



Ministry of ICT and Innovation

RWANDA DIGITAL ACCELERATION PROJECT

Resettlement Policy Framework (RPF)

Developed by
Dr. Tharcisse MUSABYIMANA
Telephone: 0788640812
Email: mustother@yahoo.fr

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ACRONYMS AND ABBREVIATIONS

AIIB	Asian Infrastructure Investment Bank
ARAP	Abbreviated Resettlement Action Plan
BP	Bank Procedures
BRD	Banque Rwandaise de Développement - Development Bank of Rwanda
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standard
GBV	Gender Based Violence
GoR	Government of Rwanda
GRM	Grievance Redress Mechanism
GRC	Grievance Redress Committees
LGs	Local Governments
M&E	Monitoring and Evaluation
MEP	Monitoring and Evaluation Plan
MDA	Ministries, Departments and Agencies
MINALOC	Ministry of Local Government
NGO	Non-Governmental Organization
OP	Operational Policy
PAPs	Project Affected Persons
PCDP	Public Consultation and Disclosure Procedures
PIU	Project Implementing Unit
RAP	Resettlement Action Plan
RDAP	Rwanda Digital Acceleration Project
REG	Rwanda Energy Group
REMA	Rwanda Environment Management Authority
RISA	Rwanda Information Society Authority
ROW	Right of Way
RTDA	Rwanda Transport Development Agency
SEA	Sexual Exploitation and Abuse
RPF	Resettlement Policy Framework
WASAC	Water and Sanitation Corporation
WB	World Bank
WBG	World Bank Group

EXECUTIVE SUMMARY

The Government of Rwanda is in the process of acquiring financing from the World Bank Group (WBG) and the Asian Infrastructure Investment Bank (AIIB) worth \$ 200 million for the Rwanda Digital Acceleration Project (RDAP). This project is designed to support Rwanda in its effort to become the champion in provision of digital infrastructure, technology and services and achieve the aspirations of the Digital Transformation for Africa initiative. The project will expand access to affordable high-speed internet through a combination of investments and reforms. Although the project will be financed by both the World Bank and Asian Infrastructure Investment Bank, it will use the World Bank Environmental and Social Framework.

Project Development Objective

The Project Development Objective is to increase access to broadband, digital public services, and strengthen the digital innovation ecosystem.

Project components

The project has been designed around four integrated and mutually reinforcing components, which span the foundational pillars of the digital economy, but also support the overall goal of creating digitally-enabled citizens, businesses, and government:

- *Component 1: Digital access and Inclusion.* This component has four sub-components that include; i) access to affordable smart devices (via financing schemes, outreach, regulation), ii) digital literacy for all (including scale-up of a revamped Digital Ambassadors Program), iii) last-mile connectivity access (connecting schools, hospitals, local government offices, higher education with broadband and creating public Wi-Fi hot-spots) and iv) legal, regulatory, and institutional capacity for broadband market development (technical assistance on regulatory matters).
- *Component 2: Digital public service delivery.* This component has four sub-components that include: i) developing digital authentication and trust services (including integration with e-services), ii) government data management, sharing and analytics (data hub, big data analytics capability, data-driven solutions, and flag-ship data analytics projects), iii) e-services in key sectors, and (iv) cyber security resilience and data protection.
- *Component 3: Digital Innovation and Entrepreneurship.* This component has two sub-components that include: i) regional digital entrepreneurship hub (improvement of local ecosystem support organizations, attract international accelerator, early-stage / angel financing), and ii) next-generation capabilities for the digital economy (including scale-up of the Rwanda Coding Academy (RCA), performance grants for boot camps and scholarships for PHD students).
- *Component 4: Program Management.* This component will finance project management and coordination, including procurement, financial management, monitoring, and evaluation, as well as environmental and social safeguards management. This will include

funding consultancy support for the implementation of the project and the institutional strengthening of implementing agencies.

Rationale of the Resettlement Policy Framework

To an extent possible, the project infrastructure (e.g., fiber optic cables and possible mobile communication towers) will be laid in reserves of existing highways and possibly public land hence avoiding land take, compensation, and resettlement. Though highly unlikely however, land take may occur hence the need for this resettlement policy framework (RPF) to guide management of resettlement impacts and subsequent resettlement action plans where they are necessary. A key principle will be to ensure that every affected asset is compensated to replacement value in case of structures or market rate for land acquired by the project, and that all livelihoods impacted are reasonably restored.

Potential Resettlement Impact of RDAP

The key resettlement impacts of the project and how they can be managed are outlined in table below.

Table 1: Likely adverse resettlement impacts and management measures

	Project activity	Nature of impact	Management measure
1	Installation of optic fiber cables	Limited linear impact, along existing roads	Utilize road reserve and obtain the Right of Way from appropriate Authorities Wireless technology will be utilized in host communities outside the road reserve
2	Installation of Transmission Sites	Plot for infrastructure	Utilize existing Government infrastructure/ facilities
3	Installation of mobile communication towers	Plot for infrastructure	Utilize existing Government land
4	Displacement of roadside market vendors	Temporary financial loss from disruption of trade activities	Effective and continuous stakeholder consultations/ engagements will be conducted prior to commencement of civil works. Civil works through roadside market will be conducted during agreed appropriate hours and works market days will be avoided.

However, if not well managed, the above activities might cause some degree of involuntary resettlement. Although there might not be physical displacement, some land take and economic displacement might occur. Therefore, compensation and livelihood restoration might be needed. At this stage, it is not possible to estimate the likely number

of people who in the unlikely event, may be affected by the proposed project. RISA will therefore, plan for RAP costs that may not exceed 0.1% of the total project cost.

Legal and Institutional Framework

It is expected that implementation of the project will comply with Rwandan laws, regulations and policies as well as the World Bank Environmental and Social Standards. In areas where Rwandan laws, regulations and policies differ from the World Bank Environmental and Social Framework, it was realized that the World Bank ESF seems to be more advantageous to the communities. Therefore, in areas where national laws, regulations and policies differ from World Bank ESF, the ESF will take precedence to ensure socially and environmentally responsible development that has immense benefits for the socio-economic development of Rwanda and Rwandan communities.

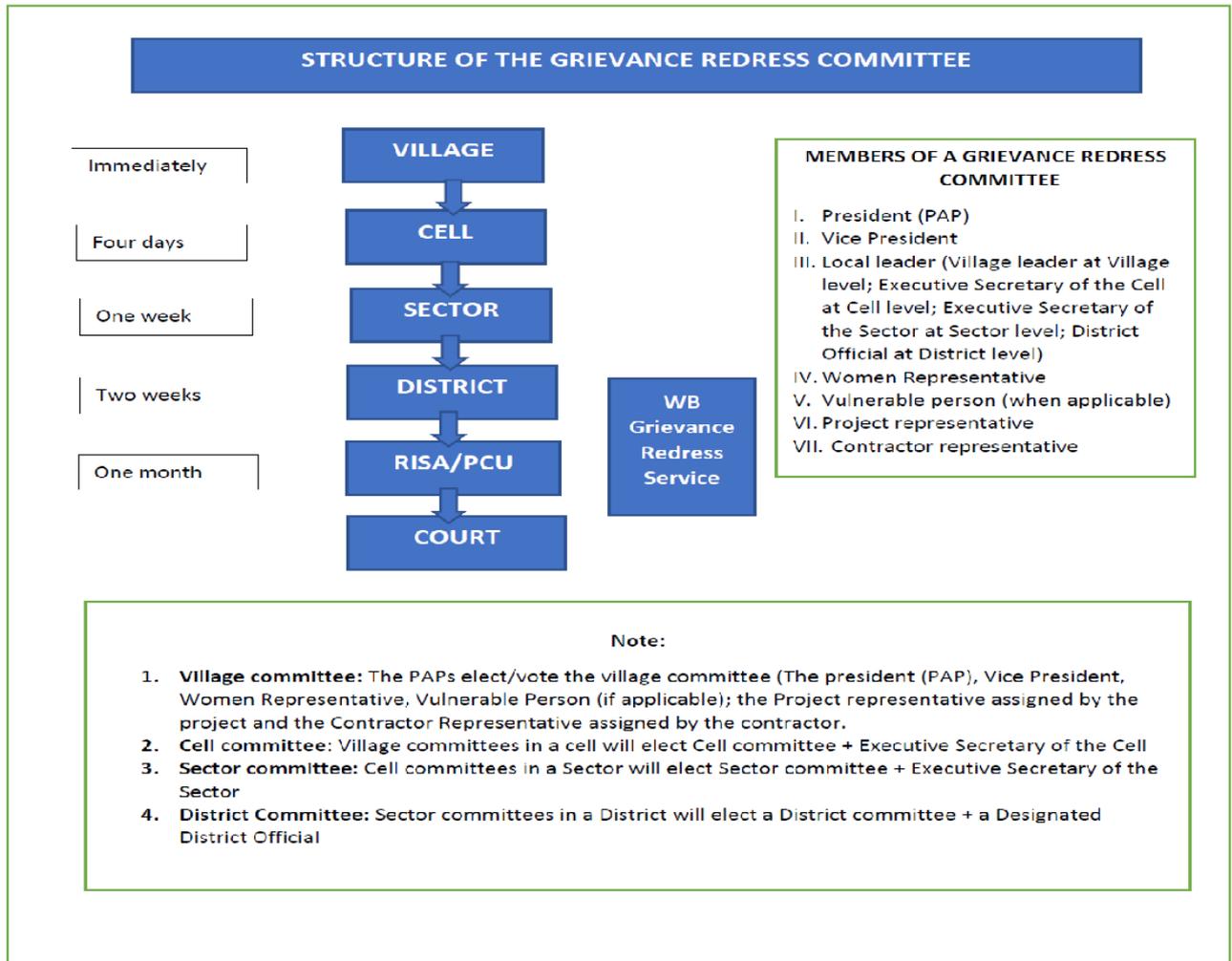
Resettlement Plans

This RPF provides a framework for resettlement associated with the project. When all the details of the project investments are clear, each subproject will need to go through a process to identify the level of resettlement required, and if so, the development of a plan for resettlement. At this stage, the World Bank ESS 5 may call for the preparation of individual RAPs consistent with this RPF.

Grievance Redress Mechanism

It is expected that all grievance or dispute issues pertaining to the Project will be resolved at the District level through different grievance redress committees. Issues that will not be resolved at the level of these committees will be taken to the higher Project Coordination Unit. However, the mechanism will not prevent unsatisfied complainants to resort to the Rwandan judiciary (mediators and courts). The following figure summarizes grievance redress committees.

Figure 1: Structure of grievance redress committees



Monitoring and evaluation

In order to assess whether the goals of the resettlement and compensation plan are being met, a monitoring plan will be required. This monitoring plan will indicate parameters to be monitored, institute monitoring milestones and provide resources including responsible persons or institutions to carry out the monitoring activities. The arrangements for monitoring the resettlement and compensation activities will fit the overall monitoring programme of the entire project, which will fall under the overall responsibility of the different executing agencies.

1. PROJECT DESCRIPTION

1.1 Background to the Project

Rwanda has distinguished itself as a country that is deeply committed to leveraging digital transformation as a means to accelerate growth and reduce poverty. The Government of Rwanda is committed to using digitally enabled solutions, wherever possible, to leapfrog traditional approaches and support innovation in service delivery. Beginning as early as 2000, Rwanda began charting an ambitious course for achieving rapid digitization, through a series of five-year plans-culminating in the SMART Rwanda Master Plan. These policies have resulted in the progressive roll-out of digital infrastructure, impressive public e-services expansion (though from a very low base), as well as initiatives to support digital skills and to position Rwanda as a regional ICT hub, underpinned by government institutions and leadership committed to this agenda. Today, Rwanda continues to articulate ambitious strategies in relation to many of these areas.

Rwanda has a vision to become a knowledge-based economy and upper middle-income country by 2035 underpinned by its commitment to leveraging ICT as a means to accelerate growth and poverty reduction. The National Strategy for Transformation (NST1-2017-24) identifies ICT as a cross-cutting enabler for development. Use of digital platforms is viewed as helping to spawn growth in services (financial, hospitality, etc.) and increased access to markets. Investment in ICT and the digital economy thus emerge as central tenets of this strategy, viewed as critical to bypass more ‘traditional’ pathways to shared prosperity and poverty reduction.

The Government of Rwanda (GoR) is set to receive funding from the World Bank (WB) and the Asian Infrastructure Investment Bank (AIIB) for the Rwanda Digital Acceleration Project. This project aims to accelerate country-wide digital transformation, as well as facilitate Rwanda’s integration in the emerging regional digital market. It will expand digital adoption, bringing more Rwandans online by addressing the major barriers that dampen demand for digital services and spearheading a series of interventions that promote digital inclusion. Although the project will be financed by both the World Bank and Asian Infrastructure Investment Bank, it will use the World Bank Environmental and Social Framework.

The project will enable Rwanda to leverage critical enabling digital platforms and data-driven solutions to improve the efficiency of public service delivery and expand the adoption of digitally enabled services. Finally, the project will also increase Rwanda’s capacity to support digital innovation and productivity gains, by strengthening the local digital innovation and entrepreneurship ecosystem, supporting tech firms to move from start-ups to growth and the adoption of digital technology in key sectors. The Project will be coordinated through the Ministry of ICT and Innovation (MINICT), with Rwanda Information Society Authority (RISA) and the Development Bank of Rwanda (BRD) as the Project implementing institutions.

1.2 Description of the Proposed Rwanda Digital Acceleration Project (RDAP)

The proposed Rwanda Digital Acceleration Project is designed to accelerate digital transformation of Rwanda to achieve the aspirations of the Digital Transformation for Africa initiative. It will be funded by the World Bank Group's International Development Association (IDA) and the Asian Infrastructure Investment Bank (AIIB) and it will be implemented through the Ministry of ICT and Innovation, Rwanda Information Society Authority (RISA) and the Development Bank of Rwanda (BRD).

1.3 Project Development Objective

A. Project Development Objective

PDO Statement

Increase access to broadband, digital public services and strengthen the digital innovation ecosystem.

PDO Level Indicators

1. The achievement of the PDO will be measured by the results indicators below:

(a) **PDO indicator 1: Increase access to broadband.**

Internet penetration rate (mobile + fixed) (of which, percent female)

(b) **PDO indicator 2: Increase access to digital public services.**

Number of fully transactional G2P, G2B and G2G e-services that are introduced, upgraded, or enabled

(c) **PDO indicator 3: Strengthen the digital innovation ecosystem.**

Number of digital startups supported creating and/or leveraging digital technology solution (of which percentage female owned).

B. Project Components

2. The project aims to accelerate country-wide digital transformation focusing on critical digital enablers that “future-proof” economic growth and build on digital foundations in place. Based on the findings and recommendations of the Rwanda DE4A diagnostics conducted, project activities seek to expand digital adoption, by spearheading a series of innovative digital access and inclusion initiatives. The project will also enhance Government's digital service capabilities, equipping GoR with the ability to harness the power of big data and scale e-service based on shared digital standards, platforms, and infrastructure. Finally, the project will increase Rwanda's capacity to support digitally enabled innovation, by strengthening the local entrepreneurship ecosystem, supporting tech firms to move from startups to growth and by developing Rwanda's digital talent base.

