 120 days after financial compensation has been paid, while ESS5 requires that displacement must not occur before all necessary measures for resettlement (not only compensation) are in place.
- e) **Fair and just compensation:** The Expropriation Law provides for fair and just compensation to expropriated peoples eligible for compensation but the definition of 'fair and just' is not clearly established, and therefore there is a risk that Project Affected People's livelihoods may not be restored or improved after compensation and resettlement. **Art. 28:** Without prejudice to other laws, the value of land and property incorporated thereon to be

expropriated in the public interest shall be calculated based on their size, nature and location and the prevailing market rates. The compensation for disruption caused by expropriation to be paid to the expropriated person shall be equivalent to five percent (5%) of the total value of his/her property expropriated. In this context the term “ disruption “ is not clearly defined but most of the time it is assumed to cover for transaction costs include administrative charges, registration or title fees and moving expenses, while ESS5 in paragraph 12 stipulates that when land acquisition or restrictions on land use (whether permanent or temporary) cannot be avoided, the borrower will offer affected persons compensation at replacement cost, and other assistance as may be necessary to help them improve or at least restore their standards of living or livelihoods. The ESS5 provides a wider window to explore all sorts of assistance that may need to be applied depending on site specific context, PAPs, and community special circumstances.

f) **Monitoring:** Whilst monitoring measures are provided for in Rwandan legislation, the focus is to ensure that contracted compensation has been provided in full and before any relocation. It does not require assessment as to whether the compensation provided was appropriate to the context and circumstances and does not establish a follow-up mechanism to assess whether the PAPs livelihoods have been restored or improved as stipulated by while the Bank’s ESS5 requires that after relocation monitoring be carried out.

g) **Assistance to Resettle the Displaced**

While expropriation laws provide compensation measures, its silent on other assistance required for relocation, prior to displacement, and preparation and provision of resettlement sites with adequate facilities, where required.

Category of PAPs/types of lost assets.	Rwandan law	WB ESS5	Gap filling measure
Landowners (loss of land)	<p>According to the National Land Policy, all Rwandese enjoy the same rights of access to land, implying no discrimination Against women. All land should be registered for security. The Title is tradable, but not if it fragments plots below 1 hectare. Compensation for non- transferable property based upon market value.</p> <p>Landowners, under Rwandese Law, received cash compensation based upon market value.</p>	<p>Identification of PAPs is done through census and socio-economic surveys of the affected population, PAPs with title as well as PAPs who do not have a formal title but have customary and traditional right recognized under Rwandan law or who have a recognized claim to the land at time the census begins – are entitled to compensation for land that they lose (besides other assistance).</p> <p>Land-for-land exchange is the preferred option; compensation is to be based on replacement cost.</p>	Landowners will be compensated as per the principles of ESS5.

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<p>Land Squatters (i.e. those who have no recognizable legal right of claim to the land that they are occupying.</p>	<p>Rwandan legislations entitle only those who are “landholders” with legal possession of property land tenants, under Rwandan law, are entitled to compensation based upon the rights they hold upon land under relevant laws. The Organic Land Law recognizes existing rights, whether written or unwritten, under both civil law and customary practices through new national land tenure arrangements. Efforts are being made under the Law (Article 7) to formalize land ownership, especially those acquired through customary means. For instance, rural populations with customary/indigenous land rights are being encouraged to register their land through decentralized land institutions like the District Land</p>	<p>Land squatters must be compensated for houses and other structures whatever the legal recognition of their occupancy and are entitled to compensation for loss of crops, assistance for relocation and restoration of livelihoods.</p>	<p>Shall be recognized if on site prior to cut off and will be entitled to compensation of assets and resettlement assistance and livelihood restoration.</p>
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	<p>Bureau, Sector Land Committees and Cell Land Committees (Ministerial Order N° 001/2006 of 26/09/2006 determining the structure of Land Registers, the responsibilities and the functioning of the District Land Bureau). (Ministerial Order N° 001/2006 of 26/09/2006 determining the structure of Land Registers, the responsibilities, and the functioning of the District Land Bureau).</p>		
<p>Land Users/ Land Sharecroppers / Tenants (These include family members, and/or tenants or any other persons using the land to grow crops).</p>	<p>Land users, in some cases, have some form of secured tenure extended to them under new Laws. In other cases, land users are not entitled to Compensation for land, but are entitled to compensation for crops and any other economic assets. Land users are entitled to compensation for crops and any</p>	<p>No specific provisions to land compensation but entitled to resettlement assistance (particularly if physically displaced for homestead) and livelihood restoration; entitled to compensation for crops, relocation assistance and income must be</p>	<p>Will be compensated for all assets including movable properties and activities present on the expropriated land or property and entitlement to relocation assistance and livelihood restoration.</p>

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	other economic assets.	restored to at least pre-project levels.	ASSISTANCE
Owners of non-Permanent buildings	Owners of “non-permanent” buildings are entitled to cash compensation based on market value or entitled to new housing on authorized land under government (state or local) housing programs.	Requires in-kind compensation or cash compensation at full replacement cost including labor and resettlement assistance	Families should be Consulted and offered options to choose from between in-kind compensation or cash compensation at full Replacement cost including labor.

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<p>Owners of permanent buildings</p>	<p>Owners of “permanent” buildings are entitled to cash compensation based on market value.</p>	<p>Entitled to in-kind compensation or cash compensation at full replacement cost including labor and relocation expenses, prior to displacement.</p>	<p>Owners of permanent buildings will be compensated as per principles of ESS5.</p>
<p>Perennial and annual Crops</p>	<p>Perennial crops are compensated with cash based upon rate calculated as an average net agricultural income.</p>	<p>Market value for all lost crops. Income restoration assistance (such as land preparation, credit facilities, training etc). Land for land compensation allows people to re-establish annual crops immediately. For perennial crops income loss will be compensated for the period needed to restore production or for the productive life of the lost trees.</p>	<p>Follow the ESS5 guidelines and principles.</p>

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Seasonal crops	There are no explicit provisions on livelihood restoration.	Livelihoods and living standards are to be restored in real terms to pre-displacement levels or better. Require support after displacement, for a transition period, based on a reasonable estimate of the time likely to be needed to restore their livelihood and standards of living (for ex. land preparation, jobs, credits facilities) plus lost income;	Follow the ESS5
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Table 1: Comparison of Rwandan and World Bank standards on Resettlement and Compensation

<p>Timing of compensation payments</p>	<p>Resettlement must take place only when PAPs have been fully and fairly compensated, and Compensation has to be completed within 120 days after the valuation report is submitted and decision taken by the expropriator.</p>	<p>Resettlement Policy Framework</p> <p>Implement relevant resettlement plans before project completion and provide resettlement entitlements before displacement or restriction of access. For projects involving restrictions of access, impose the restrictions in accordance with the timetable in the plan of actions.</p>	<p>Follow the ESS5 guidelines and principles.</p>
<p>Consultation and Disclosure</p>	<p>The Expropriation Law governs the specifics of land acquisition. The law provides for public dissemination on the importance of the project to be established and the need for expropriation.</p> <p>In addition to dissemination, the Expropriation Law requires prior consultative meetings and examination of the project proposal involving expropriation, with a view to avoid eventual prejudice on the person or entity subject to expropriation. Normally, a consultative meeting is held within 30 days after receipt of the application for expropriation. Based on</p>	<p>Consult project-affected persons, host communities and local NGOs, 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</p>	<p>Follow the ESS5 Guidelines and principles.</p>

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	these		
	consultations, the relevant Land Commission or Committee (from the Cell level to the National level) takes a decision to approve the project within a period of 15 days.	and development assistance (as documented in a resettlement plan), and for establishing appropriate and accessible grievance mechanisms.	

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<p>Relocation assistance and resettlement assistance</p>	<p>The person to be expropriated is defined to mean any person or legal entity who is to have his or her private property transferred due to public interest, in which case they shall be legally entitled to payment of compensation.</p>	<p>Avoid or minimize involuntary resettlement and, where this is not feasible, 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.</p> <p>Moving allowances, income loss, other disruptions must be compensated to all affected persons per eligibility including squatters.</p>	<p>Resettlement facilitation and support to follow WB ESS5 requirements.</p>
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Vulnerable groups	The Rwandan expropriation law has no special provisions for vulnerable groups.	ESS5 paragraph 26 demands that during the preparation of the resettlement action plan Particular attention be paid to gender aspects and the needs of the poor and the vulnerable and paragraph 27 demands that relocation assistance be suited to the needs of each group of displaced persons.	Resettlement facilitation and support to follow WB ESS5 requirements.
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<p>Grievance mechanism and dispute resolution</p>	<p>The Expropriation Law Articles 233&34 stipulate the process and procedures for contesting the valuation by individuals dissatisfied with the value of their compensation. The Law stipulates that the dissatisfied person has a period of 30 days after the project approval decision has been taken to Appeal (Article 19).</p>	<p>ESS5 paragraph 19: The Borrower will ensure that a grievance redress mechanism for the project is in place, in accordance with ESS10 as early as possible in project development to address specific concerns about compensation, Relocation or livelihood restoration measures raised by displaced persons (or others) in a timely fashion. Where possible, such grievance mechanisms will utilize existing formal or informal grievance mechanisms suitable for project purposes, supplemented as needed with project- specific arrangements designed to resolve</p>	<p>Requirements of ESS5 will be followed for the establishment of a GRC. <i>Appeal to the PIU before going to Court and can also use the WB GRS and IPN.</i></p> <p>In case of escalation of disagreement on compensation cost the Rwandan expropriation law will be applied to settle the grievance.</p>
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		disputes in an impartial manner.	
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Displacement	The notification period under national legislation requires that property must be handed over 120 days after financial compensation has been paid	Requires that displacement must not occur until all necessary measures for resettlement are in place.	Rwandan law and WB operational policies require that project affected persons must be compensated before displacement. In addition, the ESS5 requirement to complete all applicable resettlement measures prior to displacement will be followed.
The cut-off date	Article 2 of the Rwandan expropriation law demands the expropriating entity to inform the persons to be expropriated in the public interest of the expected start date of measurement of land and inventory of property incorporated thereon. Such a communication shall be made through an announcement posted on the office of the Cell of the place designated for the implementation of the project. The communication shall also be made through at	ESS 5 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) non- written	Requirements of ESS5 will be followed.

least one radio station with a wide audience in Rwanda and at least one of Rwanda-based newspapers with a wide readership for the relevant parties to be informed thereof. If necessary, use shall be made of any other means of communication.

Article 17 of the expropriation law states that after the publication of the decision on expropriation in the public interest and the list of holders of rights registered on land titles and property incorporated on land, the landowner shall not develop any other long-term activities on the land. Otherwise, such activities shall not be compensable during Expropriation.

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.

In some cases, as shown in Table 1 above, the World Bank requirements are more comprehensive and explicitly favorable to PAPs than the provisions of the Rwandan Law. All in all, in the event of divergence between the two, the requirements of ESS5 will take precedence.

CHAPTER V: POPULATION, DISPLACEMENT, AND CATEGORIES OF AFFECTED PEOPLE

5.1 Socio-economic information on the City of Kigali

Even if Kigali does not accommodate many people countrywide, it is the leading city with the largest urban population, and the Rwanda's largest concentration of economic activities with a share of 54 percent overall.

Table 2: Key Data on CoK

Province / District	Counts			Population share (% of the total population) both sexes	Population density	Households living in Kigali	Urban Poverty Status (Non-poor)
	Both sexes	Males	Females				
Rwanda	13,246,394	6,429,326	6,817,068	100	503	964,287	47.0
City of Kigali	1,745,555	888,882	856,673	13.2	2,401	432,432	78.9
Nyarugenge	374,319	195,780	178,539	2.8	2,830	91,603	78.9
Gasabo	879,505	443,987	435,518	6.6	2,056	206,614	76.4
Kicukiro	491,731	249,115	242,616	3.7	2,944	134,215	83.4

Source: *Fifth Rwanda Population and Housing Census, 2022*²

5.2 The City of Kigali (CoK)

Located in the heart of Rwanda, Kigali is the capital, the largest city and the most important business center for Rwanda. According to the recent Population and Housing Census, Rwanda of 2022, Kigali has been growing by leaps and bounds over the hilly terrain surrounding its core from 600,000 people in 2002 to 1,132,686 in 2012, and 1,745,555 in 2022 (NISR, 2012, 2022). It is one of Africa's fastest-growing cities. Administratively the city is divided into 3 Districts namely: Gasabo, Nyarugenge and Kicukiro whose population growth projection is still expected to dominate other districts. In terms of Rwandan urban population projection, the urban population will increase from 3.7 million in 2022 to 16.5 million (medium scenario) by 2052 in consideration of the country's aspiration to have 70% of the population in urban by 2050, and the City of Kigali's population number will continue to dominate other provinces.

Some 487,000 people over Rwanda's legal employment age of 16 years old hold jobs in Kigali (NISR 2012b), which has the lowest contribution to the national Multidimensional Poverty Index, as well as a lower non-monetary poverty (NISR, 2022). The city's three largest employment sectors are agriculture, fishing, and forestry (24%); other services, such as utilities and financial services (21%); and trade (20%). Other important sectors are government (12 per cent); transportation and communication (6%); Construction (6%); and manufacturing (5%) Of Kigali's legally employed residents, the majority is engaged in non-farm related work, which is either independent work or wage labor. Gasabo District has the most significant proportion of residents (30%) in the farm workforce as it also contains the most amount of farmland. Development of informal, or unplanned, settlements has contributed to rapid urbanization of Kigali and has associated environmental and social impacts. According to WB, by 2012, unplanned settlements housed 83 per cent of the city's population (WB, 2012).

²NISR (2023). Fifth Rwanda Population and Housing Census, 2022

5.3 Land tenure systems.

Generally, there are two types of formal land tenure: full ownership/ Freehold and long-term leasehold. However, following the privatization 09/04/2007 of State-owned lands, efforts are being made to formalize all types of tenure by facilitating titling of the land.

5.4 Social capital and Mechanisms of Social Cohesion and Social Structure

After the genocide against the Tutsi 1994, several mechanisms have been put in place by both the government and the local people for purposes of social cohesion. One of the mechanisms put in place by the Government of Rwanda to enable the local people create social capital, nurture citizenship and build a strong civil society is the process of 'Ubudehe'. This process helps citizens to engage in local problem-solving using their own locally designed institutions, in voluntary association.

The Ubudehe Program was launched in 2001 as part of partnership between the Ministry of Finance and Economic Planning and the Ministry of Local Government in a bid to draft the Poverty Reduction Strategy Paper, PRSP. This process was named UBUDEHE with reference to the Rwandan culture of mutual assistance and conviviality whereby people would come together to address problems facing them to work for their development.

5.4.1 Possibility of conflict

The major conflicts reported in relation to natural resources are land conflicts. These come as a result of land boundaries between neighbors and family members. The mechanisms for solving these conflicts have been presented under Chapter 8 on Consultations and Citizen Engagement which has the Grievance Redress Mechanism (GRM) as sub-section, include local family members, at village level, city government and the land arbitration commissions. The court is always the last resort. The GRM put in place will ensure that all efforts are made to enable matters to be addressed outside court.

5.5 Approach for identifying Project Affected Persons

After the community members and local authorities agreeing on the project

and its specific locations, a review of the feasibility reports of the project will be undertaken together with a ground truthing by the land surveyor to demarcate the required project land and determine the area to cover during census of project affected persons will be undertaken. The PAPs shall be classified into three groups namely:

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

The following categories of PAPs will be used in identifying groups of PAPs for the purpose of determining impacts:

- i. Project affected persons (PAPs): Individuals whose assets may be lost, including land, property, other assets, and/or who may lose access to economic resources and subsistence or income sources because of the project related activities, whether permanently or temporarily.
- ii. Project affected households: Groups of PAPs in one household and where one or more of its members are directly affected by the project. These include members like the head of household, male, and female members, dependent relatives, and others.

Vulnerable groups of people. From these households, the Urban mobility Project will separately identify the vulnerable PAPs such as those who are old or ill; children; those stricken with HIV/AIDS; women; unemployed youth (if they are PAPs); etc. Households headed by women that depend on sons, brothers, and others for support will also be identified. Similarly, households with elderly or seriously ill or disabled persons will be identified. Vulnerable people and households will be eligible for additional support in relocation and restoration of lost income and . individuals or groups who, by virtue of, for example, their age, gender, race, ethnicity, religion, physical, mental or other

disability, social, civic or health status, sexual orientation, gender identity, economic disadvantages or indigenous status, and/or dependence on unique natural resources, may be more likely to be adversely affected by the project impacts and/or more limited than others in their ability to take advantage of a project's benefits

5.6 Determining the number and categories of Project Affected Persons

Experts conducting the RP will review both the prefeasibility and feasibility reports as well as other documents about the communities, their land and properties and socioeconomic and cultural activities thereon to inform and guide the processes for assessing the populations and categories of PAPs in the respective sites for the project for the Urban mobility project. However, the exact number of persons that will be affected by the project will be determined through an elaborate census when preparing the Resettlement Action Plans for the project.

5.7 Creation of Baseline Information on Project Affected Persons

Before implementation of the Urban mobility project, a screening assessment will be carried out by a consultant on behalf of CoK to identify the areas or sites with expected resettlement impacts due to land acquisition or restriction of access to resources. Guided by the World Bank ESS5, Resettlement Action Plans (RAPs) will be prepared consistent with the guidelines provided in this RF. The following procedural guidelines will apply when it is determined that a RAP would be developed. All potential PAPs should be identified (through a census exercise) and informed about their options and rights pertaining to compensation for land and assets to be acquired by the project:

- i. PAPs must be consulted about land acquisition and compensation and offered technical and financial options, ; and
- ii. PAPs should receive compensation at full replacement cost for losses of assets and access to resources attributable to the project.
- iii. PAPs must be assisted to relocate and restore or improve their livelihoods

5.8 Screening of PAPs

The project will be screened to determine whether land needs to be taken. This screening process is expected to take place soon after the citizens and authorities agree on the project and its site. This process will lead to the creation of a list of the number and types of infrastructure (including buildings or other structures) that the project will construct that may potentially involve resettlement issues, as well as any common/public lands or parks to which access may be restricted. This list will be presented to affected communities using sensitization and citizen engagement processes required by the GoR and the Bank. These consultations will be documented for the project including the number and type of participants, record of issues raised and how their resolution has been agreed upon including the timeframe for resolving any contentious issues, photographic evidence of participation, and signed minutes or record of the participation.

5.9 Process for preparing and approving Resettlement Action Plans.

Following the completion of the compilation, production, and approval of the list of the projects in consultation with other relevant Key institutions and the World Bank, a consultative and participatory process for preparing a RAP will be started. The first phase will consist in the conduct of a socio-economic survey, a census of PAPs and the preparation of an asset inventory.

5.10 The socio-economic survey

The survey will help to: (i) identify the affected PAPs, assets, and the vulnerable community members, affected properties (ii) determine which mitigation measures are to be taken;(iii) establish detailed resettlement action plans with timetables and budgets prepared. Issues to be addressed by the survey will include demography, land tenure, socioeconomic structures, consultations with local authorities and with the Project Affected Persons (PAPs). A key task to be conducted under this process is a household survey describing the extent of the social impacts. The socio-economic survey should contain general household data such as: family size, gender, and age information; education; occupation; land ownership, tenure arrangements, income sources, access to

services, vulnerability and so forth.

