

UNITED REPUBLIC OF TANZANIA
Prime Ministers Office for Regional
Administration and Local Government



The Dar es Salaam City Council



**CONSULTANCY SERVICES FOR THE
CONCEPTUAL DESIGN OF A LONG TERM
INTEGRATED DAR ES SALAAM BRT
SYSTEM AND DETAILED DESIGN FOR
THE INITIAL CORRIDOR**

RESETTLEMENT POLICY FRAMEWORK

Dar es Salaam
February, 2007
Rev 01

ACRONYMS AND ABBREVIATIONS

BRT	Bus Rapid Transit
CBD	Central Business District
CBO	Community Based Organizations
DART	Dar Es Salaam Rapid Transit
DCC	Dar Es Salaam City Council
DSM	Dar Es Salaam
GOT	Government of Tanzania
PAP	Property Affected Peoples
PMU	DART Project Management Unit
RAP	Resettlement Action Plan
ROW	Rights-of-Way
RPF	Resettlement Policy Framework
RPIT	Resettlement Planning and Implementation Team
TANROADS	Tanzania National Roads Agency
ToR	Terms of Reference
TZS:	Tanzanian Shillings
USD:	United States Dollars

Dar Es Salaam BRT System Phase I

Resettlement Policy Framework

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Dar Es Salaam BRT System Phase I

Resettlement Policy Framework

1.0 Introduction

1.1 Scope and Applicability of the Resettlement Policy Framework

By means of this Resettlement Policy Framework (RPF), Dar Es Salaam City Council intends to establish rules and procedures for compensation and resettlement assistance to be adopted in all situations where implementation of the DART BRT project will require indemnification of adjacent properties and/or result in displacement and involuntary resettlement of families and economic activities. Implementation of the DART BRT project will be a long term process. Six (06) implementation phases are foreseen and currently only Phase I has finalized engineering and will be initiated shortly.

The RPF has been prepared according to the requirements established in Tanzanian legislation and to the guidelines set forth in the World Bank's Operational Policy on Involuntary Resettlement (OP 4.12). This policy calls for preparation of Resettlement Action Plans prior to execution of any resettlement. Said plans constitute a prerequisite for the Bank's approval of projects and must be detailed and based on previous surveys of all project affected peoples (PAP). In cases of projects with several components, on which part of the Resettlement Action Plans cannot be completed or detailed prior to Bank approval, a Resettlement Policy Framework can suffice.

As set forth in paragraphs 23 through 25 of OP 4.12, the RPF must provide clear explanation as to why complete Resettlement Action Plans cannot be submitted during the project appraisal phase. With respect to the DART project as a whole, this is because significant time will elapse between each one of the six phases and hence resettlement needs will not be known simultaneously. In the case of DART Phase I, the main reason relates to the engineering schedule as well. Phase I includes two parts (Part A and B), each one with approximately 10 km. The contract for conceptual planning and engineering of Part A was awarded in 2005. A property survey as well as a version of the corresponding Resettlement Action Plan was prepared for that part in early 2006 and submitted in May 2006. The design and engineering contract for Part B was awarded only in 2006. Detail necessary to establish which properties will be affected was attained only by February 2007.

Due to the situation described above, this Resettlement Policy Framework must be understood as applicable to the DART project as a whole, and provides the governing rules and guidelines according to which Resettlement Action Plans (RAP) will be prepared and implemented. In the case of Phase I in particular, two RAPs will be prepared: one for Part A and the other for Part B. The RAP for Part A will be submitted shortly after disclosure of this Framework, based on the property survey completed in 2006 updated in order to incorporate engineering revisions, and complemented with a detailed socio-economic survey of all families and businesses that will in effect be displaced to other locations. The RAP for Part B is in preparation and will be submitted later during the 1st semester of 2007.

As established in OP 4.12, this RPF includes:

- A brief description of the project with focus on components whose implementation interferes with adjacent land use and property;
- A review of the applicable legal framework affecting property indemnification and resettlement, including comparison with OP 4.12 and the corresponding gap analysis;
- A description of asset valuation methods;
- Definition of the principles and objectives governing resettlement planning and implementation;
- A description of the scope and contents of Resettlement Action Plans to be prepared according to the Framework;
- An estimate of the population and economic activities to be displaced and/or indemnified;
- A typology of project affected peoples (PAP);
- Detailed definition of proposed entitlements regarding indemnification, compensation and resettlement assistance;
- Establishment of eligibility criteria and definition of the matrix of entitlements;
- An explanation of the way in which the proposed matrix of entitlements bridges the gaps between local legislation and OP 4.12;
- A description of the organizational structure that will implement resettlement and the institutional arrangements that will guarantee timely delivery of all entitlements;
- Definition of the grievance redress mechanism;
- Definition of consultation and disclosure procedures;
- An implementation schedule;
- A preliminary budget with indication of the sources of funding;
- A monitoring plan.

1.2

Brief Description of the Dar Es Salaam BRT System (DART)

Dar Es Salaam's Bus Rapid Transit system (DART) is a bus-based mass transit system that essentially follows the performance and characteristics of a modern rail-based transit

system but at a fraction of the cost. It consists of a corridor of exclusive and segregated lanes, high capacity articulated buses and high performance boarding with central platform for level boarding and large closed stations that allow fare payment outside the trunk vehicles. The proposed system can reach average speeds of 25 Km/h.

The proposed system is a closed trunk corridor for exclusive use by high capacity vehicles. During Phase I, 29 bus stations will be implemented along the 20.9 Km. of the trunk corridor. Feeder buses will attend service lines with most significant demand and will integrate with the trunk corridor at 6 feeder stations. Daladals, that will continue to operate on the rest of the city, will integrate at 5 terminals. Further to the corridor, stations and terminals, two bus depots (garages) with associated maintenance facilities will be built.

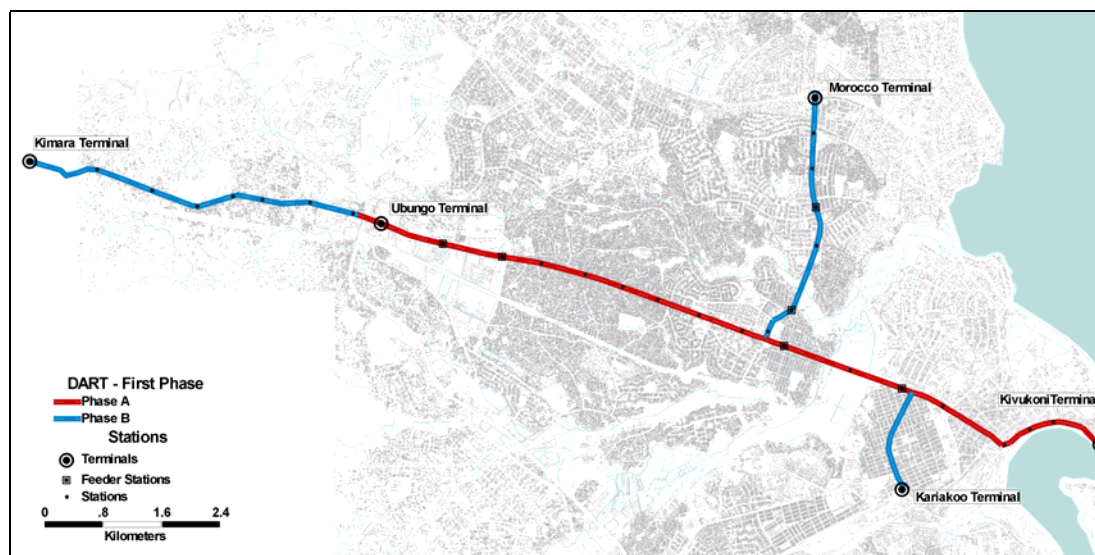
The trunk corridor in Phase I will consist of a main line starting at the Kivukoni Terminal, near the Kigamboni Ferry Terminal, and following along the Kivukoni Front to Morogoro Road, ending in a Terminal at Kimara Mwisho. The Ubungo Terminal is located at an intermediate point along this stretch, near the intersection with Nelson Mandela / Sam Nujoma Road.

A branch running along Kawawa Road from Magomeni up to Morocco, and another branch along Msimbazi Street to Kariakoo, are also part of Phase I. The Kawawa Road branch will have a terminal at the end of Morocco (Junction with Ali Hassan Mwinyi Road) while the Msimbazi Street branch will have a terminal at Kariakoo near the TRC railway line opposite the current Scandinavia Bus Terminal.

Part A of Phase I of the trunk corridor covers 10 Km. embracing the stretch from the Kivukoni Terminal to Ubungo Terminal. Part B of Phase I covers the remaining 10.9 Km until Kimara Mwisho, as well as the Kawawa Road and Msimbazi Street branches.

Figure 1.2.a illustrates the location of the project within Dar Es Salaam, distinguishing Part A from Part B segments of Phase I.

Figure 1.2.a – DART – Phase I



2.0 Objectives and Principles

2.1 Objectives

The central objective of this Resettlement Policy Framework and the Resettlement Action Plans to be governed by it is to establish a procedure for resolution of displacement, resettlement and indemnification issues resulting from implementation of DART, ensuring that displaced persons are left no worse off than they were before commencement of the project.

The RPF is intended to be an agreed commitment by the parties responsible for implementation of resettlement.

Whereas the RPF focuses on the establishment of guidelines, entitlements and procedures, individual RAPS will include the results of detailed property surveys and socio economic surveys, and will thus:

- Identify, as far as possible, people and economic activities currently occupying the DART right-of-way (ROW) and others who will suffer losses;
- Provide a general socio-economic profile of the people living in areas where displacement will occur;
- Quantify displacement needs;
- Define entitlements of each affected party (PAP);

- Establish the detailed implementation schedule;
- Provide a detailed budget.

Jointly, this RPF and associated RAPs for Phase I – Parts A and B, will consolidate all social compensation and assistance measures in favor of people and economic activities directly affected by DART Phase I implementation. Thus, whereas the RPF and RAPs are presented as stand-alone documents, they should be understood as an integral part of DART Phase I Environmental and Social Impact Assessment (ESIA) and, together with other mitigation and compensation programs proposed in that assessment, pretend to constitute a comprehensive set of measures that adequately address and manage all DART Phase I environmental and social impacts.

2.2

Basic Principles

The indemnification, compensation and resettlement assistance actions and measures included in this RPF will jointly ensure the provision of timely and fair compensation, with the ultimate goal that all displaced persons or activities will be compensated so as to at least restore their pre-project living standard levels.

Displacement may be physical, economic, social or cultural, resulting in relocation or loss of shelter, loss of assets or access to assets important for production, loss of income source or means of livelihood, or loss of access to locations that provide higher incomes or lower expenditures to business people.

In these terms, displacement may be considered to occur even when affected people are not required to physically relocate from affected land.

Further to displacement compensation as per the requirement specified above, this RPF adopts the following basic principles:

- Equitability will be guaranteed through transparency of eligibility criteria and procedures for valuation of compensation and allowances, ensuring that all PAP are treated alike with respect to each entitlement they are eligible for.
- All people affected will be informed in a timely, correct and transparent manner about their rights and about their options concerning resettlement, and will have freedom to choose among the options presented.
- Affected people will be provided with opportunities to participate in the planning, implementation and monitoring process of the resettlement through public consultation mechanisms.