3. The project is designed around four integrated and mutually reinforcing components. The project has 4 components: (1) Digital Access and Inclusion that focused on creating digitally enabled citizens (Access to affordable smart devices,

Digital literacy for all, Last mile connectivity access, and Legal, regulatory, and institutional capacity for broadband market development); (2) Digital Public Service Delivery focused on creating a digitally enabled government, as well as creating entry points for private sector innovation (Digital identification, authentication, and trust services; Government data management, sharing and analytics; E-services in key sectors; Cybersecurity resilience and data protection); (3) Digital Innovation and Entrepreneurship focused on supporting digitally enabled businesses (Regional digital entrepreneurship hub, and Next generation capabilities for the digital economy; (4) Project Management.

The following table indicates the project components and allocated budgets:

Table 2: Project components and allocated budgets

Components	Allocation (US\$ million)
1. Digital Access and Inclusion <i>Focused on creating digitally enabled citizens</i>	60.5
1.1: Access to affordable smart devices	15.0
1.2: Digital literacy for all	8.0
1.3: Last mile connectivity access	33.5
1.4: Legal, regulatory, and institutional capacity for broadband market development	4.0
2. Digital Public Service Delivery <i>Focused on creating a digitally enabled government, as well as creating entry points for private sector innovation</i>	100.0
2.1: Digital identification, authentication, and trust services	39.3
2.2: Government data management, sharing and analytics	10.7
2.3: E-services in key sectors	30.5
2.4: Cybersecurity resilience and data protection	19.5
3. Digital Innovation and Entrepreneurship <i>Focused on supporting digitally enabled businesses</i>	29.5
3.1: Regional digital entrepreneurship hub	22.0
3.2: Next generation capabilities for the digital economy	7.5
4. Project Management <i>Project implementation support</i>	10.0
TOTAL	200.0

Component 1: Digital Access and Inclusion (US\$60.5million)

4. This component will increase digital access and inclusion through investment in digital access enablers, focusing on under-served areas and groups. This component will increase digital access and inclusion through investment in digital access enablers, focusing on under-served areas and groups. A series of interventions that address identified demand-side barriers hampering access to high-quality broadband will be financed. This includes support for smart device affordability financing schemes, an umbrella basic digital literacy initiative, as well as a local connectivity access scheme targeting unconnected government offices, schools, hospitals, and marketplaces. Activities supported will help to connect more users to high-speed internet, and subsequently enable wider access to and demand for data-driven public and commercial e-services (financed under Components 2 and 3). Financing provided will support wider local readiness for COVID-19 response and recovery, as digital tools and systems have proved critical to an agile response, where digital access is viewed as a basic pre-requisite. By providing catalytic funding to stimulate demand by key user-groups and in low-income market segments the project hopes to crowd in more private sector investment on the supply-side. Upstream support for an enabling legal, regulatory and policy environment for competitive broadband market development will also be provided, with a view of stimulating wider access, quality, affordability and sustainability, resulting in a more vibrant broadband market that can support wider access and service expansion.

Sub-component 1.1: Access to affordable smart devices (US\$15 million)

5. This sub-component will provide financing support to facilitate smart device purchase by low-income household and key user-groups. Activities financed will target users currently unable to afford upfront smart device purchase, and secure needed credit. Prioritized user-group will include Rwanda's poorest households, as well as teachers and students. The scheme will be led by RISA, leveraging support from the Development Bank of Rwanda (BRD) to allow for the use of commercial financing instruments offered by the financial intermediary. Various financial instruments will be considered, and a phased approach is envisaged, including initially piloting, evaluation and incremental scale-up over time. The project will finance an in-depth market assessment and feasibility study to refine key design elements. Key approaches considered include grant-based subsidies for Rwanda's poorest households, with eligibility and subsidy levels based on the *Ubudehe* household income classification system and existing device ownership, as well as guarantees to manage the challenges associated with high credit risk and cost, but others interventions will also be explored. Key activities to be financed include:

- (a) **Technical assistance and capacity building for fund development** to allow for the establishment of a device affordability fund at the Development Bank of Rwanda (BRD). A fund-specific project implementation manual will be developed detailing financial instruments implemented and disbursed, including eligibility criteria and processing requirements.

- (b) **Capitalization of a device affordability fund and operationalization of related financing schemes**, where the project will cover the costs of the financial instruments deployed, and any other operational costs.
- (c) **Independent verification**, whereby the project would finance a third-party verification agent to verify compliance for the financing schemes.
- (d) **Communication and outreach** through campaigns, sharing success stories and lessons learned to publicize the device affordability scheme to key stakeholders and targeted beneficiaries.

Sub-component 1.2: Digital literacy for all (US\$8 million)

6. This sub-component will help tackle Rwanda’s lingering basic digital skills gap through a national digital literacy scheme that will enable end-users to access and use basic digital devices and data-driven services safely and effectively. This activity will help expand the national coverage of Rwanda’s existing flagship Digital Ambassador’s Program (DAP), with the aim of training more people in basic digital literacy across all 2,148 cells. A revamped iteration of the existing scheme (version 2.0) will be scaled, and run by the RISA, building in more sustainability, inclusion, and performance-based management, including tailored and task-based training approaches sensitive to gender and persons with disabilities. The scheme will also be broadened to enable the participation of more non-profit and for-profit digital skills providers. The initiative will be anchored in an overarching digital skills assessment and new national digital skills framework, developed in close collaboration with the MINICT, MINEDUC and digital skills providers. Key activities to be financed include:

- (a) **Technical assistance for development of a digital skills architecture and M&E framework**, development of a national digital skills framework aligned with global best practices and continued evaluation of the DAP.
- (b) **Financing development and operationalization of the new DAP 2.0. model**, covering incremental operating costs, training, and equipment, and setting up a shared digital skills training platform allowing partner agencies to contribute through training material, shared M&E tools, building in more sustainability.

Sub-component 1.3: Last mile connectivity access (US\$33.5 million)

7. This sub-component will expand access to high-speed internet among select public institutions, as well as targeted public spaces to enable wider digital services provision. Financing will connect selected public sector organizations at central, district, sector and cell-level that currently lack high-speed internet access including local government offices, schools, hospitals and citizen service access points and support movement toward a more resilient, secure and centrally managed dedicated government network (GovNet), connecting public sector organizations at central, district, sector and cell-level that currently lack high-speed internet access. The GoR is also keen to connect key commercial centers with public Wi-Fi that can stimulate greater commercial digital services usage. Demand aggregation and pre-purchase of capacity will be leveraged to catalyze infrastructure investment. Upfront

purchase of internet bandwidth from private sector operators, under indefensible right of use (IRU) OpEx contracts, covering a period of 10-15 years⁶³, will serve as the investment guarantee needed to incentivize private sector CapEx investment in the roll-out of last-mile access network that connect target locations, but also benefit the wider consumer base in the vicinity of connected locations, with government serving as the anchor tenant required for enhanced service provision. A market study will support a comprehensive needs assessment and refine the implementation approach. Key activities to be financed include:

(a) **Support for network planning and management:** RISA will receive targeted technical assistance to support network planning, development of technical specifications and capacity requirement to develop a closed virtual network, and central Networks Operations Center (NOC) to enhance its management of GovNet.

(b) **Connectivity capacity purchase for select public institutions and priority locations.** Awarded on a competitive basis, covering the provision of international internet bandwidth and various geographic lots, featuring minimum capacity and technical requirements for targeted institutional and locations.

(c) **Enabling ICT infrastructure for target institutions** for facilitating internet access and use. Institutions such as public schools prioritized for connectivity access will be supported with electricity and basic IT equipment for teaching.

Sub-component 1.4: Legal, regulatory, and institutional capacity for broadband market development (US\$4 million)

8. This sub-component will provide upstream enabling legal, regulatory support, as well as capacity building to stimulate broadband market development, focusing on the telecommunication sector. It will support modernization of the legal, regulatory, and institutional frameworks governing the telecoms sector, with financing for technical assistance, training, systems, and equipment acquisition needed to support regulatory reform in selected areas, with the aim of boosting competition, access, inclusion through service expansion, innovation and adoption of emerging technology. Areas for support identified include: (i) Quality of service (QoS) monitoring (ii) Number portability (iii) Inclusion of support for development of a 5G roadmap, including assessing the current readiness for migration to 5G (iv) operationalization of recommendations and guidelines that will stem from a new broadband policy, spectrum management and infrastructure sharing models (shortly due to be supported through bank-executed IFC TA) and (v) Technical assistance to review, develop and operationalize industry policy and regulatory guidelines for climate smart and resilient digital infrastructure (vi) Technical assistance to support local digital content regulation and promotion (vii) Technical assistance on developing Internet of Things (IOT) regulation. Technical assistance will also be provided to enable the collection of gender-disaggregated data. The MINICT, RISA and RURA are expected to be the main beneficiaries of activities financed under this sub-component.

Component 2: Digital public service delivery (US\$100 million)

9. This component will strengthen the GoR's ability to securely deliver more digital services, allowing for increased resilience and adaptability to health, climate, and other shocks. Activities financed aim to respond to the COVID-19 crisis by 'building back better' through investments that strengthen GoR's ability to deliver services that are secure, data-driven, paperless, and cashless, and that improve both the front-end user-experience of digital public services as well as back-end government efficiency. This will be achieved by developing and leveraging re-usable and shared digital infrastructure and platforms for digital identification and other trust services, as well as data management that (a) enable expansion of sectoral digitization and e-service initiatives; (b) allow the GoR to scale the provision of just-in-time critical G2G, G2B and G2C e-services; and (c) support big data analytics that inform policy making, planning and e-service development. An enabling environment for securely scaling e-services will also be supported through investments that strengthen GoR's capacity for managing risks related to cybersecurity and data protection.

Sub-component 2.1: Digital identification, authentication, and trust services (US\$39.3 million)

10. This sub-component will strengthen the existing foundational ID ecosystem, comprised of national identification (ID) and civil registration, to support the expansion and efficiency of service delivery in key sectors for both in-person and online transactions. The investments planned will bring Rwanda's foundational ID ecosystem in full compliance with the ten Principles on Identification for Sustainable Development and in alignment with other international best practices, to maximize the socio-economic benefits and development impacts that stem from trusted and inclusive ID systems while mitigating the risks. Activities to be financed include:

(a) **Modernizing the national ID system** by: (i) introducing new credentials, such as a cost-efficient national ID card, and verifiable virtual credential and a mobile ID equivalent; (ii) improving the quality of data, efficiency and inclusiveness of registration, in support of identity verification and authentication; (iii) extending national ID coverage to children (with consent of parents and guardians and adhering to other child protection norms) in order to facilitate enhanced education, health and social protection service delivery. This will finance related consultancy services, central software and hardware upgrades and replacement, registration campaigns, registration kits, credential issuance, cybersecurity security and data protection measures, and related capacity building of both government personnel and the users.

(b) **Digitizing civil registration archives** by converting paper birth and death certificates, marriage registration forms and other civil registration documents into digital formats and indexing them. This will improve the ability of NIDA to provide effective pre-registration services for the modernized national ID and will become the basis for an efficient retrieval of civil registration records and better user experience in support of public and private sector services that require proof of civil registration status.

(c) **Strengthening the use of the national ID for in-person identity verification and introduction of a digital ID for fully remote service delivery** by: (i) developing capabilities for fingerprint, iris, demographic and SMS one time password identity verification mechanisms in support of more efficient in-person transactions, with an effective exception handling mechanisms to ensure that there is no exclusion from accessing services; (ii) introducing various digital credentials, authentication and e-signature capabilities for online transactions. This will finance consultations, consultancy services, policy and regulatory development, technical designs, software and hardware upgrades, and integration of the new identity verification and authentication modalities into service delivery in key sectors (e.g., hardware, software and process re-engineering for priority MDAs, as well as developing tools for the private sector to do the same), and related awareness raising.

(d) **Stakeholder engagement, help desks, and grievance redressal for the ID-related services** by: (i) creating accessible channels to enable citizens and residents who face challenges with registration or using their credentials (including in cases of verification failure) to seek recourse within reasonable time frames; (ii) organizing meaningful consultations with communities, civil society, government institutions and the private sector to inform the design and implementation of this ID sub-component. This will finance business processes re-engineering for handling grievances, an online complaints portal, a call center, development of a grievance tracking management platform, and related public consultations and communications.

Sub-component 2.2: Government data management, sharing and analytics (US\$10.7 million)

11. This sub-component will improve the GoR's ability to securely manage, share, analyze and harness data for improved service delivery, policy development and planning, on the back of shared data frameworks, platforms, infrastructure, and big data analytic capabilities. Stronger capacity for managing, sharing, and analyzing government data will play an integral role in enhancing GoR's ability to expand and improve e-services. Activities financed are designed to fully capture the opportunity presented by big data and lay the foundation for the introduction of more advanced use cases in big data analytics, including leveraging predictive capabilities to support forecasting. Support provided will primarily be anchored at RISA, and include the development of shared data governance frameworks, shared government data infrastructure, whole-of-government data interoperability structures, pooled data analytics capacity, featuring the creation of a central 'Government Data Hub' envisioned as a collaborative platform for better use of digital data by government. Key activities to be financed include:

(a) **Developing national and big data governance and management**, including technical assistance to support the development of enabling legal, strategic and policy frameworks through feasibility studies, data sharing guidelines, templates, standards, and protocols as well as related training.

(b) **Operationalizing the Government Data Hub**, including financing related software, hardware, hosting and technical assistance for deploying and operationalizing the hub at RISA, in close collaboration with sectoral MDAs that produce large amounts of data. Further, support for cataloguing and tagging, cleaning and formatting government data for upload, and anonymizing data for release will also be provided. This will also allow government to make data sets public.

(c) **Financing upgrade of the Government Enterprise Service Bus (GESB)**, operated by RISA, to enable seamless back-end data exchange between various MDAs. Support will be provided for training on the GESB's maintenance and operation, as well as any technical assistance required to support systems integration.

(d) **Implementation of strategically selected big data use cases** to demonstrate the value of big data analytics in priority sectors (e.g., Health, Education, Social Protection and Agriculture), including those supporting climate change adaptation.

Sub-component 2.3: e-Services in key sectors (US\$30.5 million)

12. This sub-component will expand the availability of high-quality transactional e-services in key sectors. Priority sectors identified include health, social protection, agriculture, local government, as well as trade and industry. Support provided will cover both (a) just-in-time support for the roll-out of demand-driven G2G, G2B and G2P e-services primed for full digitization that leverage and demonstrate the value of using reusable and shared infrastructure and solutions financed by the project; as well as support (b) more comprehensive and in-depth flagship sectoral digitization initiatives that involve the development of sector specific back-end systems (but building on shared frameworks and infrastructure) and sector-wide business processes re-engineering. Funding related to category (a) e-services will be allocated on an annual basis, following a structured prioritization exercise with sectoral MDAs, and due consideration to both readiness and expected impact. Meanwhile, the flagship digitization initiatives selected in health and social protection sectors, based on their expected high-level contribution to COVID-19 response and recovery, will showcase how sector-wide digitization can facilitate cross-cutting transformation of service delivery. RISA will be spearheading all e-services financed, working closely with respective MDAs, through its sectoral Chief Digital Officers and dedicated technical committees established. Cybersecurity, data privacy, and secure data-sharing principles, informed consent and user-centric design will be mainstreamed for all e-services financed under this sub-component, with special attention given to ensuring access by vulnerable groups. To ensure adequate technical capacity at RISA, MINICT and within sectoral MDAs to launch, maintain and upgrade respective e-services and back-end systems financed, this sub-component will also cover an extensive digital skills training program for the civil service staff. Key activities to be financed include:

(a) **Support for strategic planning and design of e-services** primed for digitization and prioritized for financing through a rigorous selection process. This will cover support for end-user consultations, including dedicated focus groups with vulnerable user-groups to inform the e-service design to ensure uptake.

