



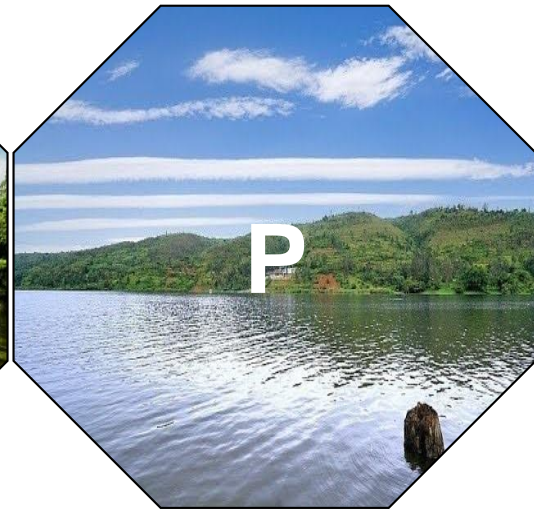
THE REPUBLIC OF RWANDA



Water and Sanitation Corporation (WASAC)

**FEASIBILITY STUDY, DETAILED DESIGNS AND SUPERVISION OF WORKS FOR THE
CONSTRUCTION OF MUHAZI WATER SUPPLY SYSTEM (PHASE 1)**

CONTRACT NO. 11.07.053/621/195/S/IRB/014/18-19/PROC-WASAC-CEO/AM/jbd



RESETTLEMENT ACTION PLAN

Final REPORT

July 2023

Prepared by



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LIST OF ABBREVIATIONS

AfDB	African Development Bank
DLB	District Land Bureau
EDPRS	Economic Development and Poverty Reduction Strategy
GoR	Government of Rwanda
GRM	Grievance Redress Mechanism
ha	Hectares
HHs	Households
IFC	International Finance Corporation
ISS	Integrated Safeguards System
LAC –LA	Land Adjudication Committee - Land Act
LRP	Livelihood Restoration Program
MoE	Ministry of Environment
MINAGRI	Ministry of Agriculture and Animal Resources
MWSSP	Muhazi Water Supply System Project
OP	Operational Policy
PAHs	Project Affected Households
PAPs	Project Affected Persons
RAP	Resettlement Action Plan
RoW	Right of Way
RURA	Rwanda Utilities Regulatory Authority
RwF	Rwandan Franc
SHGs	Self-Help Groups
SPIU	Single Project Implementation Unit
ToR	Terms of Reference
VUP	Vision 2020 Umurenge Program
WB	World Bank

DEFINITION OF KEY TERMS

- **Census:** A field survey carried out to identify and determine the number of Project-Affected Persons (PAPs), their assets and potential impacts; in accordance with the procedures satisfactory to the relevant Government authorities and the development partner Safeguard Policies.
- **Community:** A group of individuals broader than the household, who identify themselves as a common unit due to recognized social, religious, economic or traditional government ties or through a shared locality.
- **Compensation:** The payment in kind, cash or other assets given in exchange for the taking of land or loss of other assets, including fixed assets thereon, in part or whole.
- **Complete Structures:** Buildings, including houses and institutional structures, which have enclosed walls, roofs and levelled earth or concrete floors.
- **Cut-off date:** The date at which the property identification and valuation exercise ended and the census of PAPs within the project area boundaries commenced. This is the date on and beyond which any person whose land is planned for and/or occupied for project use will not be eligible for compensation.
- **Displacement Assistance:** Support provided to people who are physically displaced by a project. Assistance may include transportation, shelter and services that are provided to affected people during their move.
- **Economic Displacement:** Loss of income streams or means of livelihood resulting from land acquisition or obstructed access to resources (land, water or forest) which results from the construction or operation of a project or its associated facilities.
- **Economically-Displaced Households:** Households whose livelihoods are impacted by the Project, which can include both resident households and people living outside the Project Area but having land, crops, businesses or various usage rights there.
- **Entitlements:** The benefits set out in the RAP, including: financial compensation; the right to participate in livelihood restoration programs; and transport and other short-term assistance required to resettle or relocate.
- **Household:** A person, or group of persons living together, in an individual house or Compound, who share cooking and eating facilities and form a basic socio-economic and decision-making unit.
- **Institutional Structures and Infrastructure:** Buildings, structures and facilities for public, government and religious use, such as schools and churches, within the Project Area, and being used for the purpose for which they were established.
- **Involuntary resettlement:** The involuntary taking of land resulting in direct or indirect economic and social impacts caused by:
 - ❖ Loss of benefits from use of such land;

- ❖ Relocation or loss of shelter;
 - ❖ Loss of assets or access to assets; or
 - ❖ Loss of income sources or means of livelihood, whether or not the project-affected person has moved to another location.
- **Involuntary land acquisition:** The taking of land by the government or other government agencies for compensation, for the purposes of a public project/interest against the will of the landowner.
 - **Land:** Refers to agricultural and/or non-agricultural land whether temporary or permanent, and which may be required for the Project.
 - **Landowner:** Is a person who has lawful possession over a piece of land. The Landowner may or may not own structures and crops on the land.
 - **Land acquisition:** The taking of or alienation of land, buildings or other assets thereon for purposes of a Project under eminent domain.
 - **Livelihood Programs:** Programs intended to replace or restore quality of life indicators (education, health, nutrition, water and sanitation, income) and maintain or improve economic security for Project-Affected People through provision of economic and income-generating opportunities, which may include activities such as training, agricultural production and processing and small and medium enterprises.
 - **Non-resident Household:** A household (or individual) that has an asset in the Project Area, which existed on or before the Cut-off Date, but who resides outside the Project Area.
 - **Occupied Structures:** These are structures that have signs of regular and sustained human occupancy for a period prior to the Cut-Off Date.
 - **Physically-displaced Household:** Households who normally live in the Project Area and who will lose access to shelter and assets resulting from the acquisition of land associated with the Project that requires them to move to another location.
 - **Project-affected Household (PAH):** All members of a household, whether related or not, operating as a single socio-economic and decision-making unit, who are affected by a project.
 - **Project affected Persons (PAPs):** means persons who, for reasons of the involuntary taking of their land and other assets under the project, result in direct economic and or social adverse impacts, regardless of whether or not said PAPs physically relocate. These people may have their:
 - ❖ Standard of living adversely affected, whether or not the PAP must move to another location;
 - ❖ Right, title, investment in any house, land (including premises, agricultural and grazing land) or any other fixed or movable asset temporarily or permanently possessed or adversely affected;

- ❖ Access to productive assets temporarily or permanently adversely affected; or business, occupation, work or place of residence or habitat adversely affected.
- **Relocation:** A process through which physically displaced households are provided with a one-time lump sum compensation payment for their existing residential structures and move from the Project Area.
- **Full Replacement Cost:** The rate of compensation for lost assets must be calculated at full replacement cost, that is, the market value of the assets plus transaction costs. With regard to land and structures.
- **Replacement cost:** The replacement of assets with a sufficient amount to cover full replacement cost of lost assets and related disturbance and transaction costs. In terms of land, this may be categorized as follows:
 - ❖ Replacement cost for agricultural land: The pre-project or pre-displacement, whichever is higher, value of land of equal productive potential or use located in the vicinity of the affected land, plus the costs of;
 - ❖ Preparing the land to levels similar to those of the affected land;
 - ❖ Any registration, transfer taxes and other associated fees.
- **Right-of-Way (RoW):** is an easement granted or reserved over the land for transportation purposes; this can be transport related as well as electrical transmission lines, or oil and gas pipelines. The right-of-way is reserved for the purposes of maintenance, expansion or protection of services and may also impose restrictions on certain other use rights. According to the national regulations set by Rwanda Utility Regulatory Authorities (RURA) the power lines of 30KV should be centered within the RoW of 4m.
- **Socio-economic Survey:** A detailed socio-economic survey of all households within the Project Area, recording detailed demographic and socio-economic data at the household and individual level.
- **Stakeholders:** Any and all individuals, groups, organizations and institutions interested in and potentially affected by a project or having the ability to influence a project.
- **Tenant:** A person who lives in a structure belonging to another, regardless of whether they pay rent or not.
- **Vulnerable Persons:** Socially and economically disadvantaged groups of persons such as widows, the disabled and households headed by orphans and single women, elderly persons or household heads who are likely to be more affected by project implementation or are likely to be generally constrained to access or seek out their entitlements promptly.
- **Social Protection:** Social protection consists of policies and programs designed to reduce poverty and vulnerability by promoting efficient labor markets, diminishing people's exposure to risks and enhancing their capacity to manage economic and social risks, such as unemployment, exclusion, sickness, disability and elderly people.

EXECUTIVE SUMMARY OF A RAP

I. Compensation Summary Sheet

Table 1: Basic data of the RAP

#	Variables	Data
A. General		
1	Region/Province/Department ...	Eastern
2	Municipality/District...	Gatsibo and Kayonza
3	Village/Suburb ...	
4	Activity(ies) that trigger resettlement	Construction of Water Treatment Plant, Intake works and Construction of different tanks and pipeline
5	Project overall cost (Rwf)	63,524,231,784
6	Overall resettlement cost(Rwf)	887,100,295
7	Applied cut-off date (s)	Sectors of Gatsibo District: Murambi and Kiramuruzi:11/10/2022 Ndatemwa: Le 05/06/2023 Rwimbogo and Kiramuruzi: 06/06/2023 Kabarore, Rugarama, Gitoki and Kageyo: 07/06/2023 Remera and Gasange: 08/06/2023 Muhura: 10/06/2023 Sectors of Kayonza district Gahini and Rukara: 18/10/2022 Murundi and Mwiri: 09/06/2023
8	Dates of consultation with the people affected by the project (PAP)	11th October 2022 up to 10th June 2023
9	Dates of the negotiations of the compensation rates / prices	7 January- 15 February 2023
A. Specific information		
10	Number of people affected by the project (PAP)	38,602
11	Number of Physically displaced households	7
12	Number of economically displaced households	7,569
13	Number of affected households	7,569
14	Number of females affected	20,073
15	Number of vulnerable affected	172
16	Number of major PAP	7,569
17	Number of minor PAP	31,033
18	Number of total right-owners and beneficiaries	7,057
19	Number of households losing their shelters	7
20	Total area of lost arable/productive lands (ha)	6.9
21	Number of households losing their crops and/or revenues	7,569
22	Total areas of farmlands lost (ha)	6.9
23	Estimation of agricultural revenue lost (Rwf)	282,946,826
24	Number of building to demolish totally	7
25	Number of building to demolish totally at 50%	0
26	Number of building to demolish totally at 25%	0
27	Number of tree-crops lost	2,523

28	Number of commercial kiosks to demolish	0
29	Number of ambulant/street sailors affected	0
30	Number of community-level service infrastructures disrupted or dismantled	0
31	Number of households whose livelihood restoration is at risk	0
32	Loss of housings in Hectares	0.2

II. Brief description of project/subproject/components including activities that induce resettlement.

The construction of Muhazi Water Supply System project in Gatsibo and Kayonza Districts of the Eastern Province comprises six (6) main infrastructures namely: intake for collecting raw water from the Lake, construction and operation of Water Treatment Plant, construction of storage Reservoirs, installation of Pumping stations, Pressure breakers and Pipelines network.

III. Objectives of the RAP

The aim of the present RAP is to ensure that all affected parties are compensated and assisted in improving their livelihoods and standards of living or at least maintaining these parties at the level they were prior to the beginning of project implementation. In line with requirements of African Development Bank’s (AfDB) Integrated Safeguards System (ISS), compensation will be paid to the affected households before the impacts occur for all program related activities inducing the resettlement including the Construction of Water Supply System (WSS).

Specifically, the objectives of the Resettlement Action Plan are:

- ✦ Avoid or at least minimize involuntary resettlement.
- ✦ Mitigate adverse social and economic impacts from land acquisition by: (i) providing compensation for loss of assets at replacement cost, (ii) ensuring that resettlement activities are implemented with appropriate disclosure of information, consultation, and the informed participation of those affected, and (iii) improve or at least restore the livelihoods and standards of living of affected people.
- ✦ Provide additional targeted assistance (e.g., credit facilities, training, or job opportunities) and opportunities to improve or at least restore their income-earning capacity, production levels, and standards of living.
- ✦ Provide transitional support to affected people, as necessary, based on a reasonable estimate of the time required to restore their income earning capacity, production levels, and standards of living.

IV. Main socio-economic characteristics of the PAPs living areas;

The main objective of the socio-economic surveys was first to prepare an inventory of all the affected assets and affected households. The second objective was to estimate the extent of resettlement impacts due to project implementation and prepare RAP to guide on the effective compensation and assistance. The Socio-Economic Surveys interviews were done in 7,569 households who will either be physically displaced or their assets be damaged during construction period and therefore be physically displaced. All households and assets

to be affected were identified and heads of households or representatives were identified and interviewed.

iv.1. Vulnerable Groups/Persons

The socio-economic survey of the Project Affected Households identified that 172 Heads of Households of the PAHs are vulnerable. Among them 137 elders and 22 women Headed Households though they are not classified in Ubudehe Category 1 due to their financial situation, they will be given special treatment during this RAP implementation.

iv.2. Number of Old Persons in the Affected Households

Among 7,569 households heads, around 137 households heads are over 65 years of age representing 2% of the total PAHs. However, this number is low comparably to the whole community, where PAPHs total number is 38,602.

iv.3. Sources of Livelihoods for the Affected Household Heads

The high number of affected households is operating some kind of business activities as the main source of income recorded at (86%) representing people who earn their lives through agriculture which on the other hand justifies the relevancy of the project, as people need more of infrastructure to invest more in off farms activities.

iv.4. Existing situation of the physical infrastructure in study area

Energy: Access to electricity is 67% (56% on grid and 11% off grid) among the PAHs, a rate which is well above the National Electricity access rate which is 60% according to the National Census of population 2022.

Water and sanitation: Water pipelines are extended through the submerged area at small scale and pipelines rarely fed then in the project area, some PAPHs use lake water for daily activities. 47% reported to use public tap water though it is far from their houses, distance to public tap extend between 0.5 to over 2 km which explains the urgency of the project among the PAHs and in the proposed project area of intervention, many of the respondents said that they would use more than 1 hour to go fetch safe drinking water and come back to their home. Land use in the project area is mainly agriculture. The 5th National census of population and housing of 2022 elaborated that 82.3 % of the country households have access to potable source of water where they walk less than a half kilometer to potable source of water.

Figure 1: PAPHs distribution from home to potable source of water

Distance to potable source of water

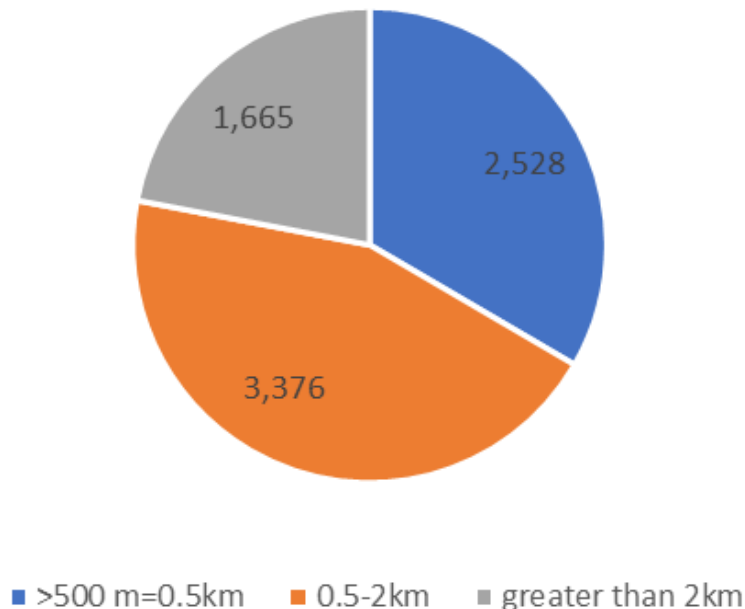
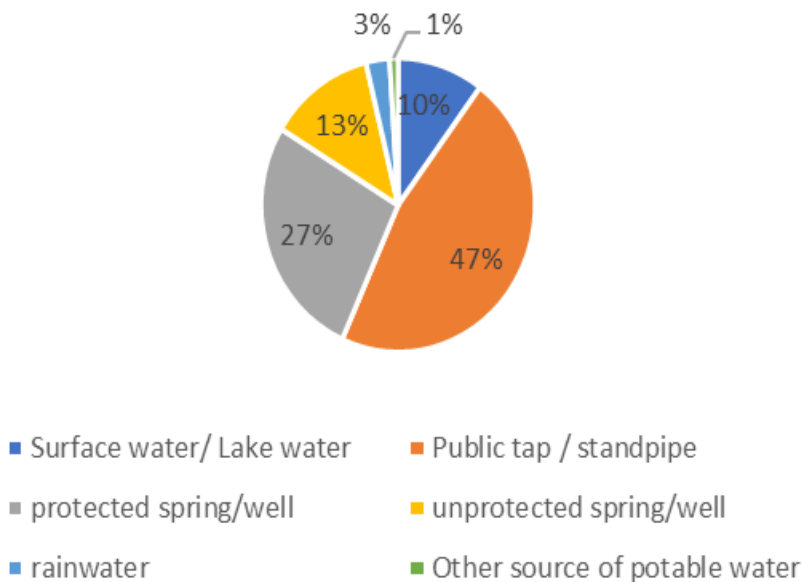


Figure 2: Distribution of PAHs to the utilized potable source of water.

Source of Potable water



Nature and Types of Assets that will be affected by the project: The type of assets that will be mostly affected by the project can be categorized into: (i) land, ii) buildings, iii) crops and (vi) trees.

Building Structures: The affected building structures are generally residential units mainly made of adobe bricks walling, wood and iron sheet-roofing.

Land, Trees and Plantations: The project site is occupied by various trees and plantations. Details of the trees and plantation that will be affected are described in the main report. The main crops grown in the area include maize, Sorghum, coffee trees, beans, banana etc.

Community Property: No community property will be affected. All plots to be affected belong to local people and the valuation was done at full replacement cost.

V. Social and economic impacts of the project on the affected people;

v.1. Positive impacts

Positive impacts of the project will include: (i) enhanced skills development and capacities in the construction of different water facilities including water treatment plant, intake works and tanks; (ii) extensive job creation and employment opportunities; (iii) development of new economic activities during the construction phase as well as during the operational phase of the project due to increased commercial and social activities; (iv) improved social and economic well-being of the beneficiaries; (iv) enhanced national economic development as health will be improved through proper water access and sanitation, people will actively participate to other economic activities, and money which is spent to treat diseases caused by poor hygiene and sanitation will be allocated to other sectors; (v) capacity building including institutional strengthening; (vi) access to reliable potable water supply.

v.2. Negative impacts

There are many environmental and social impacts that can be attributed to this project. These will include: (i) Land acquisition and population displacement causing negative consequences on the residents of the project location; (ii) disruption of economic and social activities (temporary) and (iii) impacts on the cultural, archaeological, and historical heritage. (iv) Soil compaction and destabilization of the geological balance during excavations for construction materials; (v) dust pollution during construction works and transportation of construction materials; (vi) creation of borrow pits and earth ponds due to excavation for construction materials. The borrow pits may result into water ponds that may result in increased water-borne diseases as well as being death traps for animals and people, especially children; (vii) land and water pollution due to oil spillage, chemicals, etc.; (viii) the project is likely to lead to increased greenhouse gas emissions hence contributing to negative impacts of climate change. The gases may include CO₂, particulate matters and hydrocarbons from fuel powered equipment and vehicles whose impact is air pollution; (ix) clearance of vegetation leading to extensive loss of biodiversity and habitats for both small and large animals; (x) anticipation of wastewater and solid wastes; (xii) health and safety challenges; possibility of increased communicable diseases.

VI. Summary of impacts and affected People

During the construction of MUHAZI WTP, intake works and tanks, 7,569 families representing 38,602 PAPs will be affected with 7 family's households who will fully lose houses and land and be physically displaced, while 98 families will lose land only. All these 105 families who will lose land are represented by 515 PAPs. 7,057 Owners and 512 tenants were identified.

Table 2 provides an overview of the displacement impacts that the community is expected to face, along with the predicted scale of these impacts in terms of number of affected households.

Table 2: Summary of Key Displacement Impacts and Associated Magnitude

Key Displacement Impacts	Magnitude	HHs to be affected
Fully loss of houses and land	High	7
Partially loss of houses/structures and plots they occupy	High	0
House Tenants	Minor	0
Land Tenants who will lose crops	Minor	512
Vulnerable People	High	172
Loss of land only	High	98
Land owners who will lose crops and trees not classified in above groups	High	6,780
Total PAHs (including tenants and houses and plots owners)		7,569

Source: Field Survey, 2023

The construction of Muhazi WSS will affect 7,569 households (7 Households will be physically displaced and will lose their dwellings and land; an additional 98 Households will lose land (and developments therein, including crops), and 512 tenants will be affected as their crops will be destroyed, 172 vulnerable households will lose their crops and trees, whereas the remaining 6,780 Households are owners who will either crops or trees cultivated on their land). The total number of the population among the affected PAHs is 38,602.

VII. Legal and institutional framework for resettlement

Law N° 32/2015 of 11/06/2015 is related to expropriation in the public interest. In this law, only the Government shall order expropriation in the public interest. Expropriation as provided for under this Law shall be carried out only in the public interest and with prior and fair compensation. No person shall hinder the implementation of the program of expropriation in the public interest on pretext of self-centred interests. No person shall oppose any underground or surface activity carried out on his/her land with an aim of public interest. In case it causes any loss to him/her, he/she shall receive fair compensation for it. Every project, at any level, which intends to carry out acts of expropriation in the public interest, shall budget for valuation of the property of the person to be expropriated and for fair compensation.

Article 27: Properties valued during expropriation in the public interest, the properties subject to valuation for the payment of fair compensation due to expropriation in the public interest are: 1° land; 2° activities carried out on land for its efficient management or rational use; 3° compensations for disruption caused by expropriation. **Article 28:** Criteria for determining fair compensation Without prejudice to other laws, the value of land and property incorporated thereon to be expropriated in the public interest shall be calculated on the basis of their size, nature and location and the prevailing market rates. The compensation for disruption caused by expropriation to be paid to the expropriated person shall be equivalent to five percent (5%) of the total value of his/her property expropriated.

Article 33: Contesting the assessed value of land and property incorporated thereon within seven (7) days after the approval of the valuation report by the expropriator, any person to be expropriated who is not satisfied with the assessed value of his/her land and property incorporated thereon shall indicate in writing grounds for his/her dissatisfaction with the valuation report. Any person contesting the assessed value shall, at his/her own expense, engage the services of a valuer or a valuation firm recognized by the Institute of Real Property Valuers in Rwanda to carry out a counter-assessment of the value. The counter-assessment report must be available within ten (10) days from the application for counter valuation by the person to be expropriated.

Article 34: Analysis of counter-assessment report by a valuer or a valuation firm shall be submitted to the expropriator who shall take a decision thereon within five (5) working days after its reception. When the counter-assessment report is accepted by the expropriator, such a report shall replace the initial valuation report. Minutes shall also be taken thereof and jointly signed by the representative of the expropriator, the person to be expropriated and valuers of both parties. When the counter-assessment report is not accepted by the expropriator, minutes shall also be taken thereof and indicate the points of disagreement. Such minutes shall be jointly signed by the representative of the expropriator, the person to be expropriated and valuers of both parties. When the person to be expropriated is not satisfied with that decision, he/she can refer the matter to the competent court within fifteen (15) days from the day he/she appends his/her signature to the minutes indicating points of disagreement. The value determined by the expropriator shall be paid to the expropriated person in order to avoid suspension of expropriation in public interest pending the court's decision.

Vii.1. Institutional framework

The Valuation will be done under the direct monitoring by the staff of WASAC who will be working in conjunction with the district staff. The valuer will make the valuation of properties to be affected, complete the valuation form and put the value of each affected item. The valuation form will be signed by property owner and approved by different level of local leaders from Cell, Sector and the District.

After completion of the valuation of land and property incorporated thereon, valuers shall submit to the District and WASAC, a report containing the list of persons to be expropriated, the size of land and the value of property incorporated thereon belonging to each person to be expropriated, and the fair compensation to be paid to any person whose property is expropriated in the public interest.

VIII. Compensation Plan

Viii.1. Eligibility

The eligible individual(s) are those who are directly affected socially and economically by the project due to: (i) compulsory acquisition of their land and other assets resulting in relocation or loss of shelter; loss of assets or loss of access to assets; and loss of income

sources or means of livelihood whether or not the affected persons move to another location.

Viii.2. Valuation and compensation for losses

Following the completion of the detailed design of Muhazi WSS project, the implementation of project will affect people's properties in Gatsibo and Kayonza districts for 7,569 PAHs. The land acquisition will happen to 105 households with 7 families among them losing both land and houses while 98 will only lose their land, and 512 land tenants will be affected.

The construction works will be preceded by valuation and payment of fair compensation and implementation of resettlement action plan to pave the way for smooth project implementation and ensure project ownership by the community.

Viii.3. Compensation and resettlement measures

The compensation of affected assets will be made in reference to the prevailing laws in Rwanda and the AfDB ISS. The resettlement and compensation of land acquired, and houses will be made in reference to the prevailing expropriation laws in Rwanda (Law No. 32/2015 of 11/06/2015 relating to Expropriation in the Public interest, Special No. 35 of 11/06/2015: This law determines the procedures relating to expropriation of land in the interest of the public. Article 3 of the law stipulates that the government has the authority to carry out expropriation. However, the Institution, at any level, which intends to carry out acts of expropriation in the public interest, shall provide funds for inventory of assets of the person to be expropriated.

The compensation of damaged properties will be fully done before commencement of Project works, the disturbance allowance of 5% as per 2015 expropriation law in public interest projects are presented together with the compensation fee and the whole RAP budget/cost. In addition to the compensation, the project will assist the displaced families through the livelihood Restoration Program. However, as all the PAPs preferred the compensation in cash, the financial literacy will be provided to them before payment to joint bank account (account belonging to wife and husband) is made. The regular follow up will be ensured to make sure that the life of the PAPs becomes better than the previous.

Viii.4. Consultations with host communities and local government

Consultation with relevant stakeholders is a continuous activity and the consultation for this RAP preparation lasted from 11th October 2022 up to 10th June 2023. By the time the RAP document is being finalized, a number of consultations have been conducted with PAPs including: (i) consultations with PAPs on the valuation of properties; (ii) discussion on the whole process of compensation and resettlement; (iii) conducting meetings with individual PAPs; (iv) valuation of assets; and, (v) compensation options.

Major feedbacks derived from the consultations with local communities included: (i) timely information on project design and project boundaries including construction area; (ii) employment opportunity for local people; (iii) fair and timely compensation payments; and, special consideration to vulnerable groups; Considering the relocation site in order to avoid some PAPs who may mismanage the compensated money and later on becoming homeless;

Early public mobilization with PAPs on Compensation requirements especially documents which are needed for compensation and working with local authorities to make sure that these documents are available on time.

Methods adopted to arrive to agreeable and amicable solutions during consultations with PAPs involved: (i) Carrying out the asset inventory of affected properties; (ii) Public awareness meetings that were organized and conducted in the affected area; (iii) the RAP will be implemented in accordance with the laws (N° 32/2015 of 11/06/2015 Law relating to expropriation in the public interest and AFDB Integrated Safeguards System 2013); (iv) all payments will be made through bank transfer on the accounts of project affected people. The transfer is made by The MINISTRY of finance and Economic Planning after receiving the documents provided by WASAC.

Viii.5. Community participation

The overall goal of the consultation process was to disseminate project information and to incorporate the views of various stakeholders in the project design, implementation, mitigation measures, management plan and Resettlement Action Plan. Public consultation ensured that various groups' views are adequately taken into consideration in the decision-making process. The objectives of public participation were: (i) to ensure transparency in all activities related to the project and its potential impacts; (ii) to share fully the information about the proposed project, its components and activities; (iii) to obtain information about the needs and priorities of the various stakeholders, as well as information about their reactions; (iv) to improve project design and, thereby, minimize conflicts and delays in implementation; (v) to involve public at large together with their responsible institutions and organizations in the project design and planning; (vi) information dissemination to the people about the project; and, (vii) understanding perceptions of local people towards the project.

The major stakeholders for this project include Water and Sanitation Corporation Limited (WASAC Ltd), Rwanda Water Resources Board (RWB), Ministry of Environment (MOE), Ministry of Infrastructures, Gatsibo and Kayonza Districts and local population.

Major consultation issues with local communities and other stakeholders focused on informing them of the project and its activities and discuss possibilities for land acquisition and other physical assets at replacement or compensation costs. Engagements also included options for relocation. Along with information dissemination, the consultations also aimed at getting people's opinions and suggestions on the project and its benefits and impacts.

The minutes of the meetings were prepared and signed by the chairs of the meeting. For clarity and understanding of the meeting proceedings by the local community, the minutes were prepared in Kinyarwanda.

Cutoff date: Upon completion of the census and asset inventory surveys, and in order to avoid an influx of additional persons, cut-off dates were established along consultation meetings held in Cells of District where the Project will be implemented as presented in the table 19, 2 sectors in Gatsibo (Murambi and Kiziguro) have the cutoff date of 11/10/2022 whereas Rukara and Gahini in Kayonza district have cut off date of 18/10/2022, and these 4

sectors are covered in phase 1 where mainly the WTP, intake and different tanks will be constructed. The remaining 12 sectors, 10 sectors in Gatsibo and two sectors in Kayonza, their cut off dates were set between 5th- 10th June 2023, and these are covered under phase 2 of the project which is mainly the distribution pipelines and tanks. The cut-off dates were advertised and set during the consultation meetings that were held between the PAPs, Local authorities, and the Project staff. Those who encroach on the area after the established cut-off dates will not be eligible for compensation or assistance.

It is important to note that any structures or activities established in the plots acquired by the project, after the cut-off date are not eligible for compensation. Any claims for occupation prior to that date, and therefore mistakenly omitted from the Census, will be reviewed against evidence, and referred to the GRM for resolutions.

Cut-off dates set in the district during consultation meetings are presented in Table 19 of this RAP.

IX. Arbitration / Grievance Redress Mechanism;

The Grievance redress mechanism is one of the strategies that are put in place to monitor and resolve complaints that may arise during or after the Project implementation by the affected people.

The Grievance Redress Mechanism (GRM) ensures that complaints are received, reviewed and addressed by the elected Grievance redress committee.

It is encouraged to resolve the issues right from the cell and Sector levels, as they are so close to the affected communities, aware of and involved in the whole process. The unsolved grievance at the local level can be referred to the district committee. The relevant local administration will then attempt to resolve the problem (through dialogue and negotiation) within 30 days of the complaint being lodged. If the grievance is not resolved in this way, the dissatisfied party can refer the matter to the competent court. Local courts should be used.

If not resolved, then the high court or court of appeal of Rwanda remains an avenue for voicing and resolving these complaints. WASAC will follow up the aggrieved PAP at each level to ensure that the grievances are resolved. Each cell should identify one PAP to work with WASAC, Contractor, supervising firm and the local leaders to ensure that the grievances are attended to in time. The Grievance committee has been elected by the project affected people at cell levels. The elected committee is made up of at least 4 members. The PAPs elected 3 representatives namely: President, Vice president who works also as secretary and advisor (s). These are supplemented by the dean of the village leaders, the woman representative who works as cell NWC/'CNF and the Cell Executive Secretary.

X. Monitoring and evaluation of the execution

Monitoring: RAP implementation is one of the key aspects of this project without which the project cannot be implemented. How well the RAP is implemented determines the successful implementation of the project. As such monitoring is critical to solve challenges

and obstacles in the areas of mobilization, compensation, relocation, among other issues. The monitoring and evaluation procedures will be done by WASAC staff and the district staff

Evaluation: The objectives of the evaluation will include: (1) General assessment of the compliance of the implementation of the Resettlement Action Plan with general objectives and methods as set in this document; (2) Assessment of the compliance of the implementation of the Resettlement Action Plan with laws, regulations and safeguard policies.

Institutional Capacity: The capacity assessment done showed that WASAC and the district have the required capacity to implement the RAP, with 2 Social safeguards Specialist, 1 Environmental Safeguards Specialist and 2 Monitoring and Evaluation Specialist within the SPIU which are supported by other existing E&S staffs within different department in WASAC where additional 6 Social Safeguards staff and 2 Environmental Safeguards Staff intervene whenever required. All these staff were found to have strong background in AfDB funded projects implementation. However, the ongoing training to the existing staff would be also of paramount importance for continual improvement.

The RAP Consultant team undertook public consultations in Gatsibo and Kayonza Districts to ensure that the Project activities and the likely impacts on the PAPs and their livelihoods are fully explained/communicated and openly discussed with the PAPs and the local authorities. During public consultation, few recommendations drawn are :i) Involve local communities in all stages of project planning and development, ii) Permanent communication between project initiators and local authorities, iii) for RAP a cut-off has to be determined, iv) all project affected people (PAPs) have to be compensated for loss of land, structures, crops and trees as provided for in this RAP, v) Grievance redress and monitoring register have to be set-up and the process be publicized in the affected areas vi) During construction, PAPs shall be given first priority in the employment of skilled and unskilled manpower.

During public consultation, the following points have emerged:

- ✧ The project Affected People chose monetary compensation for their losses (Structures, houses land, crops, and trees);
- ✧ The PAPs who are involved in business will be given their choice near the market or cell / sector resettlement scheme;
- ✧ Most of the PAPs are looking for some forms of incentives for themselves from the projects such as regular/ temporary jobs;
- ✧ Community meetings covered the following issues:
 - ✧ Description of the project objectives, components and implementation activities;
 - ✧ Property and livelihood impacts associated with project implementation;
 - ✧ The resettlement/compensation alternatives and strategies available for PAPs;
 - ✧ The rights of PAPs;
 - ✧ Eligibility Criteria;
 - ✧ Grievance redress mechanism;
 - ✧ RAP preparation;
 - ✧ Valuation principles and procedures, RAP disclosure, and the approval process.