Resettlement plans should be based on recent/current information about the scale and impact of resettlement on the displaced population, in addition to describing standard household characteristics, socio-economic surveys should describe:

- a) The magnitude of displacement.
- b) Information on the full resource base of the affected community.
- c) The extent to which the groups will experience total or partial loss of assets and income.
- d) Public infrastructure and social services that will be affected.
- e) Formal and informal institutions (such as community organizations, ritual groups etc.) that can assist with designing and implementing the resettlement programs.
- f) Attitudes on resettlement options.
- g) Social networks that will be disrupted.

Socio-economic surveys and census recording the names of affected families should be conducted as early as possible to curtail inflows of populations ineligible for compensation. The survey would estimate the extent to which the affected families will experience loss of assets and income, including control over resources, as well as infrastructure and social services available. The survey should further describe local organizations and institutions, village councils, religious groups etc., which could later participate in planning and implementation of the resettlement options. Expected changes in demography and health impacts should also be addressed. At this stage, all PAPs will be listed in order to avoid an influx of people trying to take advantage of the compensation and resettlement. A cutoff date will also be proclaimed. That means, a date from which eligibility for compensation for new settlers without title will be terminated. New inhabitants coming to the project affected areas will not be considered for compensation except for organic growth (children, marriage, normal family dynamics). After two years the census will be updated.

Annex 1 describes the requirements for the RAP in detail. In general, the RAP

contains the following information: Census of PAPs and inventory of their land and property thereon; Social and Economic Baseline Assessment including employment and income sources and access to resources and services; Valuation of the land and property thereon; Specific Compensation Rates and Standards; Entitlements matrix related to different impacts; Site Description; Programs to Improve or Restore Livelihoods and Standards of Living; Detailed cost estimates and Implementation Schedule. The RAP will be prepared by and independent consultant submitted to CoK for approval and shared with the World Bank for review and clearance.

5.11 Census of the PAPs

The census provides a summary of relevant baseline information on affected populations; identifying all categories of impacts and people both directly and indirectly affected which include those of a physical and economic nature. The summary will include an assessment of their relevant socio-economic circumstances; identify key issues faced in terms of land acquisition, displacement and compensation, whether the project affected household, or PAP falls within the criteria for vulnerability and options and strategies for minimizing impacts on current land use activities or cultural heritage.

An electronic database will be developed to store all socio-economic data collected during the survey. Each affected household and PAP within the parcels of land to be acquired for the project will be given a unique identification number that will grant eligibility to compensation and to the various compensations options that will be developed. A questionnaire will be developed by the RAP consultant for the household survey and for the economic interest within each parcel of land.

Photographs of PAPs and their assets will be taken to supplement identification and enable transparency with respect to material assets. The census survey data will be used in preparing the micro plans for each affected household or PAP and will be used to monitor the success of the RAP process. The survey should bring out as a minimum the following details:

- Name and family details.
- Demographic information on social classification, education, and occupation of each family member.

- Skill base/ education level for each member.
- Total family income of all HH members (from all sources).
- Details of land ownership and extent of land loss due to the land acquisition/ negotiation. (Actual land ownership, and not only in terms of land records).
- Details of income loss due to loss of land (from agriculture, plantation, labor, and sharecropping).
- Details of any structure or asset on the impacted land.
- Identification of vulnerability (individuals or groups who, by virtue of, for example, their age, gender, race, ethnicity, religion, physical, mental or other disability, social, civic or health status, sexual orientation, gender identity, economic disadvantages or indigenous status, and/or dependence on unique natural resources, may be more likely to be adversely affected by the project impacts and/or more limited than others in their ability to take advantage of a project's benefits)

Cut-off date: Cut-off Date will be based on the dates of the census program. The cut-off date will be discussed and established early on during the census and the sensitization on cut-off dates will be done during the public meetings, communiques will be passed through local and national media outlets, written ones will be publicly displayed on different administration offices starting with the cell up to CoK and flyers will be distributed to the community. Signage will be placed where needed and communication will be repeated periodically through radio, newspaper and locally appropriate channels.

5.12

. Preparation of Asset Inventory

A standard Compensation Assessment Form/evaluation sheet has been developed by the Institute of Real Property valuers in Rwanda to be used country wide. Since the asset inventory and valuation exercise can't be done by a person other than a certified real property valuer, the standardized sheet will be used as a way to avoid speculation or other unfair practices that may bring conflicts related to asset inventory and valuation in the area. The asset

inventory will be done by ticking on the sheet the different items in the possession of the PAP. In circumstances where a given item is not found on the standardized sheet, it will be added on the bottom and will be later assigned a value after thorough investigation by the valuer and discussion with the owner. Inventory of each asset belonging to the PAP will be taken in his/her presence. In any circumstance the value assessment methodology will need to meet FRV.

CHAPTER VI: ELIGIBILITY CRITERIA FOR CATEGORIES OF AFFECTED PEOPLE

6.1 Introduction

The eligibility criteria for compensation and resettlement that will be followed for the different categories of RUMI affected persons will follow the Bank ESF as they were found to be more in support of the PAPs compared to national policies and legislation. Therefore, the valuation and payment of compensation will comply with the principle of full replacement costs as required by ESS5. The RPF applies to involuntary taking of land which results in relocation or loss of shelter and loss of assets or access to assets or natural resources or loss of income sources or means of livelihood, whether or not the PAPs must move to another location. The WB ESS5 categorizes those eligible for compensation and resettlement in three groups as shown below.

- i. Those who have formal legal rights to land (including customary and traditional rights recognized under the laws of the country).
- ii. Those who do not have formal legal rights to land at the time the census begins but have a claim to such land or assets-provided that such claims are recognized under the laws of the country or become recognized through a process identified in the resettlement action plan (itinerant farmers or sharecroppers).
- iii. Those who have no recognizable legal right or claim to the land they are occupying.

PAPs covered under i) and ii) above are to be provided compensation for land and property expropriated, disturbance costs and any other assistance required to be resettled and to pick up their social and economic livelihoods

again. Persons covered under iii) above are to be provided with resettlement assistance in lieu of compensation for the land they occupy or use, and other assistance, as necessary, to achieve the objectives set out in this policy if they occupy or use the project area prior to a cut-off date. Persons who encroach on the area after the cut-off date will not be entitled to compensation or any other form of resettlement assistance. All persons included in i), ii) or iii) above are to be provided with compensation for loss of assets other than land if they occupied the land before the entitlement cut-off date.

All PAPs irrespective of their status or whether they have formal titles, legal rights or not, squatters or otherwise encroaching illegally on land, are eligible for some kind of assistance if they occupied the land before the cut-off date. Persons who occupy the area after the socio- economic study (census and valuation) and the publicized cut-off date are not eligible for compensation or any form of resettlement assistance.

The entitlement cut- off date refers to the time when the valuation assessments of the land and assets/developments on the land and a census of all the affected people are complete. The date of the census will serve as the cut-off date for eligibility and no new arrivals in the project area or assets created after the cut-off date will be eligible for compensation after valuation. All stakeholders including PAPs will be informed of the cut- off date and its implications. Information about the cut-off date will be disseminated mainly through public meetings, notices in local newspapers, radio announcements and through local authorities. Maintenance and seasonal cropping will be allowed and compensated.

6.2 Eligibility for resettlement/relocation

Eligibility for compensation and/or resettlement will consider the following categories of PAPs:

- All those affected households whose family land and/or assets, business, services and buildings are located within the identified project sites that has to be expropriated for effective implementation of the RUMI Project.
- Households who are occupying land that will be acquired by the project and the remaining piece is considered economically unviable.

- All economically displaced and squatters shall be eligible for compensation

6.3 Eligibility for Community Compensation

Eligibility may also be claimed collectively, for example by a community or religious group, when the assets lost are of communal property or use. Groups which own communal land and properties thereon, if expropriated and/or access to assets and or resources under statutory or customary rights will be blocked by the project, such groups and or organizations will be eligible for compensation. The rationale for this is to ensure that the pre- project socio-economic status of communities adversely impacted is also restored. The local government will play a crucial role in identifying communal assets.

6.4 Assistance for Loss of Income and Livelihood rehabilitation support

Persons who will lose their income due to the project, and workers who will lose their employment and or economic livelihoods in the process of expropriation will be entitled to transitional income support. Compensation equivalent to lost income for the duration of impact should be paid to the latter. In addition, PAPs will be entitled to transitional assistance, which will include moving expenses, support for acquisition/making of temporary residences (if necessary), and employment on the project. The local administration shall be instrumental in judging eligibility for compensation. Livelihood restoration strategies will be put in place and implemented during the construction of the project. Monitoring of the strategies will commence about 3 months after their implementation and will continue after the construction phase for a period of about 2 years.

6.5 Assistance to Vulnerable Groups

The compensation implementation will entail taking special measures and assistance for vulnerable affected persons, such as individuals or groups who, by virtue of, for example, their age, gender, race, ethnicity, religion, physical, mental or other disability, social, civic or health status, sexual orientation, gender identity, economic disadvantages or indigenous status, and/or dependence on unique natural resources, may be more likely to be adversely affected by the project impacts and/or more limited than others in their ability

to take advantage of a project's benefits . PAPs will be entitled to compensation and resettlement assistance that will help in the restoration of their livelihoods to at least, pre-project standards.

6.6 Entitlement matrix for proposed resettlement and compensation policy

The entitlement matrix is given in Table 3 below and will form the basis for resettlement planning (through the preparation of RPs) and compensation of project affected people in case of involuntary displacement under the project.

Table 3: Entitlement Matrix.

S/N	Type of Loss	Unit of Entitlement	Entitlements
A. Loss of Residential / Commercial / Institutional Land			
A1	Partial loss of land but residual is viable economically	Title Holder	Cash compensation at full replacement cost. The CoK will provide a new land title and rehabilitation permits to the PAP for free.
		Tenant / Lease Holder	<ul style="list-style-type: none"> • Advance notice to vacate. Payment for unexpired portion of the lease for the land lost.
A2	Entire loss of land or partial loss where residual is not viable. (Acquire all lands if the residual land is not economically viable for the owner.)	Title Holder	<ul style="list-style-type: none"> • Cash compensation for entire land holding at full replacement cost.
		Tenant / Lease Holder	<ul style="list-style-type: none"> • Advance notice to vacate, • payment for unexpired portion of the lease for the land lost. • Assistance finding alternate land to lease
A3	Displacement of non-owners using the land for residence or livelihood activities	Occupant	<ul style="list-style-type: none"> • Resettlement /relocation assistance • Livelihood restoration

			•
B. Loss of Residential and Non-Residential Structures (Including “business premises”)			
B1	Fully affected / partially affected and remaining structure/improvement is non-viable (Owner Built)	Owner of structure (regardless of land title status)	<ul style="list-style-type: none"> • Compensation for the structure at full replacement cost, • Demolition allowance (cash compensation at full replacement cost of structure). • Moving fee (Transport + Wage for casual laborers). • CoK will provide a new land title and rehabilitation permits to the PAP for free if PAP acquires new land. • Right to salvage material, Advance notice to vacate.
B2	Loss of occupied portion	Tenant and informal business tenants	<ul style="list-style-type: none"> • Disturbance allowance (Equivalent of 3 months’ rent but not exceeding the demolition allowance issued to the owner). • Moving fee (Transport + Wage for casual laborers). • Advance notice to vacate in accordance with the tenancy agreement. • Re-imbursement of remaining worth of deposit on rent. • Assistance finding new rental premises

C. Loss of Standing Tree Crops			
C1	Trees	All Cultivators (regardless of land title status)	<ul style="list-style-type: none"> • Compensation at full replacement cost for any non- food trees, shrubs / permanent grass based on economic/market value for tree and vegetation. • For food trees, additionally, compensation for any lost production cycles until maturity of new trees
D. Loss of Livelihood			
D1	Land based livelihoods;	Agri-business Farmer	<ul style="list-style-type: none"> • Compensation for yields of existing or typical crops for any lost crop cycles at market value • Physical preparation of the farm land (clearing, levelling, creating access routes and soil stabilization.
D2	Wage based livelihoods	Workers/employees of affected entities	<ul style="list-style-type: none"> • One time subsistence allowance equivalent to three months minimum wage income in the concerned District or actual wage if evidence provided. • Skills training and job placement. • Provision made in contracts with project subcontractors for employment of qualified local workers. • link up with local NGOs and government entities providing small-scale credit facilities to finance start

			up enterprises.
D3	Enterprise-based livelihoods	Affected Established and nascent entrepreneurs and artisans.	<ul style="list-style-type: none"> • One time subsistence allowance of equivalent to three months minimum wage income in the concerned District or actual income if evidence provided. • Sponsored entrepreneurship training in business planning, marketing, inventory and quality control).
	Economic displacement	For instance roadside workers, vendors, kiosks	<ul style="list-style-type: none"> • Allocation of a new working place at a location acceptable to PAP and the Government will pay 6 months rent if the place is not government owned. • Assistance to move. •
E. Assistance to Vulnerable Groups			
E1	Special assistance for vulnerable households or persons	Highly vulnerable households -All- (Elderly living alone, disabled, child headed households or household headed by	<ul style="list-style-type: none"> • Assistance to move, • CoK will provide a new land title where the PAPs land or house is partially affected, and the remaining portion of land viable for livelihood re-establishment and rehabilitation permits to the PAP for free. • If landless and/or physically displaced,

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	women).	<p>resettlement/relocation assistance to ensure PAPs do not become homeless</p> <ul style="list-style-type: none"> • Food and subsistence assistance for 6 months until other measures provide basic livelihood
	Highly vulnerable households (low literacy level and limited ability to qualify for employment and low income)	<ul style="list-style-type: none"> • Training on skills to facilitate access to casual or semi-casual employment opportunity in RUMI, • CoK will provide a new land title and rehabilitation permits to the PAP for free, • Implementing agency will review applicants on a case by case basis then pay bulk of the fees to a Government pre-Approved NGO or training agency(s) e.g. Intergraded polytechnic regional center. •
	Highly vulnerable households (pre-existing medical condition and low income)	<ul style="list-style-type: none"> • Facilitation of government provided medical services. • for those that are not already in the government social safety net program facilitate their enrollment for assistance.

CHAPTER VII: METHODS FOR VALUING AFFECTED ASSETS

7.1 Introduction

This section describes different valuation methods used at international level and provides guidelines on suitable ones for RUMI taking into consideration Rwandan legislation on asset valuation as well as requirements of the World Bank's ESS5.

7.2 Description of valuation approaches

- (a) Replacement cost approach (RCA):** Replacement cost is the market value of the affected asset plus transaction cost. The RCA is based on the assumption that cost and value are related. It involves finding the estimate of the gross replacement cost of an asset which is the estimated cost of constructing a substitute structure or buying an alternative land in a location and size of equal value at current market prices.
- (b) Market comparison Approach (MCA):** this involves the direct comparison of the Property's value determining features with those of immediate and surrounding vicinity That sold recently. This method simply arrives at the value of an asset by taking an estimate of similar asset (in size, frame and location) sold in recent time to arrive at the Cost of the asset to be acquired or demolished by a project. It is most desirable when Cash compensation is the choice compensation and active and transparent land markets exist in the affected locality.
- (c) Direct Capital Comparison Method:** This method assumes that the value of a property is arrived at by direct comparisons made with other similar available property transactions in the area or vicinity. Considerations are made with reference to location, accessibility, demand and supply positions, quality and standard of the built-up structures, age and condition, the prevailing economic and property market trends. Sale values are then analyzed and processed to form units of value per square meter of the total external floor area of the buildings. These are then compared with the subject property on the same basis to arrive at an adjusted unit of value and apply the same to the subject property whilst allowing for similarities and dissimilarities.
- (d) The Depreciated Replacement Cost Method of Valuation:** This method is

used to value properties where there is no general demand and thus for which comparable evidence is absent. If such properties are sold, the price required by the vendor would normally be the cost of construction plus the value of land for an alternative property. In such circumstances, it is reasonable to assume that value and cost are equal. Therefore, this method requires estimates of the value of the land in its existing use and of the gross replacement cost of buildings and other site works from which appropriate deductions may then be made to allow for age, condition, economic or functional obsolescence and environmental and other factors which might result in the existing property being worth less than a new replacement. This method is not aligned with ESS5 and cannot be used in the preparation of RAPs under this RPF.

- (e) The Investment Method:** This method is designed to value investment properties mostly applied to the valuation of businesses, using projected future incomes and costs to arrive at a present value of a business. The estimated gross annual rent is reduced to a net income after deducting expenses. The net annual income is then capitalized at an appropriate yield. Rental values of properties are extracted during field inspections.
- (f) The Residual Method of Valuation:** This is used to value properties with latent value which could be released by further development. It calculates the residual value which essentially is the value that a prospective developer would be prepared to pay for the site. It, thus, is an approach that is suitable for aiding property development decisions by indicating the possible values of the development once completed and by providing a guide as to the likely profits. If the developer's profit is negative, then the proposed development is considered not viable unless in the converse situation.

7.3 Guidelines for the valuation methodology under RUMI Project

The RPF adopts the replacement cost as the method to be applied under RUMI as recommended by the World Bank ESS5. Replacement cost” is defined as a method of valuation yielding compensation sufficient to replace assets, plus necessary transaction costs associated with asset replacement. Replacement cost will be used when valuing all assets and associated transactions, displacement, economic impacts. The Rwandan expropriation law will only

serve as a starting point for the valuation of assets but to achieve full replacement costs other considerations such as:

- The cost to acquire new land titles.
- The cost to acquire new construction permits.
- Relocation/moving expenses.
- Necessary assistance for vulnerable groups.
- Estimation of immediate losses.
- Cost of labor.
- Cost of construction materials
- No deductions for depreciation

Any other transaction costs that the PAP might incur because of the involuntary resettlement will be evaluated.

After a total price is established, a mandatory 5% of total value as per the Rwandan expropriation law will be added to cater for potential unforeseen transitional costs and others unpredictable immediate losses.

Any gazetted values may be used as references, but FRV and market value will be verified by independent qualified experts. The replacement cost method will be applied to different assets as follows:

i. Agricultural Land

Compensation for land will aim at providing a farmer whose land is acquired and used for project purposes with compensation for land labor and crop loss. For this reason, and for transparency, “Land” is defined as an area or homestead:

- In cultivation
- Being prepared for cultivation, or
- Cultivated during the last agricultural season.

This definition recognizes that the biggest investment a farmer makes in producing a crop is his or her labor. A farmer works on his/her land most of the months of the year. The major input for producing a crop is not seed or fertilizer, but the significant labor put into the land each season by the farmer. As a result, compensation relating to land will cover the market price of labor invested in the previous or current season as well as the market price of the crop lost.