(b) **Development of select e-services in key sectors.** Financing provided will cover aspects such as software development, systems integration, IT equipment, data hosting requirements, technical and end-user training, as needed. Some priority e-services have already been identified for implementation in year one, including support for a new e-Parliament system, a Unified Registry System, and a Building Permit Management Information System.

(c) **Flagship sectoral digitization initiative: Health.** Help transform service delivery in the health sector by enabling the full digitization and integration of existing and health systems such as the Health Information Exchange (HIE) platform, Electronic Medical Records (EMR) system introduced across multiple points of care, supporting its set-up and use at more health posts.

(d) **Flagship sectoral digitization initiative: Social protection.** focus on streamlining and digitizing G2P payments for social transfers, digitization of SACCOs, including existing paper-based records and support for related systems financing.

(e) **Comprehensive capacity building and change management through skills assessment and training** to creating a cadre of digitally savvy government leaders and IT professionals to facilitate the successful development, deployment, and maintenance of e-services.

Sub-component 2.4: Cybersecurity resilience and data protection (US\$19.5 million)

13. This sub-component will strengthen the GoR's capacity to mitigate risks associated with the expansion of digital public services by enhancing its capabilities to detect, prevent, respond, mitigate, and recover from cybersecurity attacks as well as manage data protection. It will support the development of a robust enabling environment through strengthened cybersecurity governance and institutional frameworks, technical and operational capabilities, as well as cyber skills development for a trusted online transactions environment and the security and resilience of digital infrastructure and systems. It will also lay the foundations for safeguarding data protection in compliance with forthcoming legislation, by supporting the establishment and operationalization of a Data Protection Office (DPO). Key activities to be financed include:

(a) **Strengthened cybersecurity management capacity,** which will feature support for the newly established NCSA and existing Rwanda Computer Security Incident Response Team (CSIRT).

(b) **Foundations for data protection operationalization** that will finance (i) the development of governance and institutional frameworks (ii) the DPO's technical and operational capacity and (iii) capacity building and awareness raising programs.

Component 3: Digital Innovation and Entrepreneurship (US\$29.5 million)

14. This component will strengthen the local digital entrepreneurship ecosystem and talent base. Activities financed will support better innovation ecosystem coordination, better service provision by entrepreneurship support organizations (ESOs), expand access to early-stage financing, and promoted advanced digital innovation capabilities. By strengthen the local entrepreneurial and innovation ecosystem this component will contribute to Covid-19 pandemic response and recovery by supporting startups that can aid the development of data-driven, digital products and services relevant to the response. Activities financed will leverage and complement the interventions proposed under Component 2 by also encouraging the use of new public dataset made available and public goods introduced. A stronger local entrepreneurship ecosystem will also aide in developing locally relevant content and services that can help stimulate digital adoption and uptake of digital services, auxiliary to interventions under Component 1.

Sub-component 3.1: Regional digital entrepreneurship hub (US\$22 million)

15. This sub-component aims to improve the survival and growth rates of technology-enabled startups in Rwanda and strengthen Rwanda’s position as a ‘test bed’ for innovation. Support will be provided to create an enabling strategic, policy, regulatory and institutional environment that is conducive to stimulating growth of digital innovation, businesses and startups, positioning Rwanda as a regional digital entrepreneurship hub. Mechanisms to strengthen the quality, sustainability, and range of ESOs available will be financed, including support for acceleration services that can strengthen international market linkages. All support provided will consider the challenges that startups and young firms have been facing due to the Covid-19 pandemic. Interventions made will help create a more robust and attractive pipeline of viable startups poised for scale-up and strengthen Rwanda’s innovation capacity, contributing to wider job creation and productivity gains critical to COVID-19 recovery. Key activities to be financed include:

(a) **Enabling strategies, policies and institutions for digital innovation,** Support will also be provided to MINICT, RISA, the Rwanda Development Board (RDB) and Kigali Innovation City (KIC), with financing for training, TA, operating costs associated with industry consultation etc.

(b) **Performance-based grants for ESOs that serve digital startups,** which aim to encourage quality-based and self-sustaining ESO models that offer better services,¹ and entrepreneurship support programs.

¹ Competitively selected ESOs will have to demonstrate their ability to contribute toward the achievement of their performance contracts to reduce the risk of funding non-viable or non-performing entities, as well as reliance on donor funding.

(c) **International accelerator that serves digital startups**, with financing support provided to attract a high-quality international player to the local market.

(d) **Early-stage finance mobilization for digital innovation**, including support for investment events, training programs and establishment of an early-stage financing mechanism to be managed by the BRD, which could potentially serve as a fund of funds to catalyze private sector investment whereby the project would contribute financing to capitalize the fund as well as the overhead fees.

Sub-component 3.2: Next generation capabilities for the digital economy (US\$7.5 million)

16. This sub-component aims to equip young Rwandans with advanced 21st century digital skills, boosting local capacity to contribute to digital entrepreneurship and innovation. A two-pronged approach will be adopted; on the one hand supporting wider access to digital skills within traditional TVET and tertiary education and supporting business-models for advanced digital skills provision on the other. By building the local digital talent pipeline and equipping Rwandans with advanced skills for jobs of the future, this sub-component will actively help stem the rise in unemployment expected on account of Covid-19. Key activities to be financed include:

(a) **Further development of the Rwanda Coding Academy (RCA)²**, managed by the MINICT, allowing the RCA to scale and develop a more effective operating and training model.

(b) **Performance-based grants for technology boot camps** and other innovative digital technology skills training models that support their expansion and operations.

(c) **Ph.D. scholarships for highly specialized digital training**, such as AI, robotics, blockchain, awarded on a yearly and competitive basis. Supported scholars will be required to support digital government initiatives.

Component 4: Project Management (US\$10 million)

17. This component will finance project management associated with administering the project. It will finance the operational and staffing costs of the Single Project Implementation Unit (SPIU), including the hiring of expert consultants in key areas such as project management, technical advisory and implementation support. Operational costs would also be covered, including support for capacity building and training. This component will also cover continuous stakeholder consultation costs, and any larger M&E work undertaken.

1.5 Proposed Project Context

Rwanda is a low income, landlocked country located in East Africa. It is characterized by a predominantly rural population. The country's population is approximately 12

² RCA is a special model school incepted by the Government of Rwanda. It is hybrid of both general education and TVET. It teaches Software Development, Embedded Systems Programming, and Cyber-Security. The Rwandan government and the Swiss Agency for Development and Cooperation (SDC) recently launched the Rwanda Coding Academy in partnership with the Ministry of ICT, Ministry of Education and Rwanda Polytechnic. See: <http://www.rca.ac.rw/about-us.php>

and zone of impacts cannot be determined at this stage of project preparation. The RPF will therefore be used to screen all project activities for their potential resettlement impact, propose and streamline all the necessary procedures to follow in mitigating and minimizing resettlement impacts including compensations.

The Bank guidance indicates that involuntary resettlement is defined as referring to both the physical displacement (relocation or loss of shelters) and economic displacement (loss of assets or access to assets that leads to loss of income sources or means of livelihoods) resulting from land acquisition undertaken specifically for a project, if unmitigated, often gives rise to severe economic, social, and environmental risk. Among these are: production systems dismantled; people face impoverishment when their productive assets or income sources are lost; people are relocated to environments where their productive skills maybe less applicable and the competition for resources greater; community institutions and social networks are weakened; kin groups are dispersed; and cultural identity, traditional authority, and the potential for mutual help are diminished or lost. This policy framework proposes measures to address and mitigate these risks.

2. OBJECTIVES AND METHODOLOGY USED FOR THE PREPARATION OF THE RPF

2.1 Objectives of the RPF

The Resettlement Policy Framework (RPF) will guide the implementation of land acquisition activities to facilitate RDAP civil works; ensure that displacement issues are resolved and that the livelihoods of the affected persons are not negatively impacted on; and, where it is unavoidable, they are duly compensated and/or resettled. The project will be implemented in line with the World Bank Environmental and Social Framework (ESF) and the RPF is prepared under the requirements of ESS5 that requires all World Bank-funded projects to avoid involuntary displacement of people in project areas as much as possible. Where involuntary resettlement is unavoidable, ESS5 requires it to be minimized and appropriate measures to mitigate adverse impacts on displaced persons (and on host communities receiving displaced persons) to be carefully planned and implemented. The RPF will state the principle and guide any resettlement action plans for avoidance of involuntary resettlement and management of the negative impacts where inevitable. A project RAP or site-specific RAPs will be prepared on confirmation of the project designs and locations which will inform the project land requirements.

Specifically, the objective of this Resettlement Policy Framework (RPF) is to provide the following:

- i. a brief description of the project and components for which land acquisition and resettlement are required;
- ii. principles and objectives governing resettlement preparation and implementation;
- iii. a description of the process for preparing and approving resettlement plans;
- iv. estimated displacement impacts and estimated numbers and categories of

- displaced persons, to the extent feasible;
- v. eligibility criteria for compensation;
- vi. a gap analysis of the borrower's laws and regulations and the Bank policy requirements and propose measures to bridge any identified gaps between them;
- vii. methods of valuing affected assets;
- viii. administrative structures and mandates in the delivery of compensation and other resettlement assistance, including, for projects involving private sector intermediaries, the responsibilities of the financial intermediary, the government, and the private developer;
- ix. a description of the implementation process, linking resettlement implementation to civil works;
- x. a description of grievance redress mechanisms;
- xi. a description of the arrangements for funding resettlement, including the preparation and review of cost estimates, the flow of funds, and contingency arrangements;
- xii. a description of mechanisms for consultations with, and participation of, affected persons in planning, implementation, and monitoring; and
- xiii. arrangements for monitoring by the implementing agency and, if required, by third-party monitors.

The RPF will provide principles, organizational arrangements, and funding mechanisms for any resettlement (if encountered), that may arise during implementation. Therefore, the RPF will guide the preparation of Resettlement Action Plans (RAPs), as needed, for the projects.

The RPF follows the guidance provided in the World Bank ESS on Land Acquisition, Restrictions on Land Use, and Involuntary Resettlement (ESS 5) impacts of the proposed RDAP can be minimized by measures listed below:

- Avoiding displacement of people without a well-designed compensation and relocation process;
- Minimizing the number of PAPs, to the extent possible;
- Compensating for losses incurred, incomes and livelihoods; and
- Ensuring resettlement assistance or rehabilitation to identified vulnerable groups, as needed, to address impacts on PAPs livelihoods and their wellbeing.

2.2 RPF Methodology and Stakeholder Engagement/Consultation

2.2.1 Methodology

The RPF was prepared based on the following methodology:

- i. Review of project documents
- ii. Regulatory review
- iii. Review of the World Bank Environmental and Social Standards
- iv. Visits to some potential project sites/Districts
- v. Key stakeholder consultation

2.2.2 Stakeholder Engagement

With the objective of informing stakeholders about the project, soliciting their opinion and support for the project, preliminary stakeholder consultations were conducted from February 2020 to May 2021 at the national, regional and District levels. Due to the outbreak of the COVID-19 pandemic, intermittent consultations were conducted face-to-face with selected stakeholders and online with others. All consultations were conducted in adherence to the key COVID-19 SOPs in the World Bank technical note on public consultations and stakeholder engagement, as well as measures to fight COVID-19 from the Ministry of Health particularly, hand sanitizing, screening of temperatures, wearing of masks and social distancing among others. The principles applied during engagement with stakeholders included:

- Significance: deal with issues of significance to stakeholders.
- Completeness: understand the concerns, views, needs and expectations.
- Responsiveness: respond coherently and appropriately.

The interaction with stakeholders requires:

- Communication: open and effective communication means listening and talking.
- Transparency: clear and agreed information and feedback processes.
- Collaboration: work to seek mutually beneficial outcomes where feasible.
- Inclusiveness: recognize, understand and involve stakeholders in the process.
- Integrity: conduct engagement in a manner that fosters mutual respect and trust.

Stakeholders involved in this project range from the Lead Agencies, government entities, private entities, target groups (hospitals/health centers, schools, sector/cell offices) and other target groups/ communities / lower-level institutions to benefit from last mile broadband solution.

Methodologies used to engage and obtain input from stakeholders include:

- Joint face-to-face stakeholder meetings
- Gender specific engagements
- Phone and/or WEBEX/ZOOM meetings
- Email correspondence
- Literature searches.

The RDAP places emphasis on a fully inclusive, open and transparent stakeholder participation process in the transfer of information. To this end, meetings with key stakeholders were inclusively held at selected District headquarters across Rwanda, Government Ministries Departments and Agencies (MDAs), representatives of people who are likely to be affected and targeted schools, hospitals/health centers, sector and cell offices as well as private businesses. The key stakeholders consulted are shown in the table below.

Table 3: Key stakeholders in the proposed RDAP

Initial consultations		
Stakeholder category	Stakeholders	Interest during project implementation
ICT business companies and schools	<ol style="list-style-type: none"> 1. Techstars (intl. accelerator) 2. 500 Startups (intl. accelerator) 3. F6S (intl. platform) 4. Ericsson ONE 5. BPI France / EuroQuity 6. ICT chamber 7. Norrsken Foundation 8. Girls in ICT 9. Iris Hub 10. BAG 11. 250startups 12. Mara Phones 13. MTN 14. Transsion (itel, Tecno, etc.) 15. Shreecom (Samsung, Nokia, iPhone) 16. Oppo 17. DOT Rwanda 	Collaborators in project implementation
Ministries and Government institutions	<ol style="list-style-type: none"> 1. MINICT 2. MINALOC 3. MININFRA 4. MINEMA 5. MINEDUC 6. MIGEPROF 7. MINICOM 8. MIFOTRA 9. MINISPORTS 10. MINIJUST 11. MoE 12. MINAGRI 13. RISA 14. RDB 15. BRD 	Collaborators in project implementation
Funding organizations	UNCDF	Collaborator in project implementation
District leaders	Executive Secretaries of all 30 Districts in Rwanda	Beneficiary district officials
IT Specialists in Districts	<ol style="list-style-type: none"> 1. IT Specialist Huye 2. IT Specialist Kicukiro 3. IT Specialist Nyamasheke 4. IT Specialist Burera 5. IT Specialist Gisagara 6. IT Specialist Rulindo 7. IT Specialist City of Kigali 8. IT Specialist Musanze 9. IT Specialist Kamonyi 10. IT Specialist Nyaruguru 	Beneficiary district official
Educational institutions or schools	MORINGA SCHOOL Kigali Integrated College	Collaborator/beneficiary institutions

Physical & Face-to-face Consultations and additional consultations		
<i>Stakeholder category</i>	<i>Stakeholders</i>	<i>Interest during project implementation</i>
WB team	Representative of WB team	Funding institution
RISA Team	RISA Safeguards team	Implementing agency
BRD	BRD Representative	Implementing agency
REMA	REMA representative	Collaborators in project implementation
ENVIROSERVE	ENVIROSERVE representative	Collaborators in project implementation
District Officials: Directors of different units in each of the 30 Districts	<ol style="list-style-type: none"> 1. Director of Social Development Unit 2. Director of Health Unit 3. Director of Good Governance Unit 4. Director of Education Unit 5. Director of One Stop Centre Unit 6. Director of Business Development and Employment Unit 7. Women Representative 8. Representative of people with disabilities 9. Youth Representative 10. IT Officer 11. Private Sector Representative 	Beneficiary district officials
Leaders from administrative offices	Leaders of Sectors and Cells whose offices will be connected	Beneficiary officials
Communities around schools that are likely to be connected, and school staff representatives	School staff and communities around the schools	Beneficiary communities
Communities around hospitals that are likely to be connected	Staff and service seekers at the hospitals	Beneficiary communities
Communities around places where public Internet access points are likely to be built	Ordinary people likely to benefit from public internet access points	Beneficiary communities
ICT business people	Key business people in the ICT sector	Collaborators in project implementation

It is worth mentioning that during the initial consultations, not all categories described above could be reached in every District because of the limitations imposed by COVID-19 prevention measures and the timeframe that the exercise had. However, it was ensured that all categories are represented in the whole exercise. The following table summarizes the consultations that took place and stakeholders that participated in the consultation meetings.