- Affected people will receive assistance and support during the transition period.
- Vulnerable PAP (handicapped, elderly, other) will be identified and will be eligible for special assistance.
- To the extent possible, relocated people and activities will be given an opportunity to resettle at legally regular locations.
- Resettlement schedules will be compatible with project implementation schedules and this will ensure that the relocation of people and activities does not happen before the necessary steps are taken (payment of due compensation, identification of suitable resettlement options, etc.) and that adequate time is granted for individuals to relocate.
- As possible, project affected people (PAP) shall be given the opportunity to share the benefits resulting from project implementation.
- In case of conflict or inconsistency between the Tanzanian legislation and World Bank OP 4.12 with regard to involuntary resettlement, this RPF contemplates procedures for bridging the gap.

2.3

Types of Land Use Interference Created by the Project (DART Phase I) and Adjustments to Minimize Them

Properties to be affected by the DART Phase I project are generally only partially affected since marginal widening of the right-of-way is necessary along most of the corridors' alignments. However, at station and terminal locations more significant expropriation becomes necessary and hence some properties will need to be purchased completely and the occupants displaced.

Front of building commercial activities are the most affected type of land use. These are distributed with variable density along most Phase I corridor alignments. Higher densities occur where the existing right-of-way has attracted commercial ribbon developments around it. Typically, these ribbon developments are comprised of a large amount of small verandah extensions or permanent kiosks attached to the main buildings. However, frequently the front section of the main building is also used commercially.

Some medium sized commercial activities are also affected as are several petrol stations.

Residential land uses along the corridors are also affected, though much less frequently than commercial uses.

It is worth noting that besides buildings and land uses occupying plots adjacent to the corridor rights-of-way, several informal uses of the rights-of-way as such will also be interfered with. These are very diversified. Many abutting shops use the right-of-way to display merchandise (furniture stores, used car dealers, other). Many bars and restaurants occupy shaded areas with tables and chairs. Seedling producers occupy significant right-of-way areas at Ubungo and Kimara. Left over spaces are used as taxi spots, daladala parking areas or construction truck spots. Transient street vendors still occupy significant parts of the right-of-way at some locations. Street vendors with fixed kiosks are sparse but are also present in many areas. All these kinds of informal use of the corridors rights-of-way will be displaced with DART Phase I implementation.

Several project adjustments have been incorporated in order to minimize the need for expropriation and resettlement.

Standard cross sections were initially established for the DART project for two situations: cross section along the corridor, and standard cross section at bus stations, where the right-of-way needs to be wider. Basic design guidelines adopted in each case were the following:

Standard cross section along the corridor:

- Road shall have dual carriage way of four lanes (2x2) for mixed traffic and two lanes (1x1) for BRT vehicles.
- The minimum width of mixed traffic lanes will be 3.0 m and minimum width of BRT vehicle lanes will be 3.3 m.
- Sidewalk and bicycle lanes shall be provided in both directions whenever possible, with 2.5 m minimum width for sidewalks and 1.5 m wide bicycle lanes.

Standard cross section at bus stations will include additionally:

- 5.0 m wide station at the centre of the cross section.
- Two (1x1) additional lanes for BRT overtaking vehicles.
- 0.3 m wide median between bus lanes and private cars.

The standard cross sections are illustrated in **Figures 2.3.a** and **2.3.b**. As may be noted, these standard sections result in total width of 38.5 m along the corridor and 49.0 m at bus stations. However, where this space is not available, several design compromises were adopted along the corridor's alignment in order to minimize interference with adjacent land use. These compromises included reduction in the number of lanes for general traffic, narrowing of lanes, bikeways and sidewalks among other. A detailed description of the project's cross sections as adjusted to each segment of the corridor is included in the project's Environmental and Social Impact Assessment (ESIA).

Figure 2.3.a – Cross Sections at Stations

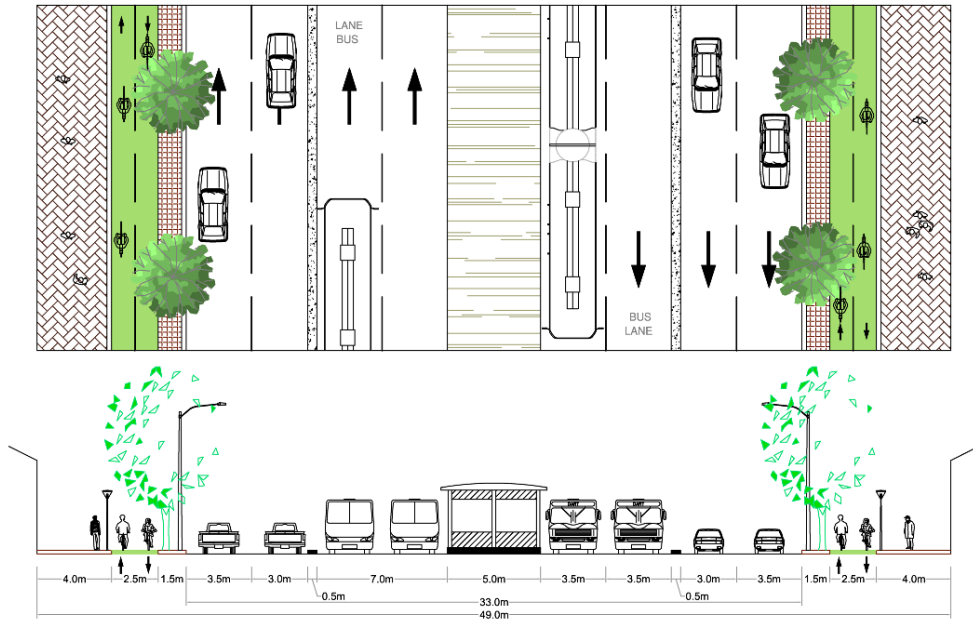
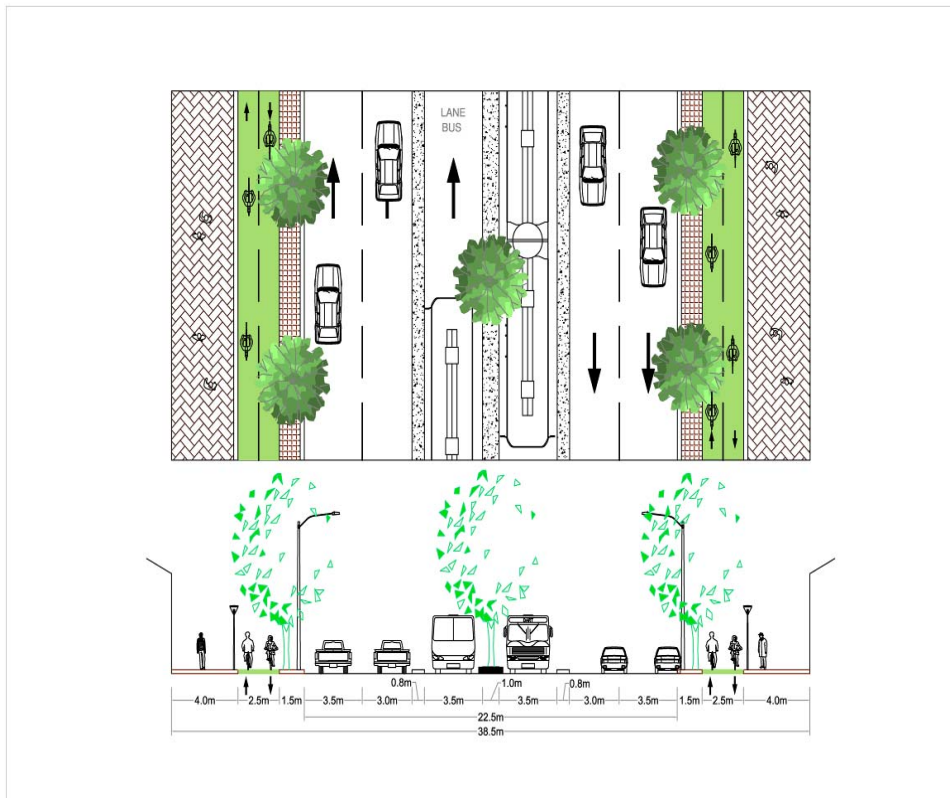


Figure 2.3.b – Cross Sections Off -Stations



Given the existing conditions and having in mind that on average people are willing to walk 300 meters to attend public transportation, stations were located on average 500 m apart from each other. In some cases in which a station is not required due to insufficient demand or because of physical constraints, this separation was increased, in other cases it was reduced. Thus, location of stations, which is where resettlement needs concentrate, has been adjusted as much as possible in order to minimize interference with existing land use.

Some expropriation will also be necessary at the location of terminals, but this has also been minimized through adaptation of each terminal's functional design.

The DART technical design has also avoided impacts on expensive, historical and religious structures to minimize resettlement and social impacts and conflicts. This required reduction of sidewalks and bikeways in some areas.

As a result of the planning and engineering adjustments described above, the most substantial types of resettlement necessary for the project's implementation relates to small business premises in the front of properties abutting on the corridors (mainly small structures extending forward). However, several medium-sized businesses and residences are also affected.

3.0

Legal Framework

3.1

Land Tenure and Legal Status

The legal framework for resettlement is first and foremost based on the following articles of the Constitution of the United Republic of Tanzania (1977):

- Article 24 (1): Subject to provisions of the relevant laws of the land, every person is entitled to own property, and has a right to the protection of his property held in accordance with law.
- Article 24 (2): It shall be unlawful for any person to be deprived of property for the purposes of nationalization or any other purposes without the authority of law which makes provision for fair and adequate compensation.

Therefore, payment of compensation is both a legal and constitutional right under Article 24 of the Constitution.

Further to the Constitution, the following are the main legal instruments affecting property acquisition and resettlement in Tanzania:

- Land Acquisition Act N^o 47 of 1967.

- Land Act N° 4 of 1999.
- Village Land Act N° 5 of 1999.
- Complementary regulations issued in 2001.

The legal basis for compensation / acquisition of private properties or right-of-ways for infrastructure and other development projects is contained mostly in Land Act N° 4 of 1999, Village Land Act N° 5 of 1999 and Land Acquisition Act N° 47 of 1967.

Land Act N° 4 of 1999 is basically about land tenure and land rights, but also addresses issues of compulsory acquisition, mortgages and regularization of unplanned areas.

Land Act N° 4 of 1999 and Village Land Act N° 5 of 1999 and their respective Land and Village Land Regulations, including in particular Supplement N° 16 of 2001, govern the procedures for assessment and payment of compensation for land and unexhausted improvements, loss of accommodation, loss of profit, disturbance and transport.

Section 3 (1) (a) of Land Act N° 4 of 1999 establishes that all Land in Tanzania is public land. Therefore, private land as such does not exist. Occupancy of Land by individuals is granted legally regular status through a “*grant of a right to occupancy*”.

The Government leases Land under the Right of Occupancy system for varying periods at economic ground rents. Such rent is reviewed periodically (normally at 10 yearly intervals). The ground rent paid in respect to government Right of Occupancy is the Land Rent levied under section 7(2) of the Land Ordinance. All urban land in Tanzania is liable to a payment of Rates in lieu of Land Rent as per the Urban Authorities (Rating) Act of 1983.