After a total price is established, a mandatory 5% of total value as per the Rwandan expropriation law will be added to cater for potential unforeseen transitional costs and others unpredictable immediate losses associated with the involuntary resettlement.

ii. Crops and trees

- Valuation of trees will be based on current market value taking into consideration the type, age and the productive value of the tree. Although government rates prepared by the Institute of Real Property Valuers each year exist, market research will be conducted by appropriate experts (independent valuers) to determine if the government rate is in tune with current market rate. Where this rate is different from current market rate, the later will be used to fulfil the condition “current market rate” per ESS5.
- Valuation for crops is at full market value of crop yield per hectare. This entails conducting an inventory of size of hectares farmed by each PAP and the type of crop. The existing market value of crop yield per hectare will be determined and adjusted (as may be necessary for inflation) and associated transactions including the cost of labor and fertilizers will be calculated as well during RAP preparation as so that the end result will be reflect the prevailing market price at the time of RAP compensation.

After a total price is established, a mandatory 5% of total value as per the Rwandan expropriation law will be added to cater for potential unforeseen transitional and other unpredictable immediate losses associated with the resettlement.

iii. Residential land and buildings

As a starting point for the valuation of assets, market rates for the different assets will be used. The role of the Institute of Real Property Valuation and Council for Regulation of Real Property Valuation, as outlined in the Land Valuation law No. 17/2010 of 12/05/2010, will be to provide independent ‘fair and just’ valuation of land and affected assets in the event of expropriation. A property valuer certified by the Council Regulation of Real Property Valuation will be responsible for assessing all affected property and attaching compensation costs to each property. According to the Expropriation Law, the

valuation must be based on prevailing market rates whose benchmark rates are set up and gazetted each year by the Institute of Real Property Valuers in bid to make sure that prices are following current market trends. After the valuation of the properties using markets values as a basis is completed, to ensure full replacement cost, other considerations will be weighed in:

- The cost to acquire land titles.
- The cost to acquire new construction permits.
- Relocation/moving expenses.
- Estimation of immediate losses.
- Necessary assistance for vulnerable groups;
- Cost of labor.
- Cost of construction materials
- No deductions for depreciation, and
- Any other transitional costs that the PAP might incur as a result of the involuntary resettlement.

After a total price is established taking into consideration all the above, a mandatory 5% of total value as per the Rwandan expropriation law will be added to cater for additional potential unforeseen transactions and unpredicted immediate losses associated with the involuntary resettlement.

Treatment of depreciation: The Rwandan law on expropriation in public interest requires that while valuing fixed assets such as buildings, their valuation must not take into consideration any depreciation related to age of the property or any damage that it might have incurred over years due to ravages of time. Furthermore, if for example the price of cement in 1990 when the house was built was 5\$ and today is 15\$, while valuing the house today, the valuer will consider 15\$ which represents the current market value. This goes for all construction materials and associated transactions as well as labor or any other transactions and/ or works that the owner might have undertaken while constructing or acquiring the house.

Therefore, the full replacement value of assets will be calculated without deducting any depreciation. This is also required by ESS5.

7.4 Comparison of Land/Property Values Countrywide

In case there are no compensation rates to be used as valuation basis, the

Valuer shall compare prices by referring to the prices recently assigned to a real property that is similar or comparable to the real property subject to valuation. Where comparable prices are not available for land in a particular area, the Valuer may use comparable prices of similarly classified land from other areas of the country, as per benchmark rates published by the Institute of Real Property Valuers and add the cost of transactions and other relevant factors to achieve full replacement cost.

7.5 Method for Taking Inventory of Assets and PAPs

To prepare for compensation and other resettlement benefits, it will be imperative that a comprehensive asset inventory and affected persons census in the designated areas for the project is undertaken. The census and inventory will specify the different assets, properties affected in each plot of land and their owners. The certified Real Property Valuer, who will be responsible for undertaking valuation of assets, will be responsible for the valuation exercise working together with the land and property owners and the local leaders of the area.

7.6 Valuation Procedure

At each of the land/plot to be expropriated, the valuer will take detailed count of all crops, trees and the size of the land. In addition, the valuer will count and measure all the affected buildings / structures in the presence of the affected person and a local leader. A Compensation Assessment Form will be filled to record all the properties/ assets affected. The licensees or sharecroppers' crops and improvements will also be noted and recorded on a separate Compensation Form bearing the names of the licensee or sharecropper. The property of the sharecropper/licensee will be recorded in the presence of the landowner, the licensee/sharecropper, and the area leader. All the participating parties will verify the contents of the Compensation Assessment Form and will thereafter append their signatures to this form. The affected persons will take a copy of the Compensation Assessment while the original will be retained by the valuer.

7.7 Land Survey

A Land Surveyor will demarcate the boundary of the project land required for acquisition. He will then demarcate individual affected property parcels to

determine the different land areas/sizes acquired from each PAP. The surveyor will work hand in hand with the affected persons, other community members and the Local authorities, Cell Executive Secretary and village (umudugudu) leader. This is mainly for purposes of transparency and confirming land boundaries and ownership of the affected property (land and assets). In cases where the landowners will be absent, family members, caretakers or spouses will be encouraged to be present and represent the household. The land inventory will specify the different customary tenures under which the different affected plots of land fall (e.g. customary, leasehold, freehold etc.).

7.8 Socioeconomic Profile of Each PAP

A comprehensive structured questionnaire will be used to establish the socioeconomic status of every PAP to guide in effective compensation, resettlement, livelihood restoration and monitoring of the PAPs after expropriation and resettlement. Special attention will be paid to the needs of vulnerable people among the PAPs especially individuals or groups who, by virtue of, for example, their age, gender, race, ethnicity, religion, physical, mental or other disability, social, civic or health status, sexual orientation, gender identity, economic disadvantages or indigenous status, and/or dependence on unique natural resources, may be more likely to be adversely affected by the project impacts and/or more limited than others in their ability to take advantage of a project's benefits

. For these reasons, the project sponsor should bear in mind that resettlement may provide opportunities to an affected community to improve housing, public infrastructure, and services and to engage in land use planning that contributes to the long-term development objectives.

A) Computation of Compensation Packages

Valuation and Calculation of the affected property value will be based on the following:

- ✓ Land: Valuation will be based upon replacement cost by adding market value, necessary transaction costs, and labor cost.
- ✓ Crops and Trees: Valuation will be based upon replacement cost by adding market value, necessary transaction costs, and labor cost.
- ✓ Structures: Valuation will be based upon full replacement cost.

Replacement cost will be based upon sizes of structures, materials used and their prices, transportation costs of delivery of these materials and manpower.

- ✓ Community asset/resource: These will be provided in kind. The alternative community asset including land will be at least of the same standard as or better standard than the affected asset.
- ✓ Loss of Business or other income: Compensation will be paid for the lost income and production during the transition period (the time between losing the business and full re-establishment of livelihood). This will be estimated based on the daily or monthly income of the affected parties.
- ✓ Inflation Tendencies: The fact that normally the period between valuation and compensation of assets is long, inflation allowances shall be considered when computing compensation costs.

B) Forms of Compensation

Individual and household compensation will be made in cash, in kind, and/or through any other form agreed to between the expropriator and PAP, and with the knowledge and presence of both man and wife and adult children where applicable. The type of compensation will be an individual choice. For payment of compensation in-kind, the timing and alternative locations will have to be decided and agreed upon by each recipient, in consultation and agreement with the expropriator. Compensation shall be done in the following forms:

- Cash Payment - Compensation will be calculated at new replacement (i.e. un-depreciated) value and paid in Rwandan Francs. Rates will be adjusted for inflation.
- In-kind compensation - Compensation may include items such as land, houses other buildings, of equal or better value. If building materials are provided transport and labor costs must also be provided.
- Additional assistance - Resettlement assistance will comprise of disturbance allowance valued at 5% of the value of the land and property to cover some transitional and relocation costs thereon.
- Economic Rehabilitation Assistance may include training, capacity building as well as provision of assistance to facilitate reestablishment of livelihood activities such as provision of seedlings, agricultural inputs and financial

credits for equipment.

C) Disclosure and Notification

All eligible PAPs will be informed about the RUMI Project and the RP process. Disclosure and notification of entitlements will be carried out by the expropriator responsible for implementing the respective RPs to enable the dissemination of the results of the land and property/asset compensation assessment process and other entitlements based on income and transitional losses and livelihood restoration. The individual household database will be updated after individual consultation disclosure and will be displayed at the cell. Notification about the intended disclosure will be done through media announcements and formal notification (written and verbal) and through local leaders.

D) Documentation and Verification of Land and Other Assets

The inventory of all assets and census of affected persons shall be compiled in a Valuation Report and a strip map which shall be submitted to the implementing agency (CoK Council) for approval. A Resettlement Plan Report shall also be prepared and submitted to the World Bank as the financier of the preparation of the project (feasibility study, detailed design, ESIA and RP) and implementation of RAP, and other relevant agencies involved with the approval of the project. The RP report will contain all the necessary personal information on the PAPs and their household members; their total land holdings; inventory of assets affected; and demographic and socio-economic information for monitoring of impacts.

A. The verification of ownership of land and other assets shall be done with the help of local authorities, neighbors, clan members, family members and documents like land titles and land sale agreements. A Valuation Form detailing the quantities of the affected properties and the total compensation shall be signed by each PAP and witnessed by a spouse, or child above 18 years or any other person as chosen by the PAP. In addition, the respective village leaders, the implementing agency's representative and representatives of the Sector and Cell will also append their signatures to the consent form. The implementing agency will keep all copies of the documentation of the whole process. The documents will be referred to during monitoring and evaluation

of the resettlement activities. The RP implementing team shall consider several aspects for proof of eligibility and these will include among others the following:

- 1) The land title.
- 2) Written evidence indicating that the person purchased the land, received it as a donation or as a legacy or a successor.
- 3) A document or statement of local administrative entities indicating rights of the expropriated person on the land.
- 4) A document or testimony of the neighbors sharing the boundaries with land confirming the ownership of the land (.).
- 5) A court certificate. Consultations with and witnesses like local authorities (sector/Cell land committees and community leaders, neighbors, family members, elders and the general community will also be undertaken. Photographs of the eligible PAPs will be attached to each PAPs file. This will ensure that the right beneficiaries of the project are compensated.

B. The verification of occupancy and ownership of structures and other assets for land occupants without title shall be verified through a census with photos, witnesses, receipts, declarations of neighbours and local leaders

E) Individual / Household Compensation

Individual and household compensation will be made in cash, in kind, and/or through any assistance as agreed to between the expropriator and the PAP. The type of compensation will be an individual choice. However, PAPs will be advised on the importance of accepting in-kind compensation. All in kind compensation will be handed over to the PAP in the presence of the local leaders (Sector, Cell and village/umudugudu), district representatives and representatives of the implementing agency.

F) Community Payments

Although the project does not normally take land and other assets belonging to a community, such as a community centers, schools, health facilities or sacred site, if this occurs in a project, the community (as a whole) will have to be compensated. This compensation will be in the form of reconstruction of the facility (in case of damages) or replacement at least to the same or equivalent

standard or better standard if required by local planning regulation. Formal agreement, on compensation, between the property-owning institution/community and implementing institution will be undertaken to enhance transparency and cooperation.

I) Procedures for Delivery of Compensation

It is recommended that cash compensation be made through reputable local banks. This will ensure security of the PAP's money especially for those receiving large sums. Forms acknowledging receipt of the compensation packages shall be signed by each PAP. In case the land/property being compensated for is jointly owned by a married couple, the compensation will be paid to a joint account on which both are signatories.

J) Livelihood Restoration Plan

Project-related land acquisition and restrictions on land use can have adverse impacts on communities and persons that use this land. Unless properly managed, involuntary resettlement may result in long-term hardship and impoverishment for the affected communities and persons, as well as environmental damage and adverse socio-economic impacts in areas to which they have been displaced. As involuntary resettlement may not be unavoidable in this project, planning and implementing appropriate measures to mitigate adverse impacts on displaced persons have been a priority before the start of the project. In this regard a socio-economic survey of PAPs will be done to characterize them, identify vulnerabilities and get information on the preferences of PAPs to improve, or restore, the livelihoods and standards of living of displaced persons. In addition, to providing compensation for loss of assets at replacement cost and ensuring that resettlement activities are completed and address transitional losses and impacts on livelihoods, all activities will be implemented with appropriate disclosure of information, consultation, and the informed participation of those affected.

Where the impact on people's livelihoods may be significant because of loss of land, access to resources and livelihoods in case of economic displacement, affected people will be assisted and monitored in the rehabilitation of their livelihoods, during and after the transition period.

Livelihood restoration measures will be assessed in the RAPs preparation and

rehabilitation measures designed taking into consideration the local context and PAPs different circumstances. They will include as determined by the impacts to be mitigated:

- Skills training and job placement for informal vendors.
- Link up with local NGOs and government entities providing small-scale credit facilities to finance start up enterprises, to support business scale up, sustainable business growth and livelihood improvement.
- Provision of modern markets for informal vendors.
- Financial literacy training for the PAPs who may be compensated for their properties and assets or lost income.
- Grace period for bus operators and others who will need to relocate their businesses and/or activities they formally carry on the land to be covered by RUMI Project.

7.9 Socio-economic impact analysis

The objective of the assessment of impacts is to identify and assess all the significant impacts that may arise from the undertaking of an activity and findings are used to inform the competent authority's decision as to whether the activity should be either authorized subject to conditions that will mitigate the impacts to within acceptable levels or refused. In this sense, impacts are defined as the changes in a social parameter that result from undertaking an activity. These changes are the difference between effects on a social parameter where the activity is undertaken compared to that where the activity is not undertaken and occur over a specific period and within a defined area.

Types of impacts

Different types of impacts may occur from the implementation of this type of project, which may be positive or negative, and can be categorized as being either direct (primary), indirect (secondary) or cumulative. Direct impacts are impacts that are caused directly by the activity and generally occur at the same time and at the place of the activity. These impacts are usually associated with

the construction, operation or maintenance of an activity and are generally obvious and quantifiable. Indirect impacts are induced changes that may occur because of the activity. These types of impacts include all the potential impacts that do not manifest either immediately when the activity is undertaken, or which occur at a different place because of the activity³⁴). Cumulative impacts: are impacts that result from the incremental impact of the proposed activity on a common resource when added to the impacts of other past, present or reasonably foreseeable future activities. Cumulative impacts can occur from the collective impacts of individual minor actions over a period and can include both direct and indirect impacts (Jain et al, 1993).

Potential positive socio-economic impacts

- Contribution to Kigali Transport Masterplan.
- Job creation.
- Construction of designated and organized market centers.
- Reduction of Carbon dioxide (CO₂) emissions through e-bus model.
- Improved road transport network and usage.

Potential negative socio-economic impacts

- Displacement of PAPs, especially informal vendors, and bus operators.
- Disturbance of road transport users during the project implementation.
- Accidents and injuries during construction.
- Economic disruptions caused during construction phases and vendors relocation.

³ Jain RK, URBAN LV, Stacey GS and Balbach HE (1993): Environmental Assessment, MC Graw-Hill, Inc, New York, USA, ISBN 0-07-032369-0.

⁴ Fuggle RF and Rabie Ma (1994): Environmental Management in south Africa, Second Impression, Juta &Co, Johannesburg, ISBN 0-7021-2847-3.

Measures to address negative socio-economic impacts:

- Provision of fair compensation packages, relocation assistance and livelihood restoration to all affected PAPs.
- Relocation to designated sites for bus operators and road transport users.
- Designated markets for informal vendors.
- Ensure compliance to safety guidelines during all project phases and activities.

Depending on the extent to which implementation affects livelihoods, which will be determined by the RAPs, the support highlighted in this section will be provided.

i. Approval and disclosure

The RPF will be cleared/approved by the Government of Rwanda and the World Bank and subsequently disclosed in the CoK Website and in the World Bank website.

🚦 Methods of disclosure for local dissemination

Disclosure will be done as follows:

- ✓ Through public meetings, including community meetings (Umuganda) held every last Saturday of the month, weekly community meetings (Inteko y'Abaturage) held at village level every Tuesday afternoon.
- ✓ Official communiques will be aired and distributed in local and national media outlets, written ones will be publicly displayed at different administration offices and community gathering places designated by local leaders starting with the Cell up to the District.
- ✓ Workshops for local community representatives as well as other local stakeholders such as NGOs, religious groups, the private sector, potential PAPs where known, will be organized to discuss the RPF and procedures including proposed valuation methods and the GRM.

CHAPTER VIII: CONSULTATIONS AND CITIZEN ENGAGEMENT

8.1 Introduction

Project stakeholder consultation is a vital component of the RPF and RAP process. The consultation process focuses on providing information on the proposed project in a manner that can be understood and interpreted by the relevant audience, seeking comment on key issues and concerns, sourcing accurate information, identifying potential impacts and offering the opportunity for alternatives or objections to be raised by the potentially affected parties. Consultation has also been found to develop a sense of stakeholder ownership of the project and the realization that their concerns are taken seriously, and that the issues they raise, if relevant, will be addressed in the RPF process and will be considered during project design refinement.

8.2 Public Consultation and Participation During the Preparation of the Project

Consultations with the project stakeholders began during the scoping phase, and feasibility studies. More particularly, engagement was carried out in parallel with the stakeholder engagement plan (SEP), then continued throughout the entire RPF process whereby social safeguards experts from different national institutions including REMA, RTDA, REG, NLA, FONERWA, and RHA, held a workshop that complemented views having been collected from other stakeholders by providing review and inputs for the draft RPF, and will continue into the operational phase of RUMI Project. Again, consultations with officials from concerned institutions, and PAPs representatives were organized.

Public consultations with PAPs and stakeholders were held to inform them of the upcoming project activities, seek their views, and discuss any unintended project impacts and outstanding implementation related matters in a manner that can be understood and interpreted by the relevant audience. Consultations have equitably engaged all the groups of the communities including females, males, youths and vulnerable groups in affected communities. Local leaders were part of the meetings as well as relevant

representatives of the private sector. All meetings were conducted in Kinyarwanda local language with minutes documented, including lists of participants and pictures.

The benefits of the consultation meetings include among others:

- Early involvement of the affected people,
- Improved community understanding of the project scope and objectives,
- Meeting environmental and social standards compliance through increased ownership,
- Enhancement of decision making by the project decision makers.

Consultations were conducted through meetings with representatives from key government institutions, transport operators, business operators, hawkers, drivers, pedestrians, and passengers. These meetings took place on 20th October 2023 and 27th October 2023 for Rwanda Water Board (RWB) offices. Consultation with safeguards experts was held from 2nd April to 6th April 2024, with the focus to review the draft RPF and provide inputs. The meetings with PAPs were focused on sourcing information on their perception, fears, and expectations towards the project. The engagements also were centered to raise awareness on their rights in the resettlement processes for instance rights to compensation (if any), choice of compensation modes, relocation areas, special assistance to the vulnerable groups and resettlement assistance and livelihood restoration.

etc. . Table 5 summarizes the key issues raised and responses provided during the consultations, while pictures and attendance lists are provided in annex 3.