PAPs were mainly concerned about the likely impacts that will be caused by the Project activities on their livelihood with respect to displacement and damage to the developments/houses and on their land. The PAPs and stakeholders consulted, voiced the need for prompt and adequate compensation for the PAPs to enable them to re-establish their property and livelihood activities. The views of the PAPs and other stakeholders consulted were documented and have been integrated into the resettlement measures and strategies outlined in this RAP. Public consultation meetings were also useful in engaging communities, local authorities and PAPs to be particularly affected by the project activities. Along these consultation meetings, few recommendations were given as views of PAPs and project beneficiaries and this was incorporated in the RAP.

XI. Total cost for the full implementation of the RAP.

In total, the Project activities in Gatsibo and Kayonza districts will affect total number of 7,569 households. The overall RAP cost for the Muhazi WSS Project is estimated to **887,100,295** Frw including:

- ✿ Resettlement Action Plan compensation cost for houses: **68,767,640** Frw;
- ✿ Resettlement Action Plan compensation cost for land: **266,384,034** Frw;
- ✿ Resettlement Action Plan compensation cost for crops and trees: **282,946,826** Frw;
- ✿ Additional 5% of compensation indemnity for disruption caused by the project of **30,904,925** Frw;
- ✿ Livelihood Restoration Program **21,270,000** Frw
- ✿ RAP implementation Monitoring, evaluation and assistance of the PAPs excluding 5% of disturbance allowance of **138,984,000** Frw;
- ✿ A contingency amount of 5% (42,242,871 Frw).
- ✿ cost of the GRM implementation 35,600,000 Rwf

CHAPTER 1. INTRODUCTION

1.1 Background

The provision of adequate Water Supply System services is more generally a prerequisite and indicator for socio-economic development. Gatsibo and Kayonza are neighboring Districts that are situated in Eastern part of the country. The area does not have major rivers and most of the valleys comprise of wetlands that form recharge zones and sources of small streams that flow into bigger basins like lakes. Lake Muhazi, for example, is fed from storm runoff and small streams originating from wetlands (ITEC Engineering Ltd, EIA Report; 2009).

In the Eastern Province, Gatsibo District is considered to be the first water scarce administrative entity. This means that majority of the population use dirty water from streams, dams, valleys or swamps. It has been reported that more than 50 % of the population in Gatsibo District do not have access to safe and reliable water supply for productive and domestic use. According to EICV3, 35.9 % of the population takes 5-14 minutes to access water while 25.6% take 15-29 minutes and 15.9% take 30-59 minutes.

The Government's objective is to increase a hundred percent (100 %) access to clean water supply for the population, which will contribute to enhanced hygiene and sanitation hence reducing waterborne diseases in the targeted area.

In this line, through the loan received from African Development Bank (AfDB), Water and Sanitation Corporation (WASAC Ltd) representing the Government of Rwanda intends to apply a portion of it to the Feasibility Study, Detailed Designs and works' Supervision for the Construction of Muhazi Water Supply System Phase I, Cleaning 10,000 m³/day through water treatment plant and distributing all cleaned water through pipelines' network.

The implementation of such a development project will surely generate an array of positive socio-economic benefits, but also adverse impacts to human community and the environment in general. In reference to the AfDB Integrated Safeguards System, 2013 and Law NO 32/2015 of 11/06/2015 relating to the expropriation in public interest, this project will induce the involuntary resettlement where land will be acquired for the construction of Muhazi Water Treatment Plant, intake works and the construction of different distribution tanks in Kayonza and Gatsibo District, while the network will only damage crops and trees. Hence, the requirement of this resettlement Action Plan will help to make sure that all PAHs affected are treated in accordance to the National and International standards, their life is not worsened but rather improved or restored to their previous living condition.

1.2 Project location

Muhazi water supply system project will cover 12 Sectors of Gatsibo District (Gasange, Kiramuruzi, Kiziguro, Kabarore, Murambi, Rugarama, Remera, Rwimbogo, Gitoki, Gatsibo, Muhura and Kageyo,) plus 4 Sectors of Kayonza District (Murundi, Gahini, Mwiri and Rukara).

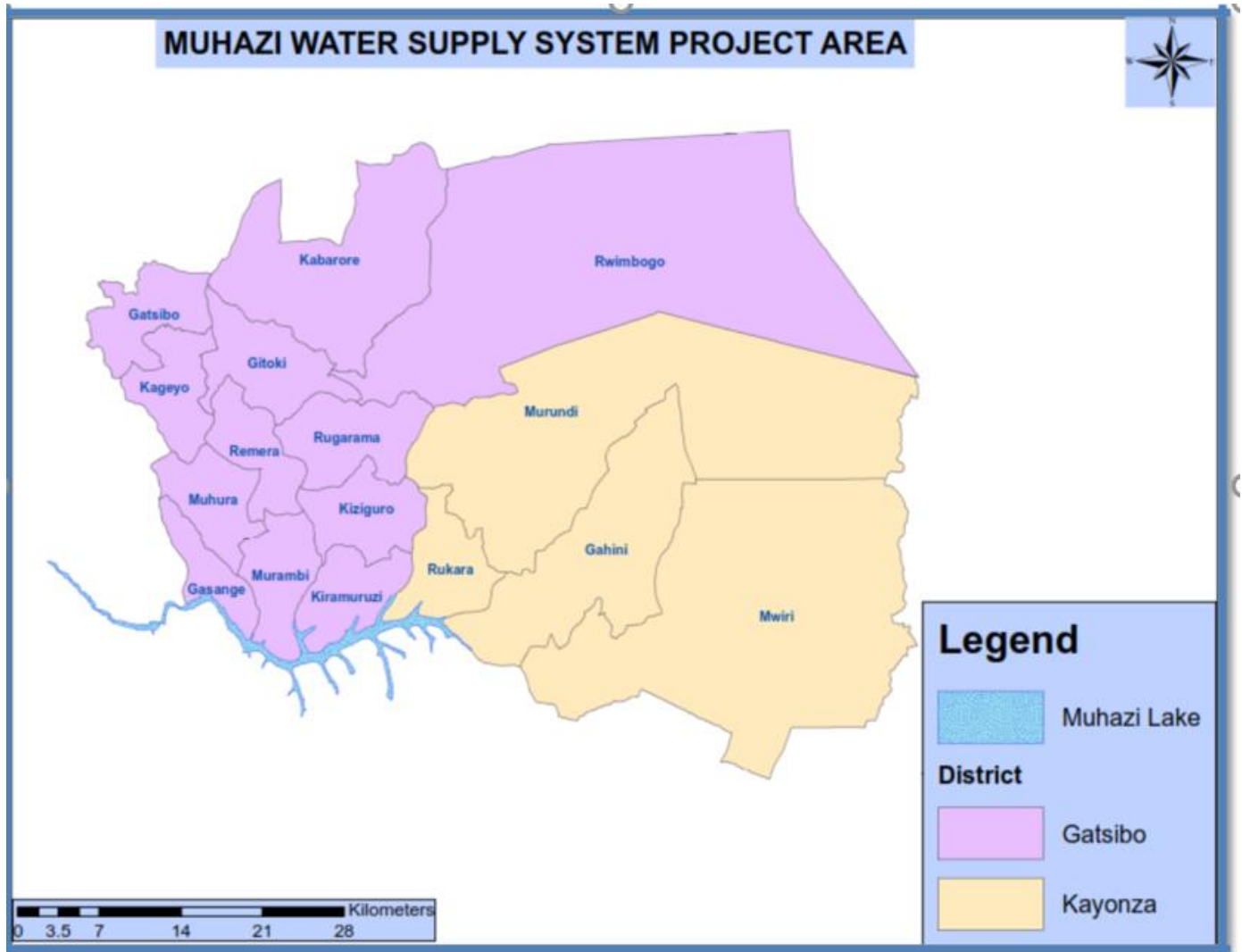


Figure 3: Map of Administrative Sectors covering the project

1.3 General Layout of the project and its main infrastructures

The construction of Muhazi Water Supply System project in Gatsibo and Kayonza Districts of the Eastern Province comprises six (6) main infrastructures namely: intake for collecting raw water from the Lake, construction and operation of Water Treatment Plant, construction of storage Reservoirs, installation of Pumping stations, Pressure breakers and Pipelines network.

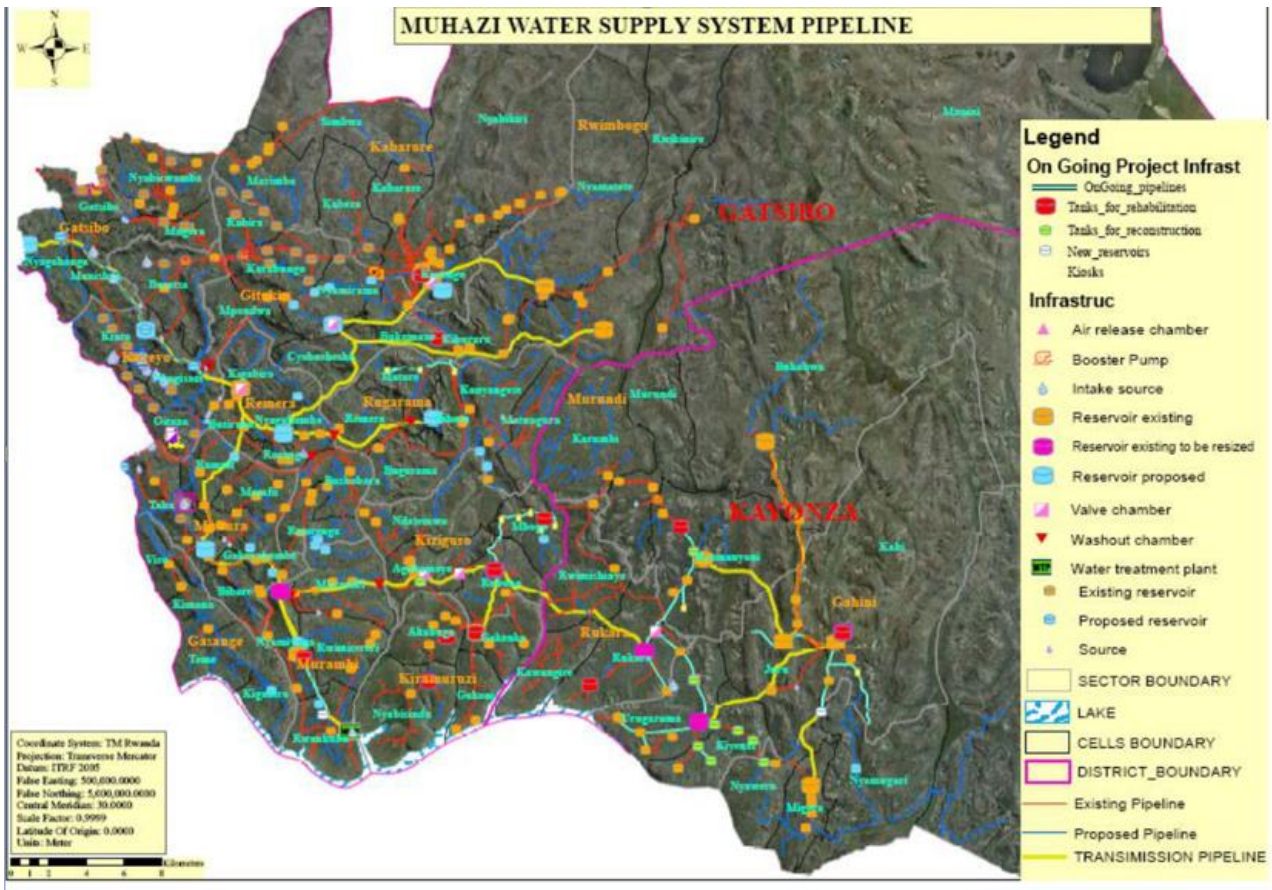


Figure 4: Proposed Muhazi Water Supply System (MWSS)

1.4 Objectives of RAP

As part of the overall assignment, it was necessary to undertake a detailed Resettlement Action Plan (RAP) to determine the extent of asset to be affected and land acquisition impacts associated with the proposed MUHAZI WSS project in Kayonza and Gatsibo districts as well as to put in place measures to mitigate those impacts, in line with national legislation and the African Development Bank (AfDB), Category 1 high risk project requirements of the Integrated Safeguards System (ISS). The RAP was to identify the people to be affected by the project and plan for their resettlement after consideration of alternatives that would minimize or avoid displacement and would ensure that all affected parties are compensated and assisted in restoring their livelihoods.

The overall objective of the RAP is to:

- ✿ Avoid or at least minimize involuntary resettlement and mitigate adverse social and economic impacts from land/ROW acquisition by: providing compensation for loss of assets at replacement cost; and ensuring that resettlement activities are implemented with appropriate disclosure of information, consultation and the informed participation of those affected and improve or at least restore the livelihoods and standards of living of affected people.
- ✿ Provide additional targeted livelihood assistance (e.g., trainings or job opportunities) and opportunities to improve or at least restore their income-earning capacity, production levels and standards of living to economically displaced persons whose livelihoods or income levels are adversely affected.

1.5 Scope of the RAP

This RAP covers the following activities and outputs:

- ✦ Analysis of the legal and institutional framework and gap in relation to involuntary resettlement;
- ✦ Conducting Social Economic Baseline Information detailing the project affected people by household, their losses and vulnerability;
- ✦ Analysis of potential project, social impacts and resettlement implications through identification of PAPs, their number and evaluating the extent of the impacts of the project on them;
- ✦ Carry out and document public consultation with PAPs and relevant institutions involved in involuntary resettlement;
- ✦ Carry out inventory of PAPs properties;
- ✦ Set up an implementation schedule covering all activities of the plan from preparation stage to monitoring, clearly indicating those activities that have already been undertaken as part of this RAP preparation and those activities that are still to be implemented;
- ✦ Set up organizational structure for proper RAP implementation and delivery of necessary services;
- ✦ Set up Monitoring and evaluation mechanisms arrangements by the implementing agency;
- ✦ Establish the Grievances Redress Mechanism (GRM) that ensures affordable and accessible procedures for settlement of disputes arising from the project;
- ✦ Provide the Costs and Budget including costs for compensation, for RAP implementation;
- ✦ Provide a Livelihood Restoration Program.

1.6 Approach and methodology

To achieve the study objectives, Consultant followed procedures stipulated in Rwanda expropriation law No. 32/2015 of 11/06/2015 and the AfDB Integrated Safeguards System (ISS) and more so the Operational Safeguard 2: Involuntary resettlement land acquisition, population displacement and compensation (OS2), the study adopted the following approach:

- (i) Preliminary assessment and review of preliminary design of the projects,
- (ii) Review of baseline information,
- (iii) Review of policies and regulations,
- (iv) Review of previous meetings and consultations with stakeholders,
- (v) Interviews with key stakeholders and
- (vi) Field surveys at the project sites including socio-economic baseline data and assets inventory. Social economic cover including site locations, land and houses.

1.6.1 Preliminary works

The Consultant visited the project area following the proposed project area where the tanks, WTP (Water Treatment Plant) and intake works will be located.

The site reconnaissance and map analysis, sharing information about the RAP study was done in collaboration with local leaders, residents, and other stakeholders during consultation meetings and field interviews.

1.6.2 Recruitment and Training of socio-economic enumerators and Surveyors

A team of experienced socio-economic enumerators, valuation team and support staff (Public engagement meetings animators and data management team) were hired and trained to understand and use data collection tools, to the smooth communication, data sharing and entry along the data collection exercise. The data collection was subdivided into 3 main phases: Preliminary works, data collection and assets inventory.

Training of enumerators

The purpose of the training was to familiarize and help enumerators to be familiar with the field data collection using the socio-economic questionnaire. Data collection was done using questionnaire in order to manage the short time at disposal and assure the quality of the day-to-day collected data.

1.6.3 Data collection Methodology

A triangulation of data collection techniques was applied throughout the collection of the data related to the Resettlement Action Plan elaboration. It is in this regard that assets inventory techniques, use of maps/GPS and interpretation were used. Data was collected between 11th October 2022 up to 10th June 2023.

Socio-Economic Survey: Comprised of a detailed census about all PAPs using a questionnaire (annexed to this report), their households' socio-economic characteristics and plausible losses to be incurred to people to be affected by the project.

RAP socio-economic and assets data collected using questionnaire, interviews, and observation. The consultant interpreted and analyzed by the Consultant using Excel.

With this help, socio-economic enumerators were able to know location of properties (houses, fences, trees, crops, forests etc.) and started interviewing respective people to be affected by the project.

1.7 Format and content of the RAP

This RAP has been prepared in reference to the project layout prepared for the project as a guidance for the preparation, implementation, and monitoring of site-specific resettlement action plans (RAPs) and land acquisition during the implementation of the project. The structure of this RAP report presents the following parts and chapters in a narrative perspective apart from an executive summary and annexes,

- ❖ Chapter 1: Introduction
- ❖ Chapter 2: Description of the project
- ❖ Chapter 3: Legal, Policy and institutional frameworks
- ❖ Chapter 4: Baseline data on social economic of the PAHs
- ❖ Chapter 5: Project Impacts
- ❖ Chapter 6: Eligibility for Resettlement
- ❖ Chapter 7: Public consultation meetings
- ❖ Chapter 8: Grievance Redress Mechanism
- ❖ Chapter 9: RAP implementation and Monitoring provisions
- ❖ Chapter 10: RAP Monitoring and evaluation

CHAPTER 2. DESCRIPTION OF THE PROJECT

2.1 Description of main activities

The water Intake of the proposed option will be constructed on the shores of Muhazi Lake at Umwiza Village, Rwankuba Cell in Murambi Sector. From the intake, water will be supplied through the pipes by pumping to Water treatment plant which will be constructed also in Umwiza Village, Rwankuba cell, murambi sector of Gatsibo district, and the treated water will be supplied to twelve sectors of Gatsibo District and four Sectors of Kayonza District.

As fixed by the preliminary feasibility study, the optimized intake point was identified at X=534034, Y=4799239 and Z=1435 on Muhazi Lake in Murambi sector.

Because the Muhazi Lake has an average depth of 10 m and a maximum of 14 m, and a depth of about 3-5 m all around the shores, it will be necessary to maintain a pipeline of 20 m between the stainless steel screen and the siphon chamber. And the stainless steel screen will be submerged down the level of 1 m of the water lake level.

From the proposed intake and WTP, the treated water will be conveyed to the principal tank to be constructed at Biniga. From Biniga, the main water pipeline will serve the reservoir located at Gasange. From Biniga to reservoir located at Remera Sector and reservoir located at Rubona. From Rubona reservoir it will be feed the Cyatokwe network which serves the four Sectors of Kayonza in the project area. Reservoir located in Gitoki Sector will be served by Reservoir located in Kigabiro Sector and from this reservoir located in Gitoki Sector; Rwimbogo Sector will be served too.

The working pressure within the water network is based on final hydraulics and transient hydraulic analysis that shown on the nominal pressure that each pipeline material could withstand at specific locations. The transient pressures should be limited to 1.33 times the working pressure while the field test pressures are determined as 1.5 times.

The calculation of the peak daily demand case commenced with assumed diameters. Critical pipeline sections with excessive head losses were identified, then the diameter is increased accordingly. Supply pressure, 5 m, is maintained in any part of the system as much as possible.

The construction of the water supply scheme shall be recommended in a single stage that meets the estimated demand at design period after implementation. The most probable time for this project is year 2035.

2.2 The main features of the project are summarized in Table below.

Table 3: Main Characteristics of Project

Item	Data
Districts of intervention	Gatsibo and Kayonza districts of Eastern Province of Rwanda
Activities considered in this RAP	<ul style="list-style-type: none"> - Muhazi WTP - Muhazi Intake - All Tanks for both phase 1 and phase 2 - Booster to Biniga - Pipeline network
Total area to be affected by the whole project including pipeline location	102.5 ha
Total area required for land acquisition	7.1ha
Area for WTP	3.8ha
Booster to Biniga	0.24ha
Intake	0.7ha
Remaining Tanks	2.4ha
Main pipes length in Gatsibo	127.433 km
Main pipes length in Kayonza	111.046 km
Corridor length (total main pipes length)	238.479 km

Only land will be required for 7.1ha where the main infrastructure will be installed, while for the network (pipeline location), only crops and trees will be paid and the loss will be temporally during the construction time on a RoW of 4m width, after the construction works PAPs will be allowed to use their land as before. Even though the pipeline is close to the road, it will be entirely laid on private land on a length of 238.479 km with 4m of ROW width. Each affected asset will be eligible to the additional 5% for the disturbance allowance as provided by the Law 32/2025 of 11/6/2015 related to expropriation in Public Interest. The services for connection will be free of charge for PAPs who have land affected by the pipeline for the restrictions caused, that is to say that they will not pay for manpower. However, they will still have to purchase materials needed for connection. Additionally, affected people will receive financial literacy training and capable PAPs will be hired depending on the available opportunities.

2.3 Consideration of alternatives

Main factors affecting the choice of the optimal infrastructure location:

- Availability of water resources, in terms of quantity and pressure
- Construction Materials based on the volume of liquid you want to store
- **Maintain pressure in the distribution system:** the tank’s operational elevation is usually 200 feet (ground to overflow) above the service area to maintain a pressure of 60-80 PSI. Higher ground elevations are preferred so that water towers can be less than 200 feet tall.

- **Location within a pressure zone:** To maximize the benefits from hydraulic water pressure to a pressure zone, the tank should be located in the central portion or the far side of the zone, this allows the tank to supplement demands during peak usage and result in higher service pressures.
- **Height** – The elevation of a storage tank and its operational level determines the water pressure in the community. New systems are required to provide a minimum pressure of 20 PSI (pounds per square inch) at ground level at all points in the distribution system under all flow conditions.
- **Distance from existing water transmission main:** Storage tanks require large flows to both fill the tank and drain to meet peak usage.
- **Site area, availability, and accessibility:** Adequate site area will be required to provide clearance for construction and future maintenance of the tank. The site needs to be available to purchase, preferably undeveloped, to overcome resistance from other property owners.
- **Foundation Design** – Storage tanks and the associated water volume result in a large amount of weight that needs to be supported. Standpipes and elevated storage tanks also need to be designed to resist overturning due to wind loadings. The requirements for Foundation Design make choosing the location of a new water tower important, and sometimes difficult.
- Costs and economic viability
- Environmental and Social consideration Considerations
- Government policy

The design team in consultation with WASAC Safeguards and Engineer team, and RAP consultant team reviewed the design to trigger minimum Environmental and Social Impacts. The mitigation Hierarchy was applied to determine the final exact location of infrastructures so as to minimize negative Environmental and Social Impacts of the project. The mitigation hierarchy applied is as follows:

- Avoidance;
- Minimization of adverse impacts and implementation of restoration measures, in situ;
- Restoration of the functionality of the cultural heritage, in a different location; Permanent removal of historical and archaeological artifacts and structures;
- Compensation of loss - where minimization of adverse impacts and restoration not feasible.

All infrastructures were located in unconstructed zone except for the WTP where there was no any other option. 7 houses from 7 families will be affected and will be relocated. They will be compensated before being relocated and will be given enough time to relocate to their preferably new location. They all chose cash compensation and their assets were calculated at full replacement cost.

CHAPTER 3. LEGAL, POLICY AND INSTITUTIONAL FRAMEWORK

3.1. General

This chapter describes the relevant policies, legal instruments, and institutional arrangements applicable to the Muhazi Water Supply System project in Rwanda, in reference to the international framework. This RAP applies the laws, legislation, regulations and local rules governing the use of land and other assets in Rwanda as well and the African Development Bank Integrated Safeguards System especially the operational Safeguards 2 on Involuntary resettlement: land acquisition, population displacement and compensation.

3.2. National relevant policies

3.2.1 National Strategy for Transformation (NST 1) 2017 – 2024

NST 1 is the implementation instrument for the remaining of Vision 2020 and for the first four years of the Vision 2050 to provide the foundation and vehicle towards this new vision through specifically economic and social transformation. The project implementation will contribute to achieve NST1 objectives by providing employment opportunities and development through good health, potable water supply for domestic use, hence contributing to the economic and social transformation.

3.2.2 Rwanda vision 2050

The main objective of Vision 2050 is to ensure high standards of living for all Rwandans. In five main areas of: Quality of Life, Modern Infrastructure and livelihoods, Transformation for prosperity, Values for Vision 2050 and international cooperation and positioning. The realization of this Project will contribute to realization of the Vision 2050 and its strategy, with emphasis on the distribution of potable water for domestic use in the project areas. The project will offer job opportunities for quality of life, modern infrastructure dedicated to construction of water infrastructures in the region.

3.2.3 Rwandan Constitution 2003 as revised in 2015

The Constitution of Rwanda, Article 11 stipulates that all Rwandans are born and remain free and equal in rights and duties. Discrimination of whatever kind based on inter alia, ethnic origin, tribe, dan, color, sex, region, social origin, religion or faith, opinion, economic status, culture, language, social status, physical or mental disability or any other form of discrimination is prohibited and punishable by law.

Rwandan Constitution recognizes that every person has a right to private property whether personal or owned in association with others (Article 29). The private property, whether individually or collectively owned is inviolable. The right to property may not be interfered with except in public interest, in circumstances and procedures determined by law and subject to fair and prior compensation. Under Article 30, it is stipulated that private ownership of land and other rights related to land are granted by the State. The law specifies the modalities of acquisition, transfer and use of land.

Exceptionally, the right to property may be overruled in the case of public interest. In these cases, circumstances and procedures are determined by the law and subject to fair and prior compensation (Article 29). Laws on property are also found in various legal texts of Rwanda. Eligibility for compensation is also enshrined under the Rwandan constitution and the Expropriation Law. The property of the State comprises of public and private property of the central Government as well as the public and private property of decentralized local government organs (Article 31).

3.2.4 National cultural heritage policy 2015

Cultural heritage includes tangible culture elements such as buildings, monuments, landscapes, books, works of art, and artifacts; intangible culture such as practices, representations, expressions, folklore, traditions, language, and knowledge, and natural heritage including culturally significant landscapes, and biodiversity. These elements of the culture heritage need to be preserved for the future to keep the memory of the past, to offer a sense of identity and continuity, thus promoting respect for cultural diversity and human creativity. They also form part of the tourism industry that produces the revenues for the country's economy. All culture heritage property that shall be found in the project area will be handled in accordance to this policy and Law n°28/2016 of 22/7/2016 on the preservation of cultural heritage and traditional knowledge. The chance find procedures to be used were presented on the Annex 6

3.2.5 National Land Policy, 2019

The Policy is premised in the National Development Strategy of Rwanda (Vision 2020). The aim is to ensure that every development plan is guided by the land use master plan with a land tenure regularization that increases security of ownership and improve productive land usage. The policy provides for land tenure systems, guiding principles of land management, an effective & efficient land registry, and land transactions. According to the National Land Policy, all Rwandans enjoy the same rights of access to land, implying no discrimination against women. All land should be registered for security.

3.2.6 Revised National Gender Policy, 2021

The role of men and boys in promoting gender equality and equity remains with noticeable deficiencies as regard to their engagement partly explained by lack of specific strategies for men and boys' engagement, constituting an additional area of interest for this policy. Therefore, this policy builds on the achievements of the previous policy and proposes policy actions to address the identified intervention gaps and new emerging issues pertaining to gender equality and equity in Rwanda. The Revised National Gender Policy states that the Rwandan society is free from all forms of gender-based discrimination and see both men and women participate fully and enjoy equitably from the development processes. The mission of this policy is to ensure that gender gaps across sectors are addressed through accelerating effective gender mainstreaming, gender responsive interventions, and gender accountability mechanisms in order to positioning Rwanda as a global model in promoting gender equality.

Resettlement activities for this RAP will involve and affect both men and women in terms of loss of property and both genders are expected to be treated equally in sharing the

compensation amount or other accompanying measures relating to the relocation and resettlement following the acquisition of land and properties in the right of way of the road construction activities.

3.3. National relevant laws

3.3.1. Law N° 27/2021 of 10/06/2021 governing land in Rwanda

The Law No. 27/2021 of 10/06/2021 governing land in Rwanda determines modalities of acquisition, registration, allocation, possession, transfer, management and use of land in Rwanda. Article 5 provides that any form of discrimination in relation to access to land and enjoyment of real rights to land is prohibited. The land rights of spouses depend on the type of matrimonial regime of their choice. The State has absolute power to manage all lands situated in its national territorial boundaries which it exercises in the general interest with a view to ensuring rational economic and social development in accordance with laws. Article 10, lands are allocated by the State in form of emphyteutic lease and land concession. The emphyteutic lease and land concession period does not exceed ninety-nine (99) years which may be renewed. Article 15 The certification of emphyteutic lease, freehold or land concession is a certificate of land registration delivered by the registrar of land titles. Article 18 states that a certificate of land registration is an original copy of the land register bearing a signature of the registrar of the land titles. It may be issued in an electronic or print format. The certificate of land registration constitutes conclusive evidence of the land related rights whenever their acquisition is lawful. Article 41 provides that a holder of land rights enjoys full rights in exploiting his or her land in accordance with legal provisions.

The State grants the right to free ownership of land and protects the land rights holder from being dispossessed of the land whether totally or partially, except in case of expropriation in the public interest in accordance with relevant laws. During expropriation, PAPs will be required to present land titles and the acquisition will be done after fair compensation is done to beneficiaries.

3.3.2 Law No. 32/2015 of 11/6/2015 Relating to Expropriation in the Public Interest

The Law determines the procedures relating to expropriation in the public interest. Article 3 of this law notes that, 'No person shall hinder the implementation of the program of expropriation in the public interest on pretext of self-centered interests. Article 17 states that after the publication of a decision on expropriation in the public interest, complete with a list of holders of rights registered on land titles and property incorporated on land, landowners shall not develop any long-term activities on the land, otherwise such activities shall not be compensable during expropriation.

In terms of valuation, Article 22 states that land values and prices for property consistent with the prevailing market rates shall be established by the Institute of Real Property Valuers in Rwanda. According to Article 26 land titles must be produced as evidence of ownership and evidence of marital status as applicable. Any persons dispossessed of land or

unlawfully occupying land or having developed activities prohibited after the enactment of relevant laws shall receive no compensation.

Article 27 reaffirms that compensation for land must include any improvements on the land and compensation for disruption associated with expropriation. Article 28 notes that the value of land and property should be calculated on the basis of size, nature, location and the prevailing market rates. The compensation for disruption caused by expropriation to be paid to the expropriated person shall be equivalent to five percent (5%) of the total value of his/her property expropriated.

Article 32 refers to sign-off by the owner once he/she is satisfied with the valuation.

Article 33 allows any person not satisfied with the valuation to contest in writing within seven days. Any person contesting the assessed value must engage the services of a valuer or a valuation firm recognized by the Institute of Real Property Valuer in Rwanda, at their own expense, to carry out a counter-assessment of the value. Under Article 34, if unsatisfied, the matter may be referred to the courts. However, the compensation will be paid pending the court decision so as not to delay expropriation.

In terms of payment of compensation, Article 35 notes that, 'fair compensation can be paid in monetary form in the Rwandan currency or in any other form mutually agreed upon by the expropriator and the person to be expropriated'. The fair compensation must be paid to the expropriated person before he/she relocates.

Article 36 notes that compensation must be paid within 120 days of approval by the Ministry, or otherwise becomes null and void, unless mutually agreed otherwise. After payment, the affected person has a further 120 days to relocate. During this period, they should not plant any crops that would take more than 120 days of growth before harvesting. Article 38 stipulates that compensation shall be deposited into a bank account with a recognized locally based bank or financial institution.

Eligibility for compensation is enshrined under the Rwandan constitution (Article 29) and the expropriation law. The two laws regulate and give entitlement to those affected, whether they have written customary or formal tenure rights. The person to be expropriated is defined under Article 2(7) of the expropriation law to mean any person or legal entity who is to have his or her private property transferred due to public interest, in which case they shall be legally entitled to payment of compensation.

Compensation entitlement: In case an individual suffers any loss, Article 3 of the expropriation law stipulates that he or she should receive just compensation for it, although it is not clear what comprises fair and just compensation, this being left to the judgment of independent valuer. Article 4 of this law also stipulates that any project which results in the need for expropriation for public interest shall provide for all just compensation in its budget. Through mutual arrangement, both parties can determine the mode of payment. Article 22 (2) of the expropriation law provides that through an agreement between the person to expropriate and the one to be expropriated, just compensation may either be

monetary, alternative land or a building equivalent as long as either option equates to fair and just monetary compensation. In case the determination of 'just' compensation exceeds in value the alternative land given to the expropriated person, the difference will be paid to the expropriated person.

Furthermore, the law deals with valuation of land earmarked for expropriation. The law identifies properties to be valued for just compensation to be land and activities that were carried out on the land including different crops, forests, buildings or any other activity aimed at efficient use of land or its productivity. Here, the law is silent on access to economic activities on the land. The new law has added 5% of total compensation fees for disturbance allowances.

3.3.3 Law No.17/2010 establishing the Institute of Real Property Valuers in Rwanda (2010)

This law provides for the registration of land in Rwanda and conditions for registration. The law also allows the government to conduct valuation when mandated by their government institutions. Articles 27, 28, 29, 30 and 31 of the law deals with valuation methods. These articles stipulate that price for the real property shall be close or equal to the market value. The valuation could also compare land values country wide. Where sufficient comparable prices are not available to determine the value of improved land, the replacement cost approach shall be used to determine the value of improvements to land by taking real property as a reference. The law also allows the use of international methods not covered in the law after approval from the institute of valuer council.