Further to Public Land, the Land Act recognizes “Village Land” and other forms of customary tenure.

Section 3 (1) (f) of Land Act N° 4 of 1999 provides that “*interest in Land has value and that value must be taken into consideration in any transaction affecting Land*”. Therefore the, acquisition of Land will include compensating owners for bare land in addition to unexhausted improvements.

Sub-paragraph (g) of the same section provides that full, fair and prompt compensation has to be paid to any person whose “*right of occupancy or recognized long-standing occupation or customary use of land*” is affected or interfered with to their detriment. Thus, compensation for land in project-affected areas (which are urbanized and over which no customary forms of tenure prevail), is forthcoming only where its occupancy has been legally granted or is long-standing.

However, in recognition of the existence of informal types of tenure in urban areas, the Land Act provides for the validation of interests in land other than a granted right of occupancy (s. 53-55). In order to address the question of many people acquiring and

occupying urban land otherwise than through a granted right of occupancy, the act introduces the concept of a residential license as a derivative right (section 23 of the Act). Any person who at the commencement of the act (1999) has occupied land in an urban area or peri-urban area as his home for no less than three years, without any officially granted right of occupancy, can receive a “residential license” and is entitled for compensation of land should it be required for a public purpose. Residential licenses have limited validity (maximum of two years) and need to be continuously renewed.

3.2 Property Valuation Norms

Valuation Methods are established in Land Act N° 4 of 1999.

Land

This type of compensation applies to all affected households that hold officially granted rights of occupancy or alternatively possess a residential license. Compensation is forthcoming regardless of whether there is need for resettlement or the affected party opts to rearrange within the remaining plot.

In accordance with section 3 of the 2001 Regulations of Land Act N° 4 of 1999 the basis for assessment of the value of lands affected by the project is the market value of the respective land.

Buildings

In the case of buildings, local practice in Tanzania adopts estimate of surrogate market value through Replacement Cost Methods. This method establishes the price on the basis of the estimated cost of erecting a similar unit at today’s price. The observed condition of the building is taken into account and is used as a basis to allow depreciation to be discounted from the Replacement Cost figure in order to establish what would be the likely price a person may be prepared to pay for the subject property if given opportunity to buy.

The “Depreciated Replacement Cost” thus obtained is considered to be equal to “Market Value”.

In cases where more than 50% of a property is affected, compulsory expropriation of 100% proceeds and valuation needs to proceed accordingly.

3.3

Other Legally Established Indemnification and/or Compensation

Regulations of Land Act N° 4 of 1999, made under Section 179 of the Land Regulations which became operational in May 2001, contemplate several complementary compensation allowances for which expropriated parties are eligible. These include:

- Disturbance allowance;
- Transport allowance;
- Loss of profit or accommodation allowance;
- Accommodation allowance.

Disturbance Allowance is payable as a percentage of property valuation in compliance to the provisions of Act N° 4 of 1999. The percentage is the average commercial bank rates offered on fixed deposits during 1 year.

In accordance with Section 11 of the Regulations of Land Act N° 4 of 1999, a transport allowance is paid to all project-affected persons that will need to be displaced. The payment is intended to meet transport cost incurred by property owners. It is specifically noted that valuers may apply this compensation to all properties, i.e. to the vast majority of those who will not be resettled. It may also be applied to tenants. Transport allowance is computed on the basis of market rates for transportation services within the project area, considering the average cost of transporting 12 tons over a distance of 20 Km.

In accordance with Section 9 of the 2001 Regulations of Land Act N° 4 of 1999, the net monthly profit obtained from businesses associated with the affected properties needs to be assessed. Audited accounts need to be analyzed as proof of declared profits. In the absence of audited accounts, valuers can establish loss of profit compensation on the basis of official guidelines. In this case, the amount allowed by valuers does not exceed one million shillings per annum. Compensation is forthcoming on the basis of estimated loss of profit over a 36 month period. This calculation can apply also to businesses that are only temporarily affected during the project's construction phase. This compensation will be made to all businesses regardless of the status (owner or tenant) of the affected building. However, in the case of businesses that occupy own premises, accommodation and disturbance allowance is paid and this is understood to incorporate loss of profit.

As long as the respective business is affected by the project, the loss of profit shall be exclusively and directly paid to the person who loses his/her business premises.

Accommodation allowance applies to all structures or portions of structures that are to be demolished, regardless of whether resettlement is required or not. This allowance is meant to compensate affected peoples for the costs incurred during the period when construction of new structures is under way. In accordance with Section 8 of the 2001 Regulations of Land Act N° 4 of 1999, accommodation allowance is calculated on the basis of monthly

rent multiplied by 36 months. Monthly rent is equivalent to the market rental value of the affected part of the property per month.

3.4

Comparison with WB OP 4.12 – Gap Analysis

Based on review of pertinent Tanzanian legislation (Sections 3.1 through 3.3) and criteria adopted in the World Bank's OP 4.12, the following main gaps have been identified:

1. Land indemnification

Under Tanzanian law, all land belongs to the government and will be compensated only in cases where its occupation has been officially granted in some way or where a residential license has been obtained. Thus, some properties that are irregularly occupied will only be compensated for affected structures (unmovable assets) at replacement cost. In cases where the affected family or business needs to be relocated, lack of indemnification for land at market value may mean that an equivalent alternative may not be purchased with the amount of compensation to be received. Whereas World Bank policy does not require compensation for illegal land, it does require that affected peoples end up in a condition which is at least equivalent if not better than the original situation. One frequent solution to attain this is implementation of a Resettlement Project, where housing units will be produced and delivered at a cost that exceeds the value of compensation that eligible PAPs are entitled to receive. In other cases, where quantity or geographical dispersion of PAPs in his situation make this kind of collective solution unpractical, some form of bonus or complementation of the compensations and/or allowances foreseen in Tanzanian law may be necessary in order to comply with OP 4.12.

2. Loss of profit compensation for businesses to be relocated

Under Tanzanian law only businesses occupying rented premises will be compensated for loss of profit. This compensation is in fact quite generous, and allows for 36 months of net profit compensation, based on verification of audited accounting records. Where these records do not exist, a fixed assumption on the value of profit can be adopted.

However, no loss of profit compensation is foreseen in Tanzanian law in the case of displaced businesses occupying premises that belong to the owner of the business. Whereas it may be argued that this property owner is already receiving disturbance allowance (4% of the market value of affected property) and accommodation allowance (36 months of market rental value), lost profit can represent a value larger than these allowances. Under the principles of OP 4.12, loss of means of livelihood should be compensated separately from loss of property.

3. Lost of rental income

Compensation of non-occupant owners for lost rental income is meant to be covered by accommodation allowance. However, Tanzanian law is not clear as to whether or not the accommodation allowance is to be paid when only part of a structure is expropriated and the owner (or tenant) continues to live on the remaining part of the property. In practice in such cases no accommodation allowance is paid.

4. Compensation for additional living costs

Disturbance and accommodation allowances should jointly compensate for additional costs incurred during the transition to a new location. However, there may be some living costs which will be permanently altered as a result of resettlement. These include transportation costs to work and school, as well as on-site costs of living, such as rent, water and sewer collection fees, garbage collection fees, energy bills, land rent and property tax. Where such additional costs can be demonstrated to be a result of lack of option (as opposed to preference for the chosen new place of residence), some form of compensation or assistance should be forthcoming.

4.0

Typology of Project Affected Peoples (PAP)

The baseline studies along the corridor's alignment and adjacent land uses, developed as part of the Environmental and Social Impact Assessment, allowed for identification and categorization of Project Affected Peoples (PAP). These categories are all described below. As will be noticed, categorization has taken into account a diverse set of variables, including current occupancy condition, types of property use, physical characteristics of installations and entitlement eligibility criteria.

Non-occupant owner of property that will be totally affected.

In many cases, property to be affected is not occupied by the legal owner. This condition is more frequent in the central business district where rental property is more usual. Where the complete property needs to be acquired, the affected owner will lose land and unmovable assets as well as rental income.

Non-occupant owner of property that will be partially affected.

Where only partial expropriation takes place compensation will be limited to the affected land and structures. Impact on rental income may be marginal.

Owner-occupiers of residencies that will need to resettle.

This category is self-explanatory and will be entitled to the full range of compensation and allowances provided by Tanzanian law, as well as some complementary assistance as applicable under the terms of this Resettlement Policy Framework. It is important to observe that compensation for bare land will only be forthcoming where it has been officially granted a right of occupancy, or if the owner holds a residential license.

Owner-occupiers of residences that will be partially affected but may reinstall in same plot.

This category is grouped separately since it will have access to a more limited set of entitlements.

Owners of businesses in own premises that will need to relocate.

This is one of the largest groups of Project Affected Peoples. In many cases, businesses occupy the front room of residences.

Owners of businesses in own premises that will be able to reinstall in the same plot.

Some of the businesses fronting the alignment of the corridors will be able to continue to operate in the same plot. In some cases, where the front room of the building is used commercially and the back rooms are used residentially, it is possible that the business will relocate within the same plot, but residential occupancy will no longer be viable. In this case, the displaced family will be treated accordingly.

Owners of businesses occupying rented premises that will relocate.

Businesses occupying rented premises are quite common in the Central Business District. Along other segments of the alignment, prevalence of rented commercial space will be verified during development of the respective Resettlement Action Plans.

Owners of businesses in rented property that will be able to reinstall in the same plot.

These will be eligible for a more limited set of allowances.

Commercial tenants and/or concessionaires at Ubungo terminal.

There is a wide diversity of commercial establishments at the site of the future Ubungo terminal, including retail shops, restaurants and hotels. These pay rent to the government that owns the terminal. Since these establishments will be contemplated during layout definition for the new terminal facility and will be reinstalled according to a plan that will minimize closure time during construction, they have been grouped as a separated PAP category.

Residential tenants that will relocate.

This category of Project Affected Peoples is distributed all over the alignment.

Residential tenants that will reinstall in the same plot.

This category is grouped separately due to more limited set of entitlements.

Employees in workers housing that will need to relocate at Kariakoo Terminal.

This group includes several families of employees of the TRC railway company that owns the site of the future Kariakoo terminal. Arrangements will be pursued with the company in order to use part of the compensation for implementation of a collective resettlement solution on remaining portions of the site or at a nearby location.

Illegal occupants of workers housing that will need to relocate at Kariakoo terminal.

Some of the houses belonging to the TRC railway company are illegally occupied by ex-employees and others that have settled in. If houses in this condition come to be affected, occupants will be treated as a separate category of PAP since they will not be eligible for the same kind of entitlements as company employees.

Owners of businesses in either own or rented premises that will suffer provisional loss of business or closure during construction.

Particularly in the Central Business District, but also in other points along the corridor alignment, construction will affect the level of business and may even result in temporary closure. Businesses affected in this manner will be eligible for specific types of allowance and/or compensation.

Authorized non-transient street vendors.

This category includes street vendors with installations on the public right-of-way which are not removed every night. This includes very diversified types of activities, including production and commercialization of tree seedlings and ornamental plants, which is quite frequent in the some sections of the alignment.

Daily transient street vendors.

Daily transient vendors occupying the right-of-way are distributed along various parts of the alignment, albeit in more limited quantity than when the Social Impact Assessment of Phase I – Part A was performed (May 2006).