Table 4: Summary of consultation meetings that took place while developing the RPF

Date	District	Stakeholder category	Location	Number of participants
18/05/2021	Gatsibo	District leaders	Gatsibo District headquarters	7
		Community members	Ngarama Sector Headquarters	17
18/05/2021	Nyagatare	District Leaders	Nyagatare District Headquarters	4
		Communities	Mimuri Sector	8
19/05/2021	Kayonza	District Leaders	Kayonza District Headquarters	5
		Communities	Shallom Day Care Nursery & Secondary School	4
19/05/2021	Rwamagana	District leaders	Rwamagana District Headquarters	6
		Communities	Rwamagana Primary School (Catholic)	14
19/05/2021	Kirehe	District Leaders	Kirehe District headquarters	3
		Communities	Kirehe Sector	6
19/05/2021	Ngoma	District Leaders	Ngoma District Headquarters	2
		Communities	Nyamugari School (Ngoma)	2
18/05/2021	Bugesera	District Leaders	Bugesera District Headquarters	5
		Communities	Nyamata School (Catholic)	10
18/05/2021	Kicukiro	District Leaders	Kicukiro District Headquarters	3
		Communities	Kicukiro School	8
19/05/2021	Nyarugenge	District Leaders	Nyarugenge District Headquarters	4
		Communities	Kimisagara School	15
18/05/2021	Gasabo	District Leaders	Gasabo District Headquarters	9
		Communities	Kibagabaga Health Post	9

Date	District	Stakeholder category	Location	Number of participants
17/05/2021	Kamonyi	District Leaders	Kamonyi District Headquarters	5
		Communities	Kigembe School	11
18/05/2021	Muhanga	District Leaders	Muhanga District Headquarters	5
		Communities	Nyamabuye Sector	6
18/05/2021	Ruhango	District Leaders	Ruhango District Headquarters	9
		Communities	Ruhango Health Centre	16
18/05/2021	Nyanza	District Leaders	Nyanza District Headquarters	3
		Communities	Busasamana Primary School	25 (14+11)
17/05/2021	Nyaruguru	District Leaders	Nyaruguru District Headquarters	10
		Communities	Kibeho Sector	17
17/05/2021	Huye	District Leaders	Huye District Headquarters	3
		Communities	Rango Center	5
19/05/2021	Nyamagabe	District Leaders	Nyamagabe District Headquarters	7
		Communities	Nyamugari Cell Headquarters	9
19/05/2021	Gisagara	District Leaders	Gisagara District Headquarters	10
		Communities	Ndora Market	6
18&20/05/2021	Rusizi	District Leaders	Rusizi District Headquarters	7
		Communities	Gihundwe Sector - Gihundwe SACCO	8
19/05/2021	Nyamasheke	District Leaders	Nyamasheke District Headquarters	7
		Communities	Bushenge Hospital	10
17/05/2021	Nyabihu	District leaders	Nyabihu District Headquarters	5
		Communities	Mukamira Sector	7

Date	District	Stakeholder category	Location	Number of participants
17/05/2021	Musanze	District Leaders	Musanze District Headquarters	4
		Communities	Byangabo Center	7
19/05/2021	Rutsiro	District Leaders	Rutsiro District Headquarters	2
		Communities	Congo-Nil School	18
18/05/2021	Karongi	District Leaders	Karongi District Headquarters	7
		Communities	Karongi Town	9
18/05/2021	Ngororero	District Leaders	Ngororero District Headquarters	4
		Communities	Rususa School	5
18/05/2021	Rubavu	District Leaders	Rubavu District Headquarters	3
		Communities	Rubavu Town	7
18/05/2021	Gicumbi	District Leaders	Gicumbi District Headquarters	3
		Communities	Byumba Market & Rushashi Sector Headquarters	8
19/05/2021	Burera	District Leaders	Burera District Headquarters	3
		Communities	Cyeru Sector	6
19/05/2021	Rulindo	District Leaders	Rulindo District Headquarters	6
		Communities	Ngarama School	10
19/05/2021	Gakenke	District Leaders	Gakenke District Headquarters	6
		Communities	Gakenke School (Protestant)	6

Views of stakeholders consulted are presented in table below.

Table 5: Views of stakeholders consulted

S/N	Subject	View	Responses
1	Infrastructure that is needed for RDAP to effectively realize its objectives	<p>The project should plan for necessary basic infrastructures that are necessary for the project to effectively realize its objectives. For example, some schools do not have electricity and computers and should be helped to get electricity and computers so that they can be able to use internet.</p> <p>In rural areas, there are places that have no coverage of mobile phone network. There should be some collaboration with mobile phone companies so that those places can have mobile phone towers in order for them to be able to use phones and also use internet.</p>	Project preparation team will put together all ideas from all stakeholders and will be examined against project objectives. Once all project details are decided, information about investments that will be funded will be duly communicated to the communities.
2	Mobile communication companies' services	Internet is very expensive and mobile communication companies offer very poor services. Advocacy or support should be made to these companies so that they can improve their services.	Project preparation team will put together all ideas from all stakeholders and will be examined against project objectives. Once all project details are decided, information about investments that will be funded will be duly communicated to the communities.
3	Support to IREMBO and RRA systems	IREMBO system and Rwanda Revenue Authority system need to be supported, upgraded and given trained staff so that they can effectively support users at the same time and accommodate more services.	There is a component dedicated to digitalizing public services thus helping to improve and expand Government's capacity for remote digital public services provision. The suggestions given are noted and will be discussed on by the project.
4	The Service Access Points (SAPs) and Digital Ambassadors	<p>The Service Access Points (SAPs) are very few and do not have enough computers. Some have only one computer. Digital Ambassadors are very few and are not incentivized. At least, every sector should have a computer room with enough computers, internet and incentivized and trained support officers who can be helping lay communities</p> <p>There should be at least one</p>	<p>The sub-component 1.2 of RDAP is related to supporting digital skills for all through national digital literacy scheme. This will also help to expand the national coverage of the Digital Ambassador Programme at cell-level to make sure they train more communities.</p> <p>The project preparation team will put together all ideas from all stakeholders and will be examined against project</p>

S/N	Subject	View	Responses
		Business Information Center where all job providers and job seekers should provide or access information in general and job-related information in particular.	objectives.
5	People With Disabilities	There should be special packages for people with disability, for example, visually impaired people, and historically and economically unintegrated communities (e.g., in Nyamagabe District).	The project will conduct different feasibility studies that will help to identify needs of different categories of population and the best approaches to use in addressing them, especially in terms of increasing access to smart devices and digital literacy skills. Project preparation team will put together all ideas from all stakeholders and will be examined against project objectives. Once all project details are decided, information about investments that will be funded will be duly communicated to the communities.
6	Communities' livelihoods	Since people will be engaged in activities that might trigger more spending, there should be livelihood and income generating activities. These would also cater for any livelihood decline, income loss or disturbances that might occur during the implementation of the project.	Project preparation team will put together all ideas from all stakeholders and will be examined against project objectives. Once all project details are decided, information about investments that will be funded will be duly communicated to the communities.
7	Ethical use of internet	As more people, including the youth and uneducated people, will be on internet, more training and measures need to be devised to help people to ethically and morally use internet in order to avoid the moral spoilage of people.	Project preparation team will put together all ideas from all stakeholders and will be examined against project objectives. Once all project details are decided, information about investments that will be funded will be duly communicated to the communities.
8	ICT and meteorological information	In more hilly areas, people face a serious problem of natural disasters such as heavy rains and thunder. Rwanda Meteorology Agency should be supported to get more instant and more accurate climate information and share that information to all concerned people early enough for more	Among the activities that will be financed under the sub-component 2.3 on e-services, include the Development of the prioritized e-services in key sectors selected, in close collaboration with sectoral Ministries/Departments/Agencies . The project preparation team

S/N	Subject	View	Responses
		preparedness.	will put together all ideas from all stakeholders and will be examined against project objectives. Once all project details are decided, information about investments that will be funded will be duly communicated to the communities.
9	E-waste management	E-waste management is still an issue. The Government of Rwanda has had an agreement with ENVIROSERVE Rwanda to operate a government owned e-waste plant located in Bugesera District. ENVIROSERVE collects e-waste from Government offices, including District offices. Private entities can also pay and get this service. However, the company has no provision for ordinary people. This company is not widely known. It needs marketing and awareness raising.	RISA will partner with ENVIROSERVE to establish e-waste collection centers across the country. In addition, RISA will join other partner institutions (RURA, REMA, GIZ, ENVIROSERVE) in the awareness raising campaigns on e-waste management.
10	People's properties	Whenever people's assets are damaged, equitable compensation should be provided.	More consultations will be held with communities and where people's assets will be affected, they will be duly compensated.
11	Business people operating in the ICT sector that might be affected	Some business people operating in the ICT sector for example, phone and internet-based businesses might be affected by distributing phones to communities and giving them access to internet. There should be restoration or support measures to the people whose businesses might be affected.	Once investments and all related details are clear, there will be a resettlement action plan and all impacts related to the project will be catered for.
12	Stakeholder engagement and awareness creation	There should be effective communication with stakeholders at all stages of the proposed project. People need to know project schedules in advance and plan for possible disruptions such as laying cables takes place along roadside markets.	In addition to different project meetings, engagements will be carried out continuously to provide project updates and ensure that areas of improvement are captured.
13	Employment and altered population dynamics	a) Local people in project communities should be given priority for available job opportunities b) Employment criteria should be very clearly communicated to communities to avoid unnecessary expectations.	There shall be a deliberate effort to hire most of the labour force from host communities and this will be done through local leaders.

3. PRINCIPLES GOVERNING RESETTLEMENT PREPARATION AND IMPLEMENTATION

3.1 Basic Principles of Resettlement

It is a generally accepted principle that infrastructure projects entailing land acquisition will most likely impose restrictions on land use that can have adverse social and economic impacts on communities and persons. Project-induced land acquisition or restrictions on land use may cause physical displacement (relocation, loss of residential land or loss of shelter), economic displacement (loss of land, assets or access to assets, leading to loss of income sources or other means of livelihood) or both. These impacts are what is referred to as “Involuntary resettlement”. Resettlement is considered involuntary when affected persons or communities do not have the right to refuse land acquisition or restrictions on land use that result in displacement.

The impacts that usually result from involuntary resettlement from development projects, may give rise to economic, social and environmental risks resulting in production systems being dismantled, people facing impoverishment when their productive assets or income sources are lost, people being relocated to environments where their productive skills may be less applicable and the competition of resources increases; community institutions and social networks being weakened; kin groups being dispersed; and cultural identity, traditional authority, and the potential for mutual help being diminished or lost.

The applicability of ESS5 is established during the environmental and social assessment described in ESS1. ESS5 refers to permanent or temporary physical and economic displacement resulting from the following types of land acquisition or restrictions on land use undertaken or imposed in connection with project implementation: (a) land rights or land use rights acquired or restricted through expropriation or other compulsory procedures in accordance with national law; (b) land rights or land use rights acquired or restricted through negotiated settlements with property owners or those with legal rights to the land, if failure to reach settlement would have resulted in expropriation or other compulsory procedures; (c) restrictions on land use and access to natural resources that cause a community or groups within a community to lose access to resource usage where they have traditional or customary tenure, or recognizable usage rights. This may include situations where legally designated protected areas, forests, biodiversity areas or buffer zones are established in connection with the project; (d) relocation of people without formal, traditional, or recognizable usage rights, who are occupying or utilizing land prior to a project specific cut-off date; (e) displacement of people as a result of project impacts that render their land unusable or inaccessible; (f) restriction on access to land or use of other resources including communal property and natural resources such as marine and aquatic resources, timber and non-timber forest products, fresh water, medicinal plants, hunting and gathering grounds and grazing and cropping areas (g) land rights or claims to land or resources relinquished by individuals or communities without full payment of compensation; and (h) land acquisition or land use restrictions occurring prior to the project, but which were undertaken or initiated in anticipation of, or in preparation for, the project.

This RPF is guided by World Bank ESS5 and the laws of Rwanda for land acquisition and impacts on assets for the RDAP set procedures and guidelines for compensation while acquiring land from citizens. It is important to note that both country laws and the World Bank’s ESS 5 will be adhered to.

3.2 Objectives of the Resettlement Framework Under ESS5

The requirements and objectives of ESS5 that underpin this policy and inform resettlement action planning that have been adopted are:

- i. To avoid involuntary resettlement or, when unavoidable, minimize involuntary resettlement by exploring project design alternatives.
- ii. To avoid forced eviction.
- iii. To mitigate unavoidable adverse social and economic impacts from land acquisition or restrictions on land use by: (a) providing timely compensation for loss of assets at replacement cost, and (b) assisting displaced persons in their efforts to improve, or at least restore, their livelihoods and living standards, in real terms, to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher
- iv. To improve living conditions of poor or vulnerable persons who are physically displaced, through provision of adequate housing, access to services and facilities, and security of tenure. To conceive and execute resettlement activities as sustainable development programs, providing sufficient investment resources to enable displaced persons to benefit directly from the project, as the nature of the project may warrant.

To ensure that resettlement activities are planned and implemented with appropriate disclosure of information, meaningful consultation, and the informed participation of those affected.

4. LAND ACQUISITION AND RESETTLEMENT IMPACTS

The acquisition of land for the RDAP project facilities will have different impacts (both positive and negative) depending on the location, the existing developments, land tenure systems and the socio-economic activities in the area. Potential resettlement impacts are discussed in table 6 below.

Table 6: Likely adverse resettlement impacts and management measures

	Project activity	Nature of impact	Management measure
1	Installation of fiber optic cables	Limited linear impact, along existing roads. Temporary business displacement Temporary financial loss from disruption of trade activities.	Utilize road reserve, sign Right of Way from appropriate Government Authorities

2	Installation of transmission sites	Plot for infrastructure	Utilize existing Government infrastructure. Ensure that all approvals are obtained from agencies where transmission stations are to be put.
3	Installation of mobile communication towers	Plot for infrastructure	Utilize existing Government land
4	Displacement of roadside market vendors	Temporary financial loss from disruption of trade activities. Temporary business displacement	Effective and continuous stakeholder consultations/ engagements will be conducted prior to commencement of civil works. Civil works through roadside market will be conducted during agreed appropriate hours and works market days will be avoided.