Table 4: Summary of details of RUMI preparation stage stakeholder engagement meetings

S/N	Date	Venue	Participant Categories	No. of Participants	
				Female	Male
1	July 26, 2023	Kaizen HOTEL	Consultants, representatives of PAPs, and stakeholder institutions	1	8

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	(Before Noon)				
2	July 26, 2023 (After Noon)	St Paul Building (ATPR Head Offices)	1 Consultant, representatives of PAPs, and stakeholder institutions	1	9
3	July 26, 2023 (After Noon Evening)	JALI Ltd Head Offices	Consultants, representatives of PAPs, and stakeholder institutions	0	8
4	July 28, 2023	CoK Meeting Hall	Consultants, representatives of PAPs, and stakeholder institutions	3	14
5	October 17, 2023	Nyabugogo	Project affected people, and stakeholder institutions	4	14
6	October 24, 2023	Grazia Hotel Meeting Hall	Consultants, representatives of PAPs, and stakeholder institutions	1	13
7	October 25, 2023	Hilltop Hotel Meeting Hall	Consultants, representatives of PAPs, and stakeholder institutions	6	25
8	October 26, 2023	Egis Head Office Meeting hall	Consultants, representatives of PAPs, and stakeholder institutions	2	7
9	January 17, 2024	Hilltop Hotel Meeting	Consultants, representatives of PAPs, and stakeholder institutions	2	17

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		Hall			
10	April 5, 2024	Fatima Hotel	Experts in environmental and social risk management sector	4	7

Table 5: Key Issues from stakeholder consultations

Institution	Issues/concern raised	Response provided by CoK
Rwanda Utility Regulatory Authority (RURA)	<ul style="list-style-type: none"> ✓ The consultants were briefed on the mandate in Transport, Energy, Telecommunication, water and Sanitation and ICT as a regulatory body in Rwanda, ✓ On Nyabugogo Bus Terminal, some of the challenges include, ✓ poor infrastructure, ✓ continuous floodings, ✓ overcrowding due to limited space, ✓ poor management of solid waste, ✓ Poor protection of pedestrians from accidents and theft. 	<ul style="list-style-type: none"> • Proposed Solutions to overcome the current challenges include: ✓ RURA need to setup new public transport guidelines to better manage the Nyabugogo Bus terminal,
Ministry of Trade and Industry Headquarter: Director of Planning	<ul style="list-style-type: none"> • Discussions hinged on the introduction of the project, social impact to the people (positive and negative) and the role of MINICOM in the project. The negative 	<ul style="list-style-type: none"> • It was revealed that small businesses at the project site are overseen by the districts. • During the implementation of the

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	<p>impacts highlighted include.</p> <ul style="list-style-type: none"> ✓ Loss of business ✓ Increase in demand of shops. ✓ Loss of clients ✓ Unemployment 	<p>project, small businesses will need to form associations to overcome the challenges.</p> <ul style="list-style-type: none"> • MINICOM will advocate for the rights of small businessmen and women in the project area
<p>Nyabugogo Bus Terminal: Bus operators including Ruhire Express (Eastern Zone), Omega car, RITCO express, Virunga, Volcano, Capital and Horizon Express</p>	<p>The challenges operators face include the following:</p> <ul style="list-style-type: none"> • Availability of fake tickets due to poor management of the bus park • Overcrowding • Theft • Few public toilets • Hawkers who deal in illicit businesses <p>Fears</p> <ul style="list-style-type: none"> • Operators expressed their fears about where they are going to be relocated during the project implementation, they claimed that these may lead to a decrease in the number of customers. 	<p>Expectations</p> <p>All operators expressed their delight to rehabilitate the Nyabugogo Bus Park because this may lead to the following benefits:</p> <ul style="list-style-type: none"> • Security will be enhanced. • Hygiene in the park will be improved, • Availability of employment opportunities during the implementation of the project, • Increase in the number of customers because many people who feared to use Nyabugogo Park will come,

	<ul style="list-style-type: none"> • Increase in rentals after the rehabilitation of the park. • Timeline of when the project will start - clarifications were requested, • Fear of customers going elsewhere due to relocation of their business facilities. • Relocation site, where they are going to be relocated. 	<ul style="list-style-type: none"> • Customer care facilities will be facilitated to customers like public toilets, waiting rooms for passengers etc. • There will be Improvement in the working environment in the park, • Illicit businesses will be discouraged due to improved security. • Drop in accident cases due to improvement of park management. <p>Recommendation</p> <ul style="list-style-type: none"> • Effectively manage the issue of the hawkers, • Control the selling of unwanted goods like drugs in the park, • Entrance to the terminal should be effectively managed, • The terminal should be partitioned to ticket selling points, business areas, waiting points etc. to avoid overcrowding in the vicinity. They
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		recommended that shops maybe located outside the parking area.
Rwanda Water Board (RWB) offices	<ul style="list-style-type: none"> It was revealed that Nyabugogo bus terminal is currently faced with serious wastewater management problems. 	<ul style="list-style-type: none"> ✓ Effective Sewage systems should be put in place to improve the status quo, ✓ Rainwater harvesting should be encouraged to improve hygiene in the public toilets, ✓ Form the committee to deal with wastewater management in the design of the project.

8.3 Consultation for the RPF

The City of Kigali assigned the project team to be responsible for stakeholder engagement and some high-level engagement involving the City leadership will be carried out using different platforms. Consultation with safeguards experts was held from 2nd April to 6th April 2024, with the focus to review the draft RPF and provide inputs.

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Table 6: List of Participants to Consultation Workshop for the ESMF/RPF

Representatives (name/institution)	Institution	Position	Role
UWASE Sheila	CoK	SPIU Coordinator	Presentation of the project description and components
Samuel BIGENIMANA	CoK	Environmental Specialist	Presentation of the rationale for preparation of the ESMF and anticipated environmental and social impacts
UWITONZE Felix	CoK	Social Safeguards Specialist	Presentation about anticipated economic displacement for Nyabugogo Multimodal Bus Terminal
Prudence BIMENYIMANA	CoK	Social Safeguards Specialist	Review and input for draft ESMF/RPF
UWIJURU Christophe Michel	NLA	Environmental Planning Specialist	Project overview (components, subcomponents, and activities)
James MUHIRE	National Green Fund	Environmental and Social Safeguards Officer	Review and input for draft ESMF/RPF
UWANYIRINKA Marie Aimee	REMA	Social Risk Management Specialist	Review and input for draft ESMF/RPF
Jovanith KUMWAMI	RTDA	Environmental Safeguards Specialist	Review and input for draft ESMF/RPF
IGIRANEZA Lydie Pacifique	RHA	Social Safeguards	Review and input for draft ESMF/RPF

		Specialist	
TUYISHIME Pascal	REG	Environmental ist	Review and input for draft ESMF/RPF
Bienvenue MIZERO	RMB	Environmental ist	Review and input for draft ESMF/RPF

8.4 Consultation and Citizen Engagement in RAP Preparation

Guidelines for stakeholders Identification:

To carry out an effective stakeholder’s consultation during the preparation of RAPs it is necessary to determine who the stakeholders are and understand their needs and expectations for engagement, their interest, and objectives in relation to the Project. This information shall then be used to tailor engagement to each type of stakeholder. As part of this process, it will be particularly important to identify individuals and groups who may find it more difficult to participate and those who may be differentially or disproportionately affected by the project because of their marginalized or vulnerable status.

It is also important to understand how each stakeholder may be affected or their perception on how they may be affected so that engagement can be tailored to inform them and understand their views and concerns in an appropriate manner.

Depending on their level of interest or the magnitude of impacts on different stakeholders, there are 3 categories of stakeholders:

Government agencies: Have a role in the project implementation (also known as ‘implementing agencies’): they mainly consist of government agencies (ministries and local administrative entities)

Project Affected People: Project affected people here refer to those who will be directly affected by the project. This group includes people who will lose land or access to land or resources and/or livelihoods due to project activities, vulnerable groups and users of the project area who will lose their livelihoods due to the project activities such as roadside vendors, bus operators, drivers, bus users/passengers, business owners, etc. Under this category, you will also find a sub-category of vulnerable people who are likely to be disproportionately

affected by project activities such as poor households, poor women headed households, elderly people and people leaving with disabilities as well as children headed households, among others.

Interested parties: may have an interest in the Project. They include individuals or groups whose interests may be indirectly affected by the Project and who have the potential to influence the Project outcomes in any way: in this group are found neighboring households and businesses and land users, civil society organizations, opinion leaders in the project area, the private sector etc.

In order to prepare a sound Resettlement Action Plan, the project affected people are the most important stakeholders and need to be engaged accordingly. Their views on the project and its impacts on their lives as well proposals on appropriate compensation, relocation assistance and other mitigation measures including appropriate Livelihood Rehabilitation Plans is of utmost importance, hence they need to be approached, and their views collected appropriately.

Institutional Role in Implementation of RAP

Although the City of Kigali will be the implementing agency, overall project coordination will be the shared responsibility of CoK, RURA, RTDA, RNP, and MININFRA for which this project falls into its mandate. All decisions regarding this project will be made in collaboratively by these five institutions. To ensure a harmonized way of ESF implementation, there will be the Single Project Implementation Unit (SPIU), whose staff will include the Social safeguards Specialist and Environmental Specialist as well as the Project Coordinator, based in CoK as self-standing unit with clear workstream. The prime responsibilities of the Social safeguards Specialist and Environmental Specialist will be to:

- Coordinate ESF implementation across all implementing agencies.
- To ensure compliance to ESF requirements by all project actors including contractors

- To consolidate ESF implementation reports and share them with all relevant stakeholders including the World Bank.

The CoK project implementation team/unit (SPIU?) will have responsibilities that include major tasks covering technical, procurement, Environmental and social standards, M&E, financial management and accounting aspects of the Project. It will also ensure that planning and budgeting procedures are carried out at appropriate times and that Annual Work Plans are prepared and project investments included in the budget and subsequently approved by the Steering Committee. The Environmental Specialist and a Social Safeguards Specialist will oversee the implementation of the RPF under the overall supervision of the PIU coordinator.

8.5 Institutional Assessment, Organizational Arrangements, and Procedures for Delivery of Entitlements

8.5.1 Introduction

The implementation of the RPF for RUMI project will involve different stakeholders and will be done at different level from national level to CoK Administration, District, and Sector levels. The overall coordination of the project will be provided by the CoK SPIU. Stakeholders that will be involved in the implementation of this RPF are described in below detail. The implementation arrangement builds on responsibilities already in place to ensure that the requirements of this RPF are met for every project.

8.5.2 Institutional role in the implementation of RPF/RAP

The following table summarizes roles and responsibilities of various institutions involved in the resettlement process for the proposed program.

Table 7: roles and responsibilities of various institutions involved in resettlement.

ORGANIZATION	ROLES AND RESPONSABILITIES
City of Kigali	

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	<p>The overall coordination of the project will be provided by the City of Kigali and through the Single Project Implementation Unit (SPIU).</p> <p>Stakeholders that will be involved in the implementation of the RPF from national to local level are described in detail below</p>
<p>Single Project Implementation unit under CoK</p>	<ul style="list-style-type: none"> • The RUMI activities will be implemented by CoK through the Single Project Implementation Unit under CoK and reporting to the City Mayor. • The role of the SPIU will be to implement the RPF, coordinate monitoring activities, maintenance of monitoring information, building the capacity of other stakeholders in collection and analysis of monitoring data. • The project will hire two social safeguard Specialists for the SPIU who will be the focal persons during the implementation of both the RPF and site-specific RAPs. • They will also undertake the internal monitoring and evaluation role of all resettlement/displacement related activities during construction phase and operational phase.
<p>Ministry of environment</p>	<ul style="list-style-type: none"> • Providing guidelines on the implementation and application of on Environment law and the Land Use Master Plan through CoK land bureaus. • providing clarifications on land tenancy schemes (freehold or leasehold), resettlement arrangements scope. • Mobilizing the public to participate in the management and protection of natural resources.
<p>National Land Authority</p>	<ul style="list-style-type: none"> • NLA through its department of land administration and mapping is the organ

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	<p>responsible for overall management and coordination of all activities related to land administration, land use planning and management in Rwanda.</p> <ul style="list-style-type: none"> • In RAP process, advise on matters related to land ownership and expropriation. CoK land bureau in close collaboration with project staff will check the inventory of land parcels carried out during valuation exercise.
Rwanda Housing Authority (RHA)	<p>RHA will play a key role in the implementation of the RAP especially for the CoK. The role of Rwanda Housing Authority is to ensure that any construction done is aligned to the national construction guidelines and enforces compliance to these standards.</p>
District administrative officials,	<ul style="list-style-type: none"> • Review and sign all documentation. • Participation in the different consultation meetings that will be held; - Participate in the census activities for the PAPs affected assets. • Sign and approve the RAP process for individual PAPs file that indicates their affected assets and value for payment; - Following up and participating in resolving issues raised within the elected Grievance committees. • - Monitor proper and effective implementation of RAP until all the PAPs are fully compensated, and any grievances raised during the process that are addressed in a timely manner.
Institute of Real Property Valuers (IRPV)	<ul style="list-style-type: none"> • Proposes regulations, guidelines, and standards for valuation while the function of approval lies with the District Council. • Play a technical revision role for any PAP dissatisfied with a real property valuation.

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	<ul style="list-style-type: none"> • Selection of other certified Valuers who shall review and verify valuation and where need be propose adjustments to the valuation approach in helping to addressing any case of misunderstanding on the used valuation methodology.
CoK Land Bureaus,	<ul style="list-style-type: none"> • Public Awareness, including extensive consultation with the affected people. • The Administrative District land bureau will be engaged in the preparation of all the RAPs., to confirm and verify land titles, parcel boundaries, and landownership documents • Provision of information on current land use, land tenure; - Ensuring grievance mechanisms meet legislative requirements. • Interface with administrative District Land Bureau as mandated by revised Land Law. • Approving land use changes at administrative District/ Sector/ Cell level and ensuring alignment with the Land Use Master Plan. • Approving land expropriation in accordance with the RPF guidelines, ToR for.
Resettlement Committees at Cell level	<ul style="list-style-type: none"> • The City of Kigali Resettlement Committee will facilitate the RAP implementation along with compensation, land valuation, relocation assistance, livelihood restoration and grievance redress. • The Resettlement Committee will plan for, coordinate, and monitor resettlement, compensation, relocation, and livelihood restoration activities and supervise compensation payments, service delivery and assistance

	<p>provision to the project affected parties (PAPs) from Village, Cell, Sector to District levels.</p> <ul style="list-style-type: none"> • Participate in Public Awareness. • The committee shall oversee the process of RAP development ,and implementation , including provision of assistance during resettlement, and effective consultation with PAPs. • Facilitate coordination of information collation activities (such as surveys, sign-off) for monitoring purposes, in accordance with procedures put in place by the district authorities. • Elect representatives of the Committee to act as Project Liaison Officer who has regular contact with PAPs and can lead consultation, public participation, and grievance mechanisms. • To participate receiving and complains resolution.
Cell Adjudication Committee	<ul style="list-style-type: none"> • The Cell Adjudication Committee shall also participate in the resolution of grievances. Annex 3 of Ministerial Order No. 002/2008 of 2008 Determining Modalities of Land Registration, provides for Cell Adjudication Committees (CAC) for resolving disputes. Article 17 grants parties with a dispute, the right to take that dispute to the CAC for mediation.

8.5.3 Institutional Role in Implementation of RPF

The overall coordination of the Project will be provided by the City of Kigali and through the Single Project Implementation Unit (SPIU). Stakeholders that will be involved in the implementation of the RPF from national to local level are described in detail below.

1. National Level Implementation Institutions

a) CoK, RURA, RTDA, RNP, and MININFRA

The City of Kigali, RURA, RTDA, RNP, and MININFRA will together be the overseer for RIMU project. They will form a national committee It will act as the

central agency responsible for all information exchange and complementarities between the other stakeholders.

b) Single Project Implementation unit under CoK

The RUMI activities will be implemented by CoK through the Single Project Implementation Unit under CoK. The role of the SPIU will be to implement the RPF, coordinate monitoring activities, maintenance of monitoring information, building the capacity of other stakeholders in collection and analysis of monitoring data. The project will hire two social safeguard Specialist, under the SPIU, who will be the focal person during the implementation of both RPF and site-specific RAPs. He/she will also undertake the internal monitoring and evaluation role of related activities during construction phase and operational phase.

c) National Land Authority (NLA)

NLA through its department of Land administration and Mapping is the organ responsible for overall management and coordination of all activities related to land administration, land use planning and management in Rwanda. The role of NLA in the RPF and RAP process will be to decide and advise on matters related to land ownership and expropriation. NLA will also ensure that PAPs have timely access to their land documents to enable them to receive their full compensation packages on time.

d) Institute of Real Property Valuers

The valuation during the RAP processes will be carried out by locally certified valuers. As stated before, a project can either use government valuers or independent valuers to provide 'fair and just' valuation of affected assets considering the prevailing market prices of the locations.

2. CoK Level

a) CoK Executive Committee

The CoK Executive Committee is the organ that determines the areas needed to be expropriated in the public interest for construction of the Project.

b) Council of the City of Kigali

At the CoK level, the CoK Council is the organ approving the expropriation in the public interest, as recommended by the Executive Committee after consideration of the recommendation of the resettlement and compensation committee at Cell level.

c) The Resettlement and Compensation Committee

The Resettlement and Compensation Committee at the Cell, Sector, District, and CoK level would have responsibility for:

- Verifying PAPs.
- Validate inventories of PAPs and affected assets.
- Monitor the disbursement of funds.
- Guide and monitor the implementation of relocation.
- Advise various organizations involved in relocation,
- Facilitate conflict resolution and addressing grievances.

Advise the resettlement team during the compensation process on the support and assistance to vulnerable groups including individuals or groups who, by virtue of, for example, their age, gender, race, ethnicity, religion, physical, mental or other disability, social, civic or health status, sexual orientation, gender identity, economic disadvantages or indigenous status, and/or dependence on unique natural resources, may be more likely to be adversely affected by the project impacts and/or more limited than others in their ability to take advantage of a project's benefits .

This committee should meet on a regular basis (as determined by the needs of the project) to ensure that resettlement activities are appropriately designed and executed by SPIU resettlement team. A representative must be designated to act as the CoK Project Coordination officer who would act as the key contact with PAPs and therefore lead the oversight of design and execution and facilitate implementation of consultation, public participation and grievance mechanisms.

d) Non - Government and civil society organizations

The NGOs and CSOs will play a role in the implementation of the RAP through witnessing the RAP process, overseeing of livelihood restoration programs,

monitoring and evaluation of the RAP activities, Programs for vulnerable groups, etc. The local people will play a role of community monitoring to ensure that the rightful owners of the property are the ones compensated and in receiving and channeling grievances of the PAPs to the designated GRM.

8.5.4 Capacity Assessment and Capacity Building

Overall project management will be the responsibility of the RURA, RTDA, RNP, and MININFRA through the City of Kigali. City of Kigali will have a major task covering technical, procurement, social and environment safeguards, financial management and accounting aspects of the Project. The Single Project Implementation Unit (SPIU) managing the projects will implement the project. The SPIU has a strong team (technical, financial, procurement, safeguards, monitoring and evaluation) which has gained experience and obtained excellent results in the past. However, the staff will need be strengthened through project awareness and capacity building to be able to carry on the tasks required under the implementation of RUMI project.

A) Human Resource Capacity Requirements

The safeguards team at the SPIU is made of 2 staff (1 Social safeguard specialist and 1 Environmental specialist). Preparation of this RPF was done by the safeguard team responsible for RAP and overall issues related to safeguards in the RUDPII project. The recruited safeguards staff will overtake oversight of implementation of RPF, the team will still execute the same safeguards responsibilities under RUMI project. City of Kigali has in its own staff, among others, environmentalist, and social safeguards specialist who are responsible for the social and environment safeguard aspects of the development projects in the CoK.