Owners of businesses to be indirectly affected by the project.

Many businesses adjacent to the corridor make informal use of the right-of-way in ways that will not continue to be feasible once the corridor is implemented. Some bars and restaurants occupy the right-of-way with chairs and tables. Many furniture stores use the right-of-way to display their products. A car salesman near Biafra Square uses the right-of-way to park vehicles for sale. Several other similar situations have been verified along the alignment and have been mapped in the detailed land use survey of the Directly Affected Area as part of the Environmental and Social Impact Assessment (ESIA).

Other informal users of the public right-of-way that will need to relocate.

Reserved parking areas exist all along the corridor's rights-of-way. These are used by taxis, daladalas, or even trucks which are hired by the population for assistance in construction activities. Most of these reserved parking areas will need to be displaced.

Employees of businesses that will be dismissed or placed in stand-by because of provisional closure or loss of business during construction.

Worker lay-offs are a possibility in the case of larger businesses that will be significantly affected by provisional loss of business during construction. This is more likely in the Central Business District, but may occur all along the alignment.

Employees of businesses to be relocated.

In many cases, these employees may be unable to continue in the same employment, either because of a decision by the business owner or alternatively because of additional transportation costs at the new location.

5.0 Proposed Compensation and Assistance

Compensation and assistance under this Resettlement Policy Framework can be generally grouped in two categories:

- Measures which are provided for under the terms of Tanzanian law
- Complementary measures provided under the terms of this Resettlement Policy Framework in order to comply with OP 4.12.

5.1 Compensation and Assistance Contemplated under Tanzanian Law

As described in the analysis of the legal framework (Section 3.0), Tanzanian law provides for the following forms of compensation and/or resettlement assistance:

Compensation for loss of property

Property compensation provided for by Tanzanian law, includes the following:

- Compensation for land whose occupation has been officially granted or which holds a valid residential license.
- Compensation for loss of structures and other unmovable assets.

Land will be compensated at market value only where regularly occupied. In cases of properties occupying land irregularly, only compensation for structures and other unmovable assets is provided for. These are valued at replacement cost.

Thus, Tanzanian legislation allows for indemnification of all loss of structures and unmovable assets, even if located within public rights-of-way.

Disturbance allowance

Property owners of houses and businesses are entitled to receive a disturbance allowance, both in cases where full relocation is unavoidable and in cases where rearrangement of new structures within the same plot is possible. This disturbance allowance is equivalent to the market value of the property multiplied by the average commercial bank interest rate for a one year period. In this Resettlement Policy Framework, a 4% per year interest rate is adopted for purposes of calculation of disturbance allowance.

Transportation allowance

Owners and tenants of houses and businesses that will need to relocate are entitled for transportation allowance. This allowance is established on the basis of the cost of hauling twelve tons over a distance not exceeding 20 kilometers. Based on a survey of market rates for transportation services in the project area, the RPF has established this cost at TZS 120,000/=. Based on judgement of the valuer, this allowance may be paid also in the case of properties that are only partially affected.

Accommodation allowance

Accommodation allowance applies to occupiers of all structures that are to be demolished and where resettlement is required. This allowance is meant to compensate affected owners for the costs incurred during the period when construction of new structures is under way. In accordance with Section 8 of the 2001 Regulations of Land Act 4 of 1999, accommodation allowance is calculated on the basis of monthly rent multiplied by 36 months. Monthly rent is equivalent to the market rental value of the acquired property per month. Thus, in the case of owner-occupiers, accommodation allowance should cover the costs of renting an equivalent property during 36 months. In the case of absentee owners (i.e. landlords), accommodation allowance should compensate fully for the loss of the total rent per month that the landlord receives from the tenant.

Accommodation allowance is not paid when only part of a structure is acquired and the owner or occupier continues to live on the remaining part of the property.

Loss of accommodation for displaced tenants

Loss of accommodation for a tenant who is occupying an acquired property and will be displaced is the monthly rent he or she is paying multiplied by 36 months.

Loss of profit compensation

In accordance with Section 9 of the 2001 Regulations of Land Act 4 of 1999 the net monthly profit obtained from the business associated with the affected properties will be assessed (for high incomes, evidenced by audited accounts where necessary and applicable, for low incomes to be approved by authorities' business list), and multiplied by 36 months in order to arrive at loss of profit payable. This calculation will also apply to businesses that are only temporarily affected during the project's construction phase.

This Resettlement Policy Framework establishes that in cases where no audited accounts are available, average monthly profit will be taken to be TZS 90,000/=.

This compensation will be made to all businesses occupying rented premises. In the case of businesses occupying own premises, accommodation allowance and disturbance allowance will be paid in lieu of loss of profit.

5.2 Complementary Compensation and Assistance

Whereas the compensation and assistance measures listed in Section 5.1 go a long way towards meeting OP 4.12 requirements, some gaps exist and a set of complementary measures has been established under this Resettlement Framework Policy in order to bridge them. These are:

Property compensation bonus

Owner-occupiers of houses and businesses that will need to relocate may be unable to find alternative installations which are equivalent to the current ones, if they do not receive compensation for land as a result of the fact that occupancy has not been officially granted and no valid residential license is at hand. In these cases, a complementary compensation bonus will be contemplated. Decision on eligibility for this bonus will be taken after initial searching of alternative installations, and the amount of the bonus will be that which is strictly necessary in order to purchase an equivalent alternative. In any event, the amount of the compensation bonus will never exceed the market value of the land irregularly occupied at the existing property.

Complementary transition allowance

It is not certain that disturbance, transport, accommodation and loss of profit allowances as assessed by the valuer will cover all the transition costs incurred by PAPs as a result of DART implementation.

In cases of property owners that will be partially affected, loss of rental income may occur and compensation for this may have not been considered by the valuer.

Loss of profit of businesses occupying own premises will need to be compensated where it can be demonstrated to be larger than disturbance and accommodation allowances.

This Resettlement Policy Framework provides for complementary allowance for transition costs (i.e. costs incurred in the process of resettling or rearranging residential or commercial uses to a new post-project condition), where the affected party can demonstrate that the compensation received on the basis of the valuer's assessment was insufficient. The burden of proof will be with the affected party in all cases.

It is important to highlight that this complementary allowance is not redundant or in conflict with the RPF's grievance redress procedure. Grievance redress will take place prior to compensation and resettlement. The complementary transition allowance is an *ex-post* procedure, where the affected party is allowed the chance to prove that his transition costs were higher than assessed and consequently receive complementary compensation.

In assessing requests for complementary transition allowance, data collected through the Property Survey Inspection and Valuation Questionnaire (**Annex 01**) will be used as a baseline against which to verify information supplied by PAPs.

Complementary allowance for additional cost of living

Only owners-occupiers of residences that will need to relocate will be eligible for complementary allowance for additional cost of living.

The Socio-Economic Survey Questionnaires (**Annex 02**) to be applied on occupants of houses that will need to relocate as part of Resettlement Action Plans, include detailed information on current living costs which may be altered as a result of resettlement. These include transportation costs to work and school, as well as on-site costs of living, such as rent, water and sewer collection fees, garbage collection fees, energy bills, land rent and property tax. Thus, it will be possible to compare future living costs with previous living costs.

Where it can be demonstrated that additional costs of living were incurred at the new location and that this was a result of absence of choice (i.e. the affected PAP moved to a more costly place of living not out of preference but because of lack of other viable alternatives), a complementary cost of living allowance will be forthcoming. This type of additional cost of living is not contemplated by valuers when assessing allowances under Tanzanian law since said allowances are basically meant to compensate transition costs.

Complementary cost of living allowance under this RPF will be paid on the basis of assessed additional living costs over a 24 month period. Once again in this case, the burden of proof will lie with the affected party.

Tenant unexhausted improvements compensation

Tenants of houses and businesses may have implemented improvements on the basis of multi-year rental agreements. When these agreements are ceased as a result of the need for resettlement, investment in these improvements must be considered unexhausted. In fact, compensation for this improvement will in theory be included in the owner's compensation for structures and unmovable assets. However, it is not reasonable to expect that tenants obtain compensation for unexhausted improvements from the owner (landlord). Due to this, this Resettlement Framework

Policy will allow for tenant compensation in the case of unexhausted improvements, on the basis of proper demonstration of the improvements which were made and their approximate costs. Compensation will be partial and will consider the amount of time the rental contract was shortened as a portion of total contract duration.

First refusal rights over future rented commercial space in terminals and feeder stations

All businesses that will need to relocate, whether in rented or owner-occupied premises, will have first refusal rights for renting commercial shops or boxes to be installed at terminals and feeder stations. This entitlement may be extended, subject to availability of shops or boxes, to businesses that will be partially affected by the DART's alignments but will not need to relocate.

A significant amount of commercial space has been planned into the lay-out of terminals and some additional space has is being planned at some feeder stations. These commercial spaces will benefit from proximity to passenger traffic and thus will probably constitute an improvement in commercial terms, when compared to the affected parties' current location.

Moving assistance

Moving assistance will be provided for PAPs that will incur in moving costs but are not eligible for transportation allowance, or in cases where said transportation allowance is clearly insufficient.

Search assistance

All owners and tenants of houses and businesses that will need to relocate will be assisted in searching alternative locations. This assistance will be made operational by assembly of a data bank on available properties in neighborhoods of interest.

Legal assistance for purchase

All property owners that will need to purchase alternative property will be assisted during contract negotiations in order to insure that proper terms are subscribed. This legal assistance will include verification of the legal status of the properties to be purchased, particularly with regard to occupation of land.

Vulnerable PAP special support

The Socio-Economic Survey Questionnaires to be applied during Resettlement Action Plan development (**Annex 02**), include identification of any persons which are handicapped or require special assistance in any form. Vulnerable persons will receive special and individual assistance as necessary in all cases.

Unproductive labor compensation

In cases of commercial activities which are temporarily closed or which lose significant volume of business during construction, wages of employees will be paid for up to three months, in order to avoid unnecessary lay offs. Wages will be paid to the business owner upon subscription of an agreement not to lay off any employees. Decision on applicability and duration of this type of compensation will be based on request from the business owner and will take into account the updated construction schedule.

Income restoration assistance

Loss of employment may occur as a result of displacement of businesses, temporary loss of sales, or temporary closure of businesses. Affected employees will be eligible for this assistance, which will include outplacement assistance as well as training for specific tasks in order to enhance placement possibilities.

Relocation assistance for informal users of the right of way

As indicated in the typology of Project Affected Peoples, there are several types of informal users of the right of way. This includes taxi spots, daladala parking areas, construction truck waiting areas, as well as non-transient street vendors. All these types of PAPs will be assisted through indication of alternative locations where they can continue to develop their current activity, as well as with necessary permitting in order to ensure that activities at new locations are conducted in a legally regular manner.

Indirectly affected commercial relocation assistance

As mentioned in the typology of Project Affected Peoples, some businesses occupying the rights-of-way of the corridors may become unfeasible when informal use of the right-of-way is interrupted. This may be the situation of several bars and restaurants that place chairs and tables on the streets, furniture stores using the right-of-way as a display area, and others. Whereas these indirectly affected businesses will not be eligible for compensation since property as such will not be affected, they will be assisted in finding new commercial locations and may also receive moving assistance as necessary.