5. LEGAL AND INSTITUTIONAL FRAMEWORK

5.1 Regulations and Requirements

5.1.1 Relevant National Laws, Policies and Strategies

a) Vision 2050

Rwanda has started thinking about Vision 2050. This is about ensuring high standards of living for all Rwandans. It focuses on five main areas such as quality of life, modern infrastructure and livelihoods, transformation for prosperity, core values characteristic of Rwandans for Vision 2050, and international cooperation and positioning. Vision 2050 emphasizes universal access to improved living standards, sustained food security, protection of the Rwandan family, and universal access to quality affordable services in health, education, finance, housing, energy, infrastructure, among others.

In terms of ICT and digital technology, Vision 2050 insists on ensuring digital literacy for all by 2035 and sustaining it going forward to ensure inclusive participation in a knowledge society and attain new levels of productivity for the labor force. It stipulates that there are several cross-cutting areas that will need to be developed in the medium term to support the growth in modern high-value services. These include business services for emerging digital economies; cyber security services; professional and digital skills services covering various technology clusters; cashless innovation-friendly financial services; and regulatory and institutional frameworks to enable trade in services.

b) ICT Hub Strategy (2019-2024)

Rwanda aspires to be the leading ICT Hub in Africa, exhibiting a culture of innovation, supported by significant investment in R&D and undertaken by a highly educated and skilled workforce. It envisions having high usage and awareness of ICTs in the society and the ICTs contribute a significant portion of the economy through focusing on the following areas:

- i. presence of a highly skilled and educated workforce;
- ii. a culture of innovation;
- iii. advanced technological capabilities;
- iv. an enviable lifestyle;
- v. a competitive business environment; and
- vi. a proactive and stable government.

The ICT Hub Strategy design is aligned to the goals of the National Strategy for Transformation (2017 - 2024), which aims to build a society where people learn for and through life, are innovative, trust one another, enjoy a high quality of life and embrace their unique identity and culture. The strategic plan is complemented by other ICT strategies and policies including SMART Rwanda Master Plan (2016-2020), ICT4RAg (2016-2020), the National Digital Talent Policy, the National Data Revolution Policy, the National Science & innovation Policy, the National Cyber Security Policy, and the Broadband Policy.

c) Science, Technology, and Innovation Policy

This policy aims to establish a vibrant Science, Technology, and Innovation environment with capacity, enabling policies, and adequate funding capable of producing quality graduates, research, and modern technology products and services to cater for the needs of the productive sector and the society

d) Rwanda ICT Strategic and Action Plan (2011-2015)

The Government of Rwanda (GoR) strongly believes that Information and Communication Technology (ICT) can enable Rwanda to leap-frog the key stages of industrialization. As such, GoR has integrated ICTs, through the National Information Communication Infrastructure process, as a key driver for socio-economic development to fast-track Rwanda's economic transformation, and consistently strives to align the country's development agenda to global trends in order to be competitive.

e) Regulation No. 010/R/CR-CSI/RURA/020 OF 29/05/2020 Governing Cybersecurity

The purpose of this regulation is to secure networks, their subscribers and the critical communication infrastructure to ensure the confidentiality, integrity and availability of networks and systems in Rwanda.

f) Law n° 24/2016 of 18/06/2016 governing information and communication technologies

The aim of this Law is to establish a framework for Information and Communication Technologies (ICT) policy and regulation, with emphasis on the following:

1° to promote national Information and Communication Technologies (ICT) policy objectives;

2° to establish a licensing and regulatory framework in support of national policy objectives for the Information and Communication Technologies (ICT) industry taking into account the convergence of technologies;

3° to establish and strengthen the relevant institutions by providing them with the powers and procedures that are necessary for the implementation of this Law;

4° to establish Rwanda as a major global center and hub for communications and multimedia information;

5° to promote an information society for the enhancement of quality of both life and work;

6° to ensure an equitable provision of affordable services over ubiquitous national infrastructure.

g) National E-Waste Management Policy for Rwanda (2018)

The E-waste policy was developed to provide comprehensive guidance for the efficient and effective management of discarded Electrical and Electronic Equipment (EEE) through appropriate legal and regulatory instruments, which promote green development and ensure a sustainable economic growth for the country.

This policy is built on the following principles:

1) Device life cycle: reduce, re-use and recycle: reduce and reuse approach can help minimize E-waste through expanding the life span of electronic devices and reusing those EEE which are still in good condition. Example: electronic devices that have been discarded by government institutions can be refurbished and reused by academic institutions.

2) Resource recovery: E-waste recycling involves collection and dismantling to recover valuable metals from EEE such as gold, copper, etc. These can be used as raw materials for the manufacturing of other products.

3) Protection of human health and environment: all hazardous materials in E-waste should be treated properly to avoid harming or endangering human health and the environment.

4) Job creation and private sector development: this policy will foster investment and job creation in E-waste management and control, which will promote creativity and innovation especially for young entrepreneurs.

5) Sustainability: Through this policy, the prevention of environmental and health-related hazards as well as the creation of income generation opportunities will contribute to the sustainable development of Rwanda.

5.1.2 National Resettlement Regulations

Rwanda has numerous legal and policy framework relating to Land and resettlement issues. These include:

- ◆ The Rwandan Constitution of 2003 revised in 2015

- ◆ Expropriation Law No. 32/2015 of 11/06/2015
- ◆ Organic Law N° 27/2021 of 10/06/2021 governing land in Rwanda
- ◆ Real Property Valuation Law promulgated in 2010

a) **Constitution of Rwanda**

The constitution is the supreme law in Rwanda. Under Article 34 of the Rwanda constitution, it is stated that: “everyone has the right to private property, whether individually or collectively owned”. Furthermore, it mentions private property, whether individually or collectively owned, is inviolable. However, this right can be interfered with in case of public interest, in circumstances and procedures determined by law and subject to fair and prior compensation.

Article 35 stipulates that private ownership of land and other rights related to land are granted by the State. The constitution provides that a law should be in place to specify modalities of acquisition, transfer and use of land (expropriation law). The constitution also provides for a healthy and satisfying environment. It states that every person has the duty to protect, safeguard and promote the environment. The State shall protect the environment.

b) **Expropriation Law in the Public interest**

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

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

c) **Law No. 27/2021 of 10/06/2021 governing land in Rwanda**

This Law determines modalities of acquisition, registration, allocation, possession, transfer, management and use of land.

According to the Law, Land in Rwanda is categorized into two: Individual land and public land. The latter is subdivided into two categories: state land in public domain and state

land in private domain. Article 31 of the Land Law stipulates that State lands in public domain consist of all lands intended to be used by the general public or all the lands reserved for organs of State services and national lands reserved for environmental protection. These lands include 1° lands occupied by lakes or rivers as listed by an Order of the Minister in charge of water resources; 2° lands on the banks of lakes or rivers up to a distance determined by an Order of the Minister in charge of water resources starting from the furthest line reached by water depending on successive floods, excluding exceptional floods; 3° lands occupied by springs and wells determined by an Order of the Minister in charge of water resources; 4° national lands composed of natural forests, national parks, protected swamps, State public gardens and tourist sites; 5° islands as listed by an Order of the Minister; 6° national roads and their boundaries; 7° lands reserved for public State activities and infrastructure; 8° lands reserved for public cemeteries; and 9° lands on which memorial sites of the genocide against the Tutsi are built.

Article 32 states that State lands in private domain consist of: 1° lands that are not included in State lands reserved for public activities or infrastructure; 2° lands of a State-owned company excluding lands reserved for public activities or infrastructure of that company; 3° lands registered under the name of a specialized organ basing on its responsibilities excluding lands reserved for public activities or infrastructure of that organ; and 4° lands that do not belong to individuals.

d) Law establishing and Organizing the Real Property Valuation Profession in Rwanda

Law No.17/2010 of 12/05/2010 Establishing and Organizing the Real Property Valuation Profession provides conditions for registration of land valuers in Rwanda, establishes the Institute for real property Valuers and sets conditions to exercise the profession. The law also allows the Government to conduct valuation when mandated by their government institutions.

Articles 27, 29, 30 and 31 of the law deals with valuation methods. These articles stipulate that the 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 Valuers council.

5.1.3 Environmental and Social Standard (ESS) 5: Land Acquisition, Restrictions on Land Use, and Involuntary Resettlement

ESS5 recognizes that project-related land acquisition and restrictions on land use can have adverse impacts on communities and persons. Project-related land acquisition or restrictions on land use may cause physical displacement (relocation, loss of residential land or loss of shelter), economic displacement (loss of land, assets or access to assets, leading to loss of income sources or other means of livelihood), or both. The term “involuntary resettlement” refers to these impacts. Resettlement is considered involuntary when

affected persons or communities do not have the right to refuse land acquisition or restrictions on land use that result in displacement.

This standard has the following objectives:

- To avoid involuntary resettlement or, when unavoidable, minimize involuntary resettlement by exploring project design alternatives.
- To avoid forced eviction.
- To mitigate unavoidable adverse social and economic impacts from land acquisition or restrictions on land use by: (a) providing timely compensation for loss of assets at replacement cost and (b) assisting displaced persons in their efforts to improve, or at least restore, their livelihoods and living standards, in real terms, to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher.
- To improve living conditions of poor or vulnerable persons who are physically displaced, through provision of adequate housing, access to services and facilities, and security of tenure.
- To conceive and execute resettlement activities as sustainable development programs, providing sufficient investment resources to enable displaced persons to benefit directly from the project, as the nature of the project may warrant.
- To ensure that resettlement activities are planned and implemented with appropriate disclosure of information, meaningful consultation, and the informed participation of those affected.

5.1.4 Comparison to World Bank ESS 5

There are gaps between Rwandan laws, regulations and requirements for resettlement as laid out in ESS 5. The table below highlights the differences between Rwandan laws and the World Bank ESS 5 on resettlement and compensation.

Table 7: Comparison of Rwandan and World Bank standards on Resettlement and Compensation

Category of PAPs/types of lost assets	Rwandan law	WB ESS5	Gap filling measure
Land Owners (loss of land)	According to the National Land Policy, all Rwandans enjoy the same rights of access to land. All land should be registered for security. The title is tradable. Land owners, under Rwandan Law, received cash compensation based upon market value.	Identification of PAPs is done through census and socio-economic surveys of the affected population, PAPs with titles as well as PAPs who do not have formal titles but have customary and traditional rights recognized under Rwandan law, or who have a recognized claim to the land at time the census begins, are entitled to compensation for land that they lose (besides other assistance). Land-for-land exchange is the preferred option; compensation is to be based on replacement cost.	Land owners will be compensated as per the principles of ESS5.
Land Squatters (i.e., those who have no recognizable legal right of claim to the land that they are occupying.	Rwandan legislations entitle only those who are “landholders” with legal possession of property land tenants, under Rwandan law, are entitled to compensation based on the amount of rights they hold upon land under relevant laws. The Organic Land Law recognizes existing rights, whether written or unwritten, under both civil law and customary practices through new national land tenure arrangements. Rural populations with customary/indigenous land rights are encouraged to register their land through decentralized land institutions like the District Land Bureau, Sector Land Committees and Cell Land Committees.	Land squatters must be compensated for houses and other structures, whatever the legal recognition of their occupancy. Entitled to compensation for loss of crops, and assistance for relocation, as the case may be, and assistance for restoration of livelihoods.	Consider all forms of Tenancy based on formal or informal rights/agreements between land owner and tenants as well as those not legally recognized as long as they will be compensated as per the principles of ESS5.

Category of PAPs/types of lost assets	Rwandan law	WB ESS5	Gap filling measure
Land Users/ Land Sharecroppers / Tenants (these include family members, and/or tenants or any other persons using the land to grow crops).	Land users, in some cases, have some form of secured tenure extended to them under new Laws. In other cases, land users are not entitled to compensation for land, entitled to compensation for crops and any other economic assets.	No specific provisions to land compensation. Entitled to compensation for crops, entitled to relocation assistance as the case may be and income must be restored to at least pre-project levels.	Will be compensated for their movable properties and activities present on the expropriated land or property.
Owners of non-permanent buildings	Owners of “non-permanent” buildings are entitled to cash compensation based on market value or entitled to new housing on authorized land under government (state or local) housing programs.	Recommends in-kind compensation or cash compensation at full replacement cost including labor. Recommends resettlement assistance	Families should be consulted on and offered options to choose from between in-kind compensation or cash compensation at full replacement cost including labor.
Owners of permanent buildings	Owners of “permanent” buildings are entitled to cash compensation based on market value.	Entitled to in-kind compensation or cash compensation at full replacement cost including labor and relocation expenses, prior to displacement.	Owners of permanent buildings will be compensated as per principles of ESS5.
Perennial and annual crops	Perennial crops are compensated with cash basing on what crops are worth.	Market value for lost crops. Income restoration assistance (such as land preparation, credit facilities, training, etc.). Land for land compensation allows people to re-establish annual crops immediately.	Follow the ESS5 guidelines and principles.
Seasonal crops	Seasonal crops are compensated with cash basing on what crops are worth and livelihoods will be restored.	Market value for lost crops; Livelihoods and standards of living are to be restored in real terms to pre-displacement levels or better support after displacement, for a transition period, based on a reasonable estimate of the time likely to be.	Follow ESS5 guidelines and principles
Timing of compensation payments	Resettlement must take place only when PAPs have been fully and fairly compensated, and Compensation has to be	Implement all relevant resettlement plans before project completion and provide resettlement	Follow the ESS5 guidelines and principles.

Category of PAPs/types of lost assets	Rwandan law	WB ESS5	Gap filling measure
	completed within 120 days after the valuation report is submitted and decision taken by the expropriator.	entitlements before displacement or restriction of access. For projects involving restrictions of access, impose the restrictions in accordance with the timetable in the plan of actions.	
Consultation and Disclosure	The Expropriation Law governs the specifics of land acquisition. The law provides for public dissemination on the importance of the project to be established and the need for expropriation. In addition to dissemination, the Expropriation Law requires prior consultative meetings and examination of the project proposal involving expropriation, with a view to avoid eventual prejudice on the person or entity subject to expropriation. Normally, a consultative meeting is held within 30 days after receipt of the application for expropriation. Based on these consultations, the relevant Land Commission or Committee (from the Cell level to the National level) takes a decision to approve the project within a period of 15 days.	Consult project-affected persons, host communities and local NGOs, as appropriate. Provide them opportunities to participate in the planning, implementation, and monitoring of the resettlement program, especially in the process of developing and implementing the procedures for determining eligibility for compensation benefits and development assistance (as documented in a resettlement plan), and for establishing appropriate and accessible grievance mechanisms.	Follow the ESS5 Guidelines and principles.
Relocation assistance and resettlement assistance	The person to be expropriated is defined to mean any person or legal entity who is to have his or her private property transferred due to public interest, in which case they shall be legally entitled to payment of compensation.	Avoid or minimize involuntary resettlement and, where this is not feasible, assist displaced persons in improving or at least restoring their livelihoods and standards of living in real terms relative to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher. Moving allowances	Resettlement assistance and support to follow WB ESS5 requirements.
Vulnerable groups	The Rwandan expropriation law has no special provisions for vulnerable groups.	ESS5 paragraph 26 demands that during the preparation of the resettlement action plan Particular attention be paid to gender aspects and the needs of the poor and the vulnerable and	Resettlement assistance and support to follow WB ESS5 requirements.