Mobilization meetings, awareness campaigns and trainings on social safeguards will be required for the following institutions and personnel:

1. CoK/ SPIU Environmental and Social Safeguard specialists.
2. Local Government Authorities (District authorities, Sector authorities, Cell authorities and GRCs) through sectors and cells covered by RUMI project activities.
3. Grievance redress committees.
4. RUMI project Monitoring and Evaluation staff.

5. Engineering Contractors who will be contracted or subcontracted to undertake the construction works and supervision works.

6. Community opinion leaders.

The Trainings will cover:

- The safeguards policies according to the Rwandan laws and WB ESS5 and ESF as a whole.
- Implementation and monitoring the compliance with all Project E&S commitments and instruments, particularly the RPF and RAPs during both the construction and operation phase of the project.
- Grievance Redress Mechanisms.
- Organization and management of Grievance redress committees.
- Stakeholder Engagement
- Compliance monitoring and remediation.

8.6 Grievance Redress Mechanisms

8.6.1 Introduction

The Grievance Mechanism is designed to be used in response to the actions of the Developer (CoK) and their sub-contractors, suppliers, and workforce. The grievance mechanism aims to resolve concerns promptly, using an understandable and transparent process that is culturally appropriate and readily accessible, at no cost and without retribution to the group/individual that has raised the grievance. The mechanism has been designed so that it does not impede access to any future judicial, or other type of administrative process, and includes provisions to ensure that details of the grievance and person(s) raising the grievance are kept confidential.

The grievance mechanism seeks to:

- Provide Affected Parties with a chance submit their feedback, comments, or grievances,

- Record Received Grievances and comments – all input received through the engagement process and inquiries and complaints received by the Project must be recorded via meeting records and the grievance log, respectively. This will be the responsibility of the Social Specialists of the SPIU at CoK.
- Generate Responses – the Consultants, RUMP/ CoK team will review comments and complaints received and generate responses after each phase of engagement or per the GRM time schedule.
- Communicate Responses to Stakeholders who have Raised Comments – all opinions and concerns noted during stakeholder engagements must be recorded by Consultants, RUMP/ CoK and a summary of the feedback and comments is maintained and shared with stakeholders. All inquiries and complaints must be acknowledged within xx days and resolved or referred within an additional xx days.

To this end, CoK through the SPIU will:

- Train – those who are responsible for addressing grievances such as grievance redress committee members elected at village level who must have detailed knowledge on how the project’s grievance mechanism work and who to speak with on each category of issues.
- Report - the RUMP/CoK will compile information relating to engagement activities and grievances for the monthly social and environmental reports.
- **Review** - the Grievance Mechanism will be periodically audited and reviewed by RUMP/CoK senior management to determine its accuracy and relevance with regard to legislation, education, training and technological changes.

8.6.2 Grievance Mechanisms for Resettlement/Compensation Matters

a) Resettlement and Compensation Committee

A Committee to handle issues of compensation, resettlement, relocation assistance and livelihood restoration and monitoring of the respective processes will be instituted at City of Kigali level. Even if the expropriation Law

stipulates it at district level, the districts composing CoK no longer have legal personality. The Committee will comprise the following members: CoK Representative (1), District Representative (1), Sector Representative (1 per affected Sector), Cell Representative (1 per affected Cell), Umudugudu (Village) Leader (1 per affected village), Project Affected Person Representative (5) including 2 Woman, 2 Man and 1 Youth Representative This Resettlement and Compensation committee is provided for in the amended current Expropriation Law that came into being in 2015.

The CoK Council will be responsible for final decisions regarding resettlement and compensation, relocation assistance and livelihood restoration matters in accordance with this RPF, while the CoK Executive Committee and/or the City Manager will be the main coordinator for the grievance resolution activities at the city level directly supported by the project manager and Social safeguard Specialist who will be working under the CoK SPIU. The Social Safeguard Specialist will act as the overall Project Liaison Officer for the RAP activities. According to established Expropriation Law, if the PAP is not satisfied with the compensation value, he or she can contest the valuation, and is allowed by law to bring in another certified valuer at his/her own cost for a counter valuation besides efforts of the expropriator to provide explicit and detailed explanation of the valuation.

The expropriator together with dissatisfied PAP and the two valuers (one private valuer designated by CoK and the other by both parties or by the dissatisfied PAP) have to review the counter valuation, and in case it is found acceptable it must replace the previous one, with minutes and records of the proceedings of the decision taken, positive or negative. . In case the expropriator is not agreeable to the outcome of the counter valuation, the dissatisfied person has a right at this point to sue in court for redress within 15 days after the decision on the counter valuation. The Expropriation Law, however, requires that payment be made in the amount agreeable to the expropriator even to a dissatisfied person while he/she awaits the court outcome so as not to hinder the progress of the public works, and calls for all parties involved to strive to reach an amicable solution before turning to the

Courts of Law. If awarded additional compensation the claimant will receive same after the Court issues a decision.

b) Resettlement and Compensation Committee in resolution of contestations to the expropriation list and valuation for compensation and resettlement and any related services and entitlements.

Any affected person dissatisfied by the list of persons to be expropriated has the right to request for review of the decision on the list before the CoK Council makes the decision/approves compensation report. Since CoK will be the implementing agency and simultaneously the expropriator, it will also be responsible for receiving and handling any appeal against the list. According to Article 20 of the expropriation law, regarding application for review of the list of persons to be expropriated or those on the list but believes they should be (property or boundary dispute, user without title, disagrees over feasibility of remaining land, within fifteen (15) days from the publication of the initial list of persons to be expropriated, any person affected by expropriation in the public interest shall have the right to apply to the organ having made the list for its review and indicate the grounds for his/her application.

Following valuation, Article 33, gives any dissatisfied person the right to contest the valuation within seven (7) days after approval of the valuation by the expropriator, and such a person contesting the assessed value will, 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, or request the expropriator to pay for a mutually agreed qualified valuer.

If accepted, the counter valuation report shall replace the previous one. When the counter-assessment report is not accepted by the expropriator, minutes shall also be taken thereof indicating the points of disagreement. Such minutes shall be jointly signed by the representative of the expropriator, the person to be expropriated and both valuers.. If still not satisfied the concerned person to be expropriated ,can refer the matter to the competent Courts of Law within fifteen (15) days from the day he/she appends his/her signature to

the minutes indicating points of disagreement. It is however noteworthy to mention that according to WB guidelines even complaints lodged outside the above timeframe may still be valid for remediation under the Project unless and until they are submitted to a court of law.

c) Approval and timeframe for payment of compensation.

According to Article 36, the approved amount must be paid within one hundred and twenty (120) days from the day of its approval by the CoK Council. If the compensation is not paid within 120 days, such a valuation will become null and void unless another time frame is agreed to between the expropriator and PAPs. Once payment is made to the PAP, they are expected to leave the site within 90 days after receiving the compensation package.

d) Retraction of expropriation.

According to Article 37, if the expropriator retracts the expropriation after the valuation of the property of the persons to be expropriated, or fails to pay fair compensation within the period provided by Law, the expropriator shall be bound to pay compensation of five per cent (5%) of fair compensation that had to be paid to the person to be expropriated. When the expropriator and the person to be expropriated agree to pursue expropriation, the expropriator shall be bound to pay compensation agreed. When the expropriator retracts completely his/her project despite having mutually agreed with the person to be expropriated, the expropriator shall pay the person to be expropriated an additional compensation of five per cent (5%).

e) Cell Adjudication Committee (CAC).

The Cell Adjudication Committee shall also participate in the resolution of grievances. Annex 3 of Ministerial Order No. 002/2008 of 2008 Determining Modalities of Land Registration, provides for Cell Adjudication Committees (CAC) for resolving disputes. Article 17 grants parties with a dispute, the right to take that dispute to the CAC for mediation. The CAC normally comprises five members of the cell land committee and five members of the Village where demarcation and adjudication is taking place. The Cell Executive Secretary acts as the CAC secretary, although he or she has no voting rights. The Cell Adjudication Committee (CAC) will play a key role in resolving cases of land ownership, land demarcations, absentee landlords, widows, orphans, minors,

persons with disabilities and non-legally married women. The case will be referred to the Cell Adjudication Committee by the Resettlement and Compensation Committee. The Cell Adjudication Committee will be trained on the RPF and GRM and be bound by the RPF provisions in matters covered by the RPF.

f) High Court.

In case the expropriated person is not satisfied with the decision of the expropriator, including mediation, or any remediation offered by the Project, he or she shall file the case with a competent Court. The value approved by the expropriator at the immediate superior level shall be given to the expropriated person in order not to stop the activities while waiting for the court decision. It should, however, be noted that the High Court will be used as a last resort after all avenues have been exhausted following the requirement to counting the 15 days from the time all such instances are exhausted unless the PAP opts not to use them

8.6.3 Grievance Resolution Process for Complaints Related to Other Project Impacts Throughout Implementation

a) Project Grievance Redress Committee (GRC)

As the GRM works within existing legal and cultural frameworks, it is organized in such a way that the Grievance Redress Committee (GRC) will comprise of local community representative, PAPs representative, Local authority representative at village and cell levels, Contractor and Supervisor representative. Members of GRC are presented in table 3 with their roles and responsibilities.

Many projects related grievances are site-specific. Often, they are related to impacts generated during construction such as noise, dust, vibration, contamination, workers dispute etc. Most of the time, they can be resolved easily on site with the contractor commitment to implement the ESMP and proper supervision by the implementing agency (CoK). Other grievances are more sensitive especially when they are about land boundaries, or misunderstandings between affected households and the Contractor regarding access arrangements, properties accidentally damaged by

construction activities, accidents on sites among others. All these grievances and claims must be resolved as soon as they are received.

The grievance procedure at project level will be simple and administered to the extent possible at the local levels to facilitate access, flexibility and ensure transparency. All the grievances will be channeled via the Grievance Resolution Committees basically established for the project at Cell, then Sector, District and CoK level. Stakeholders will be allowed to use any means easily accessible to them to voice their concerns and complaints such as filling in a grievance form, sending an email, using phone Complaints. Information on how to use these channels will be given to PAPs and posted in local offices and gathering places. All grievances received will be directed by project personnel to the SPIU social specialist who will file it in a Grievance Register that will be distributed to PAPs free of charge. After registration of the complaint, The SPIU SS will direct it to the responsible unit and local GRCs for an investigation that will be carried out by the committee members to verify its authenticity. Thereafter a resolution approach will be selected based on the findings. The decisions of the action to be taken will be communicated to all involved parties in written form and also in person and timeframe to acknowledgement is 2 days and resolution is two weeks

All measures will be undertaken to ensure that the grievance is solved amicably between the concerned parties. If the grievance is not solved at Cell level, Sector, District level and CoK level, the courts will be the last resort. Efficiency in solving grievances will be of paramount importance. The selection of members for the grievance committee will be at the discretion of the PAPs to decide based on information provided by the Resettlement Committee at Cell level (RAP team) during the RAP process.

However, some complaints are likely to be associated with construction impacts. Most are received directly on site by the Contractor's Site Manager/Engineer who will mandatorily be responsible for resolving these issues on site. The CSM will inform the Grievance Committee (GRC) and the

SPIU SS of these complaints and their outcomes, and they will be logged in the Complaints Register. The CSM will refer those complaints not satisfactorily resolved to the respective GRC and the SPIU for further consideration. The GRC inform the CoK that will be responsible for engaging the project contractor and supervisor in the meeting invited by the Cell GRC and to make a final decision on the Complaint if the GRC is unable to mediate it successfully.

At each level of the project GRC, complaints will be solved within 2 calendar days or otherwise handed to the next level. Case closure will be documented with sign off form the Complainant indicating agreement or disagreement with the proposed resolution. Once at judiciary level, due process as mandated by the law will be followed depending on what the courts will require.

Through citizen engagement meetings the PAPs will be informed of the different grievance mechanisms in place for them to lodge their complaints and dissatisfactions including the WB GRS and IPN.

8.6.4 Grievance Channel for Gender Based Violence

As part of the obligations arising from the signature of a contract for the execution of infrastructure development works under the RUDP, the project will establish a special Gender Based Violence (GBV) task force that will oversee receiving and assessing all cases of sexual harassment and GBV including those arising in the context of RPF and RAP implementation. Given the sensitivity and the low level of understanding of GBV related matters in the community at large and the stigma attached to it; also taking into consideration the social and psychological damages that are usually associated with it, all cases of GBV will be handled through the GBV task force. The task force will include project staff namely: Human resource officer and social safeguards specialist from the contractor, Social Safeguards Specialist from SPIU at CoK, Gender Mainstreaming Specialist from CoK, Social Safeguards Specialist from the supervising firm, Women representative from the GRC at cell level and GBV service provider in GBV prevention and handled through referral pathways for the GBV survivors. CoK will approach relevant stakeholders in the field of GBV prevention and agree with one of them to provide an expert insight in relation to all GBV matters including prevention through awareness and capacity building as well as GBV response. However,

as required by the law, the task force will have to work hand in hand with competent authorities, the police in particular, to ensure prompt response. All GBV cases related to the Project will be referred to the GBV staff of the Project/City of Kigali and handled in accordance with the GBV Action Plan

Grievances should be registered and logged by the SPIU regardless of whether they were received in writing or verbally. The complainant should receive an acknowledgement of receipt of the complaint within 2 days as prescribed in the RPF in writing. Lodging a grievance should not incur any cost to the complainant. Generally, the Project staff and contractors should allow for flexibility and make sure that grievances are not dismissed on grounds of an administrative formality and/or procedure. In any case, the mechanism should not impede access to other judicial or administrative remedies that might be available under law or through existing arbitration procedures. The SPIU will provide grievance log templates to GRCs, contractors and all relevant Project actors and community leaders to be used for grievance recording and follow up.

Note: The exact time at which the grievance mechanism will be in place for this project is not known yet but, in any case, it will be established as soon as contracts for civil works are signed such that they are in place before any project activities and RPF activities commence.

8.6.5 Judiciary Level Grievance Redress Mechanism.

The project level process will not impede PAPs access to the legal system. Local communities have existing traditional and cultural grievance redress mechanisms (**Abunzi: adjudicators**) established and regulated by law no 37/2016 of 08/09/2016 determining organization, jurisdiction, and competence and functioning of Abunzi committees. These are established at cell and Sector level to solve community-based conflicts and grievances their regulatory body being the Ministry of Justice. This mechanism cannot be overlooked by the project. The population can choose to use this channel instead of the project GRC. In the event that the PAP is not satisfied with abunzi resolution, as the abunzi might not be fully aware of all the PAPs entitlements under the Project,

the PAPs have the right to choose the channel that is best for them including the project channels. The escalation at this level leads to the court process. At any time, the complainant may take the matter to the appropriate legal or judicial authority as per Rwanda National Legal procedure.

Table 8: Proposed Members of GRC and their roles

No	Member of GRC	Roles and responsibilities
1	President (PAP representative)	<ul style="list-style-type: none"> - Give direction on how received grievances will be processed. -Assign organizational responsibility for proposing a response. - Referring cases to next level. - Speaks on behalf of GRC and s/he is the one to report to the cell or the sector.
2	Village leader	<ul style="list-style-type: none"> - Represents local government at village level. - Resolves and leads community level grievance redress - Sends out notices for meetings. - Records all grievances received and reports them to next local level.
3	Cell Secretary	<ul style="list-style-type: none"> - Proposes responses to grievances and leads in resolving community grievance unsolved from village level, - Records and reports all grievances received from village leaders. - Chairs sensitization meeting at the cell level during public consultations meetings.

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4	Representatives of PAPs	<ul style="list-style-type: none"> - Represents the interests of aggrieved parties. - Gives feedback on the efficiency of GRM.
5	Women Representatives	<ul style="list-style-type: none"> - Represent the interests of women. - Advocate for equity and equal opportunities. - Help in prevention of sexual harassment and promote wellbeing of the women and youth. - -Ensure alignment to the GBV action plan and confidentiality considerations
6	Contractor	<ul style="list-style-type: none"> - Receive and log complaints/grievances, note date and time, contact details, nature of complaint and inform complainant of when to expect response. - Handle complaints revolved around nuisance resulted from construction and endeavor to handle them satisfactory. - Inform engineer (supervisor) and GRC of received complaints/grievances and outcomes and forward unresolved complaints/grievance to GRC. - Attend community meetings, respond, and react to PAPs complaints raised concerning the contractor.
7	Supervisor	<ul style="list-style-type: none"> - Represent client. - Ensure that all grievances raised have been responded to, and that the contractor responds to the complaints raised concerning them. - attend community meetings respond to all concerns related to RUMI Project from

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		community. - Report on monthly basis the progress of GRM process.
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Table 9: Proposed members of the GBV Action Plan Implementation

Institution	Staff position
PIU (CoK)	Social Safeguards Specialist
Contractor	Human Resources Officer, Social Safeguards Specialist
Supervisor	Social Safeguards Specialist
NGO in GBV prevention	Designated representative

As mandated by the law on gender equality, women representation will make up at least 30% of the GRC. All PAPs representatives will be directly elected by their peers and the number of members may vary depending on the context and particularities of the project site characteristics.

CHAPTER IX: BUDGET AND FUNDING ARRANGEMENTS

9.1 Estimation of Budget

A detailed budget will be prepared for the implementation of resettlement activities including compensation, relocation assistance and livelihood restoration. Specific RAPs prepared for the project for each identified site must provide a budget which is significant during planning and implementation phases.

However, the exact unit prices, the number of people to be affected, and the hectares of land to be acquired are estimates. The exact figures will not be known until the RAPs are prepared. The costs outlined include those relating to the preparation and implementation of each individual RAP, capacity building and technical assistance required to ensure that implementers of each RAP are fully able to do so.

Table 10: Estimation of Budget

ACTIVITY	TOTAL COST (\$ US)	Basis Estimates
RAP Preparation	70,000	This estimation includes cost for Census for assets, Socio-economic surveys, public consultations and RAP report preparation
RAP implementation	600,000 (est.)	This includes the estimated cost for Compensation, relocation assistance and livelihood restoration programs, including assistance to vulnerable groups, as well as RAP management.
Capacity building	10,000	This estimate is trainings, meetings etc. with different stakeholders including establishment and operationalization of site GRM elements.
RAP Monitoring	50,000 (est.)	This estimate is for different monitoring activities including site visits, transport for inspection, meeting contractors and supervisors and different stakeholders, etc.
RAP audit	5,000 (EST.)	This estimate is for audit activities and technical assistance by an independent consultant.
TOTAL	690,000	
Contingency 10%	69,000	
Grand Total	804,000	

9.2 Source of Funding

The resettlement budget will be included in the eligible expenditures to be funded with the proceeds of the World Bank Financing provided to the CoK and are included in the Project budget.