Collective relocation project at Kariakoo terminal

Several houses belonging to the TRC railway company are occupied by employees in the area where the Kariakoo terminal will be implemented. Compensation for these structures will be received by the company and an agreement whereby part of this compensation is used for a collective resettlement solution for the workers which are still employed by the company will be pursued.

Collective commercial reinstallation project at Ubungo terminal

Existing commercial activities at Ubungo terminal will be provided with equivalent commercial areas in the new facility being planned. The construction schedule for the terminal will be adapted in order to minimize time of interruption of business operations. All these commercial establishments shall also be eligible for loss of profit compensation and may request unproductive labor compensation under the terms of this RPF.

5.3

Table of Entitlements by PAP Category

Compatible with the classification of entitlements established in Sections 5.1 and 5.2 above, allocation of entitlements will also be a two-stage procedure. Initially, the appointed municipal valuers, accompanied by a consultant valuer, will proceed with valuation and allocation of allowances according to legally established criteria as per Section 5.1. Subsequently, the Resettlement Planning and Implementation Team (RPIT), structured as specified in Section 9.0, will establish eligibility for complementary compensation as per Section 5.2.

In establishing valuation and allowances according to Tanzanian legislation, valuers will proceed on the basis of information gathered through the Property Survey Inspection and Valuation Questionnaire (**Annex 01**).

In establishing complementary entitlements, the Resettlement Planning and Implementation Team (RPIT) will proceed on the basis on the Socio-Economic Questionnaires (**Annex 02**).

The table below summarizes eligibility criteria under this Resettlement Policy Framework by presenting the list of possible entitlements per PAP category.

Table of Entitlements per Category of PAP

PAP Category (8)	Entitlements through Valuers	Entitlements through Resettlement Planning and Implementation Team (RPIT)
Non-occupant owner of totally affected property	Land indemnification (1) Structure indemnification Disturbance allowance Accommodation allowance	Complementary transition allowance (6) Search assistance Legal assistance
Non-occupant owner of partially affected property	Land indemnification (1) Structure indemnification Disturbance allowance	Complementary transition allowance (6)
Owner-occupier of residence that will need to resettle	Land indemnification (1) Structure indemnification Disturbance allowance Accommodation allowance Transportation allowance	Property compensation bonus (2) Complementary transition allowance (6) Complementary cost of living allowance (7) Search assistance Legal assistance
Owner-occupier of residence that will remain or re-install in same plot	Land indemnification (1) Structure indemnification Disturbance allowance	Complementary transition allowance (6)
Owner of business in own premises that will relocate	Land indemnification (1) Structure indemnification Disturbance allowance Accommodation allowance Transportation allowance	Property compensation bonus (3) Complementary transition allowance (6) First refusal rights over future rented commercial space Unproductive labor compensation Search assistance Legal assistance
Owner of business in own premises that will reinstall in same plot	Land indemnification (1) Structure indemnification Disturbance allowance	Complementary transition allowance (6) First refusal rights over future rented commercial space (subject to availability) Unproductive labor compensation
Owner of business in rented premises that will relocate	Loss of profit compensation	Moving assistance Unexhausted improvements compensation (5) First refusal rights over future rented commercial space Search assistance
Owner of business in rented premises that will reinstall in same plot	Loss of profit compensation	First refusal rights over future rented commercial space (subject to availability) Unexhausted improvements compensation (5)
Commercial tenants / concessionaires at Ubungo terminal	Loss of profit compensation	Moving assistance Collective re-installation project Unproductive labor compensation

Table of Entitlements per Category of PAP - continued

PAP Category (8)	Entitlements through Valuers	Entitlements through Resettlement Planning and Implementation Team (RPIT)
Residential tenants that will relocate	Loss of accommodation	Moving assistance Search assistance Unexhausted improvements compensation (5)
Residential tenants that will reinstall in same plot		Unexhausted improvements compensation (5)
Employees in worker's housing that will need to relocate (Kariakoo)	Transport allowance	Collective relocation project
Illegal occupants of worker's housing that will need to relocate (Kariakoo)		Search assistance
Owners of businesses (in either own or rented premises) that will suffer provisional closure or provisional loss of business during construction	Loss of profit compensation	Unproductive labor compensation (4)
Authorized non-transient street vendors	Disturbance allowance	Relocation assistance Moving assistance
Other street vendors (daily transient vendors)		Relocation assistance
Owners of businesses to be indirectly affected by project		Relocation assistance
Other informal users of ROW to be relocated		Relocation assistance
Employees of businesses that will be dismissed or placed in stand-by because of provisional closure or loss of business		Income restoration assistance
Dismissed employees of businesses to be relocated		Income restoration assistance

NOTES:

- (1) Only where land is regularly occupied
- (2) Only in cases of resettlement where land was not compensated because irregular
- (3) Compensation as in (2), except in case of extensions invading ROW
- (4) Only when need is demonstrated by PAP
- (5) Will apply only where unexhausted tenant improvements have been registered in survey
- (6) Will apply only where PAP demonstrates transition costs in excess of received allowances
- (7) Will apply only where PAP demonstrates additional post-relocation living costs
- (8) Vulnerable PAP special support will be forthcoming as necessary regardless of PAP category

6.0 Grievance Redress Procedure

Grievance related to resettlement compensation exercise may arise principally from the following:

- Mistakes related to identification of affected property and people within the right-of-way;
- Disagreements related to the ownership of property (inheritance and divorce);
- Disagreements on land and asset valuation;
- Disagreements on other compensation allowances;
- Problems relating to the time and manner of compensation.

The Dar Es Salaam City Council will establish Grievance Committees that will be responsible for analysis and decision on grievances submitted by project affected peoples. Separate committees will be established for each Resettlement Action Plan (RAP) on the basis of stakeholder representation criteria.

Each Grievance Committee will be composed of:

- 1 representative from the City Council;
- 1 representative from the DART Project Management Unit;
- 1 representative of the Chief Valuer;
- 1 consultant valuer (which may not be the same valuer responsible for valuation);
- 1 representative of the RPIT (the Manager);
- 3 local government officials (selected among Ward Executive Officers and Sub-Ward Chairmen of the wards affected by the RAP);
- 2 community leaders (selected on the basis of consultation with the affected communities);
- 2 representatives of NGOs.

As established in RPF and RAP Disclosure and Consultation Plans, by the time the Chief Valuer approves the Property Valuation and Allowance Schedule (as per Section 5.1) and individual resettlement and compensation plans are disclosed, affected individuals will have already been informed of the process for expressing dissatisfaction and seeking redress.

In all cases, the Grievance Committees will be established and become operational prior to disclosure of individual resettlement and compensation plans.

All grievances will be treated according to the following schedule:

- Once receive, any requests for additional information from the complainant will be issued within 15 days.
- The complainant will in turn have up to 30 days to provide the requested information, but may request for an additional period of up to 60 days on the basis of proper justification.
- Once full documentation is at hand, the Grievance Committee will notify the complainant of its decision within 20 days.

Once established, the Grievance Committees will meet weekly. However, this frequency may be increased or decreased depending on the amount of grievances at hand.

Disputes related to land ownership will need to be brought before the appropriate level of land courts as established by law, including those established at the village level.

When the Grievance Committee denies satisfaction to the complainant, he will need to seek legal redress as stipulated under section 156 (4) of Land Act No 4 of 1999. In this situation, the matter can be brought before the local courts for settlement. If the local courts cannot settle the matter, it can go to the High Court of Tanzania for resolution. The High Court will be the highest appellate “judge” in this system. The decision of the High Court will be final.

If a complaint pattern emerges (i.e. many complainants with similar claims), the Grievance Committee, with support of DART’s PMU and specialized consultants as deemed necessary, will discuss possible remediation. The Grievance Committee may then give formal advice concerning the need for revision on valuation, compensation and assistance calculation procedures.

7.0 Consultation and Disclosure

7.1 Disclosure of the Resettlement Policy Framework

Disclosure and consultation will be continuous during the resettlement planning and implementation process and will take place both with regard to this Resettlement Planning Framework and with regard to the two individual Resettlement Action Plans (RAP) to be implemented according to it. Disclosure and Consultation of individual RAPs is described in Section 7.2.

Consultation on RPF principles and compensation packages was extensive during preparation phase and engaged the Dar Es Salaam City Council, DART Project Management Unit, TANROADS and local specialists on valuation and resettlement.

Initially, the RPF will be made public through official websites (Dar Es Salaam City Council, Kinondoni and Ilala municipalities, World Bank, other) as well as through media press releases and printed prospects. Information to be conveyed will focus on basic principles, eligibility criteria affecting entitlements and grievance redress procedures. During this initial phase of disclosure, comments from official entities, NGOs and resettlement specialists, as well as from affected peoples, will be received either through website links, standard mail, telephone call service or other means to be informed. These comments will be analyzed by the Resettlement Planning and Implementation Team (RPIT) and will result in revision of the RPF when deemed pertinent.

Whereas this initial disclosure of the Resettlement Policy Framework will take place prior to disclosure of individual Resettlement Action Plans, it is expected that the bulk of disclosure will be simultaneous and will be directed mostly at Project Affected Peoples (PAP). Ward Executive Officers and Sub-Ward Chairmen along the directly affected areas will be engaged and will be supplied with adequate printed material. Specific prospects will be prepared for each main group of PAP categories. Thus, there will be prospects for property owners, tenants, business owners, others.

The second phase of disclosure and consultation will be initiated once the Resettlement Action Plan for DART Phase I – Part A is approved by the DART Project Management Unit. This will take place only after the Chief Valuer approves the Property Valuation and Allowance Schedule (as per Section 5.1).

At the time of initiation of this second phase of disclosure, the Grievance Committee will have been established and will be operational, as will the Public Information Centers where PAPS will be able to inquire about valuation, compensation, assistance, eligibility and other aspects.

At least two Public Information Centers (PIC) will be implemented and will remain operational until conclusion of the RAP implementation process: one for Phase I - Part A, and the other for Phase I - Part B.

At the Project Information Centers, PAP's questions and claims will be registered in printed forms and entered into a data bank. Statistical analysis of this data bank will be conducted monthly by the RPIT and will be used to adjust the information contained in printed prospects and other means of disclosure.

7.2

Individual RAP Disclosure and Consultation Plans

Individual RAP Disclosure and Consultation Plans will focus mostly on project affected peoples and will be implemented by the RPIT with support of the Ward Executive Officers and Sub-Ward Chairmen.

The plan's objective will be to disclose accurate information on issues relating to resettlement and compensation in a timely manner, ensuring that eligibility criteria and compensation calculations are fully transparent.

Furthermore, disclosure should contribute to raise awareness of the DART project and its consequences among the public in general and among those who will be directly affected by it in particular.

RAP Disclosure and Consultation Plans will be implemented in three phases. The first phase will be training the valuer, his field assistants and the team of interviewers that will apply the Socio-Economic Survey Questionnaire, with respect to the communications approach to be adopted during contacts with project affected peoples. This initial communications approach shall ensure at least the following:

- That all PAPs whose property will be directly affected are served notice as required by law and become aware of the fact and of the extent of necessary expropriation (partial or total);
- That a preliminary understanding of valuation and compensation criteria is conveyed;
- That preliminary information on arrangements for payment of compensation, allowances and assistance is conveyed;
- That all PAPs are aware of the possibility of questioning individual valuation and compensation according to a legally established grievance redress procedure to become operational at a later date;
- That PAPs and their neighbors are informed of a cut-off date for valuation purposes and that therefore no speculative occupation of the future right-of-way will result in compensation;
- That PAPs are recommended to stop any ongoing construction on property to be acquired;
- That a preliminary idea of the likely timing of resettlement is conveyed.