Category of PAPs/types of lost assets	Rwandan law	WB ESS5	Gap filling measure
		paragraph 27 demands that provided relocation assistance be suited to the needs of each group of displaced persons.	
Grievance mechanism and dispute resolution	The Expropriation Law Article 233 & 34 stipulate the process and procedures for contesting the valuation by individuals dissatisfied with the value of their compensation. The Law stipulates that the dissatisfied person has a period of 30 days after the project approval decision has been taken to Appeal (Article 19).	ESS5 paragraph 19: The Borrower will ensure that a grievance mechanism for the project is in place, in accordance with ESS10 as early as possible in project development to address specific concerns about compensation, Relocation or livelihood restoration measures raised by displaced persons (or others) in a timely fashion. Where possible, such grievance mechanisms will utilize existing formal or informal grievance Mechanisms suitable for project purposes, supplemented as needed with project- specific arrangements designed to resolve disputes in an impartial manner.	Requirements of ESS5 will be followed for the establishment of a GRC. In case of escalation of disagreement on compensation cost, the Rwandan expropriation law will be applied to settle the grievance.
Displacement	The notification period under national legislation requires that property must be handed over 120 days after financial compensation has been paid.	Requires that displacement must not occur until all necessary measures for resettlement are in place.	Rwandan law and WB operational policies require that project affected persons must receive compensation and resettlement assistance before displacement.
Cut-off date	Article 2 of the Rwandan expropriation law demands the expropriating entity to inform the persons to be expropriated in the public interest of the expected start date of measurement of land and inventory of property incorporated thereon. Such a communication shall be made through an announcement	ESS 5 in conjunction with the census, the Borrower will establish a cut-off date for eligibility. Information regarding the cut-off date will be well documented and will be disseminated throughout the project area at regular intervals in written and (as appropriate) non-written	Requirements of ESS5 will be followed.

Category of PAPs/types of lost assets	Rwandan law	WB ESS5	Gap filling measure
	<p>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.</p> <p>Article 17 of the expropriation law states that after the publication of the decision on expropriation in the public interest and the list of holders of rights registered on land titles and property incorporated on land, the land owner shall not develop any other long-term activities on the land. Otherwise, such activities shall not be compensable during expropriation.</p>	<p>forms and in relevant local languages. This will include posted warnings that persons settling in the project area after the cut-off date may be subject to removal.</p>	

In a number of cases, as shown in the table above, the World Bank requirements are more comprehensive and complement the provisions of some of the Rwandan Laws. All in all, in the event of divergence between the two, the requirements of ESS5 will take precedence.

5.2 Institutional Framework

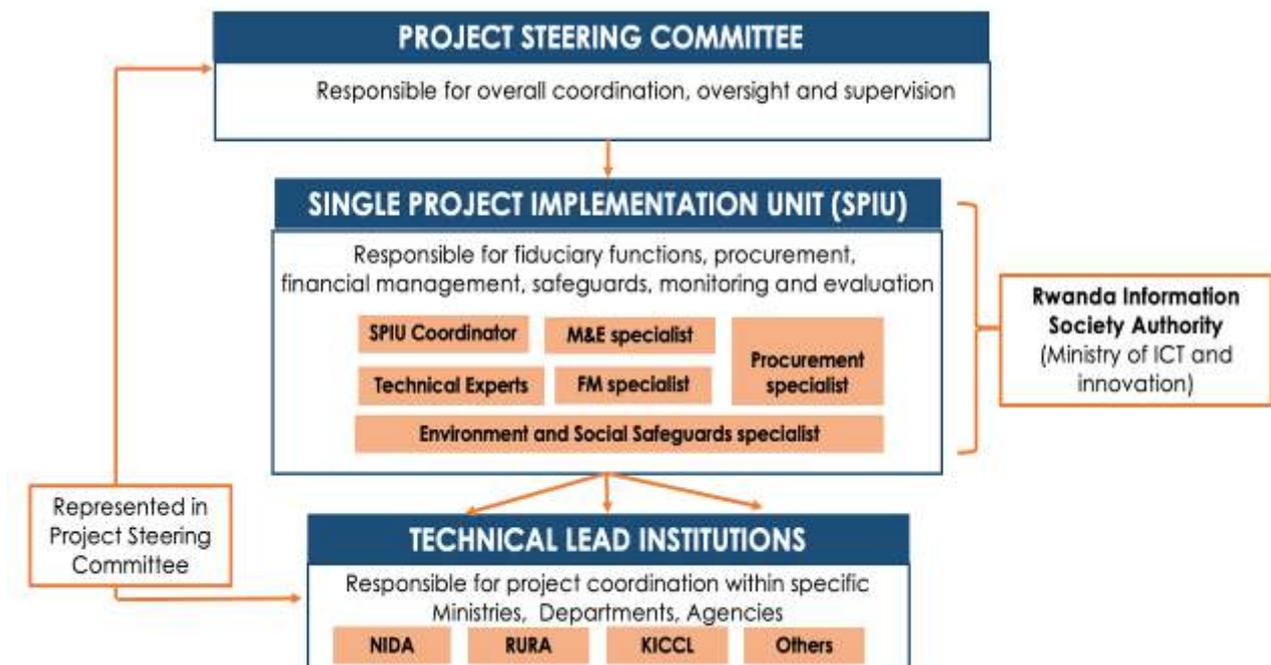
A Single Project Implementation Unit (SPIU) will be set up and operationalized within the Rwanda Information Society Authority (RISA), which will serve as the main implementing agency of the project. The RISA SPIU will be in charge of all project-related fiduciary functions, including managing financial management (FM), procurement, M&E, environmental and social commitments, etc. The SPIU will be staffed with a project coordinator, procurement, financial management (FM), environmental and social safeguards specialists, and M&E specialists, as well as a number of technical experts supporting project implementation. The SPIU structure aligns with guidelines provided by the Ministry of Public Service and Labor (MIFOTRA).

Several other MDAs are stakeholders that are expected to play a role in supporting the SPIU with implementation. These include key line ministries such as the Ministry of ICT and Innovation (MINICT), Ministry of Education (MINEDUC), Ministry of Local Government (MINALOC), Ministry of Health; and key agency and authorities such as the Rwanda Utilities Regulatory Authority (RURA), National Identification Agency (NIDA), Local Administrative Entities Development Agency (LODA), National Institute of Statistics of Rwanda (NISR), National Cyber Security Agency (NCSA), Rwanda Development Board (RDB), etc., which will provide assistance through quality assurance and delivery to the SPIU.

A Project Steering Committee (PSC) will be set up to provide strategic oversight and governance for the project. The PSC will be headed by the Chief Executive Officer (CEO) of RISA and representatives of the main MDAs, detailed above, as well as representatives from the private sector (Private Sector Federation-ICT Chamber) and civil society.

The following figure shows the project implementation arrangements:

Figure 3: Project implementation arrangements



5.3 Overview of the World Bank’s Environmental and Social Standards Applicable to the RDAP

The World Bank is committed to an Environmental and Social Framework which aims to prevent and mitigate undue harm to people and their environment in any development initiative involving the bank. The World Bank’s ten Environmental and Social Standards are designed to help ensure that programs proposed for Bank financing are environmentally and socially sustainable, and thus improve decision-making. These Environmental and Social Standards applicable to the project are listed below:

Table 8: World Bank Environmental and Social Standards showing their application status by the project

World Bank ESS	Applicable		Reason
	Yes	No	
ESS1: Assessment and management of Environmental and Social Risks and Impacts	✓		ESS1 is applicable because project shall entail civil works with ground penetration and vegetation clearance to run fiber optic cable and erect poles. The Project also entails waste generation during the construction phase and equipment maintenance during the operation phase. ESMF will be prepared and applied to this project to guide implementation of environmental and social aspects of the project.
ESS2: Labor and Working Conditions	✓		A number of workers will be directly and indirectly engaged in the project. These engagements come with dispute, occupational, health and safety risks. ESMF will be prepared and applied to this project to guide implementation of environmental and social aspects of the project.
ESS3: Resource Efficiency and Pollution Prevention and Management	✓		The project will generate non-organic waste. Among the non-organic will be the e-waste, which will need to be well managed to minimize pollution. The ESMF will be developed and applied to this project to guide implementation of environmental and social aspects of the project.
ESS4: Community Health and Safety	✓		The project involves interaction with the community where labor and other service providers will be based and will be drawn. This might give rise to GBV, STI transmission, crime and other risk escalations. ESMF will be prepared and applied to this project to guide implementation of environmental and social aspects of the project.
ESS5: Land Acquisition, Restrictions on Land Use and Involuntary Resettlement	✓		The project will involve construction of transmission sites and installation of fiber optic cable. The transmission sites are expected to be setup in government owned facilities. Aerial cables are expected to be installed within the road reserve; thus land take is not anticipated. Only minimal temporary livelihood disruption may be experienced. Once all details are clarified, the RAP will be developed and will guide possible compensation and livelihood restoration.

World Bank ESS	Applicable		Reason
	Yes	No	
ESS6: Biodiversity Conservation and Sustainable Management of Living Natural Resources	✓		<p>The project may cross natural habitats such as forests, wetlands, rivers and/or wildlife conservation areas.</p> <p>ESMF will be prepared and applied to this project to guide implementation of environmental and social aspects of the project.</p>
ESS7: Indigenous Peoples/ Sub-Saharan African Historically Underserved Traditional Local Communities		✓	<p>This ESS has not been applied because the project sites do not have communities that qualify to be called “Indigenous People”.</p>
ESS8: Cultural Heritage	✓		<p>This is applicable because project investments involve civil works and may encounter Physical Cultural Resources.</p> <p>The ESMF will include a chance finds management procedure but any subsequent ESIA's to be undertaken for any component or facility of this project will include Physical Cultural Resources investigation, assessment and management measures.</p>
ESS9: Financial Intermediaries	✓		<p>This ESS has been applied because the RDAP involves Financial Intermediary such as the BRD.</p>
ESS10: Stakeholder Engagement and Information Disclosure	✓		<p>Stakeholder Engagement and Information Disclosure will occur throughout the entire project life.</p>

6. RESETTLEMENT PLANS

RDAP might require a Resettlement Plan since it will finance productive investments that may result in minimal temporary livelihood disruption. As the specific sites for the implementation of subprojects are yet to be identified, a RPF has been prepared that will guide the preparation of site-specific RAPs during implementation. However, during implementation of the project, in a process defined below, the identification of these areas will be made. This RPF provides a framework for resettlement associated with the project. Each subproject will need to go through a process to identify the level of resettlement required, and if so, the development of a plan for resettlement. At this stage, the World Bank ESS 5 may call for the preparation of individual RAPs consistent with this RPF.

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

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

According to ESS 5, for all subprojects included in a project, the Bank requires that a satisfactory Resettlement Action Plan (RAP) that is consistent with the RPF be submitted to the Bank for approval. However, ESS 5 also suggests that: *"For certain projects, subproject abbreviated RAPs maybe approved by the project implementing agency or a responsible government agency or financial intermediary without prior Bank review, if that agency has demonstrated adequate institutional capacity to review resettlement plans and ensure their consistency with this policy. In all cases, implementation of the resettlement plans is subject to ex post review by the Bank."*

RISA will prepare RAPs that will be reviewed and approved for disclosure by the World Bank.

6.1 The Resettlement Process

This RPF will culminate in the preparation of Plans as may be required in instances of acquisition of land outside the existing road reserves, rights of ways and land already in the custody of Government Institutions. Where resettlement is required, the following steps will be undertaken:

Step 1: Consultation and participatory approaches. Preliminary assessment shall be carried out on the basis of the objectives of the project through a participatory approach. The consultations will commence during the planning stage when the technical designs are being developed, and at the land selection/screening stage. The process therefore seeks the involvement of PAPs throughout the census for identifying

eligible PAPs and throughout the RAP preparation process.

Step 2: Census of affected entities. In this step, all owners of assets that are likely to be affected by the project are enumerated; their properties are assessed and their socio-economic status is documented.

Step 3: Disclosure and notification. RISA will approach the impacted communities through local government with the view to arriving at a consensus on possible sites for the type of facility to be adopted. All eligible PAPs are informed about the RAP process. A cut-off date is established as part of determining PAPs' eligibility. In special cases where there are no clearly identifiable owners or users of the land or asset, RISA will notify the respective local authorities and leaders.

Step 4: Documentation and verification of land and other assets. The government authorities at both national and local levels, community leaders, and representatives from RISA will arrange meetings with PAPs to discuss the compensation, valuation and disclosure process. For each individual or household affected by the project, the RAP preparation team will complete a Compensation Report containing necessary personal information on the PAPs and their household members; their total land holdings; inventory of assets affected; and demographic and socio-economic baseline studies for monitoring of impacts. This information will be documented in a Report, and ideally should be "witnessed" by an independent or locally acceptable body (e.g., Resettlement Committee). The Reports will be regularly updated and monitored.

Step 5: Individual Compensation and valuation. All types of compensation will be clearly explained to the individuals and households involved. These refer especially to the basis for valuing the land and other assets. Once such valuation is established, RISA will produce a Contract or Agreement that lists all properties and assets being acquired by the project and the types of compensation adopted. The compensation options include in-kind (e.g., replacement housing) and cash compensation enumerated through an agreed compensation matrix. All compensation should occur in the presence of the affected persons and the community local leaders. Compensation agreement forms must be signed by the affected persons, RISA and an appointed community local leader.

Step 6: Community payments. This will apply where the proposed project affected asset belongs to a community. The compensation for the asset will be paid to the community through its representation or delegates.

Step 7: Grievance mechanism. The project RAP team will establish a community grievance mechanism. This may be set up through Local Authorities, including a Resettlement or Land Committee and through community leaders. All PAPs will be informed about how to register grievances or complaints, including specific concerns about compensation and relocation. The PAPs should also be informed about the dispute resolution process, specifically about how the disputes will be resolved in an impartial and timely manner. The RAP Team will produce a Report containing a summary of all grievances. If needed, the dispute resolution process should include Rwandan Courts of Law, but traditional institutions and lower levels close to communities can be an effective first step in both receiving and resolving grievances.

Step 8: Defining Entitlements and Preparing an Entitlement Matrix. The basis of what is to be paid as compensation will be determined by identifying the most appropriate

entitlement for each loss. Based on the entitlements, options for resettlement would be selected in accordance with Bank Policy ESS 5 and the merits of the option. The RAP planner will prepare an entitlement matrix with respect to both temporary and permanent displacement. This matrix will set the measure for the payment for all losses or impacts. It will also list the type of loss, criteria for eligibility and define entitlements.

6.2 Project Affected Entities

These are entities whose assets may be lost, or access to natural and/or economic resources as a result of activities related to sub-project(s). Project affected persons (PAPs) irrespective of their status (whether they have formal title, legal rights, non-legal right) are eligible for some kind of assistance if they occupied a given land parcel before the cut-off date. According to World Bank ESS 5, owners of businesses or persons employed are also eligible for compensation.