9.3 Implementation Schedule

9.3.1 Time Schedule for the Implementation of the RPF

The RPF implementation starts immediately with screening of projects to minimize resettlement and identification of projects that will require resettlement /displacement and the preparation of the respective RAP. Upon review and approval of a RAP by relevant stakeholders, the implementing agency (CoK) will embark on the process of RAP implementation. This process will be conducted prior to the commencement of the respective construction activities. PAPs whose land may be affected will be allowed sufficient time for relocation or handover of land. PAPs will only be required to move after receipt of their total compensation/assistance packages including replacement land and structures whenever applicable. However, the processing of registration of documents for new pieces of land is sometimes lengthy and highly bureaucratic. Therefore, these may be distributed long after or deep into the construction phase but not beyond commissioning. For those who will be economically displaced, they will be given a grace period, after receiving any entitlements, preparing them for relocation to temporary sites. Informal vendors will immediately shift to the designated market to continue their business without interruption. The detailed activity schedule for the resettlement activities will be finalized during the preparation of the RAPs.

9.3.2 Linking Resettlement Implementation to Civil Works

For the RUMI project, the resettlement schedules will be coordinated with construction schedules. Before any project civil works activity is implemented, PAPs will have to be compensated in accordance with the Rwandan and World Bank resettlement laws, regulations and guidelines as set in this RPF. In other words, no individual or affected household should be displaced due to civil works activity before compensation is paid and resettlement sites with adequate facilities are prepared and provided for to the individual or homestead affected, and any due relocation assistance or livelihood transitional support is provided.

The land acquisition (for both construction and relocation) and demolition of houses should be completed within the preparatory stage of the engineering construction and before the beginning of relevant engineering works. The schedule is thus expected to ensure that all PAPs, prior to their physical relocation will:

- Have been adequately consulted about the project, its impacts and compensation entitlements.

- Have received compensation entitlements in a timely manner.
- Have been provided with means to establishing livelihoods. If agreed with PAPs, livelihood restoration activities can be scheduled after relocation if transitional compensation/support is provided.

CHAPTER X: MONITORING ARRANGEMENTS

10.1 Introduction

To assess whether the goals of RAP are being met, a monitoring plan will be developed. The monitoring plan defines and identifies monitoring activities that will take place, when and by whom and identifies the indicators and data collection methods, and training and capacity building needs of the institutions and persons to implement the plan.

10.2 Arrangements for Monitoring by Implementing Agency

The Resettlement Committees at Cell level (RAP team)will develop and put in place a Monitoring and Evaluation Plan. The main indicators that the Monitoring and Evaluation Plan will measure are:

- affected individuals, households, and communities to be maintained at their pre-project standard of living or better: housing, income, access to services
- Overall improved livelihoods of communities affected by the project,
- The holistic management of conflicts.

To measure these impacts, the RAP will identify the specific indicators to be monitored; define how they will be measured on a regular basis and identify key monitoring milestones.

Internal monitoring shall be controlled by the Project Resettlement and Compensation Committee at CoK under the SPIU. They will be mandated to carry out independent monitoring of the implementation of the RAPs at periodic intervals of quarterly or half yearly (as circumstances dictate) during the program life.

Monitoring will provide both a warning system for the Project and a channel for the affected persons to make known their needs and their reactions to RAP execution.

10.3 Internal and External Monitoring

There will be a need to carry out both internal and external monitoring to ensure complete and objective information and to avoid single sidedness.

10.3.1 Internal monitoring

The Resettlement and Compensation Committee at the CoK under the SPIU that include the project safeguards staffs in collaboration the Grievance redress committees will take full responsibility for regular monitoring of the implementation of the project.

a) Indicators of project affected people.

Basic information to feed verifiable indicators for measuring the impact of land acquisition/ displacement on the status of project affected people arising from the Project include:

- Number of households and individuals physically or economically displaced by the project.
- Length of time from the project identification to payment of compensation to PAPs.
- Timing of compensation in relation to commencement of physical work.
- Amount of compensation paid to each PAP household (if in cash), or the nature of compensation (if in kind).
- Number of PAPs recruited in the civil works.
- Number of people raising grievances in relation to the project,
- Number of received and unresolved grievances in the project.

b) Indicator of RAP Performance

To assess whether the goals of the RPF/RAPs have been met, the RAPs will indicate parameters to be monitored, institute monitoring milestones and provide resources necessary to carry out the monitoring activities. The following provides a list of potential indicators for monitoring, which assess the change in the following for those who have been resettled/displaced.

- Percentage of individuals selecting cash or a combination of cash and in-kind compensation.
- The number of contentious cases as a percentage of the total cases.
- The number of grievances and time and quality of resolution.

- The ability of individuals and families to re-establish their pre-displacement activities, or other alternative incomes.
- Comparative status of housing, nutrition, asset ownership, access to health and education, water and energy
- Number of impacted locals employed by the civil works contractors.
- General relations between the project and the local communities.
- Access to services
- General PAP satisfaction (informants and surveys)
- Status of vulnerable PAPs

c) Indicator on Gender mainstreaming

Gender indicators are established to measure and compare the situation of women over men over time. They play a crucial role in the gender mainstreaming of the project cycle and ensure that the project's gender equality objectives are being met.

These will include:

- Number of women PAPs.
- Number of women receiving compensation in their name or joint accounts.
- Monthly/Weekly reports with gender disaggregated data on women engagement and participation in stakeholder meetings.
- Number of women PAPs employed in civil works.
- Impacts on daily routines and household chores
- General satisfaction of women with the resettlement process (informants, surveys)

10.3.2 External Monitoring

External monitoring will be undertaken by an independent Consultant and will be prepared after completion of the construction phase before project commissioning.

External monitoring will include an independent impact evaluation that will determine the

following:

- If compensation payments have been completed in a satisfactory manner.
- If there are improvements or at least restoration in livelihoods and wellbeing of PAPs.

- Several indicators will be used to measure these impacts; these will include.
- Comparison of income levels before and after and improved livelihoods.
- Employment generated.
- Changes in health standards/access to health.
- Increased agricultural production.
- Increased access to markets etc.
- Housing standards
- Food security
- Treatment of vulnerable PAPs

Methods for measuring Impacts.

The following methods will be used to measure impacts:

- Questionnaires with database for comparative analysis (Before & After).
- Compensation reports.
- Consultations with affected people.
- Assistance delivery reports
- Income data comparisons
- Service access comparison.
- Housing and nutrition status comparison

10.4 Audit of RPF/RAP Implementation

The audit of RPF implementation will include (i) a summary of the performance of each project RAP based on its own audit, (ii) a summary of compliance and progress in implementation of the resettlement processes from minimization to audit and (iii) a presentation of compliance and progress in the implementation of the RPF through RAP preparation where needed and their implementation.

The audit will verify results of monitoring of RAP implementation indicators and assess whether the project achieved the RPF and RAP objectives. A specific measure of whether livelihood and living standards have been restored or enhanced will be completed. The audit will also assess the efficiency, effectiveness, impact, and sustainability of RAP project activities.

Finally, the audit will ascertain whether the resettlement, assistance livelihood restoration entitlements were appropriate to meeting the objectives and whether the objectives were suited to PAPs conditions. Midterm and final

audit reports will be submitted to the World Bank. To be effective, the completion audit will take place after all RAP activities have been completed including development initiatives, but before the completion of financial commitments to the program. This will allow for flexibility to undertake any corrective action that the auditors may recommend before the project is completed. The audit shall be done for RAP and the RPF.

10.5 Socio-Economic Assessment

The purpose of socio-economic assessment, which is part of the evaluation process, is to ensure that PAPs livelihood and wellbeing have improved and have not worsened as a result of the project. An assessment will be undertaken on payment of compensation, restoration of income and livelihoods, and provision of sufficient relocation assistance and community development activities. Monitoring of living standards will continue after resettlement/displacement. Additionally, a reasonable period (usually two years) must be established for monitoring post-resettlement impacts. A number of indicators (discussed above) will be used for measuring the status of affected people. The socio-economic assessments will use surveys, focus group meetings, and participatory appraisal tools for measuring impacts. A separate assessment will be made for the project. Additionally, since a baseline household survey will have been completed during RAP preparation, the end-RAP assessment will measure changes from this baseline for each RAP and for all RPF.

10.6 Storage of PAPs Details

City of Kigali as executing agency will be the custodian of all documents related to the Project and the Project Affected Households or Persons. The CoK shall protect information and privacy of the PAPs in line with the data protection obligations as per the Rwanda data protection law.

ANNEXES

Annex 1: ANNOTATED OUTLINE FOR PREPARING A RESETTLEMENT PLAN

The template is extracted from World Bank ESS5. Annex 1. Involuntary resettlement instruments.

Its full description can be found in the WB ESF at

<https://www.worldbank.org/en/projects-operations/environmental-and-social-framework.pdf>

The scope and level of detail of the RP will vary depending on the magnitude and complexity of resettlement or displacement. The RAP is prepared based on the most recent and accurate information on the: (i) proposed resettlement and its impacts on displaced persons and other adversely affected groups; and (ii) legal issues affecting resettlement. The RP covers elements that are specific to the project context. A broad outline of the RP, as applied to the project covered under a RPF includes, but is not limited to, the following:

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

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

Objectives: The main objectives of the resettlement program as these apply to the project.

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

- i. Current occupants of the affected area as a basis for design of the RAP and to clearly set a cut-off date, the purpose of which is to exclude subsequent inflows of people from eligibility for compensation and resettlement assistance,
- ii. Standard characteristics of displaced households, including a description of production systems, labor, and household organization; and baseline information

on livelihoods (including, as relevant, production levels and income derived from both formal and informal economic activities) and standards of living (including health status) of the displaced population,

- iii. Magnitude of the expected loss, total or partial, of assets, and the extent of displacement, physical or economic,
- iv. Information on vulnerable groups or persons, for whom special provisions may have to be made; and
- v. Provisions to update information on the displaced people's livelihoods and standards of living at regular intervals so that the latest information is available at the time of their displacement, and to measure impacts (or changes) in their livelihood and living conditions.

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

- i. Land tenure, property, and transfer systems, including an inventory of common property natural resources from which people derive their livelihoods and sustenance, non-title-based usufruct systems (including fishing, grazing, or use of forest areas) governed by local recognized land allocation mechanisms, and any issues raised by different tenure systems in the project area; Patterns of social interaction in the affected communities, including social support systems, and how they will be affected by the project;
- ii. Public infrastructure and social services that will be affected; and
- iii. Social and cultural characteristics of displaced communities, and their host communities, including a description of formal and informal institutions. These may cover, for example, community organizations; cultural, social, or ritual groups; and non-governmental organizations (NGOs) that may be relevant to the consultation strategy and to designing and implementing the resettlement activities.

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

- i. Scope of existing land and property laws governing resources, including state-

owned lands under eminent domain and the nature of compensation associated with valuation methodologies; land market; mode and timing of payments, etc.,

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

The institutional framework governing RP implementation generally covers:

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

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

Valuation of and compensation for losses: The methodology to be used for valuing losses, or damages, for the purpose of determining their replacement costs; and a

description of the proposed types and levels of compensation consistent with national and local laws and measures, as necessary, to ensure that these are based on acceptable values (e.g. market rates).

Resettlement Measures: A description of the compensation and other resettlement measures that will assist each category of eligible PAPs to achieve the objectives of ESS5 Aside from

Compensation, these measures should include programs for livelihood restoration, grievance mechanisms, consultations, and disclosure of information.

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

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

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

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

Community Participation: Consistent with the World Bank's Environmental and Social Standard 10 on Stakeholder Engagement and Information Disclosure, a

strategy for consultation with, and participation of, PAPs and host communities, should include:

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

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

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

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

RAP implementation responsibilities: The RP should be clear about the implementation responsibilities of various agencies, offices, and local

representatives. These responsibilities should cover (i) delivery of RAP compensation and rehabilitation measures and provision of services; (ii) appropriate coordination between agencies and jurisdictions involved in RP implementation; and

- (iii) measures (including technical assistance) needed to strengthen the implementing agencies' capacities of responsibility for managing facilities and services provided under the project and for transferring to PAPs some responsibilities related to RP components (e.g. community-based livelihood restoration; participatory monitoring; etc).

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

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

Monitoring and evaluation: Arrangements for monitoring of RAP activities by the implementing agencies, and the independent monitoring of these activities, should be included in the RAP section on monitoring and evaluation. The final evaluation should be done by an independent monitor or agency to measure RP outcomes and impacts on PAPs' livelihood and living conditions. The World Bank has examples of performance monitoring indicators to measure inputs, outputs, and outcomes for RP activities;

Annex 1: ESS 5 guidance on physical and economic displacement

The project shall follow guidance provided under ESS 5 guidance note for borrowers. The particular focus areas for RUMI is on economic displacement. The RAP consultant shall follow guidance note for the borrower in preparing the RAP.

B. Displacement

Physical Displacement

26. 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. 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.

GN26.1. When physical displacement is to occur, resettlement planning provides displaced persons with opportunities to participate in development of the resettlement plan and implementation of activities intended to improve, or at least restore, their standards of living. In accordance with paragraph 20, baseline conditions are established prior to displacement by conducting a census and enumeration of households, an inventory and evaluation of their assets, and a socioeconomic survey assessing living standards and social conditions. The contents of this plan are described in Annex 1 of ESS5.

27. If people living in the project area are required to move to another location, the Borrower will:

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. 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 preexisting communities and groups will be respected wherever possible. Existing social and cultural institutions of the displaced persons and any host communities will be respected.

GN27.1. Adequate housing options are those that allow access to employment options, markets, and other means of livelihood such as agricultural fields, as well as basic infrastructure and services, such as water, electricity, sanitation, health care, and education, depending on the local context. Replacement housing should, as appropriate, be of sufficient quality to protect inhabitants from weather conditions and environmental hazards and provide for their physical safety; and housing structures should provide adequate space, taking into account household size and the number of women and children. Designs should, as appropriate, reflect the special needs of persons with disabilities and the elderly to have housing and other facilities that are physically accessible. Adequate sites should be safe and, at the least, not subject to periodic flooding or other hazards. In resettling physically displaced people who have land-based livelihoods, a key factor is, where feasible, and in accordance with paragraph 35, provision of replacement land that has a combination of productive potential, location advantages, and other factors at least equivalent to that being lost.

GN27.2. The resettlement plan provides for transitional relocation assistance to people who are physically displaced. Such assistance may include transportation, food, shelter, and social services that are provided to affected persons during the relocation to their new site. Additional measures may be necessary for vulnerable groups during physical relocation, particularly pregnant women, children, the elderly, and the disabled. Assistance may also

include cash allowances that compensate affected persons for the inconvenience associated with resettlement and defray the expenses of relocating to a new location, such as moving and lost workdays.

28. 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.²¹

Footnote 21. Payment of cash compensation for lost land and other assets may be appropriate where: (a) livelihoods are not land-based; (b) livelihoods are land-based but the land taken for the project is a small fraction of the affected asset and the residual land is economically viable; or (c) active markets for land, housing, and labor exist, displaced persons use such markets, there is sufficient supply of land and housing, and the Borrower has demonstrated to the satisfaction of the Bank that insufficient replacement land is available.

GN28.1. Security of tenure is an important component of adequate housing and is defined in footnote 7. Footnote 7 also provides that where affected persons are receiving land as replacement for land they have lost to the project, their tenure rights to the replacement land are no weaker in effect than their tenure rights to the relinquished land. This provision draws attention to the fact that the nature and duration of a person's rights to land are important components of the value of what the person is losing through displacement. For example, it would normally be inappropriate to replace land that is held in full ownership with land to which an affected person only receives a short-term lease. Applying this provision may require judgment, because it is not always easy to measure the relative strengths of different tenure arrangements. Therefore, it is important to consider the combined characteristics of replacement land to ensure that in the aggregate they provide value to the affected person that is

equal to or greater than what the person is losing as a result of displacement.

29. 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.²³

Footnote 22. Where the Borrower demonstrates that an affected person derives substantial income from multiple illegal rental units, the compensation and other assistance that would otherwise be available to such person for non-land assets and livelihood restoration under this paragraph may be reduced with the prior agreement of the Bank, to better reflect the objectives of this ESS.

Footnote 23. Relocation of informal settlers in urban areas may involve trade-offs. For example, the relocated families may gain security of tenure, but they may lose locational advantages that may be essential to livelihoods, especially among the poor or vulnerable. Changes in location that may affect livelihood opportunities should be addressed in accordance with the relevant provisions of this ESS (see in particular paragraph 34(c)).

GN29.1. As indicated in several paragraphs of ESS5, affected persons are entitled to certain types of assistance (for example, compensation for fixed assets and livelihood restoration) even if they have no legal rights to the land they are occupying. Footnote 22 refers to what is known as the squatter landlord phenomenon that is prevalent in many large cities in developing

countries. These are persons who accumulate and derive substantial rental income from multiple buildings located on land to which they do not have legal rights. If it is demonstrated that a squatter landlord's livelihood would not be significantly affected, the Borrower and Bank may agree on an approach that reduces the amount of compensation the landlord might otherwise be entitled to under ESS5 for fixed assets and livelihood restoration. In determining this, it is important to distinguish the situation and characteristics of squatter landlords from situations in which affected informal property owners depend on rental income from the structure they are losing for all or a substantial portion of their livelihoods. Such affected persons are not the intended focus of the footnote.

30. 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.

31. The Borrower will not resort to forced evictions of affected persons. "Forced eviction" is defined as the permanent or temporary removal against the will of individuals, families, and/or communities from the homes and/or land which they occupy without the provision of, and access to, appropriate forms of legal and other protection, including all applicable procedures and principles in this ESS. The exercise of eminent domain, compulsory acquisition or similar powers by a Borrower will not be considered to be forced eviction providing it complies with the requirements of national law and the provisions of this ESS, and is conducted in a manner consistent with basic principles of due process (including provision of adequate advance notice, meaningful opportunities to lodge grievances and appeals, and avoidance of the use of unnecessary, disproportionate, or excessive force).

GN31.1. The prohibition against forced eviction does not prevent action by a

government to remove a person who continues to occupy land upon completion of the legal process of eminent domain or compulsory acquisition. Eviction is not considered to be forced eviction if it conforms to national law, including compliance with, and completion of, all relevant legal and administrative procedures, including appeals processes; complies with all the relevant requirements of ESS5, and is carried out in a way that respects basic principles of due process.

GN31.2. Due process is understood to include the following types of procedural protections: (a) an opportunity for genuine consultation with those affected; (b) adequate and reasonable notice for all affected persons prior to the scheduled

date of eviction; (c) information on the proposed evictions, and, where applicable, on the alternative purpose for which the land or housing is to be used, to be made available in reasonable time to all those affected; (d) especially where groups of people are involved, government officials or their representatives as well, if requested, impartial observers to be present during an eviction; (e) all persons carrying out the eviction are to be properly identified; (f) evictions are not to take place in inclement weather or at night, or during festivals or holidays unless the affected persons consent otherwise; (g) provision of legal remedies; and (h) provision, where possible, of legal aid to persons who are in need of it to seek redress from the courts.

32. As an alternative to displacement, the Borrower may consider negotiating in situ land development arrangements by which those to be affected may elect to accept a partial loss of land or localized relocation in return for improvements that will increase the value of their property after development. Any person not wishing to participate will be allowed to opt instead for full compensation and other assistance as required in this ESS.