The second phase of the RAP Disclosure and Consultation Plan will begin once the Property Survey and Socio-Economic Survey are completed and will extend until effective initiation of resettlement procedures. During this phase, the Public Information Centers (PIC) specified in Section 7.1 will become operational as will general disclosure through media press releases, internet and printed prospects. Also during this phase, the Chief Valuer will approve the Property Valuation and Allowance Schedule and proposed valuation and compensation will be disclosed to the individual PAPs.

Further to those activities, the individual RAP Disclosure and Consultation Plans will program a series of public meetings with affected groups at ward levels under the coordination of the Ward Executive Officer of each one of the affected wards. An effort will be made to engage local leaders and other stakeholders in these meetings.

In all cases, these meetings will be programmed after disclosure of proposed valuation and compensation.

In some cases, complementary meetings may be programmed to effect consultation with PAP categories that will be subject to specific types of entitlements (for instance, commercial establishments at Ubungo Terminal, or employee residents at Kariakoo Terminal).

At these meetings, detailed explanation of all entitlements, eligibility criteria and valuation methodologies will be presented. Similarly, procedures for addressing grievances and other RAP aspects will be explained. The opportunity will also be used to present the main conclusions of the DART Phase I Environmental and Social Impact Assessment.

All meetings will be recorded and minutes summarizing the main aspects discussed will be produced and signed by City Council Representatives, the Ward Executive Officer and participating community leaders.

At the end of the second phase of the RAP Disclosure and Consultation Plan, a new version of the printed prospects will be edited, including content adjustments and complementary clarifications, as deemed necessary on the basis of the issues discussed during the public meetings and statistical analysis of questions and doubts presented at the Public Information Centers.

In all cases, printed material will include at least the following information:

- Detailed description of valuation methods, including the table with the market values and replacement costs per type of asset established by the valuer for the particular corridor segment the RAP refers to;
- Complete specification of all entitlements included in the Resettlement Policy Framework;
- Detailed explanation of eligibility criteria;

- Detailed explanation of the grievance redress procedure;
- Contact instructions for the Government entity responsible for DART implementation (Dar Es Salaam City Council);
- Contact instructions for the Resettlement Planning and Implementation Team (RPIT);
- Contact instructions for the Grievance Committee;
- Address and working schedule of the Public Information Centers (PIC).

The third phase of the RAP Disclosure and Consultation Plan will take place during resettlement implementation. During this phase, disclosure and consultation will be continuous and will take place through:

- The Resettlement Planning and Implementation Team (RPIT), whose team of social assistants will be permanently in the field coordinating all necessary compensation and assistance.
- The Grievance Committee, that will receive and analyze any claims affecting valuation, eligibility or other issues.
- The Public Information Centers, where doubts may be clarified and complementary project information may be obtained.

8.0 Procedures for Preparation and Implementation of Resettlement Action Plans (RAP)

Resettlement Action Plan Preparation Methodology

Resettlement Action Plan preparation will follow the following standard methodology, subject to punctual adjustments as seen fit:

Once engineering for a particular phase or segment of the DART project is complete, the Land Survey Team, together with the Resettlement Planning and Implementation Team Manager and the project engineers, will go to the field and verify on-site the extent of expropriation and resettlement necessary. If deemed convenient, the project engineer will be requested to proceed with further project adjustments in order to minimize resettlement.

Subsequently, a detailed drawing with the limits of all necessary right-of-way acquisitions will be produced by the project engineers. The Land Survey Team will then go to the field and mark these limits on affected properties in line with the technical designs, and the structural assets subject to demolition will be marked with code references along with the registered names of the affected property owner.

In carrying out preliminary field surveys, RPIT valuers will be accompanied at all times accompanied by a local leader who will assist with identification of the landowner, confirm the boundaries shown by the owner or occupant and assist with verifications of property counts.

As a matter of procedure, all affected landowners will be served notice requiring them to claim compensation for the affected properties under Regulation 3 of the Land (Assessment of the Value of Land for Compensation) Regulations, 2001 and Part III of the Village Land Regulations, 2002. The identified owners will be required to fill Landforms No 69 and 70. Landform No 70 will be returned to the Ward Executive Officer or his representative, who subsequently will pass them over to the RPIT valuers. Affected population will be allowed the statutory time of 60 days to file in their claim for compensation.

Once in possession of all necessary Landforms No 70 for a particular section of the corridor, the RPIT will contact and notify the Ward Executive Officer about a date for valuation. On the agreed date the appointed municipal valuers, accompanied by a RPIT consultant valuer, will value the properties by discussing each single item eligible for compensation, as well as calculating, in the presence of the owner, the respective quantities of each item to be demolished. For valuation purposes, this date will be the cut-off date and no subsequent alteration may be taken into account.

During the valuation procedure, measurements of the land and buildings will take place with help of the land surveying team. The owners of the affected properties will be fully informed about the use of established (standardized) criteria for compensation of lost assets as well as for the allowable compensation packages. The valuers will take care that the procedure is explained in a manner comprehensible to the owners of properties and business being affected.

All items eligible for compensation will be documented in the owners' presence, but the values of compensation and allowances will not be disclosed until after the compensation schedules are endorsed by the Chief Valuer. This is because the Chief Valuer, who is responsible for the approval of the valuation schedule, may suggest changes to the values and allowances.

Photographs will be made of the signing party and of all major assets subject to compensation.

The valuation procedure will include an assessment of temporary loss of profit in cases where businesses will become affected. This will be based on verification of audited accounts if available.

The owners will be informed about their rights and the devised mechanisms to forward complaints, and notified that they if they forward any claims they must allow access to their property to the Ward Executive Officer and the Land Officer of the respective municipality for cross-checking.

In the valuation of buildings, general surveys as opposed to structural surveys will be made. Therefore, no testing will be done of such items as water pipes, electrical wiring or drainage pipes. Similarly, no testing will seek to establish the extent of damp, timber rot, metal fatigue etc.

However, construction characteristics will be taken into account with reference to the general state of repair and condition of the various properties. Under certain conditions, these aspects may result in alteration of the standard compensation rates for assets.

Standard field inspection forms will be used to list down all individual affected properties and businesses and will be signed by the respective parties and witnesses. The valuers will ensure that all entries on the field inspection forms are counter checked.

Information on the standard field inspection reports will be complemented by the RPIT consultant valuers with other relevant data on right of occupancy, loans and mortgages, infrastructure and utilities and building uses, as necessary to complete the Property Survey Inspection and Valuation Questionnaire included in **Annex 01**.

Where apartment buildings or others including several individual units within are affected, a Multi Unit Building or Site Questionnaire will also be used. This is also included in **Annex 01** and will be used to quantify affected assets that are collectively used by the various units.

Any tax liability of any of the would-be ex-landowners will not be taken into account in valuation,

The PAPs will be informed by the RPIT consultant valuer that any of their complaints and claims prior to payment will be forwarded to a Grievance Committee that will be created once compensation and allowance proposals are disclosed. Furthermore, they will be informed that they may additionally address their claims to the Municipal Director who is obliged to investigate the case. All claims need to be resolved before compensation payments are effected and will need to be submitted before a deadline that will be informed during the valuation procedure.

As the Property Survey Inspection and Valuation Questionnaires are completed by the RPIT consultant valuers, they will be handed over to the RPIT socio-economic consultants that will establish the need for socio-economic surveying of project affected peoples. Based on this, a team of trained interviewers will go to the field and apply the Socio-Economic Questionnaires included in **Annex 02**. As may be noted in said Annex, three types of questionnaire will be applied: one for residential occupants of affected properties, another for commercial establishments and a third one for non-transient authorized street vendors. Only in the first 2 cases will a corresponding property survey exist and the necessary cross referencing (coding identification) has been included in the questionnaires. The 3rd questionnaire will be used basically to establish the kind of complementary assistance that non-transient street vendors must receive.

In the specific case of Ubungo Terminal, a Property Survey Inspection and Valuation Questionnaire will not be filled since this is a government property that will not be subject to indemnification by the DART project. However, commercial establishments within will be subject to specific entitlements under this Resettlement Policy Framework and hence the corresponding Socio-Economic Questionnaire will be applied to them in the respective RAP.

As can be seen in **Annex 02**, the Socio-Economic Questionnaire includes detailed data on all affected persons in order to facilitate planning of social assistance activities during resettlement implementation. Furthermore, it includes quantification of all living costs that may be affected by resettlement. These include transport costs to work and school as well as tax, rent and utility fees paid on the property.

Results of the Socio-Economic Survey will be used in the Resettlement Action Plan to estimate the number of PAPs potentially eligible for each one of the complementary compensation and assistance measures contemplated in Section 5.2. It will also be used as a baseline against which to compare any future claims for complementary compensation.

Once the RPIT consultant valuer has completed filling all the Property Survey Inspection and Valuation Questionnaires, he will proceed with preparation of the Property Valuation and Allowance Schedule, valuating all assets and establishing applicable allowances as per Section 5.1. This schedule will be reviewed by the RPIT Manager and then submitted to the Chief Valuer that must approve it.

While the Chief Valuer proceeds with review of the schedule, the RPIT will complete preparation of the Resettlement Action Plan. This will include statistical analysis of all questionnaire results as well as preparation of a detailed RAP budget and implementation schedule. It is important to note that the RAP total budget will be composed of three main items:

- Total cost of the Property Valuation and Allowance Schedule approved by the Chief Valuer.
- Allowance for complementary compensation and assistance as per Section 5.2.
- RPIT management and monitoring fees.

In parallel, RAP consultation and disclosure will proceed according to the plan described in Section 7.2.

Each segment's Resettlement Action Plan (RAP) will be a document structured as described below and will be submitted to the DART Project Manager for approval. This approval will take place after the Chief Valuer has approved the Property Valuation and Allowance Schedule.

Resettlement Action Plan Contents

Resettlement Action Plans prepared under this framework will not need to be structured as stand-alone documents and will make reference to the principles, guidelines, procedures and entitlement definitions included in the RPF.

Resettlement Action Plans prepared under this framework will include:

- A brief description of the segment of DART to which they refer to.
- A specific Disclosure and Consultation Plan.
- A summary of consultation and disclosure activities conducted during RAP preparation.
- A description and statistical analysis of the types of properties to be affected, based on the results of the Property Survey Inspection and Valuation Questionnaire.
- A table with the market values and replacement costs per type of asset established by the valuer for the particular corridor segment the RAP refers to.
- A description and statistical analysis of project affected peoples, on the basis of application of the Socio-Economic Questionnaire.
- A table quantifying PAPs in each one of the categories established in Section 4.0 of this RPF.
- A Property Valuation and Allowance Schedule establishing indemnification and complementary allowances to be allocated according to the terms of Tanzanian legislation (as per Section 5.1).
- An indication of the quantity of PAP that may be eligible for each one of the complementary compensation and assistance measures included in Section 5.2 of this RPF.
- An implementation schedule beginning at the date of approval of the RAP by the DART Project Management Unit.
- An implementation and monitoring plan, indicating detailed staffing requirements and specifying which tasks will be performed directly by PMU and which will be outsourced to specialized consultants or other.
- A detailed budget totaling indemnification and allowances to be paid as per Section 5.1.
- Definition of the additional budget that needs to be allocated for complementary compensation and assistance as per Section 5.2.
- Definition of the budget necessary for implementation management and monitoring.
- Presentation of the total RAP budget and estimated disbursement schedule.