The likely displaced persons can be categorized into four groups, namely:

- (i) *Affected Individual*: An individual who suffers loss of assets or investments, land, and property and/or access to natural and/or economic resources as a result of the sub-project activities and to whom compensation is due. For example, an affected individual is a person who farms a land, or who has built a structure on land that is now required by a sub project for purposes other than farming or residence by the initial individuals.
- (ii) *Affected Household*: A household is affected if one or more of its members is affected by sub-project activities, either by loss of property, land, loss of access, or otherwise affected in any way by project activities. This provides for:
 - any members in the households, men, women, children, dependent relatives and friends, tenants.
 - vulnerable individuals who may be too old or ill to farm along with the others.
 - relatives who depend on one another for their daily existence.
 - relatives who may not eat together but provide housekeeping and other domestic chores, and
 - other vulnerable people who cannot participate for physical or cultural reasons in production, consumption, or co-residence.
- (iii) *Community*: A community is affected if project activities affect their socio-economic and/or social-cultural relationships or cohesion. Since the fiber optic cables will be buried in ground, no permanent impact is anticipated even when trenching is done on community assets (playgrounds, school, or roadside markets) but only temporary disruptions. Road users and roadside vendors are another category of entities that would be affected under this category, particularly during trenching to lay fiber optic cables might result in minimal income loss.
- (iv) *Vulnerable Households*: Vulnerable people are people who by virtue of gender, ethnicity, age, physical or mental disability, economic disadvantage, or social status, may be more adversely affected by resettlement than others and who may be limited

in their ability to claim or take advantage of resettlement assistance and related development benefits. For this project, this category will include orphans, the infirm or ill, children, elderly people, women and people with disabilities.

(v) *Institutions*: This category comprises schools, health centers and community resource centers. Compensation in this case is given to institution as a single entity rather than individual.

(vi) Utility companies whose infrastructures may be affected when laying optic cables:

- Telecommunication companies (e.g., MTN, Airtel)
- Water/sewerage companies (e.g., Water and Sanitation Corporation (WASAC))
- Power supply companies (e.g., Rwanda Energy Group (REG))
- Roads' authorities-municipalities (e.g., Rwanda Transport Development Agency (RTDA)), etc.

6.3 Eligibility Criteria and Cut-Off Dates

6.3.1 Criteria for Determining Eligibility for Compensation

In compliance with ESS 5 of the World Bank, the criteria for determining eligibility for compensation, resettlement and rehabilitation assistance measures for persons to be displaced, will be based on the following:

- i. Persons that have formal legal rights to land, including customary and traditional; and religious rights recognized under the laws of Rwanda. This class of people includes those holding leasehold land, freehold land and land held within the family or passed on through generations.
- ii. Persons who do not have formal legal rights to land or assets, but have a claim to land or assets that is recognized under national law;
- iii. Persons who have no recognizable legal right or claim to the land they are occupying, using or getting their livelihood from. This class of people includes encroachers, illegal occupants/squatters and/ (ownerships under dispute, etc.).

Affected persons classified under paragraphs (a) and (b) will be provided compensation, resettlement and rehabilitation assistance for the land, building or fixed assets on the land and buildings taken by the project. The compensation will be in accordance with the provisions of this framework and if affected persons occupied the project area prior to the date of commencement of the Census. Persons covered under sub-section (c) above are to be provided with resettlement assistance in lieu of compensation. In addition, they have to be given the necessary relocation assistance in conformity with the provisions of this policy framework provided the land was occupied prior to the established cut-off date.

All persons in the three sub-sections above are to be provided with compensation for loss of assets other than land. Consequently, this policy advocates for assistance to all affected persons, including illegal occupants/squatters and encroachers, that is, irrespective of whether they have formal titles, legal rights or not.

Therefore, it is clear that all affected persons irrespective of their status or whether

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

6.3.2 Method to Determine Cut-off Dates

Cut-off dates are essential in the process of drawing up lists to ensure that ineligible persons do not take the opportunity to claim eligibility. The establishment of a cut-off date is required to prevent opportunistic invasions/rush migration into the earmarked land, thereby posing costly risks arising out of speculative tendencies in the subproject. The cut-off date will be the first date of the census. It is a date after which people who are not included in the list of PAPs as defined by the census will not be considered eligible for compensation. The census will be carried out to collect socio-economic data on the affected households. The specific cutoff date will be included in the RAP and clearly communicated to the affected communities through the available media platforms including print and electronic. Thereafter, no new cases of affected people will be considered for compensation. This process is explained during the census and valuation exercise to all stakeholders in the area.

Failure of setting and clearly communicating this date often leads to speculative development along the project route in effort to target compensation. This affects the project schedule and unduly increases resettlement cost. Communicating and enforcing the cut-off date will be the role for RISA. Continued information on the cut-off-date will be communicated as part of the community engagement on the eligibility to avoid speculative encroachment on project areas. Measures for alerting absent affected people/households on eligibility for compensation will include the following: reaching project-affected people by telephone; putting up official notices on project districts, community notice boards and affected houses; and informing other affected households at community meetings so that they may pass on the information to the absent affected persons.

6.4 Basis for Valuation

Project Affected Persons, when displaced by the project, will be provided full replacement cost of lost structures to enable the affected persons to rebuild or replace their structures without difficulties. The valuation assessment will estimate building/structure compensation rates based on full replacement cost without depreciation. Buildings and structures will be valued on the basis of full Replacement Cost Method to arrive at the market value. ESS 5 stipulates that depreciation of an asset and value derived from salvaging materials from razed structures should not be discounted when calculating replacement cost. Additionally, the policy requires replacement value to include cost of materials transport to site, labor costs and any transfer fees or taxes involved in replacing an asset.

In addition, persons who lose their crops and trees due to sub-project activities will be compensated based on the District rates provided by certified officers, which should take into account the replacement cost.

Relevant data to be captured during valuation will include:

- location details of the land, boundaries of the area/section of the land to be affected;
- affected immovable properties: detailed measurement of buildings, shops and structures;
- property details including noting accommodation, constructional details of affected property external works (fence walls, gates, pavements) affected details etc.
- categorizing temporary structures based on constructional details (wall materials, affixed to concrete not), size of structure and use of structure (business/residential); and,
- data on households affected (tenants, owners, relatives, apprentices/trainees and livelihood

Although the sub-project locations have not been identified, it can be concluded that the project's investments may cover several types of land, including urban, peri-urban and rural segments. For all the three segments (urban, peri-urban and rural) land and assets will be valued at a full replacement cost and compensated for according to the following guidelines and as appropriate for each segment:

- The project will compensate for assets and investments (including labor, crops, buildings, and other improvements) according to the provisions of the resettlement plan.
- Eligibility for compensation will not be valid for new persons occupying/using the project sites after the cut-off date, in accordance with this policy.
- Compensation cost values will be based on replacement costs, as of the date that the replacement is to be provided or at the date of project identification, whichever is higher.
- The market prices for cash crops will have to be determined based on the values (taking into account the replacement cost) as determined by certified valuers.

In estimating the compensation to be given for any land or any estate therein or the potential profits thereof, the following will be taken into account:

- The value of such lands, estates or interests or profits at the time of the emission of the notice to acquire, and will not take into account any improvements or works made or constructed thereafter on the lands,
- That part only of the lands belonging to any entity/person acquired under this Act without consideration for the enhancement of the value of any remaining lands by reason of the proximity of any improvements or works to be made or constructed by the project;
- The value of the lands acquired for public purposes but also to the damage, if any, to be sustained by the owner by reason of the injurious effects of severance

of such lands from other lands belonging to such owner or occupier.

6.5 Compensation Payments and Related considerations

Two main resettlement packages will be used to ensure satisfactory compensation for PAPs who lose assets or livelihoods when the project is implemented. These packages will be developed in consultation with PAPs. Each PAP will have the opportunity to choose the option that best suits their circumstances.

In-kind and/or in cash resettlement packages will be used as means of compensation (Table). The type of compensation will be an individual choice although every effort will be made to instill the importance and preference of accepting in kind compensation if the loss amounts to more than 20% of the total loss of subsistence assets.

PAPs will be advised about benefits of replacement of physical assets and risk inherent in cash payments. For example, unless the affected person chooses cash compensation land-for-land compensation will be encouraged as it ensures PAPs immediately have land for settlement or farming and avoids risk of squandering compensation payments.

Table 9: Forms of compensation

Cash Payments	Compensation will be calculated and paid in local currency. Rates will be adjusted for inflation.
In-kind Compensation	Compensation may include items such as land, houses other buildings, building materials, seedlings, agricultural inputs and financial credits for equipment.
Assistance	Assistance may include moving allowance, transportation and labor, title fees, or other related costs.

Making compensation payments raises some issues regarding inflation, security, and timing. One purpose of providing in-kind compensation is to reduce inflationary pressures on the costs of goods and services. Local inflation may still occur; thus, market prices shall be monitored within the time period that compensation is being made to allow for adjustments in compensation values. The question of security, especially for people who will be receiving cash compensation payments, needs to be addressed by RISA. The time and place for in-kind compensation payments shall be decided upon by each recipient in consultation with the district officials. Monetary payments should be paid at a time in relation to the seasonal calendar.

For cash payments, compensation will be calculated in Rwandan currency as outlined below:

i. Compensation for Land

Compensation for land is aimed at providing for loss of crops and the labor used to cultivate the crop. Compensation relating to land will cover the market price of the land, the cost of the labor invested, as well as the replacement cost of the crop lost.

ii. Compensation for Crops

Compensation for crops should be done at full replacement cost. Replacement value based on historical production records or estimates must be provided where crops such as fruit trees, cash crops, etc., are affected by the project especially during trenching to lay fiber optic cables.

iii. Compensation for Buildings and Structures

Compensation for buildings and other structures will be paid by replacement costs for labor and construction materials of these structures including fences, water and sanitation facilities, etc., will be used to calculate the values. Where part of the compensation is to be paid in cash the applicable replacement costs for construction materials will be used to calculate the values. Alternatively, compensation will be paid in-kind for the replacement cost without depreciation of the structure.

6.6 Entitlement Matrix

A summary of what the PAPs will be entitled to, for different types of loss, shall be prepared for easy reference. For the RDAP, the entitlement matrix (see Table below) has been proposed and will form the basis for compensation of project affected people in case of involuntary displacement under the project. All compensation should occur in the presence of the affected persons, the community local leaders and in a confidential manner to protect recipients from robbery and theft. The Environmental and Social Specialist should be involved in preparing a country specific entitlement matrix under the project with the assistance of the project implementation team and the relevant resettlement committees.

Table 10: Entitlement Matrix

Land and Assets	Types of Impact	Affected Entities	Compensation/ Entitlement/ Benefits
Urban agricultural land	Cash compensation for affected land equivalent to market value	Farmer/ title holder	<p>Cash (monetary) compensation - at full replacement cost for affected land equivalent to replacement value</p> <p>In addition, 5% of the total amount will be given as disturbance allowance</p> <p>In kind compensation involving land for land replacement or compensation in cash (at full replacement cost) according to PAP's choice. Land for land replacement will be provided in terms of a new parcel of land of equivalent size and market potential with a secured tenure status at an available location which is acceptable to the PAP.</p> <p>Transfer of the land to the PAP shall be free of taxes, registration, and other cost</p> <p>Relocation assistance (costs of shifting + allowance)</p> <p>Participation in livelihood restoration activities/assistance</p>
		Tenant/ lease holder	<p>Cash compensation (at replacement cost) for the harvest or product from the affected land or asset, equivalent to average market value of last 3 years, or market value of the crop for the remaining period of tenancy/ lease agreement, whichever is greater. In addition, 5% of the total amount will be given as disturbance allowance.</p> <p>Participation in livelihood restoration activities/assistance</p>
Commercial Land	Land used for business partially affected (limited loss)	Title holder/ business owner	<p>Cash compensation (at full replacement cost) for affected land</p> <p>In addition, 5% of the total amount will be given as disturbance allowance</p> <p>Participation in livelihood restoration activities/assistance</p>
		Business owner is lease holder	<p>Opportunity cost compensation equivalent to 10% of net annual income based on tax records for previous year (or tax records from comparable business, or estimates where such records do not exist)</p> <p>Participation in livelihood restoration activities/assistance</p>

	Assets used for business severely affected, If partially affected, the remaining assets become insufficient for business purposes	Title holder/ business owner	Land for land replacement or compensation in cash (at full replacement cost) according to PAP's choice. Land for land replacement will be provided in terms of a new parcel of land of equivalent size and market potential with a secured tenure status at an available location which is acceptable to the PAP. Transfer of the land to the PAP shall be free of taxes, registration, and other costs. Relocation assistance (costs of shifting + allowance) Opportunity cost compensation equivalent to 2 months net income based on tax records for previous year (or tax records from comparable business, or estimates) Participation in livelihood restoration activities/assistance
		Business person is lease holder	Opportunity cost compensation equivalent to 2 months' net income based on tax records for previous year (or tax records from comparable business, or estimates), or the relocation allowance, whichever is higher. Relocation assistance (costs of shifting) Assistance in rental/ lease of alternative land/ property (for a maximum of 6 months) to reestablish the business. Participation in livelihood restoration activities/assistance
Residential Land	Land used for residence partially affected, limited loss	Title holder	Cash compensation at full replacement cost for affected land. In addition, 5% of the total amount will be given as disturbance allowance. Participation in livelihood restoration activities/assistance
		Rental/lease holder	Cash compensation equivalent to 10% of lease/ rental fee for the remaining period of rental/ lease agreement (written or verbal). In addition, 5% of the total amount will be given as disturbance allowance. Participation in livelihood restoration activities/assistance