3.3.4 Ministerial Order on land registration N° 006/MoE/22 du 12/05/2022

The ministerial order determines the format of the land register, modalities for land registration, formalities for land registration and modalities for cancellation of land registration. The basic information on land is accessible and given to any person, without compromising the rights of the land owner. Detailed information on land is given to the land owner, other person or organ with legal credentials, upon request. The land owner can electronically access the information on his or her land. During the land acquisition, the PAPs will be paid based on the land acquired and the compensation will be given to the land owner with valid registered land title.

3.3.5. Law N°27/2016 of 08/07/2016 governing matrimonial regimes, donations and successions.

This Law governs matrimonial regimes, donations granted or received within a family and successions. Matrimonial regime is a system provided for by this Law and according to which spouses agree to manage their property. Article 5 provides that the community of property regime is a contract by which the spouses opt for joint ownership of all their property. The management of property comprises the powers of administration, enjoyment, disposal and sale subject to exceptions provided by the law. Spouses under the community of property regime manage the property together and have the same right to recover the property if taken, and act as legal representative of the property. Any property registered in one spouse's name is part of the property belonging to spouses under the community of

property regime. Article 9 provides that Limited community of property regime is a contract by which spouses agree to pool their respective properties owned from the day of marriage celebration, as well as the property acquired during marriage by a common or separate activity, donation or succession. Spouses under the limited community of property regime manage the property basing on their common agreement; they also have the same right to follow up and act as legal representative of this common property. Article 14 Separation of property regime is a contract by which spouses agree to contribute to the expenses of the household in proportion to their respective abilities while retaining the right of administration, enjoyment and free disposal of their personal property. Article 74 provides that apart from the father and mother, grandfather and grandmother of the deceased, the heirs who predecease him/her are represented in succession by their descendants. Representation is unlimited among direct descendants and the partition is done following the generation. The articles 76, 77 and 78 give provisions on Succession modalities under the community of property regime, Succession modalities under the limited community of property regime and Succession modalities under the separation of property regime respectively. The compensation will be done depending on matrimonial regime to ensure that no spouse or heir right is violated.

3.3.6. Law n°28/2016 of 22/7/2016 on the preservation of cultural heritage and traditional knowledge

This Law determines the preservation of cultural heritage and traditional knowledge. The cultural heritage is composed of the following: (i) Tangible cultural heritage and (ii) Intangible cultural heritage. The tangible cultural heritage is composed of the following: (i) movable and immovable heritage, (ii) mixed cultural and natural heritage and (iii) underwater heritage. The intangible cultural heritage is composed of: (i) oral tradition, oral literature, songs, cultural dances, rituals and taboos, intangible art, crafts and folklore, festivals, cultural events, knowledge and practices, (ii) documentary heritage: rare manuscripts, pictures, slideshows and speeches. There are restrictions on the classified cultural heritage. Apart from routine tasks of maintaining cultural heritage, no person shall destroy, move, repair or modify in any way classified cultural heritage without prior written approval of the Minister within sixty (60) days from the date of receipt of the complete file. During site visit, Public Consultation and asset inventory time, there was no cultural heritage found on the sites planned installation of water infrastructures. Nevertheless, as a good practice, once cultural heritage will be discovered during project implementation, it will be given a priority to write to the Minister in charge for approval of its move or any other disposition. The possibility to seek another site shall be also considered.

3.4 RAP preparation and approval process in Rwanda

3.4.1 RAPs and expropriation in Rwanda

In Rwanda, involuntary resettlement is governed by expropriation law and valuation law. Both laws do not have provisions on RAP preparation and approval. Instead, the expropriation defines the process of expropriation and valuation while the resettlement impacts are assessed together with the EIA and RAP reports. The Chapter III Section One of

the Law N° 32/2015 of 11/06/2015 relating to expropriation in the public interest expropriation law defines the competent authorities to carry out expropriation in the public interest steps as follows:

- **Organs determining projects of expropriation in the public interest**

Organs which determine projects of expropriation in the public interest are the following:

- the executive committee at the district level in case such activities concern one district;
- the executive committee at province level in case such activities concern more than one district in the boundaries of the province;
- the relevant ministry, in case planned activities concern more than one district or if it is an activity at the national level, subject to provisions of item 2° of this Article.

- **Organs supervising projects with expropriation in the public interest**

Organs in charge of supervising projects of expropriation in the public interest are hereby established as follows:

- The committee in charge of supervision of projects of expropriation in the public interest at the district level where the project concerns one district;
- The committee in charge of supervision of projects of expropriation due to public interest at the national level where the project concerns more than one district or it is a project at the national level, subject to the provisions of item 2° of this article.

- **Organs approving expropriation in the public interest**

The organs approving expropriation in the public interest are the following:

- At the district level, it is the district council after considering the recommendation of the committee in charge of supervision of projects of expropriation in the public;
- At the level of more than one district, the ministry in charge of land, upon proposal by the committee in charge of supervision of projects of expropriation in the public interest at national level subject to provisions of item 2 of this Article. A ministerial order shall be used;
- At the national level and in case of activities related to security and national sovereignty, the Prime Minister's Office upon proposal by the committee in charge of supervision of projects of expropriation in the public interest at the national level by way of a Prime Minister's order.

The Chapter III Section Two of the Law N° 32/2015 of 11/06/2015 defines the steps to be undertaken for expropriation as follows:

- **Procedure for expropriation in the public interest**

Procedures for expropriation are as follows:

- Request for expropriation in the public interest by project proponent/ developer;
- Consideration of the relevance of the project proposal for expropriation in the public interest by relevant committee.
- Decision on the relevance of a project of expropriation in the public interest;
- Approval of expropriation in the public interest;
- Publication of the decision on a project for expropriation in the public interest;
- Valuation of assets and agreement on compensation measures;

- Compensation of the assets to be affected in the right of way.

3.4.2 RAP Process for Donor Funded Projects

For donor funded projects, where the RAP preparation and approval is a requirement, the donor policies apply, and the RAP is prepared in compliance with both international and national laws. The normal practice is as follows:

- Preparation and approval of terms of reference by both donor and implementing agency;
- Recruitment of independent consultant to prepare the RAP where needed;
- RAP preparation by independent consultant or implementing agency;
- Approval of the RAP report by both donor and implementing agency;
- Implementation and monitoring of RAP by implementing agency.

3.5 AfDB Integrated Safeguards System 2013

The AfDB has developed an Integrated Safeguard System (ISS) to better articulate its safeguard policies while improving their clarity, coherence and consistency. The ISS consists of an Integrated Safeguards Policy Statement, Operational Safeguards (OSs), a revised set of Environmental and Social Assessment Procedures (ESAPs) and Integrated Environmental and Social Impacts Assessment (IESIA) Guidance Notes

For this RAP, Policy Statement, OSs, and Integrated Environmental and Social Impacts Assessment (IESIA) Guidance Notes are most relevant.

OS 1 requires the preparation of an Environment and Social Management Framework (ESMF) or Environmental and Social Impact Assessment (ESIA), which establishes a mechanism to determine and assess potential environmental and social impacts of any Project. This OS will be triggered.

OS from 2 to 5 support the implementation of OS 1 and set out specific requirements relating to different environmental and social issues, including gender and vulnerability issues that are triggered if the assessment process reveals that the program may present certain risks. The operational safeguards highlighted in the AfDB's ISS were considered in this project, taking into account its potential to trigger some of these safeguards.

OS1 – Environmental and social assessment will be triggered because this project will have different environmental and social impacts on the environment and the human community. Activities related to the construction of WTP, tanks and intake works including excavations, material transportation, loading and off-loading of materials, soil dumping, foundation elevation among others may pose significant environmental and social risks. The project risks will be managed throughout the implementation of mitigation measures prescribed in submitted ESIA.

OS2 – Involuntary resettlement: land acquisition, population displacement and compensation will be triggered too, because the policy requires that both physical and economic displacement is compensated. The project will fully compensate all assets to be damaged in the right of way or located to the project lot. Physical relocation will be avoided to the possible extent.

OS3 – Biodiversity, renewable resources and ecosystem services will be triggered since the proposed interventions in the project will involve acquisition of land for WTP, Intake and

tanks construction and significant flora and faunal species as well as their habitat may be impacted during clearing of vegetation.

OS4 – Pollution prevention and control, hazardous materials and resource efficiency will be triggered because potential environment and social impact due to emissions of dust and waste is anticipated during the construction phase. Nevertheless, all activities will be implemented with high consideration of environmental and social safeguards and by respecting the mitigation plan.

OS5 – Labor conditions, health and safety will be triggered too because the Contractor shall comply with the national Labor laws and best Practice Occupational Health and Safety requirements.

In addition, as per the ISS, this project is classified as a Category 1 project as it is likely to cause significant environmental and social impacts. Category 1 projects are likely to induce significant and/or irreversible adverse environmental and/or social impacts, or to significantly affect environmental or social components that the Bank or the borrowing country considers sensitive. In some cases, projects are included in Category 1 because of their potential cumulative impacts or the potential impacts of associated facilities. Any project requiring a Full Resettlement Action Plan (FRAP) under the provisions of the Bank's policy on involuntary resettlement is also deemed to be Category 1.

3.5.1 OS2 Scope of application

The OS 2 applies to all Bank lending operations, both public and private sector and to project activities funded through other financial instruments managed by the Bank. Its applicability is established during the environmental and social assessment process specifically, during project screening, when the magnitude, strategy and timing of the resettlement should be determined. Operation Safeguard 2 covers the activities or components resulting in the involuntary resettlement that are directly and significantly related to bank-assisted project and necessary to achieve its objectives whether the resettlement is led by Government, a private or both, it aims to clarify all aspects of impacts related to land acquisition, issues related to physical and economic displacement, this RAP will establish resettlement and compensation guidelines and design criteria to be applied to the project which will be prepared during project implementation in compliance with the Rwanda legislations and the AfDB policy on involuntary resettlements.

It seeks to ensure that when people must be displaced, they are treated fairly, equitably, and in a socially and culturally sensitive manner; that they receive compensation and resettlement assistance so that their standards of living, income-earning capacity, production levels and overall means of livelihood are improved; and that they share in the benefits of the project that involves their resettlement. Livelihood here refers to the full range of economic, social and cultural capabilities, assets, and other means that individuals, families and communities use to satisfy their needs.

3.6 Comparison between Rwandan regulatory framework and AfDB provisions

Criteria for compensation/ principle	Rwanda Legislation	AfDB ISS	Comment/ Gap filling measures
Grievance redress mechanism	The Expropriation Law no 32/201511/6/2015 Relating to Expropriation in the Public Interest 2015 provides complaints procedures for individuals dissatisfied with the proposed project or the value of their compensation and process for expressing dissatisfaction and for seeking redress.	The (ISS) integrated Safeguards System requires the borrower or client to establish a credible, independent and empowered local grievance and redress mechanism to receive, facilitate and follow up on the resolution of affected people’s grievances and concerns about the environmental and social performance of the project. The local grievance mechanism needs to be accessible to the stakeholders at all times during the project cycle, and all responses to grievances are recorded and included in project supervision formats and reports.	A Grievance Redress mechanism has been established as per AfDB ISS.
Vulnerable PAPs	Every disabled person shall be entitled to equal rights with other persons before the law. He or she shall be respected and be entitled to human dignity. (LAW N° 01/2007 of 20/01/2007 relating to protection of disabled persons)	The ISS requires them to protect vulnerable groups that are affected by Bank projects. The Integrated Safeguards Policy Statement provides a definition of vulnerable groups and requires that the effects of the Bank’s operations on vulnerable groups be determined, and their interest in and opportunity to benefit from the Bank’s operations be protected. The Bank requires meaningful consultation and that vulnerable PAPs be identified and be provided with special treatment.	Both National and AfDB policies to be adopted when it comes to treatment of vulnerable groups in the project intervention area.
Livelihood Restoration	There is no provision for relocation assistance or post resettlement livelihood restoration in the Rwandan Legislation.	Where involuntary resettlement cannot be avoided, assist displaced persons in improving or at least restoring their livelihoods and standards of living in real terms relative to pre displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher. Provide assistance (such as moving allowances) during relocation.	Follow AfDB OS 2 guidelines and principles on livelihood restoration assistance and moving allowance. Livelihood restoration in this RAP has been provided for in the 5% addition to compensation packages and months’ rent free given to tenants who were renting part of the land and houses. People will have full right

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Criteria for compensation/ principle	Rwanda Legislation	AfDB ISS	Comment/ Gap filling measures
Disclosure and access to information	<p>The decision provided for under Article 15 of Rwandan Expropriation Law shall be announced on at least one of the radio stations with a wide audience in Rwanda and in at least one of Rwanda-based newspapers with a wide readership in order for the relevant parties to be informed thereof. If necessary, any other means of communication shall be used.</p> <p>In addition to this, the Expropriation Law requires prior consultative meetings and examination of the project proposal involving expropriation, with a view to avoid eventual prejudice towards a person or entity subject to expropriation. A consultative meeting is held within 30 days after receipt of the application for expropriation.</p>	<p>Consult project-affected persons and host communities as appropriate. Provide them opportunities to participate in the planning, implementation, and monitoring of the resettlement program, especially in the process of developing and implementing the procedures for determining eligibility for compensation benefits, and establishing appropriate and accessible grievance mechanisms.</p>	<p>to salvage materials.</p> <p>Follow AfDB guidelines and principles, and National regulations as provided in the National Expropriation law.</p>
Eligibility criteria	<p>Article 18 of the law requires the person who owns land intended for expropriation to provide evidence of ownership or rights on that land and presents a certificate to that effect</p>	<p>In addition to those who have formal legal rights to land or other assets recognized under the laws of the country concerned, the bank eligibility criteria also recognize those who may not have formal legal rights to land or other assets at the time of the census/ evaluation but can prove that they have a claim that would be recognized under the customary laws of the country and those who have no recognizable legal right or claim to the land they are occupying in the project area of influence and who do not fall into either of the two categories described above, if they themselves or witnesses can demonstrate that they occupied the project area of influence for at least six months prior to a cut-off date established by the borrower or client and acceptable to the Bank.</p>	<p>ISS will apply for determining eligibility due to the fact that many of those who farm the lands don't own it, although they may have depended on farming on such lands for their livelihood, and as such, should be assisted to at least maintain their pre-project level of welfare.</p>
Timeframe for relocation	<p>Rwanda expropriation law stipulates a timeframe</p>	<p>The affected populations and host communities are</p>	<p>As both Rwandan legislation and</p>

RESETTLEMENT ACTION PLAN FOR MUHAZI WSS PROJECT

Criteria for compensation/ principle	Rwanda Legislation	AfDB ISS	Comment/ Gap filling measures
	upon when the property to be expropriated must be handed over which is 120 days after compensation has been paid.	provided with support before, during, and after relocation, for a transition period that covers a reasonable period of time necessary for them to re-establish themselves and improve their standards of living, income-earning capacity, production levels and overall means of livelihood.	AfDB ISS complement each other's, they will be applied for the interest of the PAPs
Timeframe for compensation	Article 36 of Rwanda Expropriation Law stipulates that the approved fair compensation be paid within a period not exceeding one hundred and twenty (120) days from the day of its approval by the District or City of Kigali Council or the relevant Ministry. If fair compensation is not paid within the 120 days period, expropriation shall become null and void unless otherwise agreed upon between the expropriator and the person to be expropriated.	The ISS requires the borrower to have made the payment of the agreed compensation to an individual or joint account for the affected person's access prior to accessing land.	As both Rwandan legislation and AfDB ISS complement each other's, they will be applied for the interest of the PAPs
Valuation	The Expropriation Law of 2015 stipulates that the affected person receive fair and just Compensation. The article 23 of this law stipulates that the valuation of land and property incorporated thereon be conducted by valuers certified by the Institute of Real Property Valuers in Rwanda.	The ISS prefers Full Replacement cost method of valuation of assets that helps determine the amount sufficient to replace lost assets and cover transaction costs. In applying this method of valuation, depreciation of structures and assets should not be taken into account. If the residual of the asset being taken is not economically viable, compensation and other resettlement assistance is provided as if the entire asset had been taken.	Adopt Full replacement cost method of valuation.
cut off dates	Rwanda National law has no such mechanism. The Rwanda national law is silent on cut-off date.	The ISS stipulates that the borrower or client Should establish a cut-off date for eligibility that is acceptable to the Bank. The borrower or client documents the cut-off date(s) and disseminates information about it (them) throughout the project area of influence in a culturally appropriate and accessible manner, before taking any action on clearing land or restricting local community access to land.	Adopt the ISS

3.7 Role of institutions in implementation of the present RAP

Table 4 Roles and Responsibilities for each institution

ORGANIZATION	ROLES AND RESPONSIBILITIES
<p>WASAC - Muhazi WSS project</p>	<ul style="list-style-type: none"> - Overall, in charge of this RAP and its obligations - Screening of sub-projects to identify resettlement and compensation requirements; - Work with the District to create Resettlement and Compensation Committee; - Provision of capacity building and technical support relating to resettlement and compensation activities; - Close monitoring and enforcement of the procedures and requirements of the Rwandan laws and that of the AfDB ISS along the project implementation; Monitoring and follow up of the RAP implementation; Resolution of grievance raised; - Review the RAP and other resettlement-related documentation to ensure that all procedures have been adhered to and that there is consistency in approach between sub-projects; - Undertake the main monitoring and evaluation role of resettlement activities during and post implementation.
<p>Rwanda Water Resources Board (RWB)</p> <p>Ministry of Environment</p>	<p>To implement policies, laws, strategies and Government decisions related to the management of natural water resources;</p> <p>To advise Government, monitor and coordinate the implementation of strategies related to the management of natural water resources;</p> <p>To assist public and private institutions in charge of management of natural water resources in a bid to fight erosion;</p> <p>To prepare appropriate management and support districts in the management of natural water resources;</p> <p>To assist in the establishment of standards and regulations relating to the management of natural water resources.</p> <ul style="list-style-type: none"> - Providing guidelines on the implementation and application of the Organic Land law and the Land Use Master Plan through Districts' Land bureaus. - Providing clarifications on land tenancy schemes (freehold or leasehold), resettlement arrangements, identifying and availing the land on which resettlement is to be established. - Mobilizing the public to participate in the management and protection of Environment;
<p>MINALOC – Local Government Officials</p>	<ul style="list-style-type: none"> - Review and sign off of all documentation (e.g. completed RAPs, grievance forms, consultation plans); - Participation in the different consultation meetings that will be held; - Participate in the census activities for the PAPs affected assets; - Sign and approve the individual PAPs list that indicates their affected

	<p>assets for payment;</p> <ul style="list-style-type: none"> - Following up and participate in resolving issues raised within the elected Grievance committees;
Rwanda Land Management and Use Authority	<ul style="list-style-type: none"> - RLMUA through its department of land administration and mapping is the organ responsible for overall management and coordination of all activities related to land administration, land use planning and management in Rwanda. The role of RLMUA role in RAP process is to advise on matters related to land ownership and expropriation. District land bureau in close collaboration with project staff will check and approve surveys, various maps and approve land surveys carried out during valuation exercise.
Institute of Real Property Valuers (IRPV)	<ul style="list-style-type: none"> - Proposes regulations, guidelines and standards for valuation while the function of approval lies with the Council; - Play a revision role for any PAP likely to be dissatisfied with a real property valuation; - Selection of other certified Valuer who shall decide other valuation methods to be used in case of misunderstanding on the used valuation methodology.
Kayonza and Gatsibo Districts	<ul style="list-style-type: none"> - The district will be engaged in the preparation and Implementation of the RAP including involvement in all the negotiations before transferring the land as required by law. - The district will establish the project level Resettlement and Compensation Committees at District, Sector and Cell level (Grievance Redress Committees: GRC); - The district will make sure that the price used by the certified valuator are update and that the PAPs be given the fair valuation of their properties before compensation files signature. - The district will be part of the Coordination and supervision of the implementation by Resettlement and Compensation committees as stipulated in the RAP and national/ district guidelines. - The district will help the PAPs to get land titles and other documents required for the file to be paid. - The district will sign all compensation files before payment.
Grievance redress Mechanism	<ul style="list-style-type: none"> - The District Resettlement Committee will facilitate the RAP implementation along with compensation, land valuation, and grievance redress; - The Resettlement Committee/ Grievance Redress Committee will plan for, coordinate and monitor resettlement, compensation and relocation activities and supervise compensation payments to the project affected parties (PAPs) from Village, Cell, Sector to District levels;
REMA	<ul style="list-style-type: none"> - To ensure monitoring and evaluation of development programs in order to control observance of proper safeguards in the planning and execution of all development projects, including those already in

	<p>existence, that have or are likely to have significant impact on the environment and social aspect;</p> <ul style="list-style-type: none"> - To participate in the setup of procedures and safeguards for the prevention of accidents and phenomena which may cause environmental degradation, social disruption and propose remedial measures where accidents and those phenomena occur; - To render advice and technical support, where possible, to entities engaged in natural resource management and environmental protection; - To provide awards and grants aimed at facilitating research and capacity building in matters of environmental and social protection.
<p>Ministry of Infrastructures (MININFRA)</p>	<ul style="list-style-type: none"> - to initiate programs, to develop, rehabilitate and maintain an efficient and integrated national transport infrastructure network, including roads, bridges, airports, railways, and water supply which will contribute towards economic development and regional integration. - To initiate programs aimed at increasing access to affordable energy, water and sanitation, and transport infrastructure and related services for the population; - To supervise the implementation of quality standards and norms, cost effectiveness, response to environmental sustainability, safety and cross-cutting issues in infrastructure development; - To work towards implementation of programs to enhance human resource capacities under the transport, energy, habitat & urbanism, water and sanitation, and meteorology sub-Sectors respectively; - To supervise activities meant to elaborate, monitor and assess the implementation of national policies and programs on matters relating to habitat and urbanism, transport, energy, water and sanitation.

Source: MUHAZI WSS-RAP, 2023

CHAPTER 4. SOCIO ECONOMIC BASELINE OF THE PAPS

4.1. Introduction

This chapter provides information about the socio-economic baseline for the PAHs (Project Affected Households) in the project area. This was collected through the household socio economic survey that was undertaken in this affected community of Kayonza and Gatsibo District done from 11th October 2022 up to 10th June 2023. one person representing the household was interviewed preferably the household head.

The survey focused on various aspects of the PAPS and covered all household to be affected, Demographics, Income Generating Activities and Livelihoods (Employment), Education; and Health status, Energy use, Water Access, Vulnerability. The survey identified 7569 Households to be affected with 38,602 PAPS and this shows that the average household size is 5.1 which is well above the national average household size which is 4.0 persons per family as per 5th general population census conducted in 2022.

4.2. Demographic characteristics of the project affected persons

4.2.1 PAH distribution within intervention area

Table 5 Distribution of affected households

Sl. No.	Covered Districts	PAH	%
1	Gatsibo	3926	52%
2	Kayonza	3643	48%
Total		7569	

Source: Field survey, 2022-2023

The above table shows the households to be affected by the project activities concerning Intake works, WTP and tanks construction in Gatsibo and Kayonza Districts. 52% of PAHs are in Gatsibo whereas 48% are located in Kayonza district. Gatsibo PAPS number is slightly above Kayonza PAPS number as the WTP, Intake, the booster to Biniga and Main tank will be constructed in Gatsibo district, whereas in Kayonza only distribution tanks will be constructed and the length of main pipeline in Gatsibo district is slightly greater to the pipeline in Kayonza district.

4.2.2 Gender

Overall, the census revealed that 56% of the individuals from the affected households are female and 44% are male. Gender distribution is presented in Table – 6.

Table 6 Distribution of the PAPS by gender

Sex	Female	Male	Total
Frequency	20,073	18,529	38,602
Percentage	52%	48%	

Source: Field survey, 2022

The above table represents the distribution of the PAPs by gender. The table reveals that there is a predominance of women over men confirming the National demographic characteristic where the female population is greater than male population. The data in the table above is close to the data of Rwanda 5th population and housing census of 2022 which revealed that female is 51.5% and male is 48.5%

4.2.3 Marital Status of the head of households

Ninety-three (93%) of household’s heads are cohabitants or married. However, even if a good number of inhabitants in these households heads were married, 5% are widow/widower and 2% represented by 1 person is single.

Table 7 Marital status of the PAHs heads

Marital Status	Cohabiting/ Married	Single	Widow / Widower	Total
Frequency	7,039	151	378	7,569
Percentage	93%	2%	5%	

Source: Field survey, 2022-2023

From the above table, the majority of the respondents (one person within the household to be affected was interviewed who was the head of household or his/her representative) are married or cohabiting represented by 93% (i.e. 7,039 respondents), while single category is represented by 2% where 151 persons responded to be single while conducting the community survey and the Widow/widower 5% - represented by 378 HHs.

4.2.4 Age Profile in Affected Households

The affected population age profile is relatively young with the range between 4-17 and 18-35 being respectively dominants.

The working age of the affected population and this could be attributed to stakeholder reports of young people of working age within the affected population in search of work or training opportunities. Age-wise distribution of the PAPs is presented in Table – 8.

From the table below, it comes out that the most prevalent range is the group age of 4-17 which represents 35%, followed by the age group of 18-35 (31%). The group age of 36-64 which has 26% is followed by the range of PAPs who have 0-3 years of age with 5% while the elder is 3% (1,158 persons).

Table 8 Distribution of the PAPs by age

Age Group	0-3	4-17	18-35	36-64	65 and above	Total
Frequency	1,930	13,511	11,967	10,037	1,158	38,602
Percentage	5%	35%	31%	26%	3%	100%

Source: Field survey, 2022-2023

4.2.5. Education

Distribution of PAPs by the level of education is presented in Table – 9; this demonstrates the education level of the PAPs within the surveyed communities (PAPs). Three percent (3%) i.e. 1,158 PAPs don’t have the primary education. These are the illiterate people while 54% of total PAPs i.e. 20,845 people had primary education.

For the secondary education, 37% i.e. 14,283 PAPs attended secondary schools. Tertiary education (Universities and institutes) has been accessed (attended) by 1% i.e., 386 PAPs among the community. Children below 3 years of age are not concerned in this education level distribution, but they are all inclusive because their parents are mobilized to bring the children to the school when they have the pre-school age and the Government has a target of having one Early Child Development (ECD) in every village and currently the program is being implemented countrywide for this category of the children.

Table 9 Distribution of PAPs by Level of Education

Education level	Primary school	Secondary school	University/ Tertiary education	Never went to school	Not concern (below 3 years)	Total
Frequency	20,845	14,283	386	1,158	1,930	38,602
Percentage	54%	37%	1%	3%	5%	100%

Source: Field survey, 2022-2023

4.2.6. Distribution of the PAPs by health status

The health indicators are very important during the project preparation and implementation, It was also imperative to identify the frequent diseases in the PAHs given that the affected people should demonstrate their capacity to work for their development. It is therefore essential to classify chronic and acute diseases as malaria, diarrhea, Upper Respiratory Tract Infections, blood pressure, skin diseases, diabetes and other diseases such as dental diseases, metabolic diseases, etc. among 38,602 PAPs, 321 PAPs encountered different diseases. Table – 10 demonstrates the diseases frequency during the last six months in Gatsibo and Kayonza administrative Districts within PAHs.

Among 38,602 PAPs, only 321 people got sick from different diseases within a period of six months before the survey, as demonstrated in the below table. The incidence of diseases within the PAPs were Malaria, Diarrhoea, Upper Respiratory Tract Infections (URTIs), and non-communicable diseases (NCDs) the like of Blood pressure, Diabetes, Cancers etc. The table shows again that URTIs are the most prevalent followed by Diarrhoea and NCDs with 45%, 27% and 18% respectively while only 29 PAPs (9%) contracted malaria. This is important as the presence of borrow pits due to project activities may trigger a spike in malaria cases thus need for health education and sensitization by local authorities on need to use preventive measures such as Mosquito treated nets.

Table 10 Distribution of people by frequency of diseases

Diseases	Malaria	Diarrhea diseases	Respiratory Tract infections	NCDs	Total
Frequency	29	88	146	58	321
Percentage	9%	27%	45%	18%	100%

Source: Field survey, 2022-2023

4.2.7. PAPs Vulnerability Analysis

The vulnerability assessment in social-economic impact assessments remains a fundamental safeguard tool in protecting, supporting and accompanying vulnerable PAPs along their

eviction and relocation process. In development projects requiring the loss of houses and properties, some groups of people are classified by the Government of Rwanda in the category of vulnerable people and are therefore classified in Ubudehe¹ category. These include people living with disability, elderly people with 65 years of age and above, Orphans, child headed households and People with extreme poverty.

Table - 11 demonstrates the categories of vulnerable PAPs in the areas to be affected by the Water Supply system construction.

Table 11 the vulnerability level of the heads of households.

Disability Criteria	Disabled (handicap)	Orphan	Elderly (over 65 years)	Child – Head of household	Women – Head of household	Extreme poverty	Total
Frequency	5	0	137	0	22	8	172
Percentage	3%	0%	80%	0%	13%	5%	100%

Source: Field survey, 2022-2023

The above table indicates that the vulnerable PAPs include the elderly, represented by 80% (&PAPs) among all the PAPs and the woman-headed households are represented by 13% (i.e. 22 people) among PAPs; 8 people (5%) living with extreme poverty whereas 5 people (3%) are disabled.

This indicates that the people in this category are supported by the Nation social protection scheme where all basic needs and livelihoods are included in the package of the social protection system in Rwanda.

4.2.8. Distribution of the PAHs by energy and water access and structures

The affected population has different sources of lighting and water for domestic use, such as Electricity, Kerosene lamp, solar energy and Battery. About cooking, these are the identified sources: Charcoal, firewood and gas. For water, the dominant source is Portable water. Table 12 indicates the distribution of the PAHs by source of the lighting.

Table 12 PAHs distribution by source of lighting

Source of Light	Electricity	Battery	Rechargeable Torch	Solar energy	Kerosene lamp	Total
Frequency	4,125	833	530	378	1,703	7,569
Percentage	55%	11%	7%	5%	23%	100%

Source: Field survey, 2022-2023

The above table demonstrates the source of lighting of the affected households from affected population: Fifty five percent (55%) of the PAHs represented by 4,125 PAHs use Electricity taken from the national grid for lighting, whereas the Kerosene lamp is used by 23% of the PAHs. The solar energy is used by 5% of the households i.e. 378 PAHs.

¹ Ubudehe is a social stratification programme depending on income among households.

Table 13 illustrates the distribution of the PAHs by source of the water.

Forty seven percent (47%) of PAHs use Potable water, 27% of the PAHs use water from protected spring/well, 13% use water from unprotected spring/well whereas 10 % reported to use surface water mainly from lake and streams, 3% use rain water and 1% of the PAHs use other source of water. However, during the survey, the team identified that they walk along distance to public tap where some of them would walk like 4 km to fetch water, using more than 30 minutes to arrive to a standpipe.

Table 13 Distribution of the PAHs by source of water for domestic use

Source of water	Surface water/ Lake water	Public tap / standpipe	protected spring/well	unprotected spring/well	rainwater	Other source of water	Total
Frequency	772	3,520	2,044	946	212	76	7569
Percentage	10%	47%	27%	13%	3%	1%	100%

Source: Field survey, 2022-2023

Table 14 Distribution of PAHs by source of cooking

Source of energy for cooking	Gas	Firewood	charcoal	Total
Frequency	333	6,222	1,014	7,569
Percentage	4%	82%	13%	100%

Source: Field survey, 2022-2023

The above table demonstrates distribution of the PAHs by the source of cooking. The firewood dominates with 82% and charcoal is used by 13% which demonstrates the massive forest degradation. The Government has been encouraging People to use other forms of energy than firewood in order to reduce the indoor air pollution and forest degradation. This is why we have some of PAHs using Gas (LPG: Liquefied Petroleum Gas) which is a clean source of energy, 4% of the population use charcoal for cooking.

4.2.9. Income generating activities and livelihoods

4.2.9.1. General

Agriculture is the main income generating occupation (86%) for community members, given that all PAPs are in rural area.

Table 15 Income generating activities

Source of income	Agriculture	Government salaried	Private Sector	Trading	Total
Frequency	6,313	333	424	500	7,569
Percentage	83%	4%	6%	7%	100%

Source: Field survey, 2022-2023

As the table above presents, the majority of PAPs’ occupation is agriculture (majority of them combining cultivating and livestock farming) with 83%, while others earn their lives from Government job, Private sector salaries and trading with 4%; 6% and 7% respectively.

Economic activity in some developing countries still consists mainly of supplying material goods to meet basic needs - food for home consumption, for instance. Such economies would be called agriculture-based or primary economies; but even here, trade is playing an increasingly important and dynamic role even if it is practiced by the small number of the people in the PAPs. However, this form of profession (agriculture) is still rudimentary and unable to provide enough income for a better living condition.

4.2.10. Distance from Dwellings to water points and time used.

Unimproved water sources, inadequate sanitation facilities and poor hygiene are the main causes of diarrheal diseases, especially in developing countries. In Rwanda any Household is said to have access to safe drinking water if it fulfills the two requirements: a) The water point should not be more than 500 meters from the household;) The time required to reach the water point, queue, collect water and return to the household should not be more than 30 minutes (National Guidelines for Sustainable Rural Water Supply Services, 2019). The table below presents the findings from the data collected on water access.