Resettlement Action Plan Implementation

Proposed compensation, allowances and assistance measures will be disclosed to each PAP as soon as the Chief Valuer approves the Property Valuation and Allowance Schedule and the DART Project Manager approves the RAP. By this time, a Grievance Committee will

have been installed as per Section 6.0 and a Public Information Center will be operational as per Section 7.1.

Once a definitive construction start-up date is established, the Municipal Director will distribute notices programming the date for effective compensation which will be paid by the local authority to the entitled heads of households or to the owners of businesses.

Thereafter, according to a notified schedule, owners will have the right to remove all assets and structures. Time allowance for this will be 60 days as a minimum. Should the owner fail to comply with this action, the contractor will be given in writing the permit to unconditionally demolish and remove all structures as and when construction work progress requires.

By the time payments begin, the DART Project Management Unit (PMU) will have staffed the RPIT team as necessary to support resettlement implementation and monitoring (Section 9.0). Furthermore, the PMU will have allocated the budget necessary to put into effect the complementary compensation and assistance measures described in Section 5.2, as per the budget included for such measures in the approved RAP.

9.0 Monitoring, Evaluation and Reporting

9.1 Monitoring and Reporting during RAP Implementation

The DART Project Management Unit (PMU) will, under delegation from the Dar Es Salam City Council, be responsible for RAP implementation, monitoring and evaluation. To meet this end, it will structure, with its own personnel or alternatively through an outsourced specialized consultancy, a Resettlement Planning and Implementation Team (RPIT).

The organizational structure of the RPIT responsible for overseeing RAP implementation and providing assistance to PAPs as needed, will include the skills to:

- Coordinate all necessary actions to ensure that all compensation and assistance measures are implemented in a proper and timely manner;
- Identify problem cases ensuring they are dealt with;
- Document all resettlement procedures;
- Constitute and maintain the RAP database to be used in the process of evaluation of resettlement;
- Ensure proper participation of affected peoples in the RAP process;
- Prepare and submit reports.

The RPIT team will carry out timely inspections in every area where resettlement is taking place, with the frequency deemed necessary by the RPIT Manager. Since full documentation of all assistance provided is necessary, the key steps of each PAP relocation will need to be directly supervised. The RPIT team shall verify that each PAP receives all entitlements established for it in the RAP.

Based on the amount of resettlement involved in the project and on the types of compensation and assistance established in this resettlement Policy Framework, staffing of the RPIT will be as follows:

- 1 Manager / coordinator
- 2 Social assistants
- 1 Real estate specialist
- 1 Outsourcing specialist
- 1 Data bank administrator
- 1 Administrative assistant

The RPIT Manager will report directly to the DART Project Manager and will be responsible for all procedures in the RAP. However, payment of compensation and allowances as per the Property Valuation and Allowance Schedule approved by the Chief Valuer will be paid directly by local authorities. The RPIT Manager will interact with authorities responsible for payment as necessary to program subsequent assistance measures.

He will administer the budget allocated in the RAP for implementation of the complementary compensation and assistance measures established in Section 5.2 of this RPF and will decide which PAP should receive such benefits in consultation with the PMU.

The RPIT Manager will also interact with the responsible construction company in order to ensure that premises are only taken over after payment of compensation and after the respective PAP has been able to dismantle and remove reusable assets, except where the time limit allowed for this has been exceeded.

The RPIT Manager will also participate of the Grievance Committee and will be in charge of following up on any corrective action that is decided.

RPIT Social Assistants will be in charge of day to day supervision of RAP implementation. They will provide special support to vulnerable peoples and will assist families and businesses as necessary to ensure that applicable entitlements are properly delivered.

If deemed necessary, the RPIT Manager may request recruitment of additional Social Assistants during critical periods of the resettlement process.

The real estate specialist will constitute a databank of eligible properties in order to facilitate PAP relocation. He will provide general search assistance and will also assist with review of property legal documentation in order to ensure that PAPs resettle into legally regular buildings as applicable.

The outsourcing specialist will assist employees of businesses that will be laid off, in the process of seeking new employment. When necessary, he may request that specific training be provided in order to facilitate re-employment.

Both the real estate specialist and the outsourcing specialist will need to be involved on a full-time basis for a limited period and will participate of the RPIT on a part-time basis during much of the resettlement process.

The data bank administrator will permanently update information on each PAP ensuring that proper follow up on delivery of each entitlement is forthcoming.

The RPIT shall forward to PMU, on a monthly basis, a Monitoring Report whose minimum content shall be as follows:

- Detailed activities list for all members of the RPIT team;
- Minutes of any public meetings held;
- Total number of people and businesses relocated during the month;
- Total amount of compensation and allowances paid;
- Justified description of any deviation from the proposed implementation schedule;
- List of grievances received by the Grievance Committee and status of resolution;
- Summary table with the situation of each PAP category at the end of the month;
- Detailed description of the situation of all vulnerable PAPs at the end of the month;
- Description of main problems with RAP implementation to date and suggestions on how to deal with them;
- Detailed activity list for the following month.

In addition to the Monthly Monitoring Reports, the RPIT will submit, at the end of the compensation and assistance process associated to each RAP, a RAP Final Report, including consolidated information and demonstrating in a documented way that all applicable compensation and assistance has been complied with.

9.2

Ex-Post Documentation of Resettled PAP

Further to the RAP Final Report, the RPIT will prepare an Ex-post Report on all PAPs that were resettled. This will consist of individual before and after photographic records as well as a comparative table of building characteristics, available utilities and services, and costs affected by resettlement (transport, taxes, rent, utilities, other). Baseline data to establish the “before” condition will be retrieved from the Property Survey Inspection and Valuation Questionnaire and the Socio-Economic Survey Questionnaire.

9.3

Post-Resettlement Monitoring of Resettled PAP

All resettled families will be subject to continued monitoring during a 12 month period subsequent to resettlement. This monitoring will be based on monthly visits by an RPIT Social Assistant that will verify if the family has adapted to its new residential location and assist as possible with conflict resolution or otherwise (i.e. assistance with placement of children at school, liaison with utility companies, other). At the end of this process, a Post Resettlement Monitoring Report will be submitted to the PMU.

10.0

Preliminary Resettlement Budget for Phase I – Parts A and B

Based on ongoing survey work, the final number of partially or totally affected properties on Dart Phase I – Part A, and estimated numbers for DART Phase I – Part B, are presented in the table below.

Number of Affected Properties

Types of Property	Phase I – Part A (Final)	Phase I – Part B (Estimate)
Residences to be totally affected	9	69
Residences to be partially affected	5	0
Commercial establishments affected within residences	11	21
Totally affected independent commercial establishments	7	21
Partially affected independent commercial establishments	68	2
Other affected buildings	12	1
TOTAL AFFECTED PROPERTIES	112	114

On the basis of valuation completed to date, compensation of land and buildings has been calculated and has been used to produce the total value to be allocated for compensation of land and buildings in the RPF General Budget presented below.

In the case of Phase I – Part A, the value for allowances under Section 5.1 of the RPF was extracted from the proposed Property Valuation and Allowance Schedule currently being analyzed by the Chief Valuer. For Phase I - Part B, it was assumed that similar allowance levels per affected property will be due with regards to disturbance, accommodation and transportation allowances. However, substantially lower loss of profit compensation is expected as a function of the types of business to be affected.

The costs of complementary compensation and assistance as per Section 5.2 of the RPF have been assessed on the basis of the estimated amount of eligible PAPs for each measure and likely unit costs.

With regard to management and monitoring by the RPIT, it has been assumed that both RAPS (Part A and B) will be implemented simultaneously. Thus, it was assumed that the RPIT will need to be fully operational (i.e. 7 member team) during 10 months (2 months pre-construction and 8 months during construction), and partially operational (i.e. 3 member team) during the subsequent 12 months (post resettlement monitoring).

Finally, with regard to contingency, a 10% allowance has been made in the case of Part A and 20% in the case of Part B. This difference reflects current levels of certainty about valuation and compensation costs.

Summary of Resettlement Policy Framework General Budget

	Phase I – PART A USD	Phase I – Part B USD
Compensation for Land and buildings	1,135,000.00	5,645,000.00
Allowances under Section 5.1	3,260,000.00	750,000.00
Compensation under Section 5.2	435,000.00	525,000.00
Costs of resettlement monitoring	95,000.00	95,000.00
Sub total	4,925,000.00	7,015,000.00
Contingency	492,500.00	1,403,000.00
Total	5,417,500.00	8,418,000.00

11.0

Review of the Resettlement Policy Framework for Subsequent Phases of DART

Once DART Phase I – Parts A and B resettlement is completed, this Resettlement Policy Framework will be subject to a thorough assessment based on the results of its application. The framework thus revised will then be applied on future Resettlement Action Plans for subsequent DART Phases.

ANNEXES

Annex 01 – Property Survey - Inspection and Valuation Questionnaire
Property Survey - Multi Unit Building or Site Questionnaire

**Property Survey –
Inspection & Valuation Questionnaire**

1 of 3

1. FIELD CONTROL AND CODIFICATION

Visit	Date	Interviewed Person	Surveyor Name	Surveyor Signature
1				
2				
3				
Supervisor:			Name: _____ Family Head / Male () Family Head / Female () Spouse () Other () _____	
Code of this Property Survey Inspection & Valuation Report:			I declare that all information herein is true and accurate. Signature of the Informer: _____	
Code of Socio-Economic Unit(s) Linked to the Property:				

2. PROPERTY IDENTIFICATION DATA

Address (Street, Sub-Ward, etc):		N°:	Complement:	Plot N°:	Block:
This unit is totally affected () partially affected ()					
If partially affected, how many rooms – other interior spaces will be lost: ()					
Rental income to be lost:					
Evidence provided regarding rental income:					
This unit is part of a multi-unit building or site: yes () no ()			Code of Multi-Unit Building or Site:		
Is the building mortgaged:					
Are there conflicting claims affecting property rights:					
Uses of property:					