	Land and assets used for residence severely affected	Title holder	<p>Land for land replacement or compensation in cash according to PAP's choice.</p> <p>Land for land replacement shall be of minimum plot of acceptable size under the zoning law/s or a plot of equivalent size, whichever is larger, in either the community or a nearby resettlement area with adequate physical and social infrastructure systems as well as secured tenure status.</p> <p>When the affected holding is larger than the relocation plot, cash compensation to cover the difference in value. In addition, 5% of the total amount will be given as disturbance allowance.</p> <p>Transfer of the land to the PAP shall be free of taxes, registration, and other costs. Relocation assistance (costs of shifting + allowance)</p> <p>Participation in livelihood restoration activities/assistance</p>
	Remaining area insufficient for continued use or becomes smaller than minimally accepted under zoning laws	Rental/lease holder	<p>Refund of any lease/ rental fees paid for time/ use after date of removal</p> <p>Cash compensation at replacement cost equivalent to 3 months of lease/ rental fee. In addition, 5% of the total amount will be given as disturbance allowance.</p> <p>Assistance in rental/ lease of alternative land/ property</p> <p>Relocation assistance (costs of shifting + allowance)</p> <p>Participation in livelihood restoration activities/assistance</p>
Buildings and structures	Structures are partially affected	Owner	<p>Cash compensation for affected building and other fixed assets</p> <p>Cash assistance to cover costs of restoration of the remaining structure.</p> <p>In addition, 5% of the total amount will be given as disturbance allowance.</p> <p>Participation in livelihood restoration activities/assistance</p>
	Remaining structures viable for continued use	Rental/lease holder	<p>Cash compensation at full replacement cost for affected assets (verifiable improvements to the property by the tenant). In addition, 5% of the total amount will be given as disturbance allowance. Disturbance compensation equivalent to two months rental costs.</p> <p>Participation in livelihood restoration activities/assistance</p>
	Entire structures are affected or partially affected but remaining structures not	Owner	<p>Cash compensation at replacement cost for entire structure and other fixed assets without depreciation, or alternative structure of equal or better size and quality in an available location which is acceptable to the PAP.</p> <p>In addition, 5% of the total amount will be given as disturbance allowance.</p>

	suitable for continued use		<p>Right to salvage materials without deduction from compensation</p> <p>Relocation assistance (costs of shifting + allowance)</p> <p>Rehabilitation assistance if required (assistance with job placement, skills training)</p> <p>Participation in livelihood restoration activities/assistance</p>
Buildings/ structures	Rented/leased building/ structures	Rental/lease holder	<p>Cash compensation at full replacement cost for affected assets (verifiable Improvements to the property by the tenant). In addition, 5% of the total amount will be given as disturbance allowance.</p> <p>Relocation assistance (costs of shifting + allowance equivalent to four months' rental costs)</p> <p>Rehabilitation assistance if required (assistance with job placement, skills training)</p> <p>Participation in livelihood restoration activities/assistance</p>
	Squatters	Squatter/informal dweller	<p>Cash compensation at replacement cost for affected structure without depreciation. In addition, 5% of the total amount will be given as disturbance allowance.</p> <p>Right to salvage materials without deduction from compensation</p> <p>Relocation assistance (costs of shifting + assistance to find alternative secure accommodation preferably in the community of residence through involvement of the project)</p> <p>Participation in livelihood restoration activities/assistance</p>
		Street vendor (informal without title or lease to the stall or shop)	<p>Opportunity cost compensation equivalent to 2 months' income based on estimates or the relocation allowance, whichever is higher.</p> <p>Relocation assistance (costs of shifting)</p> <p>Assistance to obtain alternative site to re- establish the business.</p> <p>Participation in livelihood restoration activities/assistance</p>
Standing crops	Crops affected by land acquisition or easement	PAP (whether owner, tenant, or squatter)	<p>Cash compensation at replacement cost equivalent to average of last 3 years' market value for the mature and harvested crop using the prevailing district rate. In addition, 5% of the total amount will be given as disturbance allowance.</p> <p>Participation in livelihood restoration activities/assistance</p>

Trees	Tress lost	Title holder	Cash compensation at replacement cost using the prevailing district rate based on type, age and productive value of affected trees plus 10% premium. In addition, 5% of the total amount will be given as disturbance allowance. Participation in livelihood restoration activities/assistance
Temporary Acquisition of assets	Temporary acquisition	PAP (whether owner, tenant, or squatter)	Cash compensation at replacement cost for any assets affected (e.g., boundary wall demolished, trees removed). In addition, 5% of the total amount will be given as disturbance allowance. Participation in livelihood restoration activities/assistance
Road side businesses	Temporary displacement	Business owners	Provision of other locations for temporary use Participation in livelihood restoration activities/assistance
Community and public assets or infrastructure	Damage to facilities, community assets and interruption of service	Communities	Cash compensation at replacement cost for any community assets affected Provision of alternative infrastructure or services Participation in livelihood restoration activities/assistance
Utility companies	Damage to underground facilities and interruption of service	Utility companies	Compensation for repair of damaged infrastructure and restoration of service.

6.7 Timeframes

The following key timeframes shall apply in cases of any RAP implementation related to this project:

- Asset inventory shall be completed at most four months prior to the commencement of work;
- Civil works shall commence after compensation or resettlement activities have been effected.

Adequate time and attention shall be allowed for consultation of affected parties. The actual length of time will depend on the extent of the resettlement and compensation and will have to be agreed upon by all parties.

6.8 Linking Resettlement Implementation to Civil Works

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

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

- target dates for start and completion of civil works,
- timetables for transfers of completed civil works to PAPs,
- the link between RAP activities to the implementation of the project.

7. GUIDING PRINCIPLES FOR LAND ACQUISITION AND COMPENSATION

While project infrastructure will mainly be laid along reserves of existing highways and transmission sites on government property, it is envisaged that cases of land acquisition may not arise during project implementation. However, if land acquisition is necessary, the following principles will guide land acquisition.

7.1 Land Acquisition Procedure

Ideally, project implementation will seek to utilize land in road reserves and therefore minimize land take, but where acquisition of land is required, the project will undertake an abbreviated RAP to provide guidance on full compensation of affected assets. In the case of customary land, Local Government Authorities, the community leaders such as chiefs and community, including youths and women, should be party to any consensus on acquisition of land and the modalities envisaged.

The RAP will document:

- Area of land to be acquired.
- Names of owners and occupiers of that land as far as they can be ascertained; or in the case of customary land, the name of the landowner who is the holder of the right over the land as ascertained by the community.
- Local community leaders/representatives to assist in the process of land acquisition.
- Magnitude of impacts relative to the need for resettlement and/or compensation and valuation of assets to be compensated for.
- Financial records showing the costs of relocation and compensation, the beneficiaries and indicating how these costs were determined.
- Information on households or individuals eligible for relocation to their socioeconomic standing (incomes, production material assets, debts, etc.);
- Details of resettlement after-care and assistance, where appropriate.

Note: Preparation and implementation of the RAP and compensation will be undertaken prior to the start of any civil works.

7.2 Voluntary Land Donations

Voluntary land donations refer to cases where individuals or community land owners agree to provide land to the project for free or for a reduced compensation sum.

Voluntary land contribution without compensation will not be utilized under this project, because it often affects poor or vulnerable households. There should be no coercion and sufficient information on the project impacts, land needs, alternative sites and compensation options should have been provided to inform the donor's choice. To avoid impoverishment of vulnerable PAPs as a result of voluntary donations, due diligences should be done by the project implementers.

7.3 Involuntary Acquisition of Land

Involuntary acquisition of land should be avoided or minimized to the greatest extent possible. The displaced persons will participate throughout the various stages of the planning and implementation of land acquisition, compensation and resettlement plans and processes. Prior to preparation of Resettlement Action Plans, persons to be displaced will be informed of provisions of this framework and their entitlements at public meetings and throughout the stakeholder engagement process.

7.4 Procedures for Payment of Compensation

Compensation payment will be made in the following ways:

- i. By agreement between RISA and the PAPs or entities (individuals /households /communities):
 - RISA will offer such sums deemed adequate as compensation to the entity who may accept that amount as compensation payable to him or her and;
 - Such sums will be disbursed directly to the beneficiary with the relevant records of payments (land acquisition mechanism) consigned to the RAPs and the records of the appropriate local government authority.
- ii. In case of grievances, by court order on the amount of compensation where this has been the subject of litigation between RISA and the affected entity.

8. GRIEVANCE REDRESS MECHANISM (GRM)

A grievance is a concern or complaint raised by an individual or group affected by the project. Concerns and complaints can result from either real or perceived impacts and maybe logged and handled in a similar manner. The objective of the GRM is to provide stakeholders processes for submission and raising grievances and grievance resolution. The GRM will be accessible and inclusive and culturally appropriate as required under ESS 5, ESS 7 and ESS 10. It will also ensure that all grievances are handled in a fair and transparent manner, in line with the Rwandan legal framework and the World Bank environmental and social framework.

RISA shall work with community leaders in the project sites and communities to establish and operationalize community Grievance Redress Committees where community grievances are received and addressed. The presence of a GRM shall not reduce the right to seek legal redress, should the complainant choose to do so. Nevertheless, all attempts shall be made to settle all grievances amicably before resort to courts of law.

The grievance redress mechanism ensures that complaints and grievances are addressed in good faith and through a transparent and impartial process, which is culturally acceptable. It is a process, or procedure to receive and facilitate resolution of concerns, complaints and grievances of project-affected parties arising in connection with the project.

- *Complaint*: An expression of dissatisfaction that is related to an impact caused by a project activity, which has affected an individual or group. Adversely, the interests of an individual or group and the individual or group wants a proponent or operator (or contractor) to address and resolve it (e.g., problems related to dust deposition, noise, or vibration). A complaint is normally of a less serious nature than a grievance.
- *Grievance*: A claim raised by an individual or group whose livelihood, health and safety, cultural norms and heritage are considered to have been adversely affected (harmed) by a project activity which, if not addressed effectively, may pose a risk to the project's operations (through stakeholder actions such as access road blockages) and the livelihood, well-being, or quality of life of the claimant(s).

The grievance mechanism described in this section includes both complaints and grievances (hereinafter referred to only as 'grievances').

Grievances raised by stakeholders need to be managed through a transparent process, readily acceptable to all segments of affected communities and other stakeholders, at no cost and without retribution. The grievance mechanism should be appropriate to the scale of impacts and risks presented by a project and beneficial for both a proponent/operator and external stakeholders. The mechanism must not impede access to other judicial or administrative remedies.

The GRM will enable the Project Authorities to address any grievances against the Project. The establishment of project level Grievance Redress (GR) will integrate with existing GR structures in the respective communities and the implementing agencies; and maintained and strengthened throughout the project lifecycle. The GRM will be closely monitored and reported throughout the project life cycle.

While measures are taken to minimize and mitigate potential social and environmental risks and impacts, it is possible that the project may affect communities, individuals and firms that need to be addressed during project implementation. Grievances that relate to project workers will be handled by a separate mechanism which is included as part of the project's LMP.

8.1 Objectives of the Grievance Redress Mechanism

The objectives of the GRM are as follows:

- Ensure that the World Bank Environmental and Social Standards are adhered to in all subprojects and activities;
- Address any negative environmental and social impacts of all sub-projects and activities;
- Resolve all grievances emanating from the project activities in a timely manner;
- Establish relationships of trust between project staff and stakeholders;
- Create transparency among stakeholders including affected persons through an established communication system;
- Bolster the relationship of trust amongst the project staff and the affected parties.

8.2 Grievance Redress Mechanism levels

The purpose of the GRM is to record and address any complaints that may arise during the implementation phase of the project and/or any future operational issues that have the potential to be designed out during implementation phase. The GRM is designed to address concerns and complaints promptly and transparently with no impacts (cost or discrimination) for any reports made by project affected people (PAPs). The GRM works within existing legal and cultural frameworks, providing an additional opportunity to resolve grievances at the local, project level.

The key tasks of the GRM are:

- Record, categorize and prioritize the grievances;
- Settle the grievances via consultation with all stakeholders (and inform those stakeholders of the solutions)
- Forward any unresolved cases to the relevant authority.

As the GRM works within existing legal and cultural frameworks, it is recognized that the GRM will comprise community level, project level and national judiciary level redress mechanisms. The details of each of those components are described as follows:

a. Community and Lower-Level Grievance Redress Mechanism

Local communities have existing traditional and cultural grievance redress mechanisms which can be used to resolve some project related disputes at the community level, of course with some degree of involvement of and support from local leaders, the contractor(s), and project representatives at the local level.

Concerning the Rwanda Digital Acceleration Project, the concerned communities have mechanisms to resolve any conflict and misunderstanding. Conflicts that concern communities are addressed in the normal existing system in Rwanda, starting from Village leaders, Cell level mediators, Sector level mediators, and when necessary, the ordinary courts.

There will also be committees in the communities (a committee at the Village level that includes affected/beneficiary people, a woman, a representative of vulnerable people and the Village leader); a committee at the Cell level including Village leaders; the committee at the Sector level including Executive Secretaries of Cells; and a committee at the District level but including Executive Secretaries of Sectors). Each committee will involve project affected people or concerned community members, the project representative (from the District and/or RISA), a BRD representative, a representative of the contracted company and one representative of the supervising firm. Communities will elect Village committees. Village committees will gather to elect Cell committees. Cell committees will gather to elect Sector committees. Sector committees will gather to elect District committees.

Experience from other projects funded by the World Bank in Rwanda—such as Feeder Roads, LWH, RSSP, Rwanda Urban Development Project, etc.—indicates that there are

certain people that are needed for a grievance redress committee to be more effective. These are:

- The President of the committee, a community member residing in the concerned area and preferably, affected by the project,
- The Vice President, also a community member residing in the concerned area and preferably, affected by the project,
- A women's representative, also a community member residing in the concerned area and preferably, affected by the project,
- Vulnerable group representative (if any)
- A village leader (if it is at Village level)
- A representative of Village leaders (if it is at Cell level) and the Executive Secretary of the Cell
- A representative of the Executive Secretaries of Cells (if it is at Sector level) and the Executive Secretary of the Sector of the Cell (if it is at the Cell)
- A representative of Executive Secretaries of Sectors (if it is at District level) and one District official. Cell leaders and the Executive Secretary of the Sector (if it is at the Sector)

It is expected that all grievance or dispute issues pertaining to the Project will be resolved at the District level. Issues that will not be resolved at the level of these committees will be taken to the higher Project Coordination Unit. However, the mechanism will not prevent unsatisfied complainants to resort to the Rwandan judiciary (mediators and courts).

The grievance redress committees will be recording all the grievances. They will be recording when and how they were resolved including cases that got referred to other levels (see in annexes, an example of grievance log that will be used in recording grievances). They will be including these in their regular reporting. The project coordination unit will lead and record all complaints and how they were addressed.

b. Advanced Project Level Grievance Redress Mechanism

Many project-related grievances are expected to be minor and site-specific. They will revolve around nuisances generated during construction such as noise, dust, vibration, workers' disputes, etc. These are expected to be resolved easily on site. Difficult grievances might be especially about land acquisition, land boundaries, compensation, income or livelihood loss, misunderstandings between affected households and the Contractor regarding access arrangements or possible severe risks. Most of these might not be resolved immediately and/or on site.

If the complainant is not satisfied with the resolution at the District project management level, the complaint is taken to the higher Project Coordination Unit (PCU) at RISA. The PCU will then endeavor to resolve the complaint as soon as possible. Reporting back to the complainant will be undertaken within a period of one month from the date that the complaint was received. Should measures taken by the Project Coordination Unit fail to

satisfy the complainant, the aggrieved party will be free to take his/her grievance to the existing Courts. However, grievances should be resolved at the lowest level possible.

It is vital that appropriate signage is erected at the sites of all works providing the public with updated project information and summarizing the GRM process, including contact details of the relevant Project Contact Person. Anyone shall be able to lodge a complaint and different methods (in person, telephone, email, social media, website, forms written in local language, suggestion boxes, etc.) will not inhibit the lodgment of any complaint. Anonymous mechanism of lodging complaints will also be allowed.

The Complaints Register will be maintained by the committees and Project Contact Persons, who will log the complaints: i) details and nature of the complaint; ii) the complainant's name and their contact details; iii) date; iv) corrective actions taken in response to the complaint. This information will be included in the project's progress reports to the Bank.

The project level process will only act within its appropriate level of authority and where necessary, complaints will be referred on to the relevant authority such as those indicated.

c. World Bank Grievance Redress System

It is worth mentioning that complainants are also allowed to file their grievances directly to the World Bank using the World Bank Grievance Redress Service. This is an avenue for individuals and communities to submit complaints directly to the World Bank if they believe that a World Bank-supported project has or is likely to have adverse effects on them, their community, or their environment. It is available at <https://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service#file>

d. Judiciary Level Grievance Redress Mechanism

The project level process will not impede affected persons' access to the legal system. If a complainant is not satisfied with the resolutions at all project levels, he/she will be allowed to take the matter to the appropriate legal or judicial authority as per the Rwandan laws.

The following figure shows the structure of the grievance redress committee:

Figure 4: Structure of the grievance redress committees