GN32.1. Where feasible, in situ resettlement may be a way of enabling physically and/or economically displaced persons to remain in or close to the location where they live and work. It can provide a way for affected persons to more directly benefit from the project and to share in the incremental enhancement of property values that a project brings about. Paragraph 32 therefore confirms that in situ arrangements may be used under ESS5, where people receive smaller but more valuable replacement land or housing that has been developed by the project itself. Examples include irrigation projects where affected farmers relinquish rain-fed land for a smaller portion of irrigated and more productive land, or land readjustment schemes where rural land is relinquished in exchange for smaller, high-value urban plots that benefit from project-financed infrastructure. Care is taken in all such cases to demonstrate and document that the calculation of the value of the improvements is robust and that the expectation of enhanced value within a reasonable period is realistic. When there is a transition period between the relinquishing of land and the provision of replacement land in an in situ location, transitional assistance is provided.

Economic Displacement

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. The plan will incorporate arrangements to monitor the effectiveness of livelihood measures during implementation, as well as evaluation once implementation is completed. The mitigation of economic displacement will be considered complete when the completion audit concludes that affected persons or communities have received all of the

assistance for which they are eligible, and have been provided with adequate opportunity to reestablish their livelihoods.

34. Economically displaced persons who face loss of assets or access to assets will be compensated for such loss at replacement cost:

In cases where land acquisition or restrictions on land use affect commercial enterprises,²⁴ affected business owners will be compensated for the cost of identifying a viable alternative location; for lost net income during the period of transition; for the cost of the transfer and reinstallation of the plant, machinery, or other equipment; and for reestablishing commercial activities. Affected employees will receive assistance for temporary loss of wages and, if necessary, assistance in identifying alternative employment opportunities;

In cases affecting persons with legal rights or claims to land that are recognized or recognizable under national law (see paragraph 10(a) and (b)), replacement property (e.g., agricultural or commercial sites) of equal or greater value will be provided, or, where appropriate, cash compensation at replacement cost; and Economically displaced persons who are without legally recognizable claims to land (see paragraph 10(c)) will be compensated for lost assets other than land (such as crops, irrigation infrastructure and other improvements made to the land), at replacement cost. Additionally, the Borrower will provide assistance in lieu of land compensation sufficient to provide such persons with an opportunity to reestablish livelihoods elsewhere. The Borrower is not required to compensate or assist persons who encroach on the project area after the cut-off date for eligibility.

Footnote 24. This includes shops, restaurants, services, manufacturing facilities, and other enterprises, regardless of size and whether licensed or unlicensed.

GN34.1. Where possible, local communities and Indigenous Peoples should be allowed to exercise preexisting access or usage rights to Borrower-controlled land. For example, nomadic peoples may claim legal or customary rights to access or pass through Borrower-controlled land periodically or seasonally, for subsistence and traditional activities. Their claims may be linked to certain natural resources such as an oasis or water spring, herds of migratory animals, or plants that grow naturally, that can be harvested only at a particular time of the year, or are pollinators for other plants, trees, or crops. The exercise of such rights, however, is subject to reasonable measures by the Borrower to maintain a safe and healthy working environment for workers under ESS2, safeguards for community health, safety, and security under ESS4, and the Borrower's reasonable operating requirements. If it is deemed necessary to curtail preexisting access or usage rights for such reasons, the affected persons are provided with other assistance measures, consistent with the objectives of ESS5, and with the objectives of ESS7, if it concerns Indigenous Peoples.

35. Economically displaced persons will be provided opportunities to improve, or at least restore, their means of income-earning capacity, production levels, and standards of living:

For persons whose livelihoods are land-based, replacement land that has a combination of productive potential, locational advantages, and other factors at least equivalent to that being lost will be offered where feasible;

For persons whose livelihoods are natural resource-based and where project-related restrictions on access envisaged in paragraph 4 apply, measures will be implemented to either allow continued access to affected resources or to provide access to alternative resources with equivalent livelihood-earning potential and accessibility. Where common property resources are affected, benefits and compensation associated with restrictions on natural resource usage may be collective in nature; and

If it is demonstrated that replacement land or resources are unavailable, the Borrower will offer economically displaced persons options for alternative income earning opportunities, such as credit facilities, skills training, business start-up assistance, employment opportunities, or cash assistance additional to compensation for assets. Cash assistance alone, however, frequently fails to provide affected persons with the productive means or skills to restore livelihoods.

GN35.1. As noted in GN12.1, compensation alone is not sufficient to restore or improve the livelihoods and social welfare of displaced households and communities. Challenges associated with rural resettlement include restoring live-lihoods based on land or natural resource use, and the need to avoid compromising the cohesion of affected communi-ties, including the host communities to which the displaced population may be resettled. Restoration and improvement of rural livelihoods often requires attention to many interconnected dimensions such as access to land (productive, fallow, and pasture), marine, and aquatic resources (fish stocks), access to social networks, access to natural resources such as timber and non-timber forest products, medicinal plants, hunting and gathering grounds, grazing and cropping areas, fresh water, as well as employment. A challenge associated with urban resettlement is the restoration of wage-based or enterprise-based livelihoods that are often tied to location (such as proximity to jobs, customers, and markets).

GN35.2. The following are examples for the design of measures to improve or restore livelihoods that are land-based, wage-based, and enterprise-based:

Land-based livelihoods: Paragraph 35 provides that where feasible, economically displaced persons with land-based livelihoods will be offered replacement land with a combination of productive potential, location advantages, and other factors at least equivalent to that being lost. Depending on the context and the nature of the affected livelihoods, other factors may

include the legal status of the land, access to grazing land, fallow land, forest, fuel, and water. In addition, depending on the type of economic displacement and/or the site to which project-affected persons are relocated, they may benefit from: (a) physical preparation of farmland (for example, clearing, leveling, access routes, and soil stabilization or enrichment); (b) fencing for pastureland or cropland.

(c) agricultural inputs (such as seeds, seedlings, fertilizer, irrigation); (d) veterinary care; (e) small-scale credit,

including seed banks, cattle banks, and cash loans; (f) access to markets (for example, through transportation means, improved access to information about market opportunities and organizational support; and (g) training (including individual or household-based counselling on the livelihood risks and opportunities of compensation and investment opportunities). Where land-based livelihood of small-scale subsistence farming is severely affected by substantial loss of productive land, particular attention needs to be paid to fragility, including food security risks for affected households. Additional fragility factors such as erosion and climate risks (drought, floods, climate change trends, and so forth) should be taken into account in assessing livelihood risks and developing additional support measures.

Wage-based livelihoods: Wage earners in the affected households and communities may benefit from skills training and job placement, provisions made in contracts with project contractors for temporary or longer term employment of local workers, and small-scale credit to finance startup enterprises. Wage earners whose income is interrupted during physical displacement receive resettlement assistance that covers these and related costs. Affected persons are given equal opportunities to benefit from such provisions. The location of resettlement housing, in the case of physically displaced persons, can be a significant contributing factor toward socioeconomic stability. Consideration should be given to the ability of wage earners to continue to access their place(s) of work during and after resettlement; if this ability is impaired, then mitigation measures are

implemented to ensure continuity and avoid a net loss in welfare for affected households and communities.

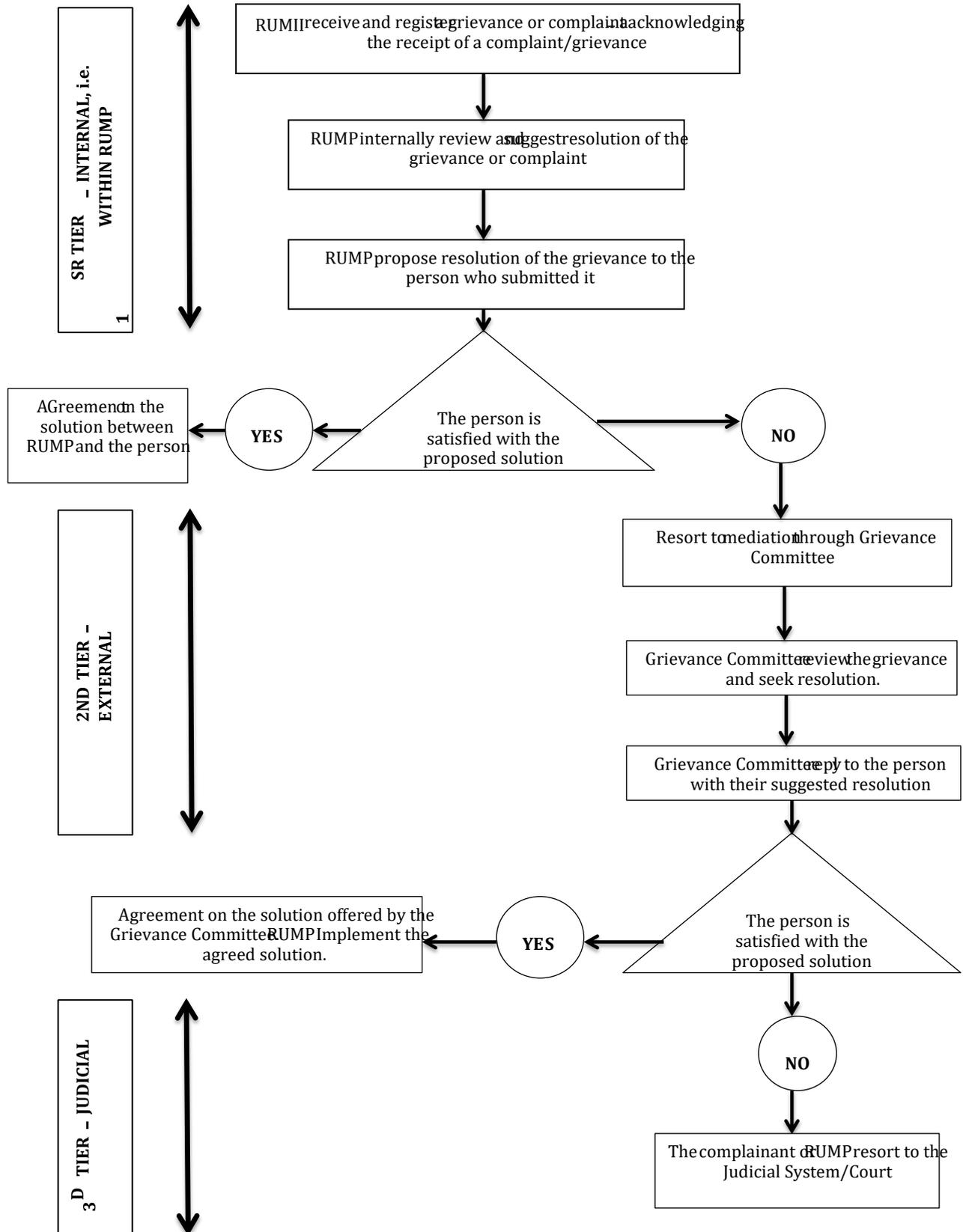
Enterprise-based livelihoods: Established and startup entrepreneurs and artisans may benefit from credit or training (such as business planning, marketing, inventory, and quality control) to expand their businesses and generate local employment.

GN35.3. Land acquisition may result in elimination or restriction of access to commonly held natural resources such as rangeland, pastureland, fallow land, non-timber forest resources (for example, medicinal plants, construction, and handicraft materials), woodlots for timber and fuelwood, or fishing grounds. In such instances, land-based compensation in the form of suitable replacement land, or access to other areas of natural resources to address the loss of such resources is provided. Such assistance can take the form of initiatives that enhance the productivity or sustainable use of the remaining resources to which the community has access (for example, improved resource management practices or inputs to boost the productivity of the resource base), in-kind provision of resources, or, as a last resort, cash compensation intended to compensate those affected for loss of access for some reasonable period of time. (See also ESS6.)

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.

Annex 2: GRIEVANCE REDRESS MECHANISM

Rwanda Urban Mobility Improvement Project Resettlement Policy Framework



Annex 3: Photos and attendance lists of consultation

1. **Public meeting with drivers at Nyabugogo Bus Terminal by the SEP consultant**



2. **Meeting with passengers, drivers and business owners by the SEP consultant**



**3. Technical workshop with Local Social and Environmental Experts,
organized by COK**



**4. Engaging stakeholders in the feasibility study of Nyabugogo, by the SEP
consultant**



5. Consultation was held with porters in Nyabugogo, by the SEP consultant



6. Consultation was held with passengers in Nyabugogo, by the SEP consultant

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7. Consultation with Bus Operators and Government Officials Regarding the Feasibility Study of Nyabugogo and E-Bus fleet renewal study, by the SEP consultant

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8. consultation was held with *Hawkers in Nyabugogo*, by the SEP consultant



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9.consultation with different stakeholders including PAPS for RPF



Attendance List

Rwanda Urban Mobility Improvement Project
Resettlement Policy Framework

Project: Feasibility Study of Nyabugogo Multimodal Transit Hub
Attendance list of Public consultation

Date: 28/07/2023

Names	Institution	Function	Phone	Signature
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4. Ndirumwe Zozubombi	ITHURIRO Hasura	Manager	0783120676	
5. FRANCOIS ZIRIKANA	City of Kigali	e-mobility specialist		
6. Uwase Sheila	City of Kigali	Urban Traffic Mgt SE	0788422884	
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Attendance list

Project: Feasibility study of Nyabugogo Multimodal Transit Hub
Date: 26/07/2023

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Attendance list

Project: Feasibility study of Nyabugogo Multimodal Transit Hub
Date: 26/07/2023

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Rwanda Urban Mobility Improvement Project
Resettlement Policy Framework



Republic of Rwanda
City of Kigali



Project: Feasibility study of Nyabugogo Multimodal Transit Hub

Attendance list

Subject: Technical meeting (Workshop)

Venue: City of Kigali (Meeting Hall)

Date: July 28, 2023

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Republic of Rwanda
City of Kigali



Project: Feasibility study of Nyabugogo Multimodal Transit Hub

Attendance list

Subject: Technical meeting (Workshop)

Venue: City of Kigali (Meeting Hall)

Date: July 28, 2023

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Rwanda Urban Mobility Improvement Project
Resettlement Policy Framework



Republic of Rwanda
City of Kigali



Project: Feasibility study of Nyabugogo Multimodal Transit Hub

Attendance list

Subject: Technical meeting (Workshop)

Venue: City of Kigali (Meeting Hall)

Date: July 28, 2023

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Republic of Rwanda
City of Kigali



Project: Feasibility study of Nyabugogo Multimodal Transit Hub

Attendance list

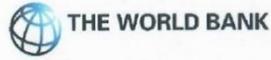
Subject: Technical meeting (Workshop)

Venue: City of Kigali (Meeting Hall)

Date: July 28, 2023

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Rwanda Urban Mobility Improvement Project
Resettlement Policy Framework



PREPARATION OF ENVIRONMENTAL AND SOCIAL ASSESSMENT & STAKEHOLDER ENGAGEMENT PLAN (S
FOR RWANDA URBAN MOBILITY PROJECT IN CITY OF KIGALI (COK)

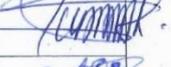
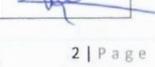
STAKEHOLDERS' CONSULTATIVE MEETING ATTENDANCE SHEET

Date: 17/04/2023 VENUE Nyabwago Law Station DISTRICT _____

FULL NAME	I.D.NUMBER	ORGANIZATION & POSITION	PHONE NUMBER	EMAIL ADDRESS	GENDER	SIGNATURE
Safari Saleh		Simba Bus manager	0788897829		M	
Jwitanze J Baptiste		Jali Real Estate	0788861727		m	
Nanzi Claude			0788561464		m	
Aaron Ndagisimana		Economist KURA	0788555444		m	Signature
HABIMANA Emmanuel		MINICOM	0785135247	ehabimana@ minicom.gov.rw	M	Signature

Rwanda Urban Mobility Improvement Project
Resettlement Policy Framework

SEPARATION OF ENVIRONMENTAL AND SOCIAL ASSESSMENT & STAKEHOLDER ENGAGEMENT PLAN (SEP) FOR
RWANDA URBAN MOBILITY PROJECT IN CITY OF KIGALI (COK)

FULL NAME	I.D.NUMBER	ORGANIZATION & POSITION	PHONE NUMBER	EMAIL ADDRESS	GENDER	SIGNATURE
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BAHIZI Cladio		CAPITAL IT Manager	0788797779		F	
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RUBANGISA RWANGEMA		ATPA Field officer	0788545099		M	
Vincent SHIRAMBAZE		RUDA Transport Informatique	0788511656	vincent-shirambara @rda.gov.rw	M	
Inshirwa Justin		Driver RFTC (South)	0788801300		M	
Indukunda Eric		Driver RFTC (North)	078831465		M	
Nsumyimana Dominique		RITC	0788565435			
Inyishimire Emmanuel		East RFTC (Driver)	0788880307			
Abasad Ndayizeye		RWB	0783399757	absaad.ndayizeye @rwb.rw	M	
Gisèle IDUMPAJE		RWB	0786701038	giselle.idumpage @rwb.rw	F	

Rwanda Urban Mobility Improvement Project
Resettlement Policy Framework



Project Title : Feasibility study of Nyabugogo Multimodal Transit Hub

Attendance list

Subject: Technical meeting (Egis & UC Ltd Internal Brainstorming)

Venue: Grazia Hotel (Meeting Hall)

Date: October 24th, 2023 ; 2:30 pm to 5:30pm

SN	Name	Institution	Function	Tel.	Email	Signature
01	MASARABWE RENE	United Contractors Ltd	Structural Engineer	0786420826	renerenarandwe@gmail.com	
02	Jean Basile NDUVIRONIKA	Astrik	W.S. Elys (Coordinator)	0791702529	jbascornduvir@gmail.com	
03	Gitso Wamukui	GREENWISER AGENAC JV	ESIA Consultants	0785039600	gwamukui@gmail.com	
04	MUTIZWA Deognatias	United Contractors Ltd	Env. Specialist	0788757081	mutizwa.deognatias@gmail.com	
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Rwanda Urban Mobility Improvement Project
Resettlement Policy Framework



Project Title : Feasibility study of Nyabugogo Multimodel Transit Hub

Attendance list

Subject: Technical meeting (Egis & UC Ltd Internal Brainstorming)

Venue: Grazia Hotel (Meeting Hall)

Date: October 24th, 2023 ; 2:30 pm to 5:30pm

SN	Name	Institution	Function	Tel.	Email	Signature
06	BEAU cyrille	EGIS	Project Dir.	+33 626454073	cyrille.beau@egis-group.com	
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10	AKIMANIZANYE Emmanuel	UC Ltd	Socio-economic specialist	akimanizanye emmanuel42@gmail.com 0788487390		

Rwanda Urban Mobility Improvement Project
Resettlement Policy Framework



Project Title : Feasibility study of Nyabugogo Multimodal Transit Hub

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Subject: Technical meeting (Egis & UC Ltd Internal Brainstorming)

Venue: Grazia Hotel (Meeting Hall)

Date: October 24th, 2023 ; 2:30 pm to 5:30pm

SN	Name	Institution	Function	Tel.	Email	Signature
11	Jemugo Jean Bosco	UC Ltd	Gender Specialist	0781928989	jemugo2020@gmail.com	
12	PNAGIRI ERIC	Aspire	Traffic Survey	078830492	ericipn@gmail.com	
13	MIZERO Jules	ASTRIK	Traffic survey	0789953272	mizerejules@astrik.com	
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Rwanda Urban Mobility Improvement Project
Resettlement Policy Framework