**Property Survey –
Inspection & Valuation Questionnaire**

3. PROPERTY INDEMNIFICATION CALCULATIONS

SN		Replacement Item	Unit	Compensation Rate in TNZ	Affected Quantity	Sub-Total
1	a	Land, un built, CBD	Meter square	50,000		
	b	Land, un built, planed area other than CBD	Meter square	30,000		
	c	Land, un built, unplanned area	Meter square	10,000		
2	a	Building, framed structure, concrete blocks infill, high quality finishing and cervices	Meter square	400,000-600,000		
	b	Building, block construction, high quality finishing	Meter square	200,000-300,000		
	c	Building, block construction, poor quality finishing	Meter square	150,000-200,000		
	d	Building constructed of mud and poles, ion sheet roof, sand cement screed floor	Meter square	100,000-150,000		
	e	Building constructed of mud and poles, ion sheet roof, compacted earth floor	Meter square	50,000-100,000		
3	a	Kiosk, or storage room attached to building structure, good construction quality/material	Meter square	100,000		
	b	Kiosk, or storage room attached to building structure, of medium construction quality/material	Meter square	80,000		
	c	Kiosk, or storage room attached to building structure, of poor construction quality/material	Meter square	60,000		
4	a	Verandah, concrete slab roof, cement screed floor	Meter square	80,000		
	b	Verandah, corrugated iron sheet roof, cement screed floor	Meter square	60,000		
5	a	Steps, floor tiles finishing	Meter square			
	b	Steps, sand cement screed finishing	Meter square	50,000		
6	a	Parking space, paved blocks floor finishing	Meter square	40,000		
	b	Parking space, concrete slab floor finishing	Meter square	60,000		
7	a	Fence, reinforced concrete columns, concrete blocks infill with grill	Running meter	180,000		
	b	Fence, concrete blocks with grill	Running meter	150,000		
	c	Fence, concrete blocks 4 courses	Running meter	80,000		
	d	Fence, barbed wire on concrete poles	Running meter	60,000		
	e	Fence, other materials (makuti) or hedges	Running meter	10,000		
8	a	Inspection chambers	Piece	80,000		
	b	Standard septic tank	Piece	1,000,000		
9	a	Storage tanks, plastic, over head on concrete tower	1000-10,000litres	800,000		
	c	Storage tanks, concrete underground	1000-10,000litres	1,000,000		
10	a	Pumps, gasoline, manual	Piece	2,500,000		
	b	Pumps, gasoline, electronic	Piece	5,000,000		
11	a	Other				
Grand Total						

**Property Survey –
Inspection & Valuation Questionnaire**

3 of 3

4. DATA ON ROOMS TO BE LOST

Room No.	Main Characteristics			
	Current Use	Area (m2)	Rented or Owner-Occupied (r / o)	Will be re-installed in same property (y / n)
Room No. 01				
Room No. 02				
Room No. 03				
Room No. 04				

5. PROPERTY DOCUMENTATION

Is Land Rent regularly paid and accepted by the Government	y / n	
Is Property Tax regularly paid	y / n	
Is land occupancy undergoing some form of regularization procedure	y / n	
Is the unit or affected part of it within a public ROW	y / n	

6. UTILITIES AND INFRA-ESTRUTURE

Sewage treatment system	No information ()	DAWASA ()	Septic well ()	ditch ()	river ()
Water	No information ()	DAWASCO ()	well ()	other ()	
Is water metered?	yes ()		no ()		
Electrical Network	yes ()		no ()		
If yes, is energy metered?	yes ()		no ()		
Pavement type of the street in front of the property	asphalt ()	earth ()		other ()	

7. PRELIMINARY MATRIX OF ENTITLEMENTS

Affected Party	Compensation for Land	Compensation for Structures	Disturbance Allowance	Accomod. Allowance	Transport Allowance	Loss of Profit
Landlord (absent property owner)						
Owner occupier - resident						
Tenant – resident						
Owner occupier – Business Owner						
Tenant – Business Owner						
Other						

**Socio-Economic Questionnaire –
Property Survey - Multi-Unit Building or Site**

1. FIELD CONTROL

Visit	Date	Interviewed Person	Surveyor Name	Surveyor Signature
1.				
2				
Code of this Multi-Unit Property Survey			Name: _____ I declare that all information herein is true and accurate. Signature of the Informer: _____	
Code of individual Property Surveys and Inspection & Valuation Reports in this Multi-Unit Property:				
Supervisor:	Date			

2. PROPERTY IDENTIFICATION DATA

Address (Street, Sub-Ward, etc):	N°:	Complement:	Plot N°:	Block:
Owner(s):				
This property is totally affected () partially affected ()				
If partially affected, how many Individual Units will be displaced / resettled: ()				
Type of Multi-Unit property:				
Description of spaces / structures which are used collectively:				

3. TENANCY AND OWNERSHIP CONDITION

Type of tenancy of individual units to be affected (owner occupied, rented, other):
Ownership of collective spaces and structures:
Basis for quantification of collective space and structures to be assigned (valuated) within Individual Units:
Rental incomes of units to be affected:

4. EMPLOYMENT

List any fulltime or part-time employees engaged with Multi-Unit property:
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**Annex 02 – Socio-Economic Survey – Residential Resettlement
Questionnaire
Socio-Economic Survey – Commercial Activities
Questionnaire
Socio-Economic Survey – Fixed Vendor Questionnaire**

**Socio-Economic Questionnaire –
Residential Resettlement**

1 of 3

1. FIELD CONTROL

Visit	Date	Interviewed Person	Surveyor Name	Surveyor Signature
1.				
2				
3				
Supervisor:			Name: _____ Family Head / Male () Family Head / Female () Spouse () Other ()_____	
Code of Corresponding Property Survey Inspection & Valuation Report:			I declare that all information herein is true and accurate. Signature of the Informer: _____	
Code of this Socio-Economic Unit:				

2. PROPERTY IDENTIFICATION DATA

Address (Street, etc):	N°:	Complement:	Plot N°:	Delete:
Sub-Ward:				
Time in residence:				
Type of occupant: () Owner-occupant () Tenant () Other				
If tenant or other, inform name of owner:			Phone:	
Type of residence: Individual house () Room or apartment in individual house () Upper floor unit () Apartment () Other () _____				

Socio-Economic Questionnaire – Residential Resettlement

2 of 3

3. RESIDENT DATA BANK

N° of Dweller	Complete Name		Relation to Family Head 1= son/daughter 2= father/mother 3= grandson 4= other relative 5= aggregates	Sex 1=M 2=F	Age	Marital Status 1= married 2= live together 3= single 4= separated 5= divorced 6= widow	Level of Education 1= none 2= under 2 years 3= basic school 4= intermediary school 5= university	Special Needs <i>Specify any physical or psychological handicaps</i>
01	Family Head:		n.a.					
02	Spouse:		n.a.					
03								
04								
05								
06								
07								
08								
09								

NOTE: N.A. = NOT APPLICABLE

4. SOURCES OF INCOME

N° of Dweller	Occupation	Place of Work <i>Name of sub-ward or home</i>	Type of Work Contract 0= not informed 1= registered employee 2= Informal 3= Freelancer 4= Self employed 5= Other	Other Income Sources 1= Retirement 2= Alimony 3= Other	Average Monthly Income <i>(TZS)</i>	Time in Occupation <i>(complete years)</i>	Means of Transport to Work 0= none 1= walking 2= bicycle 3= daladala 4= car – motorbyke 5= other	Time of Travel to Work <i>(total both ways daily in minutes)</i>	Average Weekly Transport Cost to Work <i>(TZS)</i>

NOTE: N.I. = NOT INFORMED

**Socio-Economic Questionnaire –
Residential Resettlement**

5. PLACE OF STUDY

N° of Dweller	Place of Study <i>(Sub-Ward)</i>	Period 1= Morning 2= Afternoon 3= Night 4= Full time 5= Occasional	Means of Transport 1= Walking 2= Bicycle 3= Daladala 4= Car - motorbike 5= Other	Time of Travel <i>(total both ways daily in minutes)</i>	Average Weekly Transport to School Cost <i>(only public transport cost)</i>

6. MONTHLY COSTS

Cost of Rent <i>(if tenant)</i>	Utility Rates <i>(average)</i>				Taxes	
	Water + Sewer	Garbage Collection	Energy	Gas	Land Rent	Property Tax

7. COMMERCIAL ACTIVITY WITHIN RESIDENCE

I there any commercial use of residence? Yes () No ()

How many rooms are used for this activity?

Describe:

8. SURVEYOR'S COMMENTS

**Socio-Economic Questionnaire –
Commercial Activities**

1 of 3

1. FIELD CONTROL

Visit	Date	Interviewed Person	Surveyor Name	Surveyor Signature
1				
2				
3				
Supervisor:			Name: _____ Family Head / Male () Family Head / Female () Spouse () Other () _____ I declare that all information herein is true and accurate.	
Code of Corresponding Property Survey Inspection & Valuation Report:			Signature of the Informer:	
Code of this Socio-Economic Unit:			_____	

2. BUSINESS IDENTIFICATION DATA

Company Name :				
Address (Street, etc):	Nº:	Complement:	Plot Nº:	Block:
Sub-Ward				
Commercial Activity Type (see options below):				
Type of occupancy: () Owner-occupant () Tenant () Other				
If tenant or other, inform owner's name:			Phone:	
If tenant, inform date for contract expiration:				
Property Type:				
Kiosk attached to building () Room in residential building () Stand-Alone Kiosk () Independent Commercial Building () Other ()				
Describe implemented improvements and estimated cost:				

Commercial Activity Types:

- | | |
|---|--|
| (1) Restaurant / bar / food & leisure / hotel | (2) Vehicle related services (excluding gas stations) |
| (3) Petrol stations | (4) Other retail or services (including banks and financial instit.) |
| (5) Religious buildings | (6) Public / Institutional buildings (including schools) |
| (7) Industrial | (8) Other (Waterfront, hospital, etc) |

Socio-Economic Questionnaire – Commercial Activities

2 of 3

3. EMPLOYER AND EMPLOYEES' REGISTER

N° of Employee	Complete Name	Relation to Owner 1= son/daughter 2= father/mother 3= grandson/granddaughter 4= other relative 5= aggregates 6=no relation	Lives within 300 m of corridor? (yes or no)	Type of Work Contract 0= not informed 1= registered employee 2= Informal 3= Freelancer 4= Self employed 5= Retired 6= Other	Working Period 1=Partial Time 2= Full time	How long does the person have this occupation? (inform in complete years)	Means of Transport to Work 0= none 1= walking 2= bicycle 3= daladala 4= car/ motorcycle 5= other
Owner's Name							
01		n.a.		n.a.			
Responsible (manager, administrator etc)							
02							
Employees							
03							
04							
05							
06							
07							
08							
09							
10							

NOTE: N.A. = NOT APPLICABLE

4. INFORMATION RELATED TO THE BUSINESS

Average monthly sales	
Average net monthly profit	
Available Documentation	
Bank Loans. Inform outstanding amount and monthly installment	
Mortgage. Inform value.	

5. RESIDENCE LINKED TO THE COMMERCIAL BUILDING

Is there any area within the property that is used as residence by employees or other persons?

Yes () No ()

Number of persons: _____

What is the reason?

6. SURVEYOR’S COMMENTS

**Socio-Economic Questionnaire –
Fixed Vendor Resettlement**

1. FIELD CONTROL

Visit	Date	Interviewed Person	Surveyor Name	Surveyor Signature
1.				
2				
3				
Supervisor:			Name: _____ Family Head / Male () Family Head / Female () Spouse () Other () _____	
			I declare that all information herein is true and accurate. Signature of the Informer: _____	
Code of he Socio-Economic Unit				

2. LOCATIONAL DATA

Street / Location (describe with reference to adjacent uses, indicate sub-ward):
Type of Activity:
Time in this location:
Permit or authorization (if any):
Volume of monthly sales:
Average number of clients per day:

3. SURVEYOR'S COMMENTS