Table 16: PAHs location to potable water points

Distance	>500 m=0.5km	0.5-2km	greater than 2km	Total
Frequency	2,528	3,376	1,665	7,569
percentage	33%	45%	22%	100%

Source: Field survey, 2022-2023

According to the findings above from the response of heads of households, only 33% of the PAHs have access to potable water, even though they said that these public taps where they get water are not stable. They are always closed due to lack of water, the water source to potable water does not supply enough water to distribute to all public taps all time along the day which is very Critical to Hygiene and sanitation. However, a considerable percentage of respondents (45%) confirmed that they walk a distance between 0.5-2 km to fetch potable water and spent more than 30 minutes even one hour to come back home. 22% of the PAHs responded that they spend more than 1 hour to go and come back to their homes to fetch water and walk a distance greater than 2km to potable water source. The WASAC charter states that a maximum distance of 0.5 km is tolerable in order to assert water accessibility in a rural area. This long distance implies the time used to reach the water source and therefore the time lost which would be used for other productive activities.

4.2.11. Land Ownership

The data reveals that 98% of the PAPs own the land, while 2% is owned by institutions. The land tenure is mainly freehold (85%) and succession is 15%. These may be among the people who may lack proper documentation. They will be assisted by the district before they can access compensation.

CHAPTER 5. PROJECT IMPACTS

5.1. General

It is critical that the resettlement planning process arrives at a detailed understanding of the likely impacts that the Project will have on those subjected to physical and/ or economic displacement. This enables development of appropriate compensation and livelihood restoration plans, which in turn ensure that the affected people are provided with the support needed to re-establish their homes, lives and means of existence post resettlement, mitigating the impacts that resettlement may cause.

This chapter draws upon:

- (i) the affected people baseline outlined in this RAP;
- (ii) additional information gathered through the socio-economic fieldwork, engagement and consultation process to date; and
- (iii) the asset inventory work conducted in order to inform the entitlement requirements of each eligible PAH. This section seeks to identify and describe the key displacement impacts that the affected people may experience, the predicted scale of these impacts, and the measures to mitigate these impacts and ensure that the resettlement process is transformed into a mechanism for social development.

More specifically, this chapter includes the following:

- An overview of the Project's key displacement impacts to the affected population and the relative magnitude of these impacts;
- A more detailed elaboration of each of these displacement impacts, with reference to appropriate sections of the RAP provides an indication of the general form that appropriate compensation / mitigation / livelihood restoration measures should take, in order to ensure Project adherence to the requirements of international best practice.

5.2. Summary of displacement impacts

During the construction phase of the project, some households will experience displacement because of the Project's land acquisition process. The table below provides a high-level overview of the displacement impacts that the PAPs are expected to face, along with the predicted scale of these impacts in terms of number of affected households /people.

In total, 7,569 households will be affected through loss of their own land, houses, trees and crops. 512 households are land tenants, 98 PAHs will lose their land only, whereas 7 PAHs have houses on their land and will be physically displaced. 7,030 land owners will be temporally affected, will be compensated for the asset developed on their land (crops and trees) as they will be allowed to use the land after the infrastructures are installed.

Table 17 Key Displacement Impacts and Associated Magnitude

Key Displacement Impacts	Type of loss	Magnitude	HHs to be affected
A. Households affected			
- Loss of houses and plots they occupy	Loss of houses and land they occupy	High	7
- House Tenants	Requires moving	Minor	0
- Land Tenants	Cultivable rented land	Minor	512
- Loss of land and crops/trees on it	Permanent Loss of land and crops/trees on it	High	98
- Loss of trees and crops only	Temporally loss of land	High	7,030
B. Vulnerable People (household heads)	Social protection scheme and asset	High	172

Source: Field Survey, 2022-2023

5.3. Summary of impacts

The construction and development of the project related water infrastructures will entail 7,569 PAHs where 7 PAHs will lose houses and land they occupy for the water facilities, 98 PAHs will lose land and crops and trees incorporated on it while 512 tenants will lose only crops. 172 vulnerable heads of Households will be also affected and will need special treatment during project implementation.

The loss of land will be permanent, and the real value will be applicable; the area required to install different facilities including Intake, WTP and tanks is around 7.1ha distributed in Gatsibo and Kayonza District of Eastern Province of Rwanda with the WTP alone covering 3.8ha of required land which is 66% of the land to acquire.

Table 18 Type of PAH by impact

Type of PAH by impact	No	Percentage
PAHs affected by Muhazi WSS Project (loss of land and/or structures)	105	0.4%
PAHs affected by Muhazi WSS Project (land tenants)	512	6.8%
PAHs affected by Muhazi WSS Project (house tenants)	0	0.0%
PAHs affected by the pipeline only (Land owners)	7,030	92.9%
Total PAHs affected	7,569	

CHAPTER 6. ELIGIBILITY, ENTITLEMENTS, VALUATION, COMPENSATION STRATEGY AND LIVELIHOOD RESTORATION

6.1. General principles and compensation framework & assistance

The RAP Compensation Framework, according to the AfDB ISS 2013, should specify all forms of asset ownership or use rights among the population affected by the project and the project's strategy for a fair compensation. Key principles adhered to in developing the compensation frameworks are the following:

- Compensation and resettlement of project affected people will be carried out in compliance with Rwandan legislation and AfDB ISS 2013;
- Where Rwandan legislation is less favorable to PAPs than Bank requirements or is not applicable, the latter shall apply;
- The Project will provide for measures to support sustainable use of cash compensation and for mechanisms within the overall monitoring framework to follow up the use of cash compensation. These will include for instance the opening of the account in the sector's SACCO (UMURENGE SACCO) account, on which both PAP (men and women) should be co-signatories;
- The Project will assist PAPs in restoring their affected livelihoods where required in order to restore livelihoods to at least their previous livelihood;
- PAPs will be informed, consulted and involved in decision making during the course of RAP development, implementation and valuation;
- Removal of assets, displacement or restriction of access/land use will not occur before necessary measures for compensation are agreed and in accordance with law and international requirements. Measures will include all kinds of compensation and of other assistance prior to, during, or after displacement/physical relocation;
- WASAC, as the project proponent, will ensure that compensation costs, as well as those resettlement costs that fall within their scope of commitment, are considered in the overall project budget as upfront costs.

In addition to compensation and 120 days that will be provided to the PAPs to relocate or to yield their crops, PAPs will have to salvage materials.

6.2. Eligibility

The Eligibility for Resettlement and Benefits sets out the eligibility criteria for PAPs and specifies people who will be eligible for plausible resettlement and compensation benefits prior to the exercise in a bid to discourage the inflow of squatters (ineligible people) in the demarcated project's right of way. This is usually and has been done in the framework of this project through meaningful consultations with people to be affected by the project, local and community leaders along which eligible persons have been identified.

Determination of the eligibility of PAPs to be compensated was done through a transparent legal process, taking into consideration all the existing laws of Rwanda, Integrated Safeguards System (ISS) of AfDB and local customs. The following criteria were applied:

- a) Those who have formal legal rights to land or other assets recognized under the laws of the country concerned. This category generally includes people who are physically residing at the project site and those who will be displaced or may lose access or suffer a loss in their livelihood as a result of project activities.
- b) Those who may not have formal legal rights to land or other assets at the time of the census/ evaluation but can prove that they have a claim that would be recognized under the customary laws of the country. This category may include people who may not be physically residing at the project site or persons who may not have any assets or direct sources of livelihood derived from the project site, but who have spiritual and/or ancestral ties with the land and are locally recognized by communities as customary inheritors. Depending on the country's customary land use rights, they may also be considered to have a claim if they are sharecroppers, tenant farmers, and seasonal migrants or nomadic families losing user rights.
- c) Those who have no recognizable legal right or claim to the land they are occupying in the project area of influence and who do not fall into either of the two categories described above, if they themselves or witnesses can demonstrate that they occupied the project area of influence for at least six months prior to a cut-off date established by the borrower or client and acceptable to the Bank. These groups may be entitled to resettlement assistance other than compensation for land to improve their former living standards (compensation for loss of livelihood activities, common property resources, structures, and Crops).

6.3 cut-off date

While AfDB indicates that the borrower or client establishes a cut-off date for eligibility that is acceptable to the Bank. The borrower or client documents the cut-off date(s) and disseminates information about it (them) throughout the project area of influence in a culturally appropriate and accessible manner, before taking any action on clearing land or restricting local community access to land, Rwanda law has no provisions on cutoff date. However, Article 24 talks about the Communication to the persons to be expropriated of the start date of valuation of land and property incorporated thereon.

The District or City of Kigali administration or the relevant Ministry must inform the persons to be expropriated in the public interest of the expected start date of measurement of land and inventory of property incorporated thereon.

Such a communication shall be made through an announcement posted on the office of the Cell of the place designated for the implementation of the project. The communication shall also be made through at least one radio station with a wide audience in Rwanda and at least one of Rwanda-based newspapers with a wide readership for the relevant parties to be informed thereof. If necessary, use shall be made of any other means of communication.

The establishment of a cut-off date is required to prevent opportunistic invasions/rush migration or construction activities into the chosen land areas. Normally, this cut-off date is the date the census begins.

Upon completion of the census and asset inventory surveys, and in order to avoid an influx of additional persons, cut-off dates were established along consultation meetings held in Cells of District where the Project will be implemented. The cut-off dates were advertised and set during the consultation meetings that were held between the PAPs, Local authorities, and the Project staff. Those who encroach on the area after the established cut-off dates will not be eligible for compensation or assistance.

It is important to note that any structures or activities established in the project acquired land after the cut-off date are not eligible for compensation. Any claims for occupation prior to that date, and therefore mistakenly omitted from the Census, will be reviewed against evidence, and referred to the GRM for resolutions.

Cut-off dates set in the district during consultation meetings are presented in Table below.

Table 19 Cut-off dates set in the district during consultation meetings

Sl. No.	SECTORS	Public consultation meetings/ Cut-off dates set per sector
GATSIBO DISTRICT		
1	MURAMBI and KIZIGURO	11/10/2022
2	NDATEMWA	05/06/2023
3	RWIMBOGO and KIRAMURUZI	06/06/2023
4	GITOKI, RUGARAMA, KAGEYO and KABARORE	07/06/2-023
5	REMERERA and GASANGE	08/06/2023
6	MUHURA	10/06/2023
KAYONZA DISTRICT		
1	RUKARA and GAHINI	18/10/2022
2	MURUNDI and MWIRI	09/06/2023

6.4 entitlement matrix

The Entitlement Framework establishes the specific rights and entitlements to replacement assets or compensation and assistance. These rights are granted to any PAHs who will lose proven assets, as determined during the Cadastral, Asset and Valuation study. The framework established the specific rights per the type of loss, as well as differentiating the potential compensation entitlement granted to physically and/or economically displaced PAPs.

Table 20 Entitlement matrix

Category of PAP	Type of Loss	No of PAHs	Compensation for the losses	Other Assistance/Observation
Land Owner	Loss of Permanent agricultural/ residential land	98	<ul style="list-style-type: none"> - Compensation in cash - IRPV prices will be the base for price negotiation. - Full replacement cost when IRPV prices fall short. - Valuation principles based on National expropriation law and AfDB ISS - Disturbance allowance of 5% will be provided to every PAP in compliance with Expropriation Law 2015. 	<ul style="list-style-type: none"> - Job opportunities to capable PAPs will be available; - Cash management, entrepreneurship trainings will be provided. - PAPs will be linked to existing Local NGOs which will help them in the Establishment of revolving fund micro-credit scheme; - PAPs will be taught about the benefits of joining existing community-based self-help groups (residents' tontines, associations, cooperatives, etc.), and they will join willingly these Self-Help Groups (SHGs). - Linking the PAPs with the Microfinance Institutions.
	Loss of Temporary agricultural land	7,030	<ul style="list-style-type: none"> - Will be compensated for the crops/trees/assets developed on the land; - Compensation in cash - IRPV prices will be the base for price negotiation. - Full replacement cost when IRPV prices fall short. - Valuation principles based on National expropriation law and AfDB ISS - Disturbance allowance of 5% will be provided to every PAP in compliance with Expropriation Law 2015. 	<ul style="list-style-type: none"> - Job opportunities to capable PAPs will be available; - Cash management, entrepreneurship trainings will be provided. - PAPs will be linked to existing Local NGOs which will help them in the Establishment of revolving fund micro-credit scheme; - PAPs will be taught about the benefits of joining existing community-based self-help groups (residents' tontines, associations, cooperatives, etc.), and they will join willingly these Self-Help Groups (SHGs). - Linking the PAPs with the Microfinance Institutions.
Structure Owner	Loss of permanent dwelling (house)	7	<ul style="list-style-type: none"> - Compensation in cash - Compensation based on the size, construction materials and utilities installed within. IRPV prices will be the base for price negotiation. 	<ul style="list-style-type: none"> - Job opportunities to capable PAPs will be available; - Cash management, entrepreneurship trainings will be provided. - PAPs will be linked to existing Local NGOs which will help them in the Establishment of revolving fund micro-credit scheme;

Category of PAP	Type of Loss	No of PAHs	Compensation for the losses	Other Assistance/Observation
			<ul style="list-style-type: none"> - Full replacement cost when IRPV prices fall short. - Valuation principles based on National expropriation law and AfDB ISS - Disturbance allowance of 5% will be provided to every PAP in compliance with Expropriation Law 2015. 	<ul style="list-style-type: none"> - PAPs will be taught about the benefits of joining existing community-based self-help groups (residents' tontines, associations, cooperatives, etc.), and they will join willingly these Self-Help Groups (SHGs). - Linking the PAPs with the Microfinance Institutions.
Tenants	Loss of Trees and crops	512	<ul style="list-style-type: none"> - Compensation in cash - IRPV prices will be the base for price negotiation. - Full replacement cost when IRPV prices fall short. - Valuation principles based on National expropriation law and AfDB ISS - Disturbance allowance of 5% will be provided to every PAP in compliance with Expropriation Law 2015. 	<ul style="list-style-type: none"> - Job opportunities to capable PAPs will be available; - Cash management, entrepreneurship trainings will be provided. - PAPs will be linked to existing Local NGOs which will help them in the Establishment of revolving fund micro-credit scheme; - PAPs will be taught about the benefits of joining existing community-based self-help groups (residents' tontines, associations, cooperatives, etc.), and they will join willingly these Self-Help Groups (SHGs). - Linking the PAPs with the Microfinance Institutions.
Trees Owner	Loss of Trees	1,125	<ul style="list-style-type: none"> - Compensation in cash - Compensation based on the size, age, and type of tree. IRPV prices will be the base for price negotiation. - Full replacement cost when IRPV prices fall short. - Valuation principles based on National expropriation law and AfDB ISS - Disturbance allowance of 5% will be provided to every PAP in compliance with Expropriation Law 2015. 	<ul style="list-style-type: none"> - Job opportunities to capable PAPs will be available; - Cash management, entrepreneurship trainings will be provided. - PAPs will be linked to existing Local NGOs which will help them in the Establishment of revolving fund micro-credit scheme; - PAPs will be taught about the benefits of joining existing community-based self-help groups (residents' tontines, associations, cooperatives, etc.), and they will join willingly these Self-Help Groups (SHGs). - Linking the PAPs with the Microfinance Institutions.

Category of PAP	Type of Loss	No of PAHs	Compensation for the losses	Other Assistance/Observation
Crops Owners	Loss of Perennial crops	530	<ul style="list-style-type: none"> - Compensation in cash - Compensation based on the size and type of crops. IRPV prices will be the base for price negotiation. - Full replacement cost when IRPV prices fall short. - Valuation principles based on National expropriation law and AfDB ISS - Disturbance allowance of 5% will be provided to every PAP in compliance with Expropriation Law 2015. 	<ul style="list-style-type: none"> - Job opportunities to capable PAPs will be available; - Cash management, entrepreneurship trainings will be provided. - PAPs will be linked to existing Local NGOs which will help them in the Establishment of revolving fund micro-credit scheme; - PAPs will be taught about the benefits of joining existing community-based self-help groups (residents' tontines, associations, cooperatives, etc.), and they will join willingly these Self-Help Groups (SHGs). - Linking the PAPs with the Microfinance Institutions.
	Loss of Seasonal crops	6,730	<ul style="list-style-type: none"> - Compensation in cash - Compensation based on the size and type of crops. IRPV prices will be the base for price negotiation. - Full replacement cost when IRPV prices fall short. - Valuation principles based on National expropriation law and AfDB ISS - Disturbance allowance of 5% will be provided to every PAP in compliance with Expropriation Law 2015. 	<ul style="list-style-type: none"> - Job opportunities to capable PAPs will be available; - Cash management, entrepreneurship trainings will be provided. - PAPs will be linked to existing Local NGOs which will help them in the Establishment of revolving fund micro-credit scheme; - PAPs will be taught about the benefits of joining existing community-based self-help groups (residents' tontines, associations, cooperatives, etc.), and they will join willingly these Self-Help Groups (SHGs). - Linking the PAPs with the Microfinance Institutions.
Vulnerable PAPs	Loss of properties and livelihood	172	All properties lost will be fully compensated, and vulnerable people will be assisted to reintegrate them in new society by helping them to adhere to the existing national social protection scheme for Vulnerable people such as: VUP (Vision 2020 Umurenge Program), One cow per poor family (Gira Inka), Community Based Health Insurance, Ubudehe, support from public works (Umuganda)	<ul style="list-style-type: none"> - 5% of disturbance allowance, - Job opportunities to physically capable PAPs where possible will be provided; - Cash management, entrepreneurship trainings will be provided; - Linking the PAPs with the Microfinance Institutions.

6.5 Valuation Methodology

Table 20: valuation methods

S/N	Structure/ item to be valued	Asset	Valuation method
1	Land	Land	<ul style="list-style-type: none"> ✓ Full replacement cost when IRPV prices fall short. ✓ Valuation principles based on National expropriation law and AfDB ISS ✓ Determine the location of the land (village wise) ✓ Valuation based on updated IRPV land price reference ✓ Full replacement cost
2	Buildings/ Structures	<ul style="list-style-type: none"> ✓ Construction materials ✓ Land ✓ Services like water and electricity installation 	<ul style="list-style-type: none"> ✓ Type of construction materials ✓ Size of built-up area ✓ Total size of the plot affected to be expropriated ✓ Finishing materials (paints, ceilings, roof materials) ✓ Installation ✓ Determine the location of the land (village wise) ✓ Valuation based on updated IRPV land price reference ✓ For structures like fence, Price has been determined by calculating the current cost per square meter of the unit cost required for constructing similar fence ✓ Full replacement cost when IRPV prices fall short. ✓ Valuation principles based on National expropriation law and AfDB ISS
3	Loss of Income	<ul style="list-style-type: none"> ✓ Commercial activity/ shop or any other services ✓ Rental house 	<ul style="list-style-type: none"> ✓ Calculated based on monthly rental income ✓ Four months for all renters and four months for house owners to build new ones.
4	Trees and Crops	<ul style="list-style-type: none"> ✓ Plants/ trees 	<ul style="list-style-type: none"> ✓ Application of IRPV prices ✓ Calculated based on crop/tree type and the age ✓ Full replacement cost when IRPV prices fall short. ✓ Valuation principles based on National expropriation law and AfDB ISS
5	Vulnerable PAHs	<ul style="list-style-type: none"> ✓ Land ✓ House 	<ul style="list-style-type: none"> ✓ Full replacement cost when IRPV prices fall short. ✓ Valuation principles based on National expropriation law and AfDB ISS. ✓ Special measures for effective participation, compensation, assistance and livelihood restoration as defined in the RAP
6	Restrictions on land use	<ul style="list-style-type: none"> ✓ Full right to the owned private land 	<ul style="list-style-type: none"> ✓ The services for connection (man power services) will be free of charge for PAPs who have land affected by the pipeline for the restrictions caused. All PAPs will also receive financial literacy and among them PAPs who have lands in the RoW.

6.6 compensation strategy

6.6.1 Household Sign-Off & Moves/Land disposal for the project implementation activities

The process of agreement, Land disposal for the project implementation activities will be the culmination of a continual consultation and disclosure process, as illustrated by the following key steps:

(a) Ongoing Public Consultation with affected households

This has been initiated as part of the ongoing stakeholder engagement process. Issues concerning eligibility, entitlements, compensation and valuation have been and will continue to be specifically addressed through surveys, focus groups, and recourse to the Project grievance mechanism. Consultations and grievance reviews will be facilitated by the District Resettlement Committees, Local Resettlement Committees elected along this RAP.

(b) Identification & Notification of land resource holders

In cases where there is clearly no identified owner or user, the respective local authorities will notify the community leaders and Local Resettlement Committee to help in identifying and locating the land users. These leaders and representatives will also be charged with the responsibility of notifying their members about the established cut-off dates and their significance. Land holders will be informed through formal notification in writing and by verbal notification delivered in the presence of all relevant stakeholders. However, during data collection, this we did not encounter the similar situation.

(c) Documentation of Holdings and Assets

In the presence of Local Leaders, elected Local Resettlement Committees, and project representatives, meetings with affected individuals have been and will continue to be organized to discuss the compensation process. For each affected individual or household and a compensation report containing necessary information on the affected party household members, inventory of assets affected, and any additional information for monitoring their future status have been completed for documentation purpose along this project implementation. The reports will be kept current and will include documentation of affected properties in respective areas.

(d) Agreement on Compensation and Preparation of Contracts

All types of compensation have been clearly explained to the individual and households involved. The consultant and the Local Authorities prepared a compensation agreement to be used during compensation process (annex 7). The compensation agreement and the grievance redress mechanisms will be read loudly in the presence of the affected household, village leaders and members of the Local Resettlement Committee prior to signing sequence, which is to happen before the commencement of construction activities. WASAC will expropriate the land and that land will be its property after completing the land transfer

process in collaboration with District One Stop Center officials. Each landowner along the line route will sign an individual file designated for compensation purposes.

(e) Compensation Payments

All compensation payments will be made to designate PAPs bank accounts, which accounts husband and spouse are co-signers of the due compensation. A final compensation report will be produced at the end of the process. The timing of compensation will be carefully considered, to ensure that affected households have adequate time to reestablish homes and livelihoods prior to vacating the Project Area. In this regard, compensation payments will be done prior to the commencement of any construction works related to this project.

(f) Moves

In accordance with Rwanda legislation, households have 120 days to move following receipt of compensation. However, the Project will provide a 4 month move time to ensure households have adequate time to be reestablished. Project work will be phased to avoid those physically resettling for as long as possible. This will be accompanied with an addition of 5% of disturbance allowances.

(g) Follow Up

The Project will follow up with compensated and physically relocated households on a regular basis, particularly vulnerable households. This will be done through the elected Local Resettlement Committees. Additional assistance for families may be sourced as required through the District Resettlement Committees, for example assistance of the Social Welfare Department.

PAPs should open a bank account in Umurenge SACCO (a local saving and credit cooperative) and were deemed necessary, both wife and husband will sign jointly while withdrawing compensation money, for avoiding the misuse of the compensation money and plausible related conflict.

With reference to the agreed method of compensation, after receiving their compensation fee in cash, PAHs will have 120 days to relocate to the new location as per their choice. WASAC will assist PAHs as in the Livelihood Restoration Program for them to be successively resettled in compliance with AfDB ISS. With reference to the agreed method of compensation, after receiving their compensation fee in cash, PAHs will have 120 days to relocate to the new location as per their choice. WASAC will assist PAHs as in the Livelihood Restoration Program for them to be successively resettled in compliance with AfDB ISS.

6.7. Livelihood restoration and community development program

6.7.1 Assistance Program Approach

Livelihood refers to the full range of means that individuals, families and communities utilize to make a living, such as wage-based income, agriculture, fishing, foraging, other natural resource-based livelihoods, petty trade and bartering.

The internationally recognized "Sustainable Livelihood Framework" (SLF) by DFID adopted by most international development practitioners presupposes that there are five types of resources that households require to assure their access to livelihoods. These five resources

include physical capital, human capital, natural capital, financial capital and social capital as mentioned in Table 22.

Table 21 Livelihood Assets

Livelihood Asset	Description
Natural	Agricultural and grazing land, water resources, food, timber, fish
Physical	Houses and Trees
Human	Labor force within a household, vocational training
Financial	Wages and savings
Social	Kinship structures, religious groups, neighborhoods

The SLF further shows how these assets and resources are interlinked, and when effectively combined, can lead to sustainable livelihood outcomes.

Therefore, the Project Livelihood Programs could enhance these physical assets in the following ways:

Physical Asset: This will be assured through comprehensive and adequate compensation packages to PAPs.

Natural Asset: Because PAPs chose cash compensation, they will resettle in the preferable places. However, implementing agency (WASAC) with respective local authorities will ensure that they live a life better than the previous

Human Asset: Displaced households will be given priority for project-related employment opportunities.

Financial Asset: The Project will create employment opportunities, with displaced households prioritized. In addition, a micro-finance program could be developed with delivery partners. Money management and financial training will be provided to all affected households in receipt of compensation.

Social Asset: The Project will continue to foster social networks within the communities and ensure these networks are maintained. Where appropriate, existing community groups should be involved in the delivery of livelihood initiatives.

6.7.2 Livelihood Program Components

Based on the predominant livelihood in the Project area and especially for the 7 households to be fully relocated and 512 tenants, initiatives which restore their livelihood of the fully affected families will be the key element of the Livelihood Program. In addition, this livelihood will be imperative to 172 households as identified during survey as vulnerable people.

The relocation allowances/assistance will focus on:

- ✦ Direct compensation to PAHs who will be fully affected prior to construction activities;
- ✦ Provision of employment to the local communities during construction activities;
- ✦ Cash/Financial Management Training Program;
- ✦ land tenants together with land owners will be given four months’ time to yield crops in their fields;
- ✦ Fees of land transfer;

- ✦ Right to houses salvage materials without deduction from compensation;
- ✦ Link the PAPs to microfinance institutions.

6.7.3 Direct compensation

For all the PAHs that will be affected because of project activities, a full compensation package will be given to them in accordance with the national expropriation laws and to the AfDB Safeguards requirements. This will be in relation to their own choice of the cash compensation. The compensation for the household who will fully lose their houses will be done before construction activities and these PAHs will be given 120 days to avail their land and to demolish their built

6.7.4 Financial Management Training Program

Project-affected households will receive cash compensation mostly in relation to houses and land, they will also benefit from Livelihood Restoration Program (LRP). For most PAHs, the compensation amount will be much higher than the money they used to get and manage. Therefore, it is important that all impacted households have access to financial management and basic business training in order to ensure households understand that cash compensation should be utilized to restore lost assets and needs to be held securely.

Table 22 Financial Management Training Objectives, Outcomes & Strategies

Objective	Desired Outcome	Strategy
Increased knowledge & skills in basic financial management	Improve PAPs utilization and management of cash resources	Training in money management, access to bank accounts and financial advice
	Improved utilization of compensation money for long term sustainable livelihood initiatives	Provision of training in basic business management and enterprise establishment
		Strengthening of community groups (farmer associations, cooperatives, etc.)

Source: FAO, 2010

Table 23 Financial Management Program Practices and Services

Activity	Desired Practices	Services
Financial Management	<ul style="list-style-type: none"> - Utilizing cash for livelihood strategies - Enterprise establishment - Undertake income-generating activities - Use of credit facilities - Market driven production 	<ul style="list-style-type: none"> - Money management training - Small Business Training - Formation of associations and credit groups

- Formation of saving schemes

Source: FAO, 2010

6.7.5 Micro-Finance Program

Limited funding to undertake income generating activities (IGA) can be a significant obstacle to development of households and communities.

The common practice is for community-based groups to rely on member’s contributions as a savings base for setting up a revolving fund to buy required materials, benefiting from economies of scale, and selling to members at a subsidized rate. Though this approach encourages enterprise development, vulnerable or poor households are disadvantaged.

The Livelihood Program proposes linking these households with Umurenge (Sector) Saving and Credit Cooperatives (SACCO) in their respective sectors and an additional training on tontines creation, most specifically for less advantaged households, whose income/savings base is low. At village level, participatory poverty assessment that has been undertaken in almost every village in Rwanda by the Ubudehe² program will be a reference in classifying poor and very poor households that are to benefit from this program.

Table 24 Micro-Finance Program Objectives, Outcomes and Strategies

Objective	Desired Outcome	Strategy
Increased incidence of profitable income generating initiatives and marketing practices	Increase access to key income generating and marketing inputs & services	PAPs will be linked to existing Local NGOs which will help them in the Establishment of revolving fund micro-credit scheme
	Increase quality of key income generating and marketing services	PAPs will be taught about the benefits of joining existing community-based self-help groups (residents’ tontines, associations, cooperatives, etc.), and they will join willingly these Self-Help Groups (SHGs).

Source: FAO, 2010

² Ubudehe refers to the long-standing Rwandan practice and culture of collective action and mutual support to solve problems within a community. In Ubudehe citizens are categorised into four group according to their income and level of living conditions and special program or support are provided to the people in category 1 because they are considered vulnerable.

Table 25 Micro-Finance Program Practices and Services

Activity	Desired Practices	Services
Income-Generating Initiatives	<ul style="list-style-type: none"> - Enterprise establishment - Undertake/Start IGA including Vocational Training with the help of local churches/Mosques, NGOs etc. - Use of credit facilities - Market driven production - Formation of saving schemes 	<ul style="list-style-type: none"> - Strengthening self-help groups, residents' associations, youth and women's enterprises, etc.

Source: FAO, 2010

The above series of trainings oriented to the financial management and which include the financial management programs, micro-finance practices and strategies will be given mostly to the PAPs that will receive compensation in cash for them to be unlighted about the saving, investment and business development because of the compensation money.

6.7.6 Gender aspect

In general, both spouses of affected households (or all partners for non-marriage or polygamous partnerships) are entitled to participate in livelihood restoration programs. Women will be specifically targeted through gender sensitive engagement and training methods and through specific activities in both and the micro-finance and entrepreneurship fields.

Other tips during implementation of this project

- Employ a fair proportion of women during construction work;
- Disseminate Information about the risks of undesired pregnancy and the dangers of communicable diseases;
- Establish and Educate workers about the Zero tolerance for sexual harassment at the workplace or in workers' locations during the day or overnight;
- Provide guidance for parents to advice their girls against indulging in negative relationships with workers;
- Avoid any gender discrimination during the cash compensations or employment wages;
- Avoid Sexual Exploitation and Abuse (SEA), Sexual Harassment (SH) and Violence and Abuse Against Children (VAC). Make bank accounts accessible for both male and female household members or workers.

6.7.7 Temporally hardship and Vulnerability

6.7.7.1 Temporally hardship

Vulnerability may be viewed in the context of two stages:

- Pre-existing Vulnerability.
- Transitional hardship vulnerability caused by the project related physical and economic displacement.

Pre-existing vulnerability is vulnerability that occurs, with or without the project development, whilst transitionally hardship vulnerability occurs because of those directly affected by the project being unable to adjust to new condition due to shocks or stress related to project activities.

6.7.7.2 Vulnerability

Involuntary Resettlement if not managed well, may increase impoverishment, vulnerable households being particularly susceptible to the adverse effects of land acquisition and resettlement activities. The main situation leading to impoverishment as a direct result of the resettlement process are:

PAPs included disabled, elderly, widows, orphans, and children headed households, single women heading households and extreme poor PAPs. However, in Rwanda all vulnerable People are classified in Ubudehe category 1. All people in this category are entitled to different social protection scheme including VUP, FARG, RDRC, One Cow per Poor Family and Ubudehe Program (in which people are provided with Community-Based Health Insurance). This will be done hand in hand with initiatives related to the construction of Village Kitchen Gardens that will be useful to vulnerable people by yielding vegetables and fruits that might be helpful not only in fighting malnutrition but also in generating income to households during the harvest periods.

Note:

Ubudehe categories classification is done based on household income. Someone who is a widower, elderly, orphan, disabled people are considered vulnerable when his/her income is not enough to help him to access basic needs and he/she is considered as economically disadvantaged.

In this RAP, the survey identified 172 people as Vulnerable PAPs though not classified in Ubudehe Cat 1. All of them will be linked to the new community and be adhered to the existing social protection scheme. They will also be given priority in employment during the construction works.

6.7.8 Livelihood Program Management and Partnership

The Local government officials of new community where PAPs will choose to resettle, WASAC together with stakeholders are responsible for execution of the Livelihood Restoration Programs.

The Livelihood Restoration Program will be undertaken in partnership, through identifying existing government agencies, NGOs and community-based groups undertaking such initiatives. These include the existing National Social Protection Scheme implemented in Rwanda such as One Cow per Poor Family program, Vision 2020 Umurenge Program (VUP) and Ubudehe Program. All these programs are implemented in all districts of the country and a budget is provided for this purpose for each budget year. All HHs to be physically resettled who lost income from their renting houses, Vulnerable PAPs and tenants occupying some of houses in the project area will benefit from livelihood restoration program. The Vulnerable PAPs identified in this community are also part of these 7,569 households, Table below provides the details on LRP.

Table 26 Livelihood Restoration Program

Sl. No.	Category of PAP	Benefits	Responsible entity	Estimated Budget in Rwf
1.	7 HHs to be fully relocated	Four months of transitional period	WASAC	Not Calculated
		Capacity Building on cash management and entrepreneurship	WASAC and Local Government Officials	Calculated within RAP Implementation
		Right to houses salvage materials without deduction from compensation	PAPs and WASAC	Not calculated
		5% of Disturbance allowance	WASAC	Already counted
2.	512 Identified Tenants	Free three months of renting fees Four months to yield crops for land renters Capacity Building on cash management and entrepreneurship	WASAC and Local Government Officials	11,320,000
3.	172 Vulnerable PAPs	5% of Disturbance allowance	WASAC	Already counted
		Four months of transitional period	WASAC	Not calculated
		Capacity Building on cash management and entrepreneurship	WASAC and Local Government Officials	Already counted during RAP Implementation
		Linking them to the existing National Social Protection Scheme in the receiving community and LRP Implementation monitoring	WASAC and Local Government Officials	9,950,000
		Right to houses salvage materials without deduction from compensation	PAPs and WASAC	Not calculated
Estimated cost of LRP				21,270,000

The total estimated amount for the LRP is **21,270,000 Rwf**. Alongside the calculated amount there are other services, which will be provided to PAPs like four months of transitional period and building materials from their demolished houses.

6.7.9 Local Employment

The Project will develop a proactive Local Recruitment Policy, with a focus on the most impacted households and vulnerable groups who are physically capable. Unskilled and semi-skilled labor should be sourced from project-affected households wherever possible.

CHAPTER 7: PUBLIC CONSULTATION

7.1. General

The RAP team undertook public consultations to ensure that the Project activities and the likely impacts on the local people and their livelihoods were explained and openly discussed. Consultation meetings with the affected communities and individuals is a key element of the RAP preparation and implementation process. The attendance in the meeting by both male and female satisfactory, where 1,045 people who attended the consultation meetings at cell levels, 499 were female while 546 were male. Both the sexes contributed to the consultation by giving ideas and approving that they are happy for the proposed project and hoped that it will help to boost their economic development not impoverishing them. They attested that they can benefit from job opportunities to be presented by the project and that they should be given priority in employment.

7.2. Key objectives of consultation

The public consultation aims to improve and facilitate decision-making and create an atmosphere of understanding that actively involves individuals, groups, and organizations that can affect, or be affected by, development of the Project. Community consultation meetings covered the following issues:

- description of the project objectives, components and implementation activities;
- property and livelihood impacts associated with project implementation;
- the resettlement/compensation alternatives and strategies available for PAPs;
- the rights of PAPs;
- grievance redress;
- RAP preparation;
- valuation principles and procedures;
- RAP disclosure;
- the approval processes

PAPs were mainly concerned about the likely impact of the Project activities on their livelihood with respect to displacement. The PAPs and stakeholders consulted voiced the need for prompt and adequate compensation for the PAPs to enable them to re-establish their property and livelihood activities.

The views of the PAPs and other stakeholders consulted were documented and have been integrated into the resettlement measures and strategies outlined in this RAP.

7.3 Stakeholders

Involving stakeholders through participatory direct or indirect consultations is central to completion of the RAP. The stakeholders were those who have an interest in the project,

and who will be involved in the further consultative process. The main groups of stakeholders met are:

- Project Affected Persons (PAP);
- Local authorities;
- Community People;
- Churches and farmers

7.4 Methodology used along the public consultation planning and implementation

7.4.1 Community and PAPs Meetings

People were mobilized in collaboration with the local authorities of sector and cells in the project area. An introduction letter/to whom it may concern describing the project in brief to Kayonza and Gatsibo District, its objectives and detailed schedule of meetings in each sector and cell was sent.

The District Authorities informed the sectors and requested the Executive Secretaries of all concerned sectors to facilitate by inviting right people (people affected by the Project activities and everyone that will benefit from the Project works) to participate in these public / consultation meetings. After the above administrative methods, follow-ups calls were made (with sectors executive secretaries) to make sure that people are mobilized to attend the meetings.

Meetings were held at different cell offices and establishment of Grievance Redress Committee (GRCs) held at cell level. In total, 16 consultation meetings were held between 11th October 2022 up to 10th June 2023.

Table 27 Consultation Meetings

No.	Date	Venue of Meeting	Cells Targeted	Sector	Main stakeholder Groups attending	Male	Female	Total
1	11/10/2022	Rwankuba	Rwankuba	Murambi	PAPs and other beneficiaries (with different profession)	71	54	125
2	11/10/2022	Nyamiyaga	Nyamiyaga	Murambi	PAPs and other beneficiaries (with different profession)	49	41	90
3	18/10/2022	Rukara	Rukara	Rukara	PAPs and other beneficiaries (with different profession)	57	55	112
4	18/10/2022	Juru	Juru	Gahini	PAPs and other beneficiaries (with different profession)	26	23	49
5	05/06/2023	Ryarugema	Ryarugema	Ndatemwa	PAPs and other	25	14	39

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No.	Date	Venue of Meeting	Cells Targeted	Sector	Main stakeholder Groups attending	Male	Female	Total
					beneficiaries (with different profession)			
6	06/06/2023	Rebero	Kiburara	Rwimbogo	PAPs and other beneficiaries (with different profession)	61	70	131
7	06/06/2023	Umurehe	Gakenke	Kiramuruzi	PAPs and other beneficiaries (with different profession)	49	46	95
8	07/06/2023	Bukomane	Bukomane	Gitoki	PAPs and other beneficiaries (with different profession)	14	9	23
9	07/06/2023	Nyarubuye	Busetsa	Kageyo	PAPs and other beneficiaries (with different profession)	19	17	36
10	07/06/2023	Kabeza	Nyabikiri	Kabarore	PAPs and other beneficiaries (with different profession)	20	24	44
11	07/06/2023	Ibare	Gihuta	Rugarama	PAPs and other beneficiaries (with different profession)	76	69	145
12	08/06/2023	Rubare	Rurenge	Remera	PAPs and other beneficiaries (with different profession)	21	19	40
13	08/06/2023	Kimana	Kimana	Gasange	PAPs and other beneficiaries (with different profession)	19	22	41
14	09/06/2023	Buhabwa	Buhabwa	Murundi	PAPs and other beneficiaries (with different profession)	15	13	28
15	09/06/2023	Mugera	Mugera	Mwiri	PAPs and other beneficiaries (with different profession)	13	10	23
16	10/06/2023	Taba	Taba	Muhura	PAPs and other beneficiaries (with different	11	13	24

No.	Date	Venue of Meeting	Cells Targeted	Sector	Main stakeholder Groups attending	Male	Female	Total
					profession)			
Total						546	499	1,045

The list of minutes and attendance register for each meeting are provided in Annex 2.

Public meetings were chaired by mostly the Executive secretary who introduced the RAP teams. After the opening remark given by the local authority, the RAP teams explained briefly:

- the project,
- process of RAP,
- brief on new expropriation law,
- grievance mechanism,
- valuation process & principles,
- the cut-off date etc.

After the presentations the community was given opportunity to give their views, comments and queries. Questions were answered, clarifications offered, and their recommendations received and will be valued along the resettlement process.

7.4.2 Meetings with other Key stakeholders

Table 28 Key stakeholders' meeting

No.	Date	Type of Stakeholder Met	Male attendants in Meeting	Female	Total
1		<ul style="list-style-type: none"> - Vice Mayor In Charge of Economic Development Gatsibo District - District officials - Land officers at sector offices or Executive secretaries - Farmers organization 	7	5	12
2		<ul style="list-style-type: none"> - Vice Mayor In Charge of Economic Development Kayonza District - District officials - Land officers at sector offices or Executive secretaries - Farmers organization 	8	3	11

7.5 Summary of the views from PAPs and stakeholders

7.5.1 Public Consultation Meetings with Community and PAPs in Gatsibo and Kayonza District

The Project staff, in collaboration with Local Authorities, arranged consultative meetings with the local communities between 11th October 2022 up to 10th June 2023 inform them about the project, its benefits, Asset inventory and compensation procedures, payment modalities, their roles and responsibilities, to gather information on their concerns, perceptions, reactions and fears of the livelihood changes to be brought about as a result/consequence of construction of Muhazi WSS Project infrastructures.

After the presentations, the community was given opportunity to give their views, comments, and queries. Different community problems were addressed during the meeting in which the local participants expressed repeatedly their main concerns as follows :

- Community safety issues;
- Lack of jobs and income generating activities;
- Very poor conditions in some villages;
- Water scarcity
- Expropriation/ compensation timeline

Any comments or questions raised by stakeholders were responded to and recorded. Employment opportunities in jobs associated with the construction of MUHAZI WSS was a theme brought up in the meetings. The consultant explained that positive and negative impacts of the project on people and the environment will be analyzed such as air pollution, dust, influx of people, employment, traffic, road safety, and the consultant team highlighted that the project will follow government policies in protecting the population.

All the participants confirmed that they appreciate the Project as they urgently need the water. They said that the existing water infrastructure is not stable and almost all the times doesn't have water, so they were worried if the water infrastructures we are bringing to them will be stable to get them water on a regular basis.

In regard to feasible resettlement alternatives different options were presented including compensation in kind and compensation in cash. For trees and crops, most of PAPs prefer compensation in cash. For houses and other structures, PAPs preferred compensation in cash also. The consultant team provided clarifications on land compensation. The land that will be acquired for water infrastructures development will be compensated since it is private land. All participants agreed on this. The community requested that vulnerable PAPs be assisted to improve their houses or get new houses in addition to the compensation for their assets. However, no vulnerable PAP will lose his/her house.

Table 30 Topics, Concerns and expectations raised by stakeholders in Gatsibo and Kayonza District, from 11th October 2022 up to 10th June 2023

Sl. No.	Topic	concerns and expectations by stakeholders
1	Brief introduction of the project, background, and its objectives	Team of consultants explained the project to participants. The showed where the project will pass through and in general assets to be affected by project activities

Sl. No.	Topic	concerns and expectations by stakeholders
2	Are you supporting this project?	They supported the project as it will bring development to them
3	What are the project opportunities and positive impact of the project on your livelihood	The project will reduce the water scarcity and will increase the farm production services and create more economic opportunities.
4	What are the negative impacts of the project on your livelihood?	<p>We think that the following negative impacts will occur during implementation of this project:</p> <ul style="list-style-type: none"> • Relocation from our houses is definitely negative impact. • Accidents which may occur during construction and operation: i.e., drowning in the excavated pits. • We are afraid of valuation procedures. we are afraid that the valuation rate which will be given to our assets will be below market value so that we will not be able to construct new buildings.
5	How could we mitigate or avoid above negative impacts?	We need to be relocated after receiving the compensation calculated based on the real & market value of assets to be affected by the project. Also, the construction contractor should make sure that he/she used sustainable construction materials.
6	What is your contribution as citizens in implementation of this project?	We shall mobilize other people to participate in the implementation of this project and we confirm to be as partners of the project in all phases
7	Is there a similar project implemented in the area?	Yes, many projects in Gatsibo and Kayonza district require compensation & expropriation
8	If there is another project required expropriation and compensation in the area, which negative impacts it caused? How can we avoid these impacts	<p>Some of negative impacts caused by these projects are:</p> <ul style="list-style-type: none"> • Our neighbor colleagues were relocated far from our homes; • Some of them were not happy with given compensation package and this created conflicts in families
9	Which benefits the project will bring to you?	We expect that the project will improve the health status of the population by tackling the sanitation problem, potable water access within the community. This will contribute to the development as the time that is taken to go to public water tap will be shorten, thereby using it for other development activities.
10	What do you think on expropriation and compensation for this project?	We suggest that expropriation should be done before implementation of this project then families to be relocated will need enough time to move from their assets
11	How should this project support vulnerable people?	<p>They should be supported in:</p> <ul style="list-style-type: none"> • Job opportunities (or they can send someone on their behalf); • To consider them in model village program; • It will be better if during expropriation, they will be

Sl. No.	Topic	concerns and expectations by stakeholders
		considered and may be additional assistance should be provided
12	Some of you, will be affected by the project. Which compensation mode do you prefer? (Compensation in cash or compensation in Kind)	Compensation in cash will be better for us so that we can buy houses and build new ones according to our choices and capacity.
13	Introduce the cut-off date and inform them that a new asset/house to be constructed within the right of way after survey/valuation will not be compensated.	The cut-off date was explained, and people agreed to respect the cut-off date.
14	Where are you expecting to resettle after being compensated?	We are expecting to build the other houses in the planned settlement according to the land use in place.

Table 31 Open discussion/ Questions and answers/Recommendation given by stakeholders within public consultation meetings in Gatsibo District

Sl. No.	Gender	Question raised/Suggestion	Response
1	Female	Suggestion: We are suggesting that the valuer should consider the actual market value for land and all assets instead of using Government rates which are not fair and not updated	Approved valuer will conduct the valuation, he/she will use market value, by using the approved and updated prices by IRPV (institute of Real Property Valuers). After valuation, you will sign if you will agree with given value to your asset
2	Male	We suggest that compensation package should be deposited to joint account (household head and spouse)	The project will consider this suggestion and transfer money to joint account
3	Male	We suggest this project should be implemented as soon as possible because we stop develop or rehabilitate our buildings, because when the project delays, at least we should be compensated before.	The project will start the soonest possible, and all the PAPs who will be relocated or whom their land will be acquired will be compensated just before the construction activities. The government need to implement this project in order to reduce the food insecurity in the country.
4	Female	We suggest that WASAC should pay compensation before implementation of the project	Compensation will be paid before the implementation of the project as required by 2015 Rwanda expropriation law.

Sl. No.	Gender	Question raised/Suggestion	Response
5	Female	Which criteria did you use to select people to be affected by the project?	The project components have different buffer zone (corridor). The project designer tried to minimize the expropriation. Where the line will be passing, people who have land, houses, trees and crops within the project acquired land.
6	Male	When the project will be implemented	The project will be implemented as soon as the compensation has fully done. However, the RAP clearance will influence the start date.
7	Male	There is a likelihood of accident with children drowning in excavated pits and also mosquito flies when not used on time. .	The site will be barricaded, and the security guard will always be available on the construction site. The construction team will be inspected to use the excavated pits on time, and all pits should be barricaded to avoid any possible incident.

Table 32: Open discussions/ Questions and answers & recommendation within Kayonza District public consultation meetings.

Gender	Question raised	Response
Male	We have experienced such project, at the beginning, they seem to be good, but during the implementation it becomes something else. They cut our Banana, trees and other crops without compensation.	The Social Safeguards staff explained that each project is unique, therefore the current one will fully comply with all the principles and laws and regulations as well as procedures related to compensation by all means. However, she assured to them that she is going to follow up on these existing issues and that they will be handled properly.
Male	Will the land acquisition be permanent?	The land acquisition will be permanent and it will be valued at full replacement cost
Female	When the project will be implemented	It is supposed to start implementation after the payment to all PAPs is done
Female	Are you going to give water to people who are near the tanks only? Or you will construct the pipelines and supply to us also even at our homes?	This is a big project and will construct many pipelines to supply to all Gatsibo and Kayonza District the potable water. It is part of the Water access for all program.
Male	What is the cost for connecting to the pipeline so that we may have water in our own houses?	This depends on the distance between your house and the distribution pipeline, but for the people who are near the pipeline the cost is less than 100 thousand.

Female	I appreciate the project, but I am wondering whether the project will let us harvest our crops and trees.	The Consultant pointed that the project will take care of it and the project will give the time for harvesting the seasonal crops and that mature ones will be their properties without deduction to the cost of compensation.
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7.5.2 Views from Vice Mayors In Charge Of Economic Development in Gatsibo district

The Vice Mayor in charge of Economic Development of Gatsibo District fully supports the project of Muhazi WSS. During an interview with the Consultant, he stated that “It is with pleasure to have this kind of project in our District”. He also stated that “the construction of these infrastructures is vital for the district as this will help the district to maximize the potable water access and Hygiene and sanitation among others.

The Vice Mayor said that the valuation should consider the market price and follow up to be made on how PAPs use compensation money as some of them misuse the paid compensation and later on becoming homeless, causing daily burden to the district. He added that the compensation should be done on time to avoid many encroachment activities and other expropriation problems. He mentioned that people should be consulted and be told about the project and the benefits in order to avoid resistance during the project implementation. The Vice Mayor insisted that it would be better if the project construct new houses for people to be relocated instead of cash compensation as this is the source of different issues including lack of new shelter and divorce among others. People should be given enough time for harvesting their crops and physical displacement. Training on how to use the compensation amount is crucial before payment.

7.5.3 Summary of the views from the vice mayors in charge of economic development in Kayonza district

In line with the Gatsibo Vice Mayor, the Kayonza Vice Mayor together with One Stop Center Bureau staff and the Director acknowledged the huge benefits that they expect from this project in the district. They also assured that the people will welcome the project as it brings benefits to them; however, people should be consulted together with Local Authorities and Opinion leaders. People should participate in the implementation and the maintenance of these socio-economic infrastructures. People’s participation must be ensured during the construction as they will be the first to be given jobs. They mentioned different issues that are encountered that the project team should avoid and work with the district officials especially OSC bureau to avoid them. Among them we can cite:

- a) People who are not present in the area;
- b) People exploiting government land as they are not the legally recognized ownership;
- c) Conflict of succession;
- d) People who bought land with people who do not live in the area;
- e) People who bought land without land transfer and they do not even know the real owners;
- f) Those who bought land and their precedent owners are not in the area;
- g) People who are told to use court to have land ownership and deny following the procedures;
- h) Successors who are not present in the area or conflict the ownership of one of heirs;

- i) People cohabitating appearing as married who are required to use court for the land ownership;
- j) Bouncing compensation due to sleeping Bank account;
- k) People with small amount of compensation denying to give the required document and pose the always outstanding issues as non-paid PAPs;
- l) People who become homeless due to poor management of compensation money;
- m) People who claim compensation for the asset they have already sold because the buyer is not around or does not have enough information.

7.6 General outcome of meetings

As the findings of meetings from public consultations are too much, the table below summarizes the roadmap of public meetings and key issues discussed during meetings.

Brief Introduction of the project: Team of Consultant explained briefly the project (objectives, and activities), process of RAP, brief on 2015 expropriation law, grievance mechanism, valuation process & principals, the cut-off date etc.

Table 29 Outcome from the consultation meeting

Directives, issue asked by the Consultant	Outcomes/ Concerns and expectations by participants.
Are you supporting this project?	People for all visited sites supported the project
What are the project opportunities and positive impact of the project on your livelihood	The main opportunity of this project as said by most of participants is development of areas. They emphasized that the project will increase investment which will create new jobs which will drive to the sustainable development. Wellbeing will be improved potable water access and good health.
What are the negative impacts of the project on your livelihood?	In general, most of visited area blamed delay in compensation of assets affected by the project as well as unfair valuation.
How could we mitigate or avoid above negative Impacts?	To mitigate these issues, they suggested that valuation and compensation rates must be based on local market rates. They also suggested that compensation payments must be paid before commencement of any project activity so that people move from their assets after reception of compensation fees. They also requested enough time to move from their assets/houses after reception of compensation payments. Time to harvest should be given to

Directives, issue asked by the Consultant	Outcomes/ Concerns and expectations by participants.
	all PAPs.
What do you think on expropriation and compensation for this project?	They said that they hope this project will make difference to other project as the consultation was started at early stage of the project and ask to continue being informed on the further process of the project.
How should this project support vulnerable people?	For vulnerable people who might be affected by the project, they suggest that these people must be compensated in kind (house to house) and suggested that a family member or relative to vulnerable people must be prioritized during job recruitment. The national social protection scheme will be also assisting the vulnerable PAPs as always planned. However, the vulnerable themselves chose the cash compensation.
Some of you will be affected by the project. Which compensation mode do you prefer? (Compensation in cash or compensation in kind)	All of them suggested to be compensated in cash (if compensation payment will not delay as for other projects).
Introduce the cut-off date and inform them that a new asset/house to be constructed within the right of way after survey/valuation will not be compensated.	The cut-off & its principals were introduced and explained to local people. People committed to respect the cut-off date, but they were worried on the delay in implementation of big projects.
About the new resettlement sites	People are expecting to resettle in new sites as mentioned in consultation meetings table above, other will buy the built houses whereas there are some others who have already other houses to resettle, therefore the compensation amount will help them to build new houses for tenants as source of income. However, they preferred the compensation in cash over being provided houses in resettlement sites.

Source: Field Survey, 2022-2023

CHAPTER 8. GRIEVANCE REDRESS MECHANISMS AND ARRANGEMENTS

8.1. Introduction

The Grievance redress mechanism is one of the strategies that are put in place to monitor and resolve complaints that may arise during or after the Project implementation by the affected people.

The Grievance Redress Mechanism (GRM) ensures that complaints are received, reviewed and addressed by the elected Grievance redress committee.

The RAP has established a mechanism to receive and ensure the resolution of affected persons' concerns and grievances about physical and economic displacement and other project impacts, paying particular attention to vulnerable groups. The grievance redress mechanism is designed to address PAPs' concerns and complaints promptly, using an understandable and transparent process that is gender responsive, culturally appropriate, and readily accessible to the displaced persons at no cost.

In practice, grievances and disputes that are most likely received during the implementation of the project system include:

- Dispute over the ownership of a given asset (two individuals who might claim to be the owner of the same asset);
- Disagreement over the value given to plot or other assets;
- Successions, divorces, and other family issues, resulting in disputes between heirs and other family members over ownership or ownership shares for a given asset;
- Disputed ownership of a business (for instance where the owner and the operator are different persons), which gives rise to conflicts over the compensation sharing arrangements.
- Issue of PAPs with no Bank accounts;
- Less money due to the small plots;
- Misidentification of assets or mistakes in valuing them;
- PAPs with no land titles;
- Disputes over plot limits, either between the affected person and the Project, or between two neighbours;

8.2. The grievance redresses mechanism structure

This RAP provides for 5 level grievance mechanism.

Table 30: GRC Members at each GRM Level

Level	Name of Committee	Membership	Remarks
1	Cell GRC	<ul style="list-style-type: none"> The Grievance committee is elected by the Project affected people during the second consultation meeting held between the district officials, Project representative and the Project Affected People. The elected committee is based at the cell level and is made up of at least 7 members. The PAPs select and vote for 3 candidates (President, Vice president and Advisor) whereas the women representative in the cell occupy the same place in the committee; the Village leader is selected by the cell executive secretary, the social and environmental officers from the Contractor, Project and supervising company are also part of the elected committee. 	<ul style="list-style-type: none"> First level GRC The main objective of the GRC is to ensure faster and better resolution of Project related complaints. The grievance committee is meant to be near the community in such a way that the PAPs' complaints are followed up and addressed as soon as possible.
2	Sector Level GRC	<ul style="list-style-type: none"> Executive Secretary of the sector is the president of the GRC Sector Land Manager is his/her V/president Sector Agronomist, secretary Civil Status, Citizens' complaints and Notary, advisor CNF (National Woman Council), Women representative. 	<ul style="list-style-type: none"> Escalation mechanism for grievances not resolved at cell level Cost free for PAP
3	District Level GRC	<ul style="list-style-type: none"> V/Mayor Economic and Development, the president Director One Stop Center, The V/President District Land Valuer Officer, the Secretary. Special Groups Representative, representative of Vulnerable groups District Environmental Officer, the advisor. 	<ul style="list-style-type: none"> Escalation mechanism for grievances not resolved at cell level Cost free for PAP
4	Project Level GRC	<ul style="list-style-type: none"> Program Manager Human Resources Project Environmental and Social Safeguards specialist Hydrology Engineer 	<ul style="list-style-type: none"> Escalation mechanism for grievances not resolved at cell level Cost free for PAP
5	Court of Law	The court	<ul style="list-style-type: none"> Last resort for PAPs PAPs meet the costs of the suit

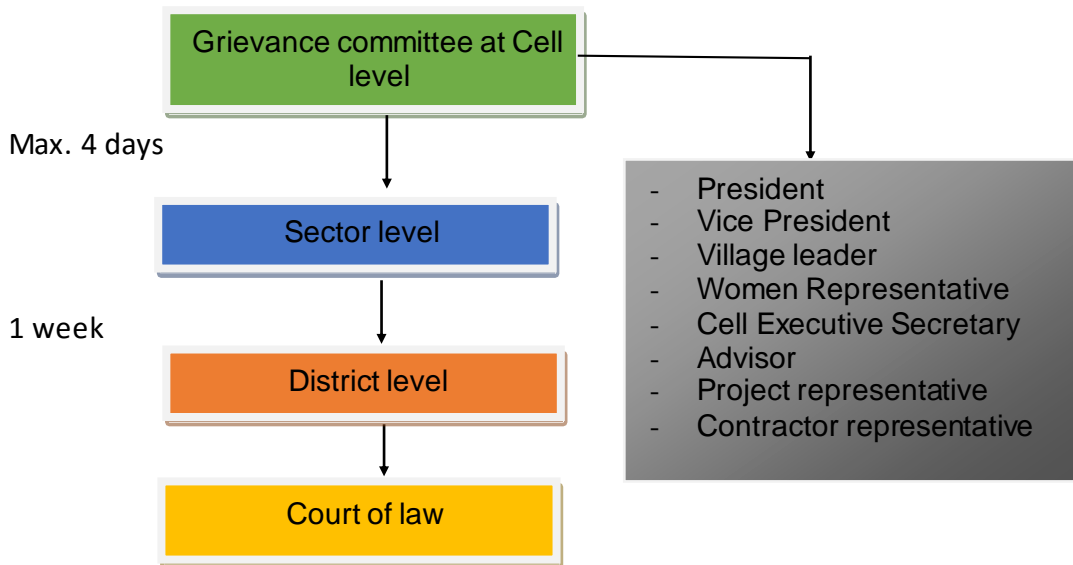


Figure 5: Grievance redresses Mechanism Structure

8.3. Grievance redress process

8.3.1. Project Level Grievance Redress Mechanism: Grievance Redress Committee (GRC)

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

Many projects related grievances are site-specific. Often, they are related to impacts generated during preconstruction and construction such as asset valuation, Compensation procedures, noise, dust, vibration, contamination, workers dispute etc. Most of the time, they can be resolved easily on site with the contractor commitment to implement the ESMP and proper supervision by the implementing agencies and administrative District officials. Other grievances are more sensitive especially when they are about land boundaries, or misunderstandings between affected households and the Contractor regarding access arrangements, properties accidentally damaged by construction activities, accidents on sites among others. All these grievances and claims must be resolved as soon as they are received.

The grievance procedure at project level will be simple and administered at the extent possible at the local levels to facilitate access, flexibility and ensure transparency. All the grievances will be channeled via the Grievance Redress Committees specifically established for the project at Cell, Sector and District level. Stakeholders will be allowed to use any means easily accessible to them to voice their concerns and complaints such as filling a grievance form, sending an email, using phone etc. Complaints will be filled in a Grievance Register that will be distributed to GRC free of charge, this register will be available to the hierarchical level for verification of the complaint and an investigation will be carried out by the hierarchical committee members to verify its authenticity. The Social Safeguards

Specialist will serve as GRM officer at project level. Thereafter a resolution approach will be selected based on the findings. The decisions of the action to be taken will be communicated to all involved parties mainly in written form.

All measures will be undertaken to ensure that the grievance is solved amicably between the concerned parties. If the grievance is not solved at Cell level, Sector or District level, the courts of law will be the last resort. Efficiency in solving of the grievances will be of paramount importance. The selection of members for the sub-project grievance committee was done at the discretion of the PAPs to decide basing on information provided by the Project Implementation Unit. In practice, some complaints are expected to appear. This is on the assumption that all proposed works are within the land where the farmer have many types of crops and trees, this will be specifically on the component of the project which will require land acquisition.

Most of complaints are received directly on site by the Contractor's Site Manager/Engineer who will mandatory be responsible to resolve these issues on site. However, all of these complaints will be recorded by the Grievance Officer for record keeping, informed resolutions and follow up purposes. The Contractor will inform and Grievance Redress Committee (GRC) of these complaints and their outcomes, and of others not satisfactorily resolved that the Grievance Redress Committee should take over. The Grievance officer will log these in the Complaints Register and inform the Project Implementation Unit. While the V/President acts as president in his absence, he normally acts as secretary of the committee where he is in charge of recording the grievances and record keeping. However, each GRM level has the focal person who is in charge of receiving the complaints, and bring them to the attention of the committee. The focal persons are as follows:

- ✿ Cell level GRM: the president though the record is kept by the Vice president;
- ✿ Sector level: Sector Land Manager
- ✿ District level GRM: District Land Valuer Officer
- ✿ Project level GRM: Social Safeguards specialist
- ✿ The Court of Law: The Court

At each level of the project GRC, complaints will be solved within well-defined period (Figure 3) otherwise handed to the next level, this will also involve women PAPs and the GRM will be open for all PAPs as indicated in the RGM member table 32 of this RAP where the women and youth will be represented in Grievance Redress Mechanism. Once at judiciary level, due process as mandated by the law will be followed depending on what the courts will require. Through citizen engagement meetings the PAPs will be informed of the different grievance mechanisms in place for them to lodge their complaints and dissatisfactions.

8.3.2. Women PAP issues and GRM access

The women PAPs are represented in the GRC Members and they will have equal access to GRM, their issues will be raised through the same process as other PAPs and will be carefully reviewed by the committee, if the case is related to the gender-based violence, Grievance channel for Gender-Based Violence as described in this chapter shall be applied.

8.3.3. Grievance channel for Gender-Based Violence

As Gender -Based Violence, Sexual Exploitation and Abuse or Sexual Harassment requires timely access to quality, multi-sectoral services and involves confidentiality and informed consent of the GBV victim. To this end, the program should develop a GBV Action plan that would include an Accountability and Response Framework, and this would form part of project C-ESMP. The GBV Action Plan will identify service providers in the project areas with minimum package of services (health, psychosocial, legal/security, safe house/shelter, and livelihood). The GBV Action Plan will also provide enough details to allow for the development of a localized referral pathways, will establish procedures of handling cases as part of the service providers mapping. The bidding documents should clearly define GBV requirements. During implementation phase, separate facilities for women and men will be recommended to all contractors with indication signage.

8.3.4. Judiciary Level Grievance Redress Mechanism

The project level process will not impede PAPs access to the legal system. Local communities have existing traditional and cultural grievance redress mechanisms (Abunzi committees) established and regulated by law no 37/2016 of 08/09/2016 determining organization, jurisdiction, and competence and functioning of Abunzi committee. These are established at cell and Sector level to solve community-based conflicts and grievances their regulatory body being the Ministry of Justice. This mechanism cannot be overlooked by the project. The population can choose to use this channel instead of the project GRC. The escalation at this level leads to the court process. At any time, the complainant may take the matter to the appropriate legal or judicial authority as per Rwanda National Legal procedure.

Table 31: Process, stage and timeframe for grievance resolution

Stage	Process	Duration
1a	<p>Since most of complaints during the execution of works involves directly the contractor, at first the Aggrieved Party (AP) will take his/her grievance to the contractor representative site Manager (CSM) of the relevant subproject who will endeavour to resolve it immediately. The contractor representative or site Manager will inform the district appointed focal project at the district level. Where AP is not satisfied, the complaint will be transferred to the project Grievance Redress Committee (GRC) at cell level. For complaints that were satisfactorily resolved by the Contractor, he/she will inform the GRC and the GRC will log the grievance and the actions that were taken.</p> <p>There is also a possibility that the AP directly takes his/her complainants directly to the GRC without going to the Contractor</p>	24hours

Stage	Process	Duration
	or Site Manager first. In this case, the GRC will solve it working with the Contractor or Site Manager.	
1b	The AP may choose to escalate the grievance to the Abunzi Mediation Committee ³ especially if she/he is not directly linked to the sub-project.	Not fixed
2	On receipt of the complaint, the GRC at cell level will endeavour to resolve it immediately. In case the GRC at cell level fail to solve the complaint, it will be escalated to the GRC at Sector level. If unsuccessful, the GRC or the complainant then notifies District Officials.	1-4 days at Cell level 1-4days at Sector level
3	The District Officials where the project activities are being implemented, he/she will endeavour to address and resolve the complaint and inform the aggrieved party. The District Authority will refer the complaint to the Project Implementation Unit with other unresolved grievances for their consideration.	1 – 5 days
4	If it remains unresolved or the complainant is dissatisfied with the outcome proposed by the PIU, he/she is free to refer the matter to the court of law.	1 – 7 days
5	If the issue remains unresolved through the courts, then the ultimate step will be for the ombudsman. The decisions at this level are final.	Not fixed
6	The dimension represented in purple is strictly for GBV related matters. The AP will approach directly the GBV task force to ensure her/his anonymity and safety. However, in case the complaint was addressed first to the contractor's Site Manager, the latter is required to immediately refer it to the task force. The GBV task force will work with competent authorities to ensure the proposed official structure for GBV has respected to guarantee the victim the real justice and required medical care.	Not fixed

Table 32: Proposed Members of GRC and their roles under Project.

No	Member of GRC	Roles and responsibilities
1	President (PAPs representative)	<ul style="list-style-type: none"> - Chairing meetings; - Give direction on how received grievances will be processed; - Assign organizational responsibility for proposing a response; - Referring cases to next level; - Speaks on behalf of GRC and s/he is the one to report to the cell or the sector administration level; - Represents the interests of aggrieved parties. - Give feedback on the efficiency of GRM.
3	Village leader	<ul style="list-style-type: none"> - Represents local government at village level; - Resolves and lead community level grievance redress

³ The word Abunzi can be translated as 'those who reconcile' or 'those who bring together' (from verb kunga). In the traditional Rwanda, Abunzi were men known within their communities for personal integrity and were asked to intervene in the event of conflict. Each conflicting party would choose a person considered trustworthy, known as a problem-solver, and who was unlikely to alienate either party, the result is a set of Home-Grown Solutions - culturally owned practices translated into sustainable development programs.

No	Member of GRC	Roles and responsibilities
		<ul style="list-style-type: none"> - Sends out notices for meetings; - Records all grievance received and report them to next local level
4	Cell executive secretary	<ul style="list-style-type: none"> - Proposes responses to grievances and lead in resolving community grievance unsolved from village level; - Records and reports all grievances received from village leaders; - Chairs sensitization meeting at the cell level during public consultations meetings; - Assists and guides in identifying vulnerable and disadvantaged groups within the cell. - Signs the valuations sheets for compensation facilitate a proper Resettlement Plan
5	Women and youth representatives	<ul style="list-style-type: none"> - Represent the interests of women and youth; - Advocate for equity and equal opportunities; - Help in prevention of sexual harassment and promote wellbeing of the women and youth - Take part in resolution of any grievance related to sexual harassment and any gender domestic violence that may arise; - Mobilize women and youth to be active in income generating activities specifically for opportunities in the project's intervention areas.
6	Contractor representative	<ul style="list-style-type: none"> - Receive and log complaints/grievances, note date and time, contact details, nature of complaint and inform complainant of when to expect response; - Handle complaints revolved around nuisance resulted from construction and endeavor to handle them satisfactory; - Inform engineer (supervisor) and GRC of received complaints/grievances and outcomes and forward unresolved complaints/grievance to GRC - Attend community meetings, respond and react to PAPs complaints raised concerning the contractor.
7	Supervising firm representative	<ul style="list-style-type: none"> - Represent client (WASAC); - Ensure that all grievances raised have been responded to, and that the contractor responds to the complaints raised concerning them, - Attend community meetings and respond to all concerns related to the project from the community. - Report on monthly basis the progress of GRM process.

Table 33: Proposed members of the GBV taskforce under this project.

Institution	Staff position
PIU National level (WASAC SPIU)	Social Safeguards Specialist
PIU (District level, where the project will be implemented)	Gender Monitoring Officer, Environmental and Social Safeguards Officer
Contractor	Human Resources Officer, Social Safeguards Specialist
Supervising firm	Social Safeguards Specialist
NGO in GBV prevention and advocacy	Designated representative

All PAPs representatives will be directly elected by their peers and the number of members may vary depending on the context and particularities of each sub-project site characteristics.

The project will plan to facilitate any other person external to the project to communicate with the project, to provide or request for information or file a complaint. These arrangements are provided in the table below.

8.4. Remuneration of the committees

The Grievance Redress Committees that were elected will work in the framework of local authorities based at village level where they work as *Inyangamugayo* (*those who detest dishonesty*), they do not have the salary, but a transport fee of 5,000 Rwandan Francs will be required for them on monthly basis as lunch and transport allowance and this has been calculated and included in the RAP implementation and monitoring.

8.5. Capacity building of the committees

The Project Environmental and Social Safeguards Specialist together with the District Environmental Officer will ensure that the GRC are trained about the GRM and will make a regular monitoring and follow up on its implementation. They will be trained before any project activities start to make sure that all grievances are recorded and handled within the specified times. The content of what this training would look like is provided both in English and Kinyarwanda Version on the annex 8 and 9 respectively. The total budget for the implementation of the GRM is 35,600,000 Rwf which includes the GRCs facilitation fees (lunch and transport), Trainings and logistics among others and would be resourced from Government of Rwanda

CHAPTER 9. RAP IMPLEMENTATION ARRANGEMENTS

9.1. Introduction

The preparation and implementation of the compensation and resettlement strategies will require the participation of several institutions at different levels. Coordination of the participating institutions is a critical requirement to a successful compensation and resettlement programs. It is always preferred to have this addressed early into the project cycle, to inform them about their roles and responsibilities, lines of reporting, communication channels, expectations, and responsibility limits.

In this perspective, the overall coordination of the project will be managed by the WASAC that will be responsible for overall technical and financial management of the project, and this includes the preparation and implementation of the RAP. WASAC will oversee the compensation and resettlement planning and coordinate issues relating to a fair compensation of Project Affected Persons. Given the importance of the activities under the various sub-project WASAC will collaborate with Local Government Authorities falling within the subproject area in coordination and implementation.

The implementation arrangements of the RAP build on:

- The implementation arrangements for the overall compensation and resettlement process and insure proper coordination between concerned agencies at the National, District and Local levels; and
- The implementation arrangements for resettlement and compensation activities in line with the Rwandan legislation and that of the AfDB ISS.

Actors involved in both these sets of institutional arrangements need to be considered in the implementation of resettlement and compensation activities for RAP Project. This section describes the optimal arrangements that are built on already existing in the local administrative institutions and structures in place to ensure that laws, regulations and principles of compensation and resettlement are respected.

9.2. Capacity Assessment and institutional implementation arrangements

9.2.1. Capacity development

Effective implementation of Resettlement Action Plan requires technical capacity in the human resource base of implementing institutions as well as logistical facilitation. Implementers (Project SPIU and Districts staff) need to understand inherent social issues and values and be able to clearly identify indicators of these. Even with existence of policies and laws such as the Expropriation Law (2015), evidence on the ground still indicates that there is significant shortcoming in the abilities of local and district level stakeholders to correctly monitor, mitigate and manage Social Safeguards performance of development projects. It is important for WASAC SPIU staff, District land valuer, Districts water Engineer

to get the appropriate trainings to safeguards policies including AfDB ISS and National expropriation law and other social safeguards related policies as described in the chapter of policy and legal framework, which will help them ensuring that the project complies with Rwandese and AfDB's environmental and social standards and policies, and that the project adheres to this RAP. Enough understanding of the mechanisms for implementing the RAP will need to be provided to the various stakeholders implementing the sub-projects. This will be important to support the teams appreciate their role in providing supervision, monitoring and evaluation including social safeguards reporting on the project activities. The SPIU should carefully analyze the project scope, their availability to the project activities and their capacity for the successful implementation of the project and its RAP.

9.2.2. Institutional implementation arrangements

A major issue in resettlement implementation and management is development of the appropriate institutional framework for all concerned parties. It is important to ensure timely establishment and effective functioning of appropriate organizations mandated to plan and implement the RAP.

The overall responsibility and coordination of the implementation of the RAP will be provided by WASAC, which will oversee all resettlement planning and coordinate all issues relating to the compensation. WASAC will ensure all PAPs are compensated and resettled. WASAC has a specific Single Project Implementation Unit (SPIU) for the Project, drawing together technical, social and environmental personnel. The SPIU has 2 Social Safeguards Specialist, 1 Environmental Safeguards Specialists and 2 Monitoring and Evaluation Specialists who have strong background in Development Partners projects implementation including AfDB and World Bank. They are supported in WASAC whenever needed by the existing Environmental and Social Safeguards Staff allocated within different department in WASAC, within Water and Sanitation Development department there is 1 Environmental Safeguards Specialist and 2 Social Safeguards officers, within Rural Water Supply and Sanitation Services, there is a Community Mobilization Unit with a Head of Unit and 4 Social Mobilizer Officers, whereas within Urban Water and Sanitation Services, there is 1 Environmental and Social Safeguards Specialist.

Activities to perform during RAP implementation are i) Notification to affected parties; ii) Agreement on compensation, including agreement and further development of rehabilitation measures; and iii) Preparation of contracts, compensation payments and provision of assistance in resettlement.

The main executing entity WASAC will work in close collaboration with Ministry of Environment through Rwanda Land Management and use Authority (RLMUA) and through Local Government Administration. An institutional matrix has been prepared for the implementation of the Resettlement Action Plan.

Table 34 Implementing Institutions and their Responsibility

Institution	Roles and Responsibilities
WASAC	- Overall in charge of implementation of the RAP
	- Prepare and update resettlement related documentation to ensure consistency and compliance with RAP
	- Provide all compensation packages as per RAP
	- Provide livelihood and vulnerable assistance measures
	- Overall monitoring and evaluation of resettlement implementation (i.e., annual audits and review of sub-project level monitoring by affected districts) - Transfer of compensation payments to PAPs
District authorities	- Assist in consultations with PAPs and stakeholders
	- Review and sign off of all documentation (e.g. compensation agreement, compensation report etc.)
	- Monitor the transfer of compensation payments to PAPs
	- Monitor proper implementation of RAP - Assist in Implementing LRP
PAPs	- Engage in project consultation forums
	- Participation in measurement and sign-off of assets
	- Identification of relocation land and construction of new structures
	- Participation in monitoring & evaluation
Construction contractor	- Fair compensation of assets damaged during construction. This compensation is related to assets to be affected, which belong outside the corridor. For example, in case assets outside the corridor is affected by soil deposit and machines during construction
	- Equitably distribute jobs to both women and men and prioritize vulnerable households and impacted households
	- Disseminate sufficient Information about dangers of communicable diseases including HIV/AIDS
	- Provide Codes of Conduct for workers and communities regarding anti-social behavior
	- Solicit services of archaeologist for identification of any finds during construction of pylon foundation
	- Restore all temporary construction works upon completion of project
District Grievance Redress Committee together with District One Stop center	- Interface with District Land Bureau as mandated by revised Land Law
	- Public Awareness, including extensive consultation with the affected people
	- Approving land use changes at District/ Sector/ Cell level and ensuring alignment with the Land Use Master Plan
	- Approving land expropriation
	- Provision of information on current land use, land tenure - Ensuring grievance mechanisms meet legislative requirements
Grievance	- Public Awareness

Institution	Roles and Responsibilities
redress committees at cell level	<ul style="list-style-type: none"> - Development and implementation of RAP, including assistance during resettlement, effective consultation with PAPs - Facilitate coordination of information collation activities (such as surveys, sign-off) for monitoring purposes, in accordance with procedures put in place by the district authorities - Elect representative of the Committee to act as Project Liaison Officer who has regular contact with PAPs and can lead consultation, public participation and grievance mechanisms - To participate in complains resolution

Source: Primary data, 2022-2023

During RAP implementation, WASAC will play a key role in holding consultation meetings, approving the list of people to be affected by the project, disclosing RAP and compensation payments, following up the resettlement and compensation planning, implementation and monitoring.

At the local level, District authorities will play a critical role in arranging for consultation meetings with the project PAPs, supervising the resettlement and compensation planning, implementation, and monitoring. This will mainly be done through the District One Stop Center.

The GRC at different level will play a key role in the project implementation activities. This Committee will implement consultation and grievance mechanisms at the district, Sector and cell levels. Other responsibilities to be performed by this committee are to act as implementing bodies for RAP related activities at all levels, direct partners to the Single Project Implementation Unit, WASAC and lead livelihood restoration programs. The Grievance Redress Committees were established by the consultation meetings organized from 11th October 2022 up to 10th June 2023 in presence of Executive secretary of Cells, Consultant’s team and elected by PAPs.

9.3 Compensation and resettlement budget

It is essential that all costs be estimated carefully and included in a detailed RAP budget. All resettlement costs should be itemized by categories of impact, entitlement and other resettlement expenditures including training, project management and monitoring.

The RAP budget is based on land, houses and crops values as enshrined in the expropriation law on the public interest and the IRPV price reference, therefore additional 5% of compensation indemnity for disruption caused by expropriation (Article 28 of Rwandan Expropriation law, 2015), Livelihood Restoration Program, etc Contingency fees 5% was counted for final RAP budget. Below is the compensation budget.

9.4 RAP activity timelines

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

Table 35: RAP Activities and timelines

Activity	Operations	Duration	Responsibility
Mobilization	<ul style="list-style-type: none"> - Conducting community sensitization meeting based at cell level - Conducting meetings with Sector cell and village leaders 	2 weeks	Project E&S Safeguards specialist Project District Focal Point GRC
Capacity building of GRC	<ul style="list-style-type: none"> - Conduct training/meeting of the GRC at District and Sector level - Providing handouts of GRM in both version (English and Kinyarwanda) - Providing handouts of GRM in Kinyarwanda 	2 weeks	Project E&S Safeguards specialist Project District Focal Point GRC
Valuer presentation/ Introduction	<ul style="list-style-type: none"> - Letter to the district informing the introduction time, who will be introduced and who will be required to attend - Introduction at District level with different stakeholder, District staff in charge of land valuation, animal husbandry, Agronomist, Economic Development, and others that can be involved 	1 day	WASAC
Asset Valuation	<ul style="list-style-type: none"> - Determination of final designs and demarcation of where the asset inventory will cover - Recruitment of enumerators - Training of enumerators - Asset valuation in Situ - Recording of the asset. 	1 month	WASAC The District Independent Valuer
Confirmation of Property and Value	<ul style="list-style-type: none"> - Review of the Inventory of the property of the PAPs within the boundary line - Seeking consent of the PAP on the value of the property by signature 	1 month	WASAC The district Independent Valuer
Presentation of Valuation forms for Signatures	<ul style="list-style-type: none"> - Ensure that each PAP has signed the valuation form - Ensure that each PAP has presented the required documents - Ensure that all the respective local Authorities have signed on the Valuation forms - Hand the signed Valuation form to WASAC for further processes - Reporting the challenges encountered and proposals for way forward - Making weekly progress report on Valuation exercise 	2 months	WASAC The district Independent Valuer
Financial Literacy awareness and sensitization	<ul style="list-style-type: none"> - Inform the PAPs when they will receive the compensation - Guide them through elementary book keeping since some may opt to start small businesses 	2 weeks	WASAC

Activity	Operations	Duration	Responsibility
	<ul style="list-style-type: none"> - Guide them how to use bank accounts and SACCOs - Guide them on issues of Family Finance and Gender 		
Payment of the PAPs their compensation	<ul style="list-style-type: none"> - Making payments to the PAPs respective Accounts - Reporting on the progress of the payments - Collection of the Land titles from the PAPs upon payments 	3 months	MINECOFIN through WASAC
Vacation/demolishing of the building	<ul style="list-style-type: none"> - PAP to salvage the property after recovering payment - Removal of all untaken items/debris from the site 	At least 4 months after receiving compensation	WASAC Contractor The district PAPs
Monitoring of the Resettlement process	<ul style="list-style-type: none"> - Recording number of PAPs that have been paid and submitted land titles - Recording number of PAPs with issues - Recording number of PAPs that have vacated the site - Recording the feedback reports from the Compensated PAPs on their livelihood - Production of quarterly Resettlement progress reports 	16 months	WASAC The district
RAP Completion Report	<ul style="list-style-type: none"> - To be Produced at the end of the Resettlement process when all the PAPs have been paid, Vacated the project area and fully resettled. 	2 months	WASAC The district

Table 40 Properties affected per project activity Budget in details

Covered Sectors	Number of PAPs	Cost for crops and trees (Rwf)	Cost for land (Rwf)	Cost for houses (Rwf)	Total (Rwf)
GATSIBO	3926	145,982,331	252,925,723	68,767,640	467,675,694
KAYONZA	3643	136,964,495	13,458,310	-	150,422,805
Total	7569	282,946,826	266,384,033	68,767,640	618,098,499

Table 41 Properties affected by the project and cost

Affected assets	unit	Number/area of affected assets	Number of HHs affected	Valuation methods	Total cost in Rwf	%
seasonal Crops	m ²	725,819	6730	Replacement cost	153,146,141	25%
Perennial crops	m ²	58,065	530	Replacement cost	33,377,319	5%
Trees	Piece	75,690	1,125	Replacement cost	96,423,366	16%

RESETTLEMENT ACTION PLAN FOR MUHAZI WSS PROJECT

Land	m ²	58,154	105	Replacement cost	266,384,033	43%
Buildings	Piece	7	7	Replacement cost	68,767,640	11%
Total					618,098,499	
Disturbance Allowance (5%)					30,904,925	
Total RAP compensation cost					649,003,424	

Table 42 Estimated Cost for RAP Implementation and Follow Up for the project

Activity	Unit	Number of staff	Duration in days	Unit cost (Frw)	Total cost (Frw)
Consultation meeting with the PAPs	Public consultation consultant	10	20	50000	10,000,000
Census and valuation of assets (crops, trees, structures & land)	Valuer+ team	20	75	60,000	90,000,000
Disclosure meetings	Number of project staff	8	35	50,000	14,000,000
Cost for implementation of the GRM	Number of trainings, number of committee members,		1 Year	LS	35,600,000
Regular monitoring of RAP implementation	Project Staff	2	5year (3 times a month)	44,400	15,984,000
RAP Completion/Audit report	Consultant	1	30	300,000	9,000,000
Total					174,584,000

Table 36 Total RAP cost

Item	Overall Cost (Rwf)	Source of funds
RAP compensation cost	618,098,499	Gov't of Rwanda (MINECOFIN)
Disturbance Allowance (5%)	30,904,925	Gov't of Rwanda (MINECOFIN)
Sub Total 1	649,003,424	
RAP implementation, follow up, monitoring and completion/Audit reports	174,584,000	Gov't of Rwanda (MINECOFIN and the project)
Livelihood Restoration	21,270,000	WASAC (Project)
Sub Total 2	844,857,424	
Contingency amount (5%)	42,242,871	Gov't of Rwanda (MINECOFIN)
Grand Total	887,100,295	

Source: Primary data, 2022-2023

The total compensation budget is estimated at **887,100,295 Rwf** (Eight Hundred Eighty-Seven Million, One Hundred Thousand, Two Hundred and Ninety-Five Rwandan francs).

This amount will be used in compensating identified properties to be damaged along the Project implementation area together with RAP monitoring and implementation activities. The PAPs will benefit from the above compensation and related benefits, the eligibility criteria are described in this report.

9.5 RAP schedule

The RAP budget is linked with a detailed implementation schedule for all key resettlement and rehabilitation activities. In total, the RAP will take 60 months to be implemented.

Table 37 RAP Implementation Schedule

Activities		22	23	24	25	26
Phase 1: Preparatory activities (3 months)						
1.1	Preparation or RAP and Completion of RAP review	█	█			
1.2	RAP Disclosure on WASAC/AfDB website		█			
Phase 2: RAP implementation						
2.1	Recruitment of Valuer for assets valuation	█				
2.2	Mobilisation and PAPs consultation/engagement	█				
2.3	Formation and Capacity Building of GRCs		█			
2.4	Confirmation of Property and Value of assets		█			
2.5	Presentation of Valuation forms for Signatures AND Sign-Off Process		█			
2.6	Financial Literacy awareness and sensitization		█			
2.7	Implementation of Grievance Redress Mechanism		█	█	█	█
2.8	Mobilize for compensation and expropriation money through MINECOFIN		█			
2.9	Compensate PAP and issue relocation notice Provide vulnerable PAPs assistance		█	█		
2.10	Relocation: Move from compensated assets			█		
2.11	Implementation of livelihood programs			█		
2.12	Implementation of RAP		█	█	█	█
2.13	Supervision of RAP implementation and livelihood restoration success		█	█	█	█
2.14	Completion Audit				█	█

CHAPTER 10. RAP MONITORING AND EVALUATION

10.1. Introduction

RAP implementation is closely monitored through both internal and external monitoring arrangements, to assess resettlement progress and identify potential difficulties and problems. Internal monitoring is undertaken by the program staff within the WASAC SPIU. The extent of monitoring activities, including their scope and periodicity, is commensurate with the Project's risks and impacts. WASAC is required to implement safeguard measures and relevant safeguards plans, as provided in the legal agreements and to submit periodic monitoring reports on their implementation performance.

WASAC will monitor and report on the effectiveness of RAP implementation. The objective should be to provide to the Project with feedback and to identify problems and successes as early as possible to allow timely adjustment to implementation arrangements. Monitoring and evaluation activities should be integrated into the overall project management process and the RAP must provide a coherent monitoring plan that identifies the organizational responsibilities, methodology, and the schedule for monitoring and reporting.

The purpose of monitoring and evaluation is to provide Project Management and directly affected persons, households and communities with timely, concise, indicative information on whether compensation, resettlement and other impact mitigation measures are on track to achieve sustainable restoration and improvement in the welfare of the affected people, or that adjustments are needed.

Monitoring and evaluation verify that:

- ❖ Actions and commitments for compensation, resettlement, land access, and development in the RAP are implemented fully and on time.
- ❖ Entitled persons receive their compensation on time.
- ❖ Compensation and livelihood investments are achieving sustainable restoration and improvement in the welfare of Project-Affected Persons, households, and communities.
- ❖ Complaints and grievances are followed up with appropriate corrective action.
- ❖ Vulnerable persons are tracked and assisted as necessary.
- ❖ Gender balance is considered during job recruitment.

In brief, monitoring answers the question: Are Project compensation, resettlement and other impact mitigation measures on time and having the intended effects.

Monitoring will consist of (a) internal monitoring by WASAC as an integral part of management, working with the impacted communities; and (b) external monitoring and evaluation by consultants, working with the impacted communities. Monitoring will be done by:

- ❖ Audit
- ❖ Conventional sample surveys
- ❖ Community participation

10.2. Project M&E Approach

The Project will conduct monitoring and evaluation to track the Resettlement Action Plan Implementation with due diligence. The monitoring and evaluation will give particular attention to the project-affected communities, especially vulnerable groups, including female-headed households and orphan-headed households. Monitoring and evaluation have the following general objectives:

- ❖ Monitoring specific situations or difficulties arising from the implementation, and of the compliance of the implementation with objectives and methods set out in the Resettlement Action Plan;
- ❖ Evaluating emergent, mid-, and long-term impacts of the Project on the welfare of impacted households, communities, and local government;
- ❖ Sufficient involvement of the project affected persons in participatory monitoring and evaluation of short term, mid-term and long-term project activities and effects.

Monitoring activities will comprise of three main components:

- ❖ Internal monitoring;
- ❖ External monitoring and evaluation;
- ❖ RAP completion audit.

10.2.1 Internal Monitoring

Internal monitoring of RAP implementation will be undertaken by WASAC. Monthly progress reports will be prepared and submitted to management and relevant government authorities. The internal monitoring will look at inputs, processes and outcomes of compensation/resettlement/other impact mitigation measures. WASAC SPIU is equipped with E&S staff with strong experience in reporting, monitoring and evaluation of different development partners including projects funded by AfDB. That staff constitute a trust human resource and a vital component of the SPIU. The SPIU has E&S staff such as 2 Social safeguards Specialist, 1 Environmental Safeguards Specialist and 2 Monitoring and Evaluation Specialist within the SPIU which are supported by other existing E&S staffs within different department in WASAC where additional 6 Social Safeguards staff and 2 Environmental Safeguards Staff who may intervene whenever required.

Monitoring will include stakeholder participation, particularly directly affected communities. This may include participation in household sign-off activities, monitoring of livelihood program activities, etc.

Indicator selection for the purpose of monitoring and evaluation would be guided by the following principles:

- ❖ Preference for fewer indicators that have significant validity over more indicators of less significant value

- ❖ Preference for indicators used by national institutions in order to be able to compare results with control groups in other parts of Rwanda and avoid reinventing the wheel.
- ❖ Measuring outcome and impacts on the following levels:
- ❖ Monetary measuring of livelihoods through a quantitative income or expenditure survey
- ❖ Qualitative indicators measuring perception of Project-Affected Persons.

The Program Staff internal monitoring include: (i) administrative monitoring: daily planning, implementation, feedback and troubleshooting, individual PAP file maintenance, and progress reports; (ii) socio-economic monitoring: baseline information for comparing PAPs' socio-economic conditions, evacuation, demolition, salvaging materials, community relationships, dates for consultations, and number of appeals placed; and (iii) impact evaluation monitoring: Income standards restored/improved, and socioeconomic conditions of the affected persons.

Table 38 Resettlement and Compensation Monitoring Programme Matrix

Sl. No.	Impact	Parameter to be monitored	Indicator	Method	Frequency
1	Compensation for Crops and trees	Compensation Received	Amount of Money Received/ Receipt	Payment List	On monthly Basis
2	House compensation	Compensation received	Amount of Money Received	Payment List/house title	On monthly Basis
3	Compensation for Land	Compensation Received	Amount of money Received	Payment List/land Title	On monthly basis
4	Grievances Mechanisms	Compensation issues raised by PAPs	Number of issues resolved	Meetings of Grievance committee with dissatisfied PAPs	Monthly Basis

Source: The Consultant's own construct

Table 39 Selection of Indicators for Internal Monitoring

Monitoring Aspect	Activity and specific monitoring parameters	Monitoring Frequency
Performance against schedule	Progress in technical validation of affected assets and signature of compensation agreements between PAP and WASAC: % complete	Monthly
	Payment of compensation and delivery of livelihood restoration measures: % complete	
	Grievance process: no. of grievances received/responded/resolved	
	Consultation activities: records of meetings, discussions, interviews, etc.	

Monitoring Aspect	Activity and specific monitoring parameters	Monitoring Frequency
	Summary of monitoring activities, to be integrated into the RAP Implementation Status Reports	
Overall restoration of livelihoods and income	Was compensation paid to assets owners? % of total payments/livelihood measures completed, in progress, not started, on appeal	Monthly
	Was compensation in general in line with agreed rates and in – time? % of total payments made at agreed rates % within agreed time frame	
	How is the response of affected people to the livelihood programs? % enrolment of affected households	
	Where livelihood restoration measures delivered for all groups of affected people? % of total livelihood restoration measures in progress not started	
	Was financial training delivered to all groups of affected people? % of affected households in financial training completed, in progress, not started, appeal	
	Did affected businesses receive entitlements? % of total completed, in progress, not started, in appeal	
	Have vulnerable people been identified on the household level? % of household situations reviewed	
	Have special needs of vulnerable groups been identified and addressed? % of vulnerable people addressed with targeted measures	
	Have physically displaced people managed to re-establish a new place of residence? % of displaced people established new place of residence	
	Have affected businesses been restored? % of restored businesses	
	Change in farm productivity levels (%) and PAP incomes (%). Same for businesses	
How have changes of income changed overall household economy of PAPs? Factual description		
Number of skilled and non- skilled PAPs engaged in construction workforce (or otherwise employed as part of		

Monitoring Aspect	Activity and specific monitoring parameters	Monitoring Frequency
	Project)? Total no. of PAPs who applied for jobs, % employed part-time/full-time, % undergoing job training	
	Are livelihood restoration measures proving effective? Summary professional opinion	
	Are any additional support measures required? Professional opinion based on all results to date	
Level of PAP satisfaction	How do PAPs perceive the extent to which their overall livelihood has been restored? Results of routine interviews with PAPs	Continuously
	Have PAPs experienced any hardship as result of the Project? Results of routine interviews with PAPs	
Consultation and Grievances	Do PAPs understand the process of land acquisition/compensation/ livelihood restoration measures? Results of routine interviews with PAPs	
	Do PAPS understand avenues for expressing grievances? Results of routine interviews with PAPs	
	What types of grievances have been issued and how have these been resolved? How many outstanding? Summary of input from Grievance Procedure and routine interviews with PAPs: factual information.	

Source: Consultant's own construct

10.2.2 External Monitoring and Evaluation

An external audit will be undertaken by an external party to the project implementation team with the aim to assess the compliance of the RAP implementation.

For this purpose, WASAC will hire a qualified external social auditor with significant experience in resettlement to carry out an annually review focusing on the assessment of compliance with social commitments contained in Rwanda legislation, Bank Policies and this Resettlement Action Plan.

Objectives of the review are as follows:

- ❖ To assess overall compliance with the RAP;
- ❖ To verify that measures to restore and enhance Project-Affected Peoples' livelihoods and are being implemented and to assess their effectiveness;
- ❖ To assess the extent to which the livelihoods of affected communities are being restored in an appropriate manner and how their living standards were improved.

10.2.3 Resettlement Completion and Audit report

The purpose of the Completion report is to verify that WASAC has complied with resettlement commitments defined by the RAP, and more generally is in compliance with national and AfDB procedures on involuntary resettlement.

Reference documents for the Completion Audit are the following:

- ❖ This Resettlement Action Plan;
- ❖ Rwanda Legislation;
- ❖ Bank regulations and guidance related to involuntary resettlement.

The main objectives of the completion audit are the following:

- ❖ General assessment of the implementation of the RAP against the objectives and methods set forth in the RAP;
- ❖ Assessment of compliance of implementation with laws, regulations and safeguard policies;
- ❖ Assessment of the fairness, adequacy and promptness of the compensation and resettlement procedures as implemented;
- ❖ Evaluation of the impact of the compensation and resettlement program on livelihood restoration, measured through incomes and standards of living, with an emphasis on the “no worse-off if not better-off” requirement;
- ❖ Identification of potential corrective actions necessary to mitigate the negative impacts of the project, if any, and to enhance its positive impacts.

The Completion Audit will be based on documents and materials generated by internal and external monitoring. In addition, auditors will make their own assessments, surveys and interviews in the field with stakeholders.

The project will at the end of the RAP implementation submit a Resettlement Action Plan Completion Report to the AfDB. The final report will indicate the effectiveness of the RAP implementation process, including: the organization and delivery of compensation payments and other resettlement measures; the grievance handling system; the M&E system; the community and public engagements, including vulnerable PAPs; and the socio-economic impacts of the resettlement measures. The final report will give an overall assessment of the RAP outputs against inputs indicating the planned activities completed and not completed as well as the lessons learnt during the RAP implementation.

ANNEXES

Annex 1 : Public Consultations Documentation

Main Tank and different tanks distributed in Gatsibo and Kayonza Districts of Eastern province of Rwanda.



Public Consultation in Kayonza District



Public Consultation in Rwankuba Cell, Murambi Sector, Gatsibo district



Public Consultation meeting in Nyamiyaga Cell of Murambi sector-Gatsibo



Public Consultation in Kayonza District-Rukara Sector, Rukara Cell

Annex 2: List of attendance and Minutes

Akarere ka Gashyamba
Umurage wa Murenabo
Akagari ka Rwanukuba

26/11/2022



Inyamba y'Abaturage

Inyamba yo Gushyamba Abaturage abazuye bwa Gukwizakwiza
Amazi mu Kagari ka Rwanukuba

* ABATURAGE icyo Gikorwa: WASAC

* Aho icyo Gikorwa kizakorerwa.

- Aho umuganda usubakwiza hangana na Ha 4
- Ahazanyura Inyabwoko
- Ahazubakwiza ibigega

Ahazakorerwa icyo gikorwa hari ibizakorerwa

-> Abaturage bagomba kubona ibyanga byose byose
kandi bakubwirako kuri nyirabo (icyo burundi).

-> Foto kopije y'uburundi

-> Kouti ya nyirabwoko ariwe nyirabwoko

-> Umugendagaciro abigera hakurikira aho igikorwa kizakorerwa

* Kugirango byose bikorwe neza bagomba kubona komite

1. S/E w'Akagari => Bicomunyakira Emmanuel

2. C.M.F w'Akagari => Turashimwe Good Luck

3. Umugendagaciro w'uburundi => Muzizi gashyamba Delphine
Abaturage bagatwaza w'Abaturage

4. Kayiruka P. Celestin

5. Mubakundiye Therese

6. Mutakinze Valentin

7. Mubakundiye Theoneste

8. Bizimana Eric

M.B 9. Habumugisha Theoneste

Turabwirako kuriya abaturage baze byitirira igikorwa
kubwira babishyiraho, bakabwira amafaranga twa umafaranga
buzaba kandi abaturage baze bafite ibyanga byose.

Translated in English

11th / 10 / 2022

District: Gatsibo
Sector: Murambi
Akagazi: Rwankuba

Consultation meeting

The meeting was about water supply system to be carried out by WASAC.

Developer: WASAC

place of intervention and scope informed

- Water Treatment plant will be constructed on site
- Pipeline for water distribution
- Tanks construction

where the activities will be carried out, the following will be needed:

- land owners should have land titles
- ID photocopy
- photocopy of Account which is operational of property owner
- The certified asset/land valuer to do the asset inventory and valuation

- The Consultant explained about Grievance redress mechanism and GRC was elected composed of:
 - ① cell executive secretary: BICAMUPAKA Emmanuel
 - ② cell woman national council: TUGISHIMIRE Good Luck
 - ③ village leader representative: MUKAZI GAMA Delphine

elected: KAYISUKA Pierre celestin (President)
MUKAKUNDIRI Theresse VI (President)
NTAKIRUTINKA Valentine Secretary

Advisors: Manishimwe Théoneste
Bigimana Eric
Habumugisha Théoneste

NB: The attendants were told by WASAC that they should avoid people who may scam them, asking them service money or over valuation money. WASAC staff have service cards and do not ask money + the PAR.

- AKABALI : KAYONZA
- UMURONGE : MWIZI
- AKABALI : MUGISA
- UMURONGE :

Le 9/06/2023

23

Inama yatanze saa munani zho, atampuzwa na Lomol valuer w'akarere ko Kayonza, atampuzwa na abaturage abashyamba bane babayeho n'ubwo mu kibanza umatanze Asobanura iby'umushinga ni -

Umuhoze Marie joser, atampuzwa abasobanurira ko bapuzwe guhabwa akazi akato akuritse kuri MUHAZI abaturage bakomye mu mashi cyangese bakuraye babayeho abaturage bashyamba kuri ubu gushyamba byangombwe by'ubutaka kuko ibizangirizwa mu muryango w'akazi byombwe kwishyurwa. Iki ndi babwirako abaturage babashyamba bababwirako ko akazi muruho umushinga. babwirako ko bategura photocopy y'icyangombwe cy'ubutaka, photocopy y'akato ko Bank kuko amafaranga atashyurwa murutoki, abaturage ndutse ibyangombwe bakihutira buhinu zungu nababwirako

- Ese umushinga umatanze ryari??
- Umuhoze: - Ese ngo akazi akato ni amashyamba byangombwe??
- Ese utabwo icyangombwe cy'ubutaka akababwirako ubuho bufasha??

Hosoro Hatorwa Committee y'Umurongwe y'akabali
UMURONGE MUTEWAMARO

GATYA Alex
E/S of Niger Cell
Alex Gya
09/06/2023



Minutes translated

9th 10/1/2023

District: KAYONZA
Sector: Mwiriri
Cell: Mugara

The Consultation meeting started around 2pm, opening remarks delivered by District Land values, where he presented the staff from WASAC Consultant to the population and told them the objective of the meeting and brief of project mission.

The Consultant Social Safeguards Staff called UWIHOREYE Marie Josée, stepped in on the side of WASAC Consultant and told the people that they are going to be given water by Muhazi water supply system project to be carried out by WASAC.

The participants suddenly applauded due to the joy by listening to that good news.

They were mobilized about the documents that are required for them to be properly compensated on time, as this is one of prerequisite condition for the project to be implemented, because they were told that the project will start after all debts to be damaged have been paid.

They were told also that the project will give the job opportunity to capable local people.

They were requested to get ready the required document for compensation such as: photocopy of: land title, ID and joint account copy, as the compensation amount will be deposited on joint account for people who have partners depending on their matrimonial regime. People who do not hold the land ownership documents/title should hurry up and get them as the district is ready to help them.

Question: when is the project starting?
- will the water supplied be for public stand taps only?
- what help will we get us who do not have the land title?

After the consultant answered all questions, the grievance redress mechanism was introduced, and the GRC elected.

CS

- KERE: GATSIBO
 UMUKWEE: KAGEYO
 - AKAGALI: BUSSETA
 - UMUBUGU BU: NYARUBUTE

Le 21/06/2023

Inama yatumiyeye saa saba (1h00) itangirwa
 Na SICE: wafayali KABUSETA Akomeza Ababwirako
 ikigenda Ababwirako bote. Haturikiyeye kubwira
 Abaturage ikigenderewe nicyo Gusobanura
 ibyanyuzishye umusobanuye ibyuma nashyamba
 wamurako afatanywe kuri MUHAZI
 ni NYITEGERA Jean Bosco. Abaturage bashyize
 n'awe kubwira bafite ibyanyuzishye byabo byubutse
 ata, photocopy y'acyo cyanyuzishye, photocopy y'
 ibyanyuzishye no gutungira ko Amu Compte

Ibibabwira byababwirako

Hibanze kubwira cy'ibanyuzishye byubutse ko
 buri ese ibanyuzishye kiramutse cyanditseho n'ubwira
 ko kuri yanyuzishye bataba batara kubwira, bashyize
 ko byanyuzishye gushyiraho umunuko byagabanyuzishye nabo
 bashyize. Umwanditsi Munyakato

CS of BUSSETA Cell
 NKURIKIYABAGABO JM Wamwey



		y'uyu mushinga n'abaturage. Hatowe komite Nkemurampaka yo gufasha umuturage wese wahura n'ikibazo.	ibyagezweho	
3	HSI	Umukozi ushinzwe imibereho myiza y'abaturage mukagari ka kiburara yagaragaje ishusho y'aho ibibazo bibangamiye abaturage bigeze bikemuka. Gusana amazu ,kubakira abatishoboye ,ababarana n'amatungo ndetse no kubaka ubwiherero	Gukomeza kwihutisha gukemura ibibazo bibangamiye abaturage.dufatanyije nk'abaturage n'inzego	Abajyanama b'ubuzima, cnj,cnf ,njyanama
4	MUSA 2023-2024	Buri mudugudu wagaragarijwe ingo zibarizwa mumudugudu n'abaturage biha ingamba zo gusoza mituel mugihe cy'ibyumweru 2. Abamaze gutanga mukagari bose 2086/3718	Gusoza musa bitarenze 20/06/2023	E/S w' Akagari, Sedo na Abayobozi b'umudugu Abajyanama b'ubuzima CNF,CNJ.

Biteguwe na:

AKIMANA Fatuma

SEDO w'akagari ka Kiburara

Byemejwe na:

RUDASINGWA Antoine

Umunyamabanganshingwa ukorwa w' Akagari ka KIBURARA

YANDIKO MVUGO Y'INTEKO Y'ABATURAGE YABAYE KUWA 06/06/2023

Inama yatangiye saa kumi (16:00'), iyobowe n'umunyamabanga Nshingwabikorwa w'Akagari ka kiburara Bwana RUDASINGWA Antoine, yakira abitabiriye inteko kandi abagezaho ingingo z'inama.

- UMUTEKANO
- UMUSHINGA W'AMAZI (KAYONZA- GATSIBO)
- IBIBAZO BIBBANGAMIYE IMIBEREHO MYIZA Y'ABATURAGE (HSI)
- MUSA 2023-2024

NO	INGINGO ZAGANIWEHO	INCAMAKE Y'INGIGO	UMWANZURO	UWO BIREBA
1	UMUTEKANO	Abaturage bagaragaje ko umutekano ntakibazo basaba ironde ry'umwuga gukomeza gucunga umutekano neza, abaturage nabo basabwe gukomeza gutangira amakuru kugihe.	Guhemba ironde neza kandi kugihe, gufatanya n'abaturage mukwicingira umutekano ndetse hagatangwa amakuru kugihe.	Abayobozi bose b'akagari, b'umudugudu n'Abaturage.
2	UMUSHIGA W'AMAZI KAYONZA - GATSIBO (MUHAZI)	<ul style="list-style-type: none"> ➤ Abaturage basobanuriwe project y'amazi ,iyi gahunda ya leta yo kugeza amazi kubaturage batuye aka karere ka gatsibo. ➤ Abafite impungenge z'ibyabo byangizwa n'umuyoboro basobanuriwe n'umwe mubakozi bakorana n'uyu Mushinga Bwana NIYITEGEKA J.Bosco ufite tel 0788603222 Ko umugenagaciro yiteguye kubara ibyangijwe byose bikishyurwa. ➤ Murwego rwo kunoza imikorere n'imikoranire 	<p>Gufatanya kwa Buri wese ,kugirango intego z'uyu mushinga watangijwe n'ubuyobozi b'ukuru bw'igihugu cyacu zigerweho</p> <p>Gukurikirana no gukemura ibibazo abaturage bagira</p> <p>Kwifashisha inzego zegerejwe abaturage mugihe haba hari ugize ikibazo</p> <p>Gukomeza kugira uruhare mwishyirwa mubikorwa by'uyu mushinga no kurinda</p>	<p>Abakozi ba wasaac, RWIYEMEZAMIRIMO N'ubuyobozi bw'inzego z'ibanze n'abaturage</p> <p>Komite nkemurampaka</p>

Le 6/06/2023

GATSIBO
UMURWE: KIRAMURWA
KAGALI: GAKENKE
UMUBUGU: UMURWE



Inama yatangirye saa cyenda itangirwa na ^{CEO wa Gakenke} Muteka
ho wo mukapali ka gakenke, hatangirye hatanzwe ibibazo
byo biturikira birimo kubaza. Abajwe kubajyanyiriza
icya batangye, nicyo bashinze. Abaturage basobanurirwe
niwe ibyemushinga wa muhazizi umubabanywe
ibyemushinga ni HATEGIRI MANA Jean Bosco

Hakurikiyeho gukomera kubasobanurira ko
bapamba kuitabira gushyiraho ibyapamirwa
byubutaka bibanditseho, bashyirahamwe gufuzwa
ura umu compte, bashyirahamwe kuri ko
ntwuzishyurura muhazizi, cyo mobile money
bushyirahamwe kuri ko batashyirahamwe Atari muhazizi
mushinga.

Inama yashyirahamwe hatanzwe Komite nkeneramye
yabakapali igiye na President IVIS President
Nababanyiriza Umubabanyiriza

E/S BATAMURIZA Justine

P/O SEAO

- AKABERE: KAYONZA
- UMUBENGE: MURUNDI
- AKAGAZI: BUKABWA
- UMUBURUNDU: BUKABWA

Le 9/06/2023

Inama yatangiyeye saa sita, itangira Executive
 w' Akagali ko Bukabwa Asobanura Abaturage ikigera
 Abashitsi b'ite babogereye, hakurikizeho itombo ry'uwashye
 Asobanura ibyumushinga byiwe NIYITEGEKA & BOSCO
 Abaturage bagaragaye ko bishimiye iby'uwashye
 Bakomeza basobanurira ko utaba Afite imbaraga
 Afahabwa Akazi, i kindi basobanurirwe Nuko umuntu
 wese utangirizwa ibye aho umuyoboro utaba
 Atishurwa n'itampungurwe, umuturage Akaba Asobanurira
 ibibukirira birimo icyangombwa cy'ubutaka, iranga
 muntu, ndetse na compte. bana sobanurirwe ko Amaf-
 atishurwa muntoti. i kindi babwirwe ko abaturashinze
 ibyangombwa byagombwa kubishyirika byihutirwa.

Ibibazo 1. Ese uwashye utatangira ryari??
 2. Ese aya moti n'ubwo utabwo Atishurwa
 3. Ese utaba akolleshe, sambu akompirirwa
 umyaka ye bitanganda bite.
 4. Ese aya azaba ari amavommo n'ubwo
 umwawashye ROTERAWA PITERA



Rubamba Butare Wilson
 Cell 015 Bukabwa

10/08/2023

KURE KAGATSIBO
 MURENGE WA REMERA
 AHAGALI KA RURENGE
 UMUBUGUBU RUBARE

INYANDIKO MVUGO Y'INAMA YO MUKAGALI KA RURENGE


INama itangiyeye Sora Sabor (Ishoo) itangiyeye n'umuyobazi wa bacumye mu Gatantere ka Remera aha ikaze abashyamba bari bahagaraniwe na Mame Jase abamaze asabwira umushyamba wa Muhazi uguye kubazamira amazi handi ukazatanga n'akazi, ubabwira ukomeje ababwirako ibyongirizwa n'ibyo bikorwa by'imyobero byishyurwa.

Yakomeje akugera ku byangombwa byakenerwaga kugira ngo byishyurwe arubwo: photocopy y'irangamuntu, iyagatabo ko Bank ndetse n'iyi indangamuntu).

Hakurikuyeho gutera nkemururampaka ku mugo rwakagali igizwe na President, V/C President, Secretary ndetse nabajyanama babiri

IBIBAZO BYABAJIWE:

1. ESE AYO MAZI agiyetuzomurwa asahabwa abaturage mu ngo?
2. ESE Abazangirizwa barakodesheje bo byishyurwa batega nta byangombwa byubutako byababafite?

Umwanditsi w'inyandiko mvugo y'imama
 Kominamune Jean Claude 

KAZI 'GASIBO

le 8/6/2023

MURUGI! GASANGE

AKAGALI: KIMANA

UMUWUGU:

Imama yatangiye saa cyena nyirye inangina saa kumi n'igice inangizwa na seho ukagali ka Cyimama yatangiye na nyirye GERA J. BOSCO yakamye ababwira ibyumuho shingira vira mazi akomoka kuri muhazir ababwirako leta igiye kubwira Amazi meza kamoli ko mugira bagaba banikuyabwira bagabwira Akazi kamoli ko. bagombaga guhaha ibyego mbwira bituriki na foto kopi yimolansamunye, foto wpy yagatabo ka bank na foto wpy y'icyankombwa eyi ubutaka kamoli ko mu bizangizwa ko bizishyurwa.

Abumaze bagize bamubaza ibibazo kamoli bishumye ibyumuho mushinga na mashezi menshi babajije ni sa Amazi ariaza kuba, Ese uko fite icyango mbwira eyi ubutaka kitarambwamuritseho kamoli ibyumuho onye bizagenolabite, Ese Amazi buri vira se azayako mena kubwira, Ese buri vira se azayako na lobine iri mu mungu? yababwirako mazi shyurwa nyirye mazi ka kamoli ko Amazi azabwira na ko kuba kamoli Amazi batamurira baya fata mungu zabo ababwira na zabo iri mu mungu.

yanangije abasaba gutanga Komite nkemurira mpaka ya kagali

Umwambitsi KAYITUKA Charles

CES Kimana

MUKARUKURIZA Sative

Posho [Signature]



- AKARERE: GATSIRO
- UMURUGU: MUHURA
- AKA GALI: TAZA
- UMURUGU: TAZA

Le 10/06/2020

ES Taba cell
MBONIMANA



Inama yatungiyeye saa kumi, itungiyeye
Edewitifu akapali ka Tabo A Presento Abakozu buriye
imya umuho wa MUHAZI, utungiyeye asobanura
Ibyuho mu shinga ni NIYITEGEKA Jean Bosco
yatungiyeye ababwirako ibyiza by'umwushinga
buriye kutabaho akazi. Abaturage bishyiriyeye ibyo -
bikorera bise bibagana. babasobanurirye ko umuho
mu yubako buriye utungiyeye. Nuko ibyazungirwa
bitishururwa. Mu byo nabo bitishururwa hatabaho
ko utungiyeye Ayomba kuba afite icyangombwa
cy'ubutata, photocopy y'irangamuntu udetse na
photocopy ya bank (visa, agatabo etc
bwasobanurirye ko abafite ibyangombwa byombwa
yubahirira buriye ibyangombwa byubahirira

MURAMUTSI
 MURAMUTSI
 MURAMUTSI

1. Ese Ayomba ni Amu cabinet n'ubwo?
2. Ese umushinga utatungira nyari???
3. Ese abaturungirwa bakaba batarihindu
zanyu ibyangombwa
4. Ese umuntu ashobora kubaho hejuru
y'umwushinga???
5. Ese ityo iramutse ibaye mu kibanza hagaraye
ti bitangira bite???

Hosajwe Hatwama Committee n'ubwubako.

AKARERE : SATSIBO

Le 7/06/2023

UMURENZE : GITOKI

AKAGARI : BUKOMANE

UMUBOGU : BUKOMANE

Inama yatangiyeye Sa Sita mu gihe inangizwa na muhoze
 duha bukomanze, uvatangiyeye iyo nama ni UMUHOREYE
 MARIE JOSEE yatangiyeye Ababwira ibyereke umushinga ugiye
 gukorwa wa mazi ya mu mazi, ko byagiye kubaza niba amazi
 meza, kamali ko bazabona namo nakazi Agenda Abogobanurirwa
 na ibyo bagomba gutegura mbere yuko umushinga utangirwa
 ko bagomba gutegura Foto copy y' imola n' amashuri, Foto copy
 y' icyangombwa cyubutaku na Foto copy y' agatubo kabantu
 Abaturage babajije ibibazo byerekeranye na mazi
 Ati: Ese inyokomo azaba ari rusange, Ese buri wese azayaza
 kubona na we munyuma, Ese ayo mazi azahita aboneka bituma
 kubona yagiye Ababwirira ibyibyo bibazo bamubajije
 yababwirako umushinga ko uvatangiyeye gukora kamali
 kamazi azabage nako kubona kamali ko bahamira bayakurira
 kwiza mungo zabo abubwo bazababwira amakomo ababajije
 Abaturage bababwirako ibyibyo byubwo umushinga

Inama yashyize hatwawe Committee Inkemuramukama
 yakagali igizwe na president, vs president, secretaire
 na banyamama
 Umwambitsi BUTUMUWA

KOBUSINGE J
 Umunyamabana
 bikorwa w'ako



Annex 3: Remaining of the minutes translated in English

District: Gatsibo

7th June 2023**Sector: Kageyo**

Cell: Busetsa

Village: Nyarubuye

Consultation meeting in Kageyo Sector

The meeting started around 1:00 pm, the welcome remarks delivered by the Executive Secretary of Busetsa cell and he told the participants the objective of the visitors. The visitors went on telling the participants the water supply system project where the people were told that the water is going to be sourced from Lake Muhazi and that this will solve the problem of potable water shortage.

NIYITEGEKA John Bosco told the people the documents that are needed to be compensated so that they could be ready in order to avoid to delay the project activities because, as NIYITEGEKA told them, all construction activities will start after the affected assets had been paid to concerned affected people. The documents that are required include, the National ID card, The account copy and the land title copy or any document that can be presented and approved by local authorities justifying the ownership of the damaged asset.

Raised questions:

We have people who have bought land, and the land title is still written on the people who sold them, how will we proceed in order to receive compensation of our assets? They were told that they should do the land transfer as soon as possible because local authorities are there to help them.

Writer: MUNYARUKATO

E/S of BUSETSAs cell,

NKURIKIYABAGABO JM Vianney. Signed and stamped the minutes

06/06/2023**Minutes of the meeting with Kiburara Cell Participants**

The meetings began around 4:00 pm by the ES of Kiburara Cell Mr RUDASINGWA Antoine delivering opening remarks, presenting the visitors and welcoming the participants.

Different topics discussed include

- Security
- Muhazi Water Supply System Project
- Social Affairs
- Health Insurance

About Muhazi Water Supply System the consultant explained to the people the Government initiative of delivering potable water to the population living in Gatsibo and KAYONZA District as part of Universal water access program where all Rwandans should have access to potable water. They were told that the project is going to be funded by African Development Bank and that all assets that will be affected will be paid well before any construction activity. NIYTEGEKA John Bosco told the people that he is ready to value all asset that may be damaged so that the project affected people be paid on time for their losses. People also elected the Grievance redress Committee that will help people to assess, resolve and report the complaints in a well structured manner.

The resolutions within the meeting

The ownership is needed so that the project initiated by the Government achieve its objective;

Monitor and solve the Affected people problem on time, especially problems concerning compensation;

PAPs should address their issues to the elected GRC and The local Government Officials whenever required;

Continual support to the project and maintaining the infrastructures.

Prepared by:

AKIMANA Fatuma, the Cell Socio Economic Development Officer

Approved by

RUDASINGWA Antoine, the Cell ES (signed and Stamped)

District: GAtsibo

6/06/2023

Sector: KIRAMURUZI

Cell: Gakenke

Village: Umurehe

The meeting started around 3:00 pm by the Cell Socio Economic Development Officer of Gakenke Cell who delivered opening remarks seconded by the Security in Charge in the cell, they welcomed the guests and all participants.

After the presentation of the project people were given time to ask questions.

Q1: What is the scope of the project: the project will be implemented in Gatsibo and Kayonza district of Western province of Rwanda and will provide the potable water sourced from Muhazi Lake;

Q2: what should we do so that the project objectives be achieved as it is of paramount importance to us? You should make the document for compensation ready, that are ID copy, Account Copy and Land Title copy or anything to legally replace it, and also be ready to work because the project will provide the job for people who are able;

Q3: When will the construction activities will start? After the compensation of the assets in the Right of Way

People were told that they should open the account because it will be the only way to pay them because none will be paid without the Bank account.

Before the meeting ended the GRC was elected composed of President, V/President and advisors.

Prepared by : UWAMAHORO

Socio-Economic Development of the Cell: BATAMURIZA Justine (Signed)

District: Kayonza

9th June 2023

Sector: Murundi

Cell: Buhabwa

Village: Buhabwa

The consultation meeting started around 12:00 by the ES delivering opening remarks, presenting the visitors and welcoming the participants. The Es also explained to the people about the project in short and passed the floor to the consultant team to explain the project in details.

NIYITEGEKA John Bosco explained in details the project and people were happy about the project as it is going to tackle the water and sanitation issue. People were also told that they will be given the job during construction activities, and they promised to actively participate in order for them to be developed economically. They praised the plan and showed the enthusiasm due to the project.

They were told that the project will pay all assets that will be damaged and that they will be paid before the construction activities. They were told also to get compensation documents ready that are ID copy, Account Copy and Land Title copy or anything to legally replace it. They were told also that the money will be deposited only on the Bank Account and that people who do not have land titles should rush to local authorities to secure them as they are ready to help them.

Questions:

1. When is the construction activities starting? After compensation payment
2. Will water be paid, or it will be used on free? People will pay the water consumed
3. What will happen to the tenants whose assets will be damaged? They will be paid for the lost assets/ Damaged assets.
4. Is this project about the public stand tap only or we will be able to have the water even within our homes? People who are capable will be allowed to connect the water system to their home, however the public stand tap will be available for the people who cannot have the means to get the water system installation in their homes.

The GRC was also elected after the meeting.

Prepared by RUTERANA Peter

ES BUHABWA Cell: RUGAMBA BUTARE WILSON (Signed and Stamped)

District: GATSIBO

7th June 2023

Sector: KABARORE

Cell: NYABIKIRI

Village: KABEZA

The consultation meeting started around 12:00 by the ES delivering opening remarks, presenting the visitors and welcoming the participants . The Es also explained to the people about the project in short and passed the floor to the consultant team to explain the project in details. People were curious about the project because they normally experience serious potable water shortage.

NIYITEGEKA John Bosco explained to the People that any asset to be damaged will be paid and the the project is ready to give the job to capable local people.

He told the people that they should make ready all required documents for them to be compensated on time that are ID copy, Account Copy and Land Title copy or anything to legally replace it. They were told also that the money will be deposited only on the Bank Account and that people who do not have land titles should rush to local authorities to secure them as they are ready to help them

Questions:

Will we allowed to use only Public stand tap?

Will we have to pay the water consumed?

If the project damage the asset of the person who is deseased, what will happen?

After the consultatnt answered the questions to the satisfaction of the people, The grievance redress commiiteee was elected

Minutes taker: GAKWAYA

ES Cell Nyabikiri: GAHIRWA Ismael (Signed)

District: GATSIBO

8th June 2023

Sector: REMERA

Cell: RURENGE

Village: RUBARE

The consultation meeting started around 1:00 pm by the Private Sector representative, providing opening remarks, presenting the visitors and welcoming the participants . He also explained to the people about the project in short and passed the floor to the consultant team to explain the project in details.

He passed the floor to the consultant team who explained in details the nature and the scope of the Muhazi Water Supply System Project. The consultant team also explained about what will be needed so that the project would be implemented successfully as the government planned. They were told to get ready the compensation documents which are a prerequisite for them to be paid on time, such as National ID copy, Account Copy, Land title copy or any document approved by local authorities to replace it. The participants were told that local people who are capable will be given jobs depending on available opportunities.

People were given time to ask questions or provide ideas about the project

Will the water be delivered at our own homes? People who are financially capable they will be allowed to install the water system in their homes.

What will happens to the tenants whose assets will be damaged as they do not own the land titles? They will be paid for their damaged assets by presenting the form B signed by the cell and Sector administration office.

Minutes taker: KANINANIRE Jean Claude (Signed)

District: GATSIBO

8th June 2023

Sector: GASANGE

Cell: KIMANA

The consultation meeting started around 3:00 pm by the ES delivering opening remarks, presenting the visitors and welcoming the participants . The Es also explained to the people about the project in short and passed the floor to the consultant team to explain the project in details.

NIYITEGEKA JB took over the speech and told the people that they are going to benefit the project called Muhazi Water Supply System that is going to give them potable water up to their homes, that the shortage they were experiencing will be over soon. He told them about the compensation, that any asset to be damaged will be paid before construction activities took place, that they are required to have National ID copy, Bank Account Copy and Land title or any document that can replace it in order to be compensated on time, and avoid the project delays.

People were given time to ask their questions and provide the inputs:

1. How recent is this project? It will be implemented by the next year
2. What will happens to the tenants whose assets will be damaged as they do not own the land titles? They will be paid for their damaged assets by presenting the form B signed by the cell and Sector administration office.
3. Will we be allowed to install the water in our homes: Yes

Minutes taker: KAYIJUKA Charles (Signed)

Cell ES KIMANA: MUKARUGWIZA Dative (Signed and Stamped)

District: GATSIBO

10th June 2023

Sector: MUHURA

Cell: TABA

Village: TABA

The meetings began around 4:00 pm by the ES of Taba Cell by delivering opening remarks, presenting the visitors and welcoming the participants.

The consultant stepped in by telling people in details about Muhazi Water Supply System project, all the positive impacts including having potable water in their homes, job opportunities presented, skills transfer among others. He went on by telling them what they are requested as people who will be affected, that in order to be compensated on time different documents will be needed including have National ID copy, Bank Account Copy and Land title or any document that can replace it.

People were very happy due to the goodness of the project as the problem of water shortage was overwhelming them and that the job opportunities presented will booster their economic development.

Different questions were asked and among them include:

1. Will this water be only for public stand tap?
2. When the construction activities are starting?
3. What will happen to people who have bought the land, yet the land transfer has not taken place?
4. What activities are we allowed to practice above the pipeline?
5. What will happen if the pipeline cross the building?

People were given time to elect the Grievance Redress Committee after all questions were answered to the satisfaction of the people.

Minutes taker: P Rwigamba Jules (Signed)

ES Taba Cell: MBONIMANA Eric (Signed and Stamped)

District: GATSIBO

7th June 2023

Sector: GITOKI

Cell: BUKOMANE

Village: BUKOMANE

The meeting started at 12:30 , the opening remarks delivered by Bukomane Village representative who welcomed the participant and passed the floor to UWIHOREYE Marie Josee on the side of the consultant after presenting in short words the planned the project.

UWIHOREYE Marie Josee took reasonable time to explain to the participants the nature of the project, that it will bring potable water and end the problem of water shortage they were experiencing, that they will be paid for any assets that may be damaged due to the project activities, that they will be given the job opportunities during construction period for the local people who are physically capable, that they should be prepared for the compensation by preparing the National ID copy, Bank Account copy, Land title copy or any document that can replace it.

People were happy after fully understanding the project and asked some questions about the clarifications.

1. Will this water be only for public stand tap? The stand tap will be available and water in homes for financially capable people
2. Will anyone be allowed to install the water system in their home? Yes
3. When are we getting this water? In two years

People were given time to elect the grivance redress committee that will help them to resolve the complaints during project lifecycle.

Minutes Taker: DUFITUMUKIZA Beatrice

ES Cell BUKOMANE: KOBUSINGE Jane (Signed and Stamped)

Annex4: Attendance list

REPUBLIKA Y'URWANDA
INTARA Y'IBURASIRAZUBA
AKARERE KA GATSIBO
UMURENGE WA MURAMBI

URUTONDE RW' ABITABIRIYE INTEKO Z'ABATURAGE MU MURENGE WA MURAMBI_AKAGALI KA RWANKUBA NONE KUWA 11 UKWAKIRA

NO	AMAZINA	AKAGALI	IGITSINA (GORE/GABO)	UMUDUGUDU	TELEPHONE	UMUKONO
1	Tuyishime Goodluck	Rwankuba	Gore	Nyagasambu	0726576640	
2	Kali Kimwama J. Pierre	Rwankuba	Gabo	Nyagasambu	0783528271	
3	Bushumba Damiel	Rwankuba	Gabo	Nyagasambu	0782887774	
4	Kirezi Mediatrice	Rwankuba	Gore	Nyagasambu	0782575755	
5	Mutambwezi Pierre	---	Gabo	Nyagasambu	0725049227	
6	Muyabake Celestin	---	---	---	---	
7	Mugwanera Leonie	Rwankuba	---	---	---	
8	Mutesi Jantine	---	Gore	Akaramba	0787297774	
9	Bizurisa Gilbert	---	---	Akaramba	0725540226	
10	Munyaneza Emmanuel	---	Gabo	Nyagasambu	0783726466	
11	Mukoro Esperance	---	Gabo	Nyagasambu	0786483968	
12	Gashumba Tawanda	---	Gore	Nyagasambu	---	
13	Musoni J	---	Gabo	Akayenzi	---	
14	Nyirasozi Jeanne	Rwankuba	Gabo	Impanga	0789906065	
15	Nyirahabimana Jeanne	Rwankuba	F	Impanga	07890799	
16	Nyirahabimana Jeanne	Rwankuba	Gore	Rugarama	---	
17	Hakuzimona Jeanne	Rwankuba	Gore	Impanga	---	
18	Nyirahabimana Jeanne	Rwankuba	Gabo	Impanga	07276882	
19	Mukoro Emmanuel	---	Gabo	Nyagasambu	---	
20	Nyirahabimana Jeanne	---	Gore	Akayenzi	---	
21	Kayitesi	---	Gore	Mukoro	---	
22	Nyirahabimana Jeanne	---	Gore	Impanga	---	
23	Nyirahabimana Jeanne	---	Gore	Impanga	---	
24	Kamukama	---	Gore	Nyagasambu	---	
25	Mugwanera Za	---	Gore	Nyagasambu	---	
26	Kamukama	---	Gore	Impanga	---	

REPUBLIKA Y'URWANDA
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URUTONDE RW'ABITABIRIYE INTEKO Z'ABATURAGE MU MURENGE WA MURAMBI_AKAGALI KA RWANKUBA NONE KUWA 11 UKWAKIRA

NO	AMAZINA	AKAGALI	IGITSINA (GORE/GABO)	UMUDUGUDU	TELEPHONE	UMUKONO
	Mukazipama Pepi ore	Rwankuba	F	Umugabana	078501274	<i>[Signature]</i>
	Nkeeliye Kuba So Bayirane	1111	M	1111	0726799884	<i>[Signature]</i>
	Iwaha Nungu Kausata	1111	F	1111	072536648	<i>[Signature]</i>
	Mukamuhwa Muriya	1111	F	IMPANGA		
	Nse ngihera na chi ke	1111	M	Umugabana	0727048002	<i>[Signature]</i>
	Mukandori budozi	1111	F	Umugabana		
	Habiyahase Fashya	1111	M	Akaye nzi	0726821669	<i>[Signature]</i>
	Nse nzi phura Emmanuwa	1111	M	Hyagato na	072421681	<i>[Signature]</i>
	Nse nginana Tamar	1111	M	Umugabana	0784017863	<i>[Signature]</i>
	Mukarugina Bi Kariya	1111	F	Umugabana		
	Mu nyeshyamba J. Kamul	1111	M	1 Ki myaga	073430008	<i>[Signature]</i>
	Bikadi Kil Teriyamu	1111	M	Kimuhanga	0781527729	<i>[Signature]</i>
	Tawatsinzi Fashya	1111	M	Umugabana		
	Bitwa ku atamazi	1111	M	Umugabana	078336987	<i>[Signature]</i>
	Kwatabu neza Amashya	1111	M	Umugabana		
	Muyirigina J. Bako	1111	M	1 Ki myaga	0725553226	<i>[Signature]</i>
	Mutarambwa	1111	M	Umugabana	078484587	<i>[Signature]</i>
	Nitanga chiya	1111	M	Umugabana		
	Hombaba J. J. J.	1111	M	Umugabana	072004497	<i>[Signature]</i>
	Itari kanga Betty	1111	F	Umugabana		
	Musabyimana chantina	1111	F	Umugabana	074655137	<i>[Signature]</i>
	Mura kate k. Emakile	1111	F	Umugabana	0726095544	<i>[Signature]</i>
	Mukamuhwa g. Keliye	1111	F	Umugabana		
	Zanyirigina E. Nyirigina	1111	F	Umugabana	0722253601	<i>[Signature]</i>
	Mwamba na Chabine	1111	F	Umugabana		
	Kangurukiza Delphine	1111	F	Umugabana	0725236575	<i>[Signature]</i>

REPUBLIKA Y'URWANDA
 INTARA Y'IBURASIRAZUBA
 AKARERE KA GATSIBO
 UMURENGE WA MURAMBI

URUTONDE RW'ABITABIRIYE INTEKO Z'ABATURAGE MU MURENGE WA MURAMBI_AKAGALI KA RWANKUBA NONE KUWA 11 UKWAKIRA

NO	AMAZINA	AKAGALI	IGITSINA (GORE/GABO)	UMUDUGUDU	TELEPHONE	UMUKONO
1	Biri kunzisa celesha	Rwankuba	✓	Kyagosa mbu	0786535348	[Signature]
2	Mukunzi zo Fran Suo	" "	✓	Urugoromo	0785478315	[Signature]
3	Nsenge mwaner Emay	" "	✓	Akayenzi	078546880	[Signature]
4	mpanga mabwira	" "	✓	Akayenzi	078546880	[Signature]
5	Usho byungu donato	" "	✓	Kyagosa mbu	078546880	[Signature]
6	Kurekotele Anotakye	" "	✓	Kyagosa mbu	078546880	[Signature]
7	Koyombaye wanshi	" "	✓	Kyagosa mbu	078546880	[Signature]
8	Nyaneze mo burig	" "	✓	Kyagosa mbu	078546880	[Signature]
9	Mutabazi akiobama	" "	✓	Kyagosa mbu	078546880	[Signature]
10	Burigaiko f. yavur	" "	✓	Kyagosa mbu	078546880	[Signature]
11	Nananziza Gassema	" "	✓	Kyagosa mbu	078546880	[Signature]
12	Akambaye Jwakenka	" "	✓	Kyagosa mbu	078546880	[Signature]
13	Bisaba byabwira ukwafise	" "	✓	Kyagosa mbu	078546880	[Signature]
14	IRI BUKUBA Amuramba	" "	✓	Kyagosa mbu	078546880	[Signature]
15	MUSABYIMO no. Anito	" "	✓	Kyagosa mbu	078546880	[Signature]
16	Kabagino- Sprofin	" "	✓	Kyagosa mbu	078546880	[Signature]
17	KUKESHAMA KARARISA	" "	✓	Kyagosa mbu	078546880	[Signature]
18	KURANKUBITO davekin	" "	✓	Kyagosa mbu	078546880	[Signature]
19	Kwuwamungu Tevwo nosi	" "	✓	Kyagosa mbu	078546880	[Signature]
20	KAMABAZI Abberoto	" "	✓	Kyagosa mbu	078546880	[Signature]
21	KUKONDOYI Seyar Sokir	" "	✓	Kyagosa mbu	078546880	[Signature]
22	TUYIZERE Fran Suore	" "	✓	Kyagosa mbu	078546880	[Signature]
23	Zibabwira ngo Karigwa	" "	✓	Kyagosa mbu	078546880	[Signature]
24	KUKONGEHO Inonodoni	" "	✓	Kyagosa mbu	078546880	[Signature]
25	KURABOGENZI Han Soloto	" "	✓	Kyagosa mbu	078546880	[Signature]
26	Uhoromye Venosya	" "	✓	Kyagosa mbu	078546880	[Signature]

REPUBLIKA Y'URWANDA
 INTARA Y'IBURASIRAZUBA
 AKARERE KA GATSIBO
 UMURANGE WA MURAMBI

URUTONDE RW'ABITABIRIYE INTEKO Z'ABATURAGE MU MURENGE WA MURAMBI_AKAGALI KA RWANKUBA NONE KUWA 11 UKWAKIRA

NO	AMAZINA	AKAGALI	IGITSINA (GORE/GABO)	UMUDUGUDU	TELEPHONE	UMUKONO
1	Habamungu Siva Theoma	Rwankuba	Gabo	Umwiga	0782185120	[Signature]
2	Havugirwaha J. David	Rwankuba	Gabo	Umwiga	0782633063	[Signature]
3	Munyemungu G. D. Claude	Rwankuba	Gabo	Umwiga	0785348690	[Signature]
4	Sibomana Gelee	Rwankuba	Gabo	Umwiga	0785578846	[Signature]
5	Nyirababaye Nyuma	Rwankuba	Gabo	Umwiga	0785506984	[Signature]
6	Munziruhwa Bwamen	Rwankuba	Gabo	Umwiga	0789126612	[Signature]
7	Bwengezi Bwazomf	Rwankuba	Gabo	Umwiga	=	[Signature]
8	Ndiriziwe Charize	Rwankuba	Gabo	Umwiga	=	[Signature]
9	Bwanzampe Fredenice	Rwankuba	Gabo	Umwiga	0785103189	[Signature]
10	Gakwanzu Vigeant	Rwankuba	Gabo	Umwiga	=	[Signature]
11	Ibandukunda Angemami	Rwankuba	Gore	Umwiga	0789344100	[Signature]
12	Uwabyeye Dambira	Rwankuba	Gore	Umwiga	0783149443	[Signature]
13	Mukumbura Espérance	Rwankuba	Gore	Umwiga	0721017114	[Signature]
14	Bwanzamwe Kuzo	Rwankuba	Gabo	Umwiga	[Signature]	[Signature]
15	Nyungu Bwazomf	Rwankuba	Gabo	Umwiga	0787515206	[Signature]
16	Sibomana Gelee	Rwankuba	Gabo	Umwiga	0783720538	[Signature]
17	Habamungu Siva Theoma	Rwankuba	Gabo	Umwiga	-	[Signature]
18	Nyirababaye Nyuma	Rwankuba	Gabo	Umwiga	-	[Signature]
19	Gakwanzu Vigeant	Rwankuba	Gore	Umwiga	-	[Signature]
20	Munziruhwa Bwamen	Rwankuba	Gore	Umwiga	-	[Signature]
21	Habamungu Siva Theoma	Rwankuba	Gabo	Umwiga	0728193306	[Signature]
22	Nyirababaye Nyuma	Rwankuba	Gabo	Umwiga	0785601102	[Signature]
23	Gakwanzu Vigeant	Rwankuba	Gabo	Umwiga	078708904	[Signature]
24	Nyirababaye Nyuma	Rwankuba	Gabo	Umwiga	078809824	[Signature]
25	Habamungu Siva Theoma	Rwankuba	Gabo	Umwiga	0786334331	[Signature]
26	Nyirababaye Nyuma	Rwankuba	Gabo	Umwiga	0786996205	[Signature]

REPUBLIKA Y'URWANDA
INTARA Y'IBURASIRAZUBA
AKARERE KA GATSIBO
UMURENGE WA MURAMBI

URUTONDE RW'ABITABIRIYE INTEKO Z'ABATURAGE MU MURENGE WA MURAMBI AKAGALI KA RWANKUBA NONE KUWA 11 UKWAKIRA

NO	AMAZINA	AKAGALI	IGITSINA (GORE/GABO)	UMUDUGUDU	TELEPHONE	UMUKONO
1	Ukubiyeyezu Thiogini	Rwankuba	M	Umuwaga	0783636882	[Signature]
2	Mukamanga Amasita 2	Rwankuba	M	Umuwaga	0737497443	[Signature]
3	Uwamukama Uwamukama	Rwankuba	F	Akayenzi		[Signature]
4	Uwamukama Uwamukama	Rwankuba	M	Umuwaga	0787031576	[Signature]
5	Kubamanga Uwamukama	Rwankuba	F	Umuwaga	0791273689	[Signature]
6	Uwamukama Uwamukama	Rwankuba	F	Umuwaga	0781295490	[Signature]
7	Mukamanga Uwamukama	Rwankuba	F	Umuwaga		[Signature]
8	Mukamanga Uwamukama	Rwankuba	F	Umuwaga	0782071631	[Signature]
9	Uwamukama Uwamukama	Rwankuba	F	Umuwaga		[Signature]
10	Uwamukama Uwamukama	Rwankuba	F	Umuwaga		[Signature]
11	Mukamanga Uwamukama	Rwankuba	F	Umuwaga	0722454631	[Signature]
12	Mukamanga Uwamukama	Rwankuba	F	Umuwaga	0723166122	[Signature]
13	Mukamanga Uwamukama	Rwankuba	F	Umuwaga		[Signature]
14	Mukamanga Uwamukama	Rwankuba	F	Umuwaga		[Signature]
15	Mukamanga Uwamukama	Rwankuba	F	Umuwaga	0791215695	[Signature]
16	Mukamanga Uwamukama	Rwankuba	F	Umuwaga		[Signature]
17	Mukamanga Uwamukama	Rwankuba	F	Umuwaga	0787538041	[Signature]
18	Mukamanga Uwamukama	Rwankuba	F	Umuwaga	0783373791	[Signature]
19	Mukamanga Uwamukama	Rwankuba	M	Umuwaga	0781499551	[Signature]
20	Mukamanga Uwamukama	Rwankuba	M	Umuwaga	0783790131	[Signature]
21	Mukamanga Uwamukama	Rwankuba	F	Umuwaga		[Signature]
22	Mukamanga Uwamukama	Rwankuba	M	Umuwaga	0783666531	[Signature]
23	Mukamanga Uwamukama	Rwankuba	F	Umuwaga		[Signature]
24	Mukamanga Uwamukama	Rwankuba	M	Umuwaga	0722140614	[Signature]
25	Mukamanga Uwamukama	Rwankuba	M	Umuwaga		[Signature]
26	Mukamanga Uwamukama	Rwankuba	F	Umuwaga	0788900915	[Signature]

REPUBLIKA Y'URWANDA
INTARA Y'IBURASIRAZUBA
AKARERE KA GATSIBO
UMURENGE WA MURAMBI

URUTONDE RW'ABITABIRIYE INTEKO Z'ABATURAGE MU MURENGE WA MURAMBI_AKAGALI KA RWANKUBA NONE KUWA 11 UKWAKIRA

NO	AMAZINA	AKAGALI	IGITSINA (GORE/GABO)	UMUDUGUDU	TELEPHONE	UMUKONO
1.	BIZIMANA Eric	Rwankuba	Gabo	Impanzi	0786291715	
2.	MUKAZA Celsard	Rwankuba	Gabo	Umuwiga	0923635594	
3.	CHASURUKO Claudette	Rwankuba	Gore	Impanzi	0922552945	
4.	GATURAMA Theophile	Rwankuba	Gabo	Umuwiga		
5.	NTIGURUBWA Theresse	Rwankuba	Gabo	Akaganzu		
6.	NCAMUHIGI Pascal	Rwankuba	Gabo	Umuwiga		
7.	MUNIZURUBWA Laurence	Rwankuba	Gore	Akaganzu	0985386723	
8.	BIGIRIMANA Theresse	Rwankuba	Gabo	Akaganzu	0784614387	
9.	MUNISHIMWE Theresse	Rwankuba	Gabo	Akaganzu	098223004	
10.	SIBOMANA Bonath	Rwankuba	Gore	Akaganzu	0785515785	
11.	MBANIMPA Jean Claude	Rwankuba	Gabo	Umuwiga	0925383884	
12.	MUKAGIRE Jean Pierre	Rwankuba	Gabo	Impanzi	0739807704	
13.	MUNYIMANA Etienne	Rwankuba	Gabo	Umuwiga	0986968548	
14.	MUKURUZI Vianne	Rwankuba	Gabo	Umuwiga	0982248149	
15.	MUKURUZI Etienne	Rwankuba	Gore	Akaganzu	098240001	
16.	MUKURUZI Etienne	Rwankuba	Gabo	Umuwiga	098240001	
17.	MUKURUZI Etienne	Rwankuba	Gabo	Umuwiga	098240001	
18.	MUKURUZI Etienne	Rwankuba	Gabo	Umuwiga	098240001	
19.	MUKURUZI Etienne	Rwankuba	Gabo	Umuwiga	098240001	
20.	MUKURUZI Etienne	Rwankuba	Gabo	Umuwiga	098240001	
21.	MUKURUZI Etienne	Rwankuba	Gabo	Umuwiga	098240001	
22.	MUKURUZI Etienne	Rwankuba	Gabo	Umuwiga	098240001	
23.	MUKURUZI Etienne	Rwankuba	Gabo	Umuwiga	098240001	
24.	MUKURUZI Etienne	Rwankuba	Gabo	Umuwiga	098240001	
25.	MUKURUZI Etienne	Rwankuba	Gabo	Umuwiga	098240001	
26.	MUKURUZI Etienne	Rwankuba	Gabo	Umuwiga	098240001	

Annex 5 : Grievance Redress Documentation

Sample grievance redresses form

Grievance Number		Copies to forward to:
Name of the recorder		(Original) Receiver Party
District/ Sector/Cell (Copy)- Responsible Party Date		
INFORMATION ABOUT GRIEVANCE		
Define the Grievance		
INFORMATION ABOUT THE COMPLAINANT		Forms of Receive
Name-Surname		Phone line
Address		Community/Information meetings
Village/ Cell		Mail
Sector/ District		Informal
Signature of Complainant		Other

Annex 6: Grievances Close Out Form

Grievance Number:

Define immediate action required

Define long term action required (if necessary)

Verification of corrective action and sign off

CORRECTIVE ACTION TAKEN	DUE DATE

Responsible Party

<p>Notes: This part will be filled in and signed by the complainant when he/she receives the compensation or file is closed out</p>
<p>Complainant.....</p> <p>Name and signature.....</p> <p>Date...../..... /.....</p> <p>Representative of Responsible Party.....</p> <p>Title, Name and Signature.....</p> <p>Date.....</p>

Annex 7: Questionnaire used during data collection

Homestead demographic information

Complete the following table for all household members:

Social-Economic Baseline Survey (PAPs Household)

Institution:

PROJECT:

Note: the information you will provide will remain confident and will be used for the rap purpose only.

Data collection information

Surveyor	Name : Code :
Location of PAPs	District : Sector : : Cell : Village :
Questionnaire number	(day/month/initials/interview of the day) :
Respondent	Is the person interviewing the head of household? Yes <input type="checkbox"/> No <input type="checkbox"/> If no, what's his/her name? _____ And what is his/her status? 1. Spouse of HofH <input type="checkbox"/>

	2. Son/daughter of HofH <input type="checkbox"/> 3. Brother/sister of HofH <input type="checkbox"/> 4. Grandchild <input type="checkbox"/> 5. Son-in-law/daughter-in-law <input type="checkbox"/> 6. Parents of HofH <input type="checkbox"/> 7. Parent-in-law <input type="checkbox"/> 8. Neighbor <input type="checkbox"/> 9. House keeper <input type="checkbox"/> 10. Other (specify : _____) <input type="checkbox"/>
HEAD OF HOUSEHOLD	
Head of Household Name:	ID:
Spouse Name:	ID:
Orphans representative:	ID:
Telephone Number	
Marital status	1. Single <input type="checkbox"/> 2. Married/ Cohabiting <input type="checkbox"/> 3. Divorced/ Separated <input type="checkbox"/> 4. Widow/ Widower <input type="checkbox"/>
Religious belonging	Christian <input type="checkbox"/> Islam <input type="checkbox"/> Traditional <input type="checkbox"/>

Main Employment	Agriculture <input type="checkbox"/> Grazing/livestock <input type="checkbox"/> Government salaried <input type="checkbox"/> Private sector salaried <input type="checkbox"/> Trading (shops, market, etc.) <input type="checkbox"/> Transport (taxi driver, moto-taxi, etc.) <input type="checkbox"/> Skilled handcraft (Carpentry, Masonry, Weaver, Electrician, etc.) <input type="checkbox"/> Self-employed professional (advisors, consultant, etc.) <input type="checkbox"/> Unemployed <input type="checkbox"/> Other (please, specify: _____) <input type="checkbox"/>
Household productivity	Number of dependent members..... Number of Independent members
Category of the PAPs	Owner <input type="checkbox"/> Tenants <input type="checkbox"/> Business activities (To Be specified) <input type="checkbox"/>

Members of the family/gender distribution			Education Level				Age Distribution				
Total HH number	Number of Male	Number of Female	Number persons attended	Number persons attended at	Number persons attended at	Number of persons	Not concern (below 3	No between (4-17)	No between (18- 35)	No between (36-64)	No of elderly (over

RESETTLEMENT ACTION PLAN FOR MUHAZI WSS PROJECT

			at highest Primary school	highest Secondary school & TVET	highest University & higher educational Institutions	never went to school	years)	years	years	years	65 years)

Distance to the nearest school.....km

Vulnerability (Households below poverty line or ubudehe category one)

Number of vulnerable in Household

Item	Number (If no, write 0)
Disabled (handicap)	
Orphan (Both parents)	
Elderly (Over 65 years)	
Child Head of Household	
Woman Head of Household	
Widow	
Extreme poverty	
Permanent illness (ex: HIV, etc.)	

Energy and water conditions in affected households

Please indicate the energy source used for lighting (please choose only one main source):

- 1. Electricity
- 2. Candle
- 3. Kerosene Lamps
- 4. Battery
- 5. Solar energy
- 6. Chargeable torch
- 7. Other *Specify:* _____

Please indicate the energy source used for cooking (please choose only one main source):

- Electricity
- 2. Kerosene
- 3. Gas
- 4. Firewood
- 5. Charcoal
- 6. Biomass residue
- 7. Other

What is your main source of water? (please choose only one source)

- 1. Piped into dwelling
- 2. Piped to yard/plot
- 3. Public tap/standpipe Distance to public tapKm
- 4. Tube well /borehole
- 5. Covered well
- 6. Protected well
- 7. Unprotected well
- 8. Protected spring
- 9. Unprotected spring
- 10. Rainwater
- 11. Tanker truck
- 12. Surface water (river/lake/pond/stream)
- 13. Other *Specify:* _____

Health

Did any members of your household suffer from the following disease/maladies in the past six months?

Yes No

If yes, please specify which diseases/maladies have affected household members during the past six months?

Disease/ Malady	
Tuberculosis	<input type="checkbox"/>
Malaria	<input type="checkbox"/>
Blood pressure	<input type="checkbox"/>
Diabetes	<input type="checkbox"/>
Diarrhea	<input type="checkbox"/>

RUTI/Respiratory Infections	<input type="checkbox"/>
Skin diseases	<input type="checkbox"/>
Others, Specify.....	<input type="checkbox"/>
Distance to health facility.....km	

ASSETS INVENTORY (to be filled in situ)

Trees and crops (perennial or seasonal)

No	ASSETS TO BE AFFECTED	UNIT	QUANTITY	Age or maturity(ntoya cg Nkuru cg lmyaka)	UNIT COST	TOTAL

Houses and structures

Type of use	Year	Construction types	Number of rooms/storey	Utility connection	Total area (sqm)	Impacted area (sqm)	Impact	
							P	F

Types of use 1. Residential 2. Commercial, 3. Residential cum Commercial, 4. wall 5. Other (Specify).....

Cons.Type:1. Mud, 2. Brick, 3. Wood,

Utility Connection: 1.Electricity; 2. Water;

Affected plot: P Partially; F-Fully

RESETTLEMENT AND REHABILITATION

In case you are displaced (residentially where and how far you prefer to be located?)

Within the area - 1 Outside the area - 2 Place name:..... Distance (in km.).....

Replacement Option Land for land lost -1 Cash Assistance -2 House in Resettlement Site -3 Shop in Resettlement Site -4 Other (Specify)

Factors to be considered in providing alternate place: Access to family/friends -1 Income from household activity -2 Income from Business activity -3 Daily Job -4 close to Market -5 Other(Specify)

Thank you for your information.

Annex 9: GRM (English Version)

9.2.1. Capacity assessment

The capacity assessment conducted at the administrative district level in the implementation of environmental and social impacts management shows that a district has two departments in the environmental and social impact management. These are the one stop centre and the department of environment and natural resources management. However, the department of social protection sometimes intervenes in the management of social risks related to construction project implementation such as conflict redress mechanisms, and gender and inclusion. In the case of Water access, the staff in charge of Water (District Water Engineer) and land valuator are more involved. The SPIU has environmental and social safeguards specialist with solid background in AfDB safeguards policies implementation and are now working for Muhazi Water Supply System in WASAC SPIU. Moreover, the WASAC has the experienced environmental and social safeguards who are now working in other Water supply system projects such as Kivu and Sake Water Supply System among others. However, there is a need to train the existing safeguards staff on AfDB ISS to boost their knowledge and skills but also to enable them to train the remaining of the SPIU and administrative Districts staff on the Environmental and Social safeguards requirements.

1. GRIEVANCE REDRESS MECHANISM

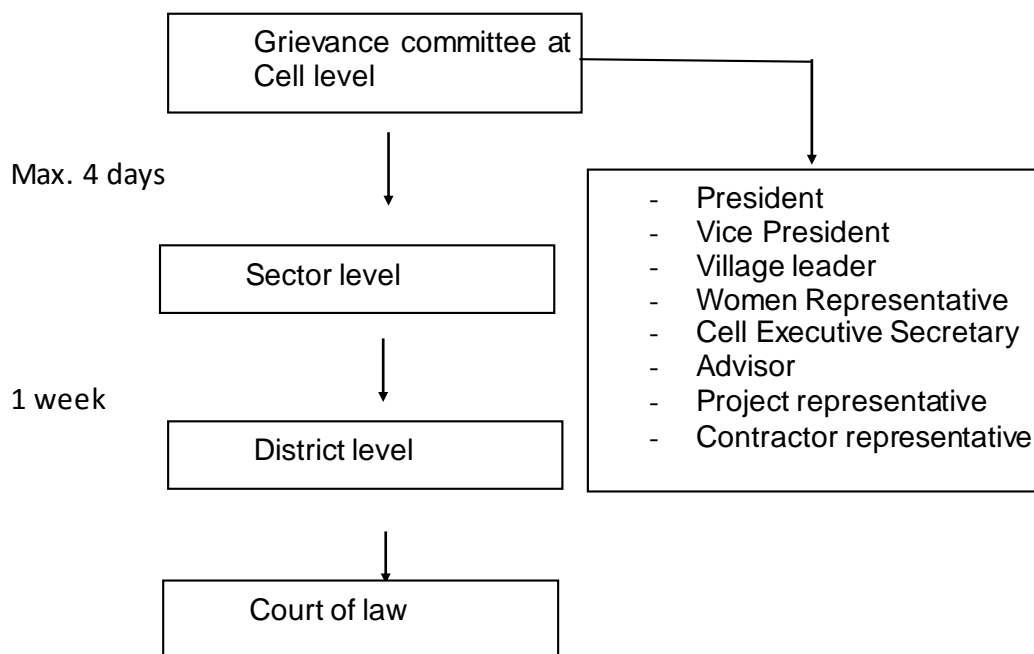
The Grievance redress mechanism is one of the strategies that are put in place to monitor and resolve complaints that may arise during or after the Project implementation by the affected people. The Grievance Redress Mechanism (GRM) ensures that complaints are received, reviewed and addressed by the elected Grievance redress committee.

The Grievance committee is elected by the Project affected people during the first consultation meeting held between the district officials, Project representative and the project affected people. The elected committee is based at the cell level and is made up of at least 8 members. The PAPs select and vote for 3 representatives, (President, Vice president and women representative); the Village leader is selected by the cell executive secretary to represent all the other village leaders in that particular cell, a cell

representative the social and environmental officers from the Contractor, Project and supervising company are also part of the committee .

The main objective of the GRC is to ensure faster and better resolution of Project related complaints.

The Grievance redresses Mechanism Structure;



The grievance committee (at the cell level) will receive all the complaints raised from the PAPs and find a solution to the issues raised during their meetings with the PAPs.

During the Project works, the committee is requested to hold meetings with the PAPs at least once in two weeks. After Project works, the committee should have at least 1 meeting every month this is during monitoring phase.

At the District level, the Director of one stop center works with the Grievance committees to solve the issues raised up to the district level, at the sector level, the Land manager will work with the committee to solve the issues that will have been raised up to the Sector level.

At the Project level, the Safeguards person will work with all committees to solve all related Project issues, the Project will follow up on the aggrieved PAP at each level to ensure that the grievances are timely resolved.

Reporting mechanism:

The Committee at the cell level receives a complaint from the PAP and notes it in the grievance log, the complaint should be solved within a period of 4 days, if the complaint cannot be solved at the cell level, then it goes to the Sector level, at the sector level the mediation court” Abunzi” will work with the committee and the sector Land manager to solve the complaint raised, the complaint has to be solved with in a period of 1 week.

When the complaint is raised at the district level, it should be resolved within two weeks, and once it is not resolved at the district, then it is transferred to the national court of law.

The committee will follow up on the complaint until it is resolved.

Grievance Log:

The Grievance Redress Mechanism Committee will ensure that each complaint has an individual reference number, and is appropriately recorded and tracked. The log will contain record of the person responsible for an individual complaint received, and records dates for the following events:

1. Date of the received complaint
2. Name of the PAP complaining
3. Status of the complaint
4. Signatures of the PAP complaining
5. Signature of GRC
6. How and who addressed the complaint
7. Dates when the complaint was addressed.

In practice, grievances and disputes that are most received during the implementation of the Project include:

- Misidentification of assets or mistakes in valuing them;
- Dispute over the ownership of a given asset (two individuals claim to be the owner of the same asset)
- Disagreement over the value given to the affected assets.
- Successions, divorces, and other family issues, resulting in disputes between heirs and other family members, over ownership or ownership shares for a given asset.

- Issue of PAPs with no Bank accounts.
- Issue of PAPs that do not live on site, etc.

The elected GRCs will receive different trainings by the Project on grievance redress mechanisms and trainings on social and environment safeguards policies.

Annex 10: GRM (Kinyarwanda Version)

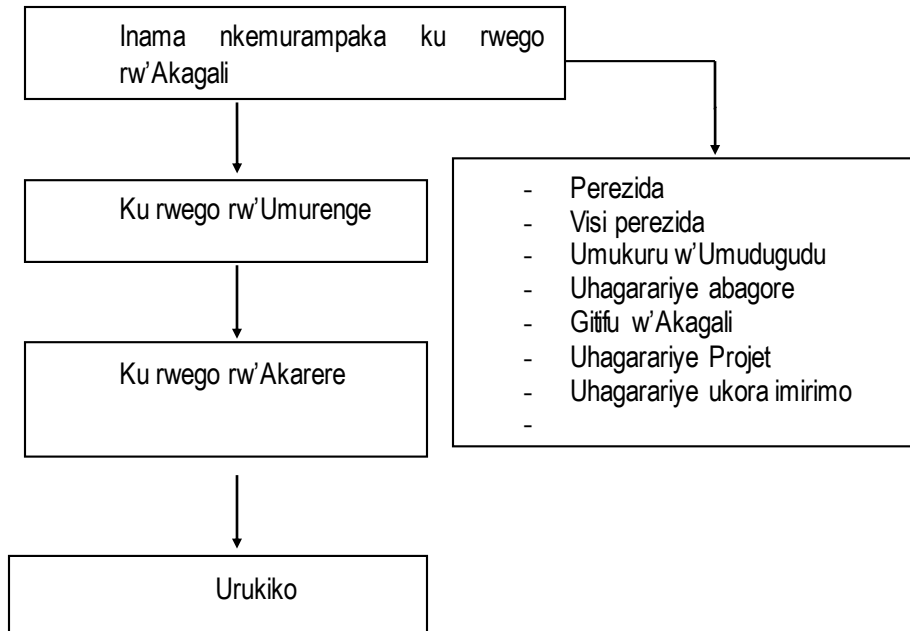
UBURYO BWO GUKEMURA AMAKIMBIRANE

Uburyo bwo gukemura amakimbirane ni zimwe mu ngamba zashyizweho kugirango zifashe mu kurangiza ibibazo by’abagenerwabikorwa mbere, mugihe cyangwa nyuma yo gushyira mubikorwa umushinga, komite ikaba ishyingiraho n’abo umushinga uzagiraho ingaruka.

Ikaba igomba kumenyako ibibazo byakiriwe, byarebwe neza, kandi byakemuwe neza n’iyo komite, ikaba igomba kuba yegereye abaturage kandi yihutira gukemura ibibazo byabo.

Komite nkemurampaka itorwa n’abazangirizwa imitungo mugihe cy’inama ngishwanama iterana hagati y’abakozi b’umushinga, Abakozi b’akarere, n’abaturage. Iyo komite ikaba iri ku rwego rw’Akagali, ikaba igizwe n’abantu 7. Abazangirizwa imitungo bitoramo abantu batatu (3) (Perezida, Vice Perezida, uhagarariye abagore) Umukuru w’umudugudu ataoranywa n’umunyamabanganshingwabikorwa w’Akagali, uhagarariye imibereho n’ibidukikije kuruhande rwa kampani ikora imirimo, urebako imirimo ikorwa neza nawe aba ari muri komite nkemura mpaka.

Intego nyamukuru ya komite ni ukumenya ko ibibazo byakemutse vuba kandi neza.



INSHINGANO ZA KOMITE YO GUKEMURA AMAKIMBIRANE

1. Perezida wa Komite

- Kuyobora inama
- Kwakira ibibazo;
- Kumenya uko ikibazo kirakemuka;
- Kumenya niba ikibazo adashobora kugikemura akacyohereza ku rwego rukurikiyeho;
- Gutanga raporo ku rwego rw'Akagali cyangwa kumurenge

2. Visi perezida

- Gutegura inama;
- Gukora nk'umunyamabanga w'inama;
- Kwakira no kwandika ibibazo;
- Agomba kumenya uburo bwo kwandika ibibazo;
- Asubiza uwagize ikibazo igisubizo cyafashwe na komite;
- Asimbura perezida mugihe adahari akayobora inama;
- Mugihe ibibazo biri mu midugudu itandukanye, visi perezida ajya gukemura ibibazo muwundi mudugudu;

3. Umukuru w'Umudugudu

- Guhagararira abakuru b'imidugudu ku rwego rw'akagali;
- Kumenya niba ibibazo byanditswe neza;
- Kwandika no kumenya ibibazo nk'umuyobozi uhagariye inzego z'ibanze ku rwego rw'umudugudu;
- Amenya ibibazo byose kandi akabikorera raporo ku rwego rumukuriye.

4. Uhagariye abagore

- Inshingano ze ni uguhagarira abagore mu nyungu zabo (abagore n'abakobwa);
- Kubavuganira mu bwuzanyane n'uburinganire (Gender);
- Gukumira ihohoterwa rishingiye ku gitsina;
- Gukemura ibibazo bijyanye n'ihohoterwa rishingiye ku gitsina iyo byagaragaye;
- Gukangurira abagore kwitabira imirimo ibyara inyungu mu gice umushinga ukoreramo;

5. Gitifu w'Akagali

- Gutanga igitekerezo cy'uko ikibazo cyakemuka nk'umuyobozi w'Akagali;

- Kwitabira inama zisishikariza abaturage kwitabira ibikorwa by'umushinga;
- Gusinya ku mpapuro z'imitungo yangiritse;
- Gukangurira abaturage gufunguza konte;
- Gufasha mugukurikirana abatishoboye bari aho umushinga ukorera;

6. Uhagariye umushinga

- Kumenya niba ibibazo byose byakemutse kandi byasubijwe;
- Kumenya niba uri gukora imirimo ari gusubiza neza ibibazo by'abaturage
- Kwitabira inama z'abaturage;
- Gutegura raporo y'ukwezi ivuye kuri za komite;
- Gukorana n'umugenagaciro wigenga mukumenya niba ingurane ikwiye yahawe nyirayo.

7. Uhagarariye ukora imirimo

- Kwitabira inama;
- Gusubiza ibibazo byabajijwe n'abaturage bireba ukora imirimo (contractor).

UBURYO KOMITE IKEMURA AMAKIMBIRANE

1. Komite ku rwego rw'Akagali

Iminsi ntarengwa yo gukemura ikibazo ni iminsi ine (4) iyi minsi irimo n'uko ikibazo cyagerejwe kuri komite, bimwe bikemuka uwo mwanya ibindi bigasaba kujya aho ikibazo cyabereye.

2. Gukemura ibibazo ku rwego rw'Umurenge

Ibibazo ku rwego rw'akagali bigomba kuba byakemutse mugihe cy'icyumweru kimwe, iyi minsi nayo iba irimo umunsi ikibazo cyakiriwe kurwego rw'umurenge, Umunyamabanga nshingwabikorwa w'Umurenge ajya kureba aho ibibazo biherereye akavayo afite bimwe mubisubizo kuri buri kibazo.

3. Gukemura ibibazo ku rwego rw'Akarere

Mugihe uwangirijwe imitungo atanyuzwe n'imyanzuro y'umurenge, agirwa inama yo kujyana ikibazo cye ku rwego rw'Akarere, Akarere gatumiza inama ihuza abangirijwe bose hamwe na komite nkemura mpaka ku rwego rw'Umurenge, gusura aho ibibazo byabereye

bikorwa inshuro nyishi ndetse n’abaturage bakaba bafitemo uruhare, iyo ikibazo kidakemutse mugihe cy’ibyumweru bibiri (2); Uwangirijwe agirwa inama yo kugana inkiko kugirango zimuhe ubutabera.

UBURYO BWO KWAKIRA, KWANDIKA NO GUKEMURA IBIBAZO

Aho ibibazo byandikwa (Ikaye y’Ibibazo)

Komite nkemurampaka igomba kumenya ko buri kibazo cy’umuntu cyahawe numero yacyo kandi cyanditswe neza kikanakurikiranwa. Igitabo kiba gifite amakuru akurikira:

- Italiki ikibazo cyakiriweho;
- Amazina y’uwangirijwe imitungo;
- Uko ikibazo giteye;
- Umukono w’uwangirijwe imitungo;
- Umukono wa Komite nkemurampaka;
- Uburyo ikibazo cyakemutse;
- Italiki ikibazo cyakemukiyeho.

Muri rusange, ibibazo n’amakimbirane bishobora kubaho mugihe cyo gukora imirimo y’amashanyarazi biba ari ibi bikurikira:

- Kutabara neza ibyangijwe cyangwa agaciro katari akayo;
- Amakimbirane kuri banyir’Umutungo (Abantu babiri bavuga ko uwo mutungo ari uwabo);
- Kutemera agaciro kahawe umutungo cyangwa ubutaka;
- Ibibazo byerekeranye no kuzungura, gutandukana kw’abashakanye (Divorce) nibindi bibazo byo mu miryango, Amakimbirane y’ubushabitsi (kumenya ubukora n’ubukoresha niba batandukanye) no kumenya uburyo bazagabana ingurane ikwiye;
- Ibibazo by’abaturage batagira numero za konte cyangwa badafite irangamuntu;

Aya mahugurwa kandi ya komite nkemurampaka atangwa hagendewe kuri politike zo kubungabunga ibidukikije ndetse n’imibereho y’abaturage.

UBURYO BWO KWAKIRA, KWANDIKA NO GUKEMURA IBIBAZO (UKO IKAYI YUZUZWA)

No	Italiki ikibazo cyakiriweho	Amazina y'uwangirijwe imitungo	Uko ikibazo giteye	Umukono w'uwangirijwe imitungo	Umukono wa Komite nkemurampaka	Uburyo ikibazo cyakemutse	Italiki ikibazo cyakemukiye

Annex 11: Introduction Letter to Gatsibo and Kayonza Districts.



Kigali, ku wa.....13 JUL 2020
N° 11.07.024/1621/19-20/SPIU-CEO/lu

Bwana, Umuyobozi w'Akarere ka **Gatsibo**

Bwana, Umuyobozi w'Akarere ka **Kayonza**

Impamvu: Kumenyesha umushinga wo kongera amazi mu turere twa Gatsibo na Kayonza

Bwana Muyobozi,

Mbandikiye iyi baruwa ngirango mbamenyeshe ko WASAC Ltd yatangiye ishyirwa mu bikorwa ry'umushinga wo kongera amazi mu turere twa Gatsibo na Kayonza. Bimwe mu bikorwa bijyanye n'uwo mushinga harimo kubaka uruganda rusukura amazi ku kiyaga cya Muhazi, imiyoboro y'amazi n'ibigega by'amazi.

Dushingiye ku masezerano yashyizweho umukono hagati ya **WASAC Ltd** na **Korea Engineering Consultant Corp. (KECC)** yishyize hamwe na **Holistic Consulting Center Limited (HECC Ltd)**, turabamenyesha ko icyiciro cya mbere kijyanye no gukora inyigo cyatangiyeye ku wa 18 Mata 2020.

Kugira ngo uwo rwiyezamirimo wavuzwe haruguru abashe gukora inyigo neza azakenera amakuru atandukanye haba ku rwego rw'ubuyobozi no ku rwego rw'abaturage.

Ni muri urwo rwego, tuboneyeho kubasaba ubufasha bwo kubona amakuru azaba akenewe kuri uyu mushinga ndetse no kugira uruhare mu ishyirwa mu bikorwa ry'uyu mushinga.

Tubashimiye ubufatanye mudahwema kutugaragariza.

Eng. Aimé MUZOLA
Umuyobozi Mukuru



Bimeneshejwe:

- Bwana Minisitiri w'Ibikorwaremezo
- Bwana Minisitiri w'Ubutegetsi bw'igihugu
- Bwana Guverneri w'Intara y' Iburasirazuba
- Madamu Umuyobozi Wungirije wa WASAC Ltd
- Umuyobozi w'ishami rya WASAC rya Nyagatare
- Umuyobozi w'ishami rya WASAC rya Rwamagana