Project Title : Feasibility study of Nyabugogo Multimodal Transit Hub

Attendance list

Subject: Workshop

Venue: Hilltop Hotel (Meeting Hall)

Date: October 25th, 2023 ; 9:00 am to 1:15pm

SN	Name	Institution	Function	Tel.	Email	Signature
1	SHIMWA Jonathan	RDB	TSS	0785646558	jonathan.shimwa@rdb.rw	
2	Vincent SHYIRAMBERE	RTDA	TIS	0786511676	vincent.shyirambere@rtda.gov.rw	
3	SIZERE Ange	RTDA	PT Senior Eng	0788555913	ange.sizere@rtda.gov.rw	
4	NDABAGANJE J. Casir Royal	RTDA	MD	0788490343	ndabaganje@rtda.gov.rw	
5	Uwase Stela	COK	Project Manager	0985422884	uwase@egis.gov.rw	

Rwanda Urban Mobility Improvement Project
Resettlement Policy Framework



Project Title : Feasibility study of Nyabugogo Multimodal Transit Hub

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Subject: Workshop

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Date: October 25th, 2023 ; 9:00 am to 1:15pm

SN	Name	Institution	Function	Tel.	Email	Signature
6	MUCHANETA MAXAMBE	VIVO ENERGY	Project Manager (E-Buses)	0791945494	muchaneta.maxambe @vivoenergy.com	
7	Anthony Mwangi MURAYA	Greenwise Consult Ltd	Consultant (ESIA)	0789421180	amuraya2020@ gmail.com	
8	SSP Mathias MUTIRE	RNP	APC Gen	0788311100	apcgen@kpa. gov.rw	
9.	CIP Rose NARANE	RNP	IRS staff	0788598488	hararose2002@ gmail.com	
10	SPS-C MAZIMPAKA	RNP	Traffic	078894930	mazimpaka@ gmail.com	

Rwanda Urban Mobility Improvement Project
Resettlement Policy Framework



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SN	Name	Institution	Function	Tel.	Email	Signature
11	NDAKAZA Emmanuel	JALI Investment	Sr Investment & Planning	0788451860	emmanuel.ndakaza@jalinvestments.com	
12	MUTSINZI Samuel	JALI Transport Ltd	Deputy TMD	0758626882	mutsamuz@yahoo.co.uk	
13	Jean RUBANGUTSANGABO	City of Kigali	Urban Envrnt	0788214836	jeanrubangutsangabo@kigali.rw	
14	MARARABWE RENE	United Contractors Ltd	Structural Engineer	0786420820	renemararabwe@gmail.com	
15	AKIMANIZANYE Emmanuel	United Contractors Ltd	Social and Gender Specialist	0788487390	akimanizanyeemmanuel42@gmail.com	

Rwanda Urban Mobility Improvement Project
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SN	Name	Institution	Function	Tel.	Email	Signature
16	KWIZAMA Jean d'Arc	United contractors Ltd	Data collection Manager	078636107	kwizama@ychoo.fr	
17	MAZIMPAKA Vedaste	City of Kigali	M-Urban Transit Hub Planning Analyst	078550221	vmazimpaka@kigali.gov.rw	
18	ADICIANI ROBERT CILLIUS	INATEIA	TL E-Sub (E)			
19	Inez Ineza	Basigo-Rwanda	Data Engineer	0787888800	ineza@basr.gov.rw	
20	KALIMBA RUEFAMBA NICOLAS	United Contractors Ltd	Architect	0788841556	nicolaskalimba@gmail.com	

Rwanda Urban Mobility Improvement Project
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SN	Name	Institution	Function	Tel.	Email	Signature
21	Emmanuel RUKUNDA	City of KICUKI	B.Architect	0788800746	emkunda@cityofkicuki.gov.rw	
22	Mugambira Jules	EU Delegation	Programme Manager	0788514310	jules.mugambira@ec.europa.eu	
23	Muhoza Paphia	AC Group	CEO	0788341914	Paphia@acgroup.rw	
24	Benon Mutabazi	RITCO	OPM	0788315378	benon.mutabazi@ritco.rw	
25	MARCELLO MALCOLA	EGIS	ARCHITECT	+33 076772373	marcel.malcola@egis-group.com	

Rwanda Urban Mobility Improvement Project
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Subject: Workshop

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Date: October 25th, 2023 ; 9:00 am to 1:15pm

SN	Name	Institution	Function	Tel.	Email	Signature
26	BEAU cyille	EGIS	Project Dir.	+25 026454073	cyille.beau @egis-group.com	
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29	IRADUKUNDA michelle Christelle	REMA	Urban growth pment accepto specialist	0787624325	Liandukunda @remar.gov.rw	
30	HUSSEIN KARIYARUKUNDA	VOLCANO LTD	Operation Manager	0788757680	Pfandey.kariyaru @volcano.com	
31	Emery Karangwa	NLX	Senior Engineer	0783863797	Emery.karangwa @lands.rw	

Rwanda Urban Mobility Improvement Project
Resettlement Policy Framework



Project Title : Feasibility study of Nyabugogo Multimodal Transit Hub

Attendance list

Subject: Consultation Meeting

Venue: egis Head Office / Kigali

Date: October 26th, 2023 ; 10:00 am to 12:00pm

SN	Name	Institution	Function	Tel.	Email	Signature
01	MASARABWE RENE	United contractors Ltd	Structural Engineer	0780420820	renewmasarabwe@gmail.com	
02	AKIMANIRANYE Emmanuel	United Contractors Ltd	Social & Gender Specialist	0788487390	akimaniranyeemanuel42@gmail.com	
03	UNDIRANA Jean d'ho	- II -	Asst Collection Manager	0788636107	jeandho@ac.gov.rw	
04	Gepain Fabrice Bessone	AC Mobility	CTO	078827447	fabrice.gepain@ac.gov.rw	
05	MUHOZA Paphia	AC mobility	CEO	0788341914	Paphia@ac.gov.rw	

Rwanda Urban Mobility Improvement Project
Resettlement Policy Framework



Project Title : Feasibility study of Nyabugogo Multimodal Transit Hub

Attendance list

Subject: Consultation Meeting

Venue: egis Head Office / Kigali

Date: October 26th, 2023 ; 10:00 am to 12:00pm

SN	Name	Institution	Function	Tel.	Email	Signature
06	JOANNE Kévin	EGIS	Deputy Project Director	+33 786895937	Kevin.Joanne@EGIS.FR	
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09	SEMUYO Jean Bas	UC Ltd	Gender Specialist	0781928989	semuyo20@gmail.com	

Rwanda Urban Mobility Improvement Project
Resettlement Policy Framework



Project Title : Feasibility study of Nyabugogo Multimodal Transit Hub

Attendance list

Subject: Steering Committee Meeting

Venue: Hilltop Hotel (Meeting Hall)

Date: January 17th 2024

SN	Name	Institution / Company	Position	Tel.	Email	Signature
1	MUSABYIMANA Jean Pierre	UC Ltd	Hydrologist	0758724834	musabyipeter@gmail.com	
2	AKIKO KISHILE	World Bank	Senior Urban Transport specialist	+254 070 2239309	akishiac@worldbank.org	
3	Adan Diehl	"	"	+254 0758791786	ad.diehl@worldbank.org	
4	Colin Brader	WORLD BANK ITP	MOBILITY CONSULTANT	+44 7771 707535	brader@itpworldbank.net	
5	Alphonse NKURUHIZA	World Bank	Dr. Urban Transport Advisor	0728300413	alnkuruzi251@worldbank.org	

Rwanda Urban Mobility Improvement Project
Resettlement Policy Framework



Project Title : Feasibility study of Nyabugogo Multimodal Transit Hub

Attendance list

Subject: Steering Committee Meeting

Venue: Hilltop Hotel (Meeting Hall)

Date: January 17th 2024

SN	Name	Institution / Company	Position	Tel.	Email	Signature
6	SP SCMAZIMPAKA	RMP	HI/Inspector	078857493	muzimpaka@gmail.com	
7	CIP Alphonse ZIRIMWAZIBAZISO	RNP	Inspection	0782378130	alphonse.zirimwazibaziso@gmail.com	
8	Uwase Sheila	COK	Traffic Mgt. SE	0788422884	uwase.sheila@kigali.gov.rw	
10	MAZIMPAKA Vedash	COK	Engineer	0785530611	vmazimpaka@cpol.rw	
11	Deogratias NURAZWA	UC	Transition	078877900	ndeogratias@gmail.com	

Rwanda Urban Mobility Improvement Project
Resettlement Policy Framework



Project Title : Feasibility study of Nyabugogo Multimodal Transit Hub

Attendance list

Subject: Steering Committee Meeting

Venue: Hilltop Hotel (Meeting Hall)

Date: January 17th 2024

SN	Name	Institution / Company	Position	Tel.	Email	Signature
12	MASARABWE RENE	UC Ltd	Structural Engineer	0786420820	renemasarabwe@gmail.com	
13	SEMUYO Jean Bosco	UC Ltd	Gender Specialist	0781928989	semuyo20@gmail.com	
14	KALIMBA RUGAMBA NICOLAS	UC Ltd	Architect	0788841556	nicolaskalimba@gmail.com	
15	MUTANA Jeshon	UC Ltd	Data collection manager	078846107	mutanajeshon55@yahoo.com	
16	Richard NENGUMURENYI	UC LTD	Project Rep Director	0788304657	Unitedcontractors/hilltop@gmail.com	

Rwanda Urban Mobility Improvement Project
Resettlement Policy Framework



Project Title : Feasibility study of Nyabugogo Multimodel Transit Hub

Attendance list

Subject: Steering Committee Meeting

Venue: Hilltop Hotel (Meeting Hall)

Date: January 17th 2024

SN	Name	Institution / Company	Position	Tel.	Email	Signature
17	Philippe Calvié	Egis	Transport demand and modelling	33 6 5254 5112	Philippe.calvie@egis-group.com	
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Rwanda Urban Mobility Improvement Project
Resettlement Policy Framework

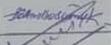
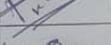
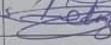
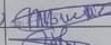
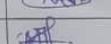
Attendance List



Republic of Rwanda
City of Kigali



Subject: ^{VALIDATION} ~~REVIEW~~ OF ESMP/RPF FOR RUMI Project Date: 27/4/2024

N°	Name	Designation/Organization	Gender	Contact: email, Phone Number	Signature
1	SAMUEL BAGAEMANA	Environmental specialist/ C&E	M	abagaemana@kigalicity.gov.rw	
2	IMLWENYIMANA Prudence	social protection specialist	M	iprudes73@gmail.com	
3	UGIJURU MICHEL	Christoph Michel, C&E specialist	M	Environment & Planning Specialist	
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5	IGIRANEZA dydie Ruf	SSS / RHA	F	lydie.igiraneza@gmail.com	
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8	TUYISHIMWE Pascal	ENVIRONMENTALIST	M	ptuyishimwe@repl.rep.rw	
9	BIENVENU MICEZO	Environmentalist/RMB	M	benvenu.micezo@vms.gov.rw	
10	MUTHIRE JAMES	Env'tal & social safeguards - FONERWA	M	jimuhire@greenfund.rw	
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City of Kigali, B.P.3527 Kigali, www.kigalicity.gov.rw

Attendance list: Consutation meeting with PAPs

Rwanda Urban Mobility Improvement Project
Resettlement Policy Framework


 Republic of Rwanda
City of Kigali
 

ATTENDANCE LIST

Meeting on... *Consultative meeting on ESMP Rwanda Urban Mobility Project*

Date: Venue:

NO	NAMES	Institution	Position	Email & Telephone number	Signature
1.	<i>Nyandwi 'Dieudonne'</i>	-	<i>Intyamba, Kuriye 500, 13 kmu Intyamba</i>	<i>0785286127</i>	<i>[Signature]</i>
2.	<i>NAMUNYISA Clément</i>	<i>N°93 Hamuruzamukama</i>	<i>Representant</i>	<i>0788402587</i>	<i>[Signature]</i>
3.	<i>MUNAMUSONI - MARIMU</i>	<i>N°54 DIVULAT. LTI</i>	<i>MEMBER</i>	<i>0788864910</i>	<i>[Signature]</i>
4.	<i>NDIZITWE Laurent</i>	<i>CoR</i>	<i>Urban Mobility Project Manager</i>	<i>0788692775</i>	<i>[Signature]</i>
5	<i>Ndakarwa Emmanuel</i>	<i>JIL</i>	<i>Dir. Investmenc</i>	<i>0788451860</i>	<i>[Signature]</i>
6	<i>Kanyankore Abraham</i>	<i>N°55</i>	<i>umucuruzi</i>	<i>0788572284</i>	<i>[Signature]</i>
7	<i>Nababimana Steven</i>	<i>N°52</i>	<i>Umucuruzi</i>	<i>0788414906</i>	<i>[Signature]</i>
8.	<i>MITHO Olivier</i>	<i>Horizon Support Services (HSPS) Kigali</i>	<i>Operational manager</i>	<i>0788636807</i>	<i>[Signature]</i>


 Republic of Rwanda
City of Kigali
 

ATTENDANCE LIST

Meeting on... *Consultative meeting on ESMP RPF Rwanda Urban Mobility Project*

Date: *23.07.2024* Venue: *City of Kigali Hall*

NO	NAMES	Institution	Position	Email & Telephone number	Signature
1	<i>Nshyamba J. Nshyamba</i> <i>H.C. Nshyamba</i>			<i>0788868775</i>	<i>[Signature]</i>
2	<i>KABANDA GORZAVAN</i> <i>BIZITA GRADINGSI</i>			<i>0789500110</i>	<i>[Signature]</i>
3	<i>SO proud LTD</i> <i>BNER RABUWUKU SIDA</i>			<i>0786765077</i>	<i>[Signature]</i>
4	<i>Claudio HABIMANA</i>	<i>SP</i>	<i>ND</i>	<i>0788300224</i>	<i>[Signature]</i>
5	<i>DUGABEJERU Casimir</i>	<i>Nyarugwe</i>	<i>Director of nyarugwe District Luvu</i>	<i>0788402545</i>	<i>[Signature]</i>
6	<i>Ntakerutimana Emmanuel</i>	<i>umucuruzi Nyabugogo</i>	-	<i>0788516356</i>	<i>[Signature]</i>
7	<i>Uwihoreye Emmanuel</i>	<i>Nyabugogo</i>		<i>0788483453</i>	<i>[Signature]</i>

Rwanda Urban Mobility Improvement Project
Resettlement Policy Framework


 Republic of Rwanda
City of Kigali
 

ATTENDANCE LIST

Meeting on *consultative meetings on ESMP/RPF Rwanda Urban Mobility Project*
Date: *23/07/2024* Venue: *city hall*

NO	NAMES	Institution	Position	Email & Telephone number	Signature
1.	NABIRINDA JOHN	BUSINESSMAN (JOMANA COSMETIC)	MD	0788975711	<i>[Signature]</i>
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	Munekotete	Asia	Nyabugogo	0783178844	<i>[Signature]</i>
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	N. Sheja Am'omari	Mubugaba	Nyabugogo	078596458	<i>[Signature]</i>
	MUKAYIZERA Grace	N°64	NYABUGOGO	0788303962	<i>[Signature]</i>
	RWABUKUNISIMUYO Bruce	N°65	Nyabugogo	0781562965	<i>[Signature]</i>


 Republic of Rwanda
City of Kigali
 

ATTENDANCE LIST

Meeting on *consultative meetings on ESMP/RPF Rwanda Urban Mobility project*
Date: *23/07/2024* Venue: *city hall*

NO	NAMES	Institution	Position	Email & Telephone number	Signature
1	MULINDAHABI Innocent				
	MULINDAHABI Innocent	umuturage	Nyabugogo	0788491635	<i>[Signature]</i>
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	Gerard Rutine	RUBIS ENERGY RWANDA	Depot Manager	078738037	<i>[Signature]</i>
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	Uwamariya Amos	umuturage	Nyabugogo	0788530263	<i>[Signature]</i>
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Rwanda Urban Mobility Improvement Project
Resettlement Policy Framework


 Republic of Rwanda
City of Kigali
 

ATTENDANCE LIST

Meeting on: *consultative meeting on ESMP RPF Rwanda Urban Mobility Project*
 Date: *23/07/2024* Venue: *city hall*

NO	NAMES	Institution	Position	Email & Telephone number	Signature
1	<i>Andriane MUKAVU Felicien</i>	<i>UMURUKWA</i>	<i>MURUKWA</i>	<i>0788419619</i>	<i>[Signature]</i>
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5	<i>SHUNBUSHO O. J. d'Amsu</i>	<i>NYARUGENGE DISTRICT</i>	<i>DIRECTOR F.D.U</i>	<i>0788819788</i>	<i>[Signature]</i>
6	<i>GATSINZI Fabrice</i>	<i>SOK Nyungwe</i>	<i>Executive Secretary / Cell</i>	<i>0788916553</i>	<i>[Signature]</i>
7	<i>NTIMUBANA</i>	<i>COZ/nyungwe</i>	<i>ES Dept</i>	<i>0788489828</i>	<i>[Signature]</i>


 Republic of Rwanda
City of Kigali
 

ATTENDANCE LIST

Meeting on: *consultative meeting on ESMP Rwanda Urban Mobility Project*
 Date: *23/07/2024* Venue: *city hall*

NO	NAMES	Institution	Position	Email & Telephone number	Signature
1	<i>KABERA MUGARUKA Silas</i>	<i>COZ</i>	<i>ES/icters cell</i>	<i>0788304013</i>	<i>[Signature]</i>
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5	<i>Uwimana Pauline</i>	<i>well Comeshop</i>		<i>0788790488</i>	<i>[Signature]</i>
6	<i>Munganyamba Claudine</i>	<i>Boutique</i>		<i>0784109180</i>	<i>[Signature]</i>
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8	<i>KAMALI Moses</i>	<i>Boutique</i>		<i>0788539061</i>	<i>[Signature]</i>

Rwanda Urban Mobility Improvement Project
Resettlement Policy Framework


 Republic of Rwanda
City of Kigali
 

ATTENDANCE LIST

Meeting on: consultative meeting on ESMP Rwanda Urban Mobility Project
Date: 23/07/2024 Venue: city hall

NO	NAMES	Institution	Position	Email & Telephone number	Signature
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2	MUNYABARABO Pascal	HASS	MANAGER	0783786019	
3	IRANKUNDA Emmanuel			0788839024	
4	Mubambweye Fabien	Sp.	Assistant Manager	0788910041	
5	Mugabamba J. J. J. J.	COK	General Manager	0783286241	
6	BIMELIYIMANA Prudence	COK	Social Specialist	0784134544	


 Republic of Rwanda
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ATTENDANCE LIST

Meeting on: consultative meeting on ESMP RUPP Rwanda Urban Mobility Project
Date: 23/07/2024 Venue: city of Kigali

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**Rwanda Urban Mobility Improvement Project
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ATTENDANCE LIST

Meeting on... Consultative meeting on E-SMF ... Rwanda Urban Mobility Project
Date: Venue:

NO	NAMES	Institution	Position	Email & Telephone number	Signature
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2	Semimami Salvoim	Umucuruzi		0788220443	
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4	Mubabazi Justine	Quality Phones		0788533538	
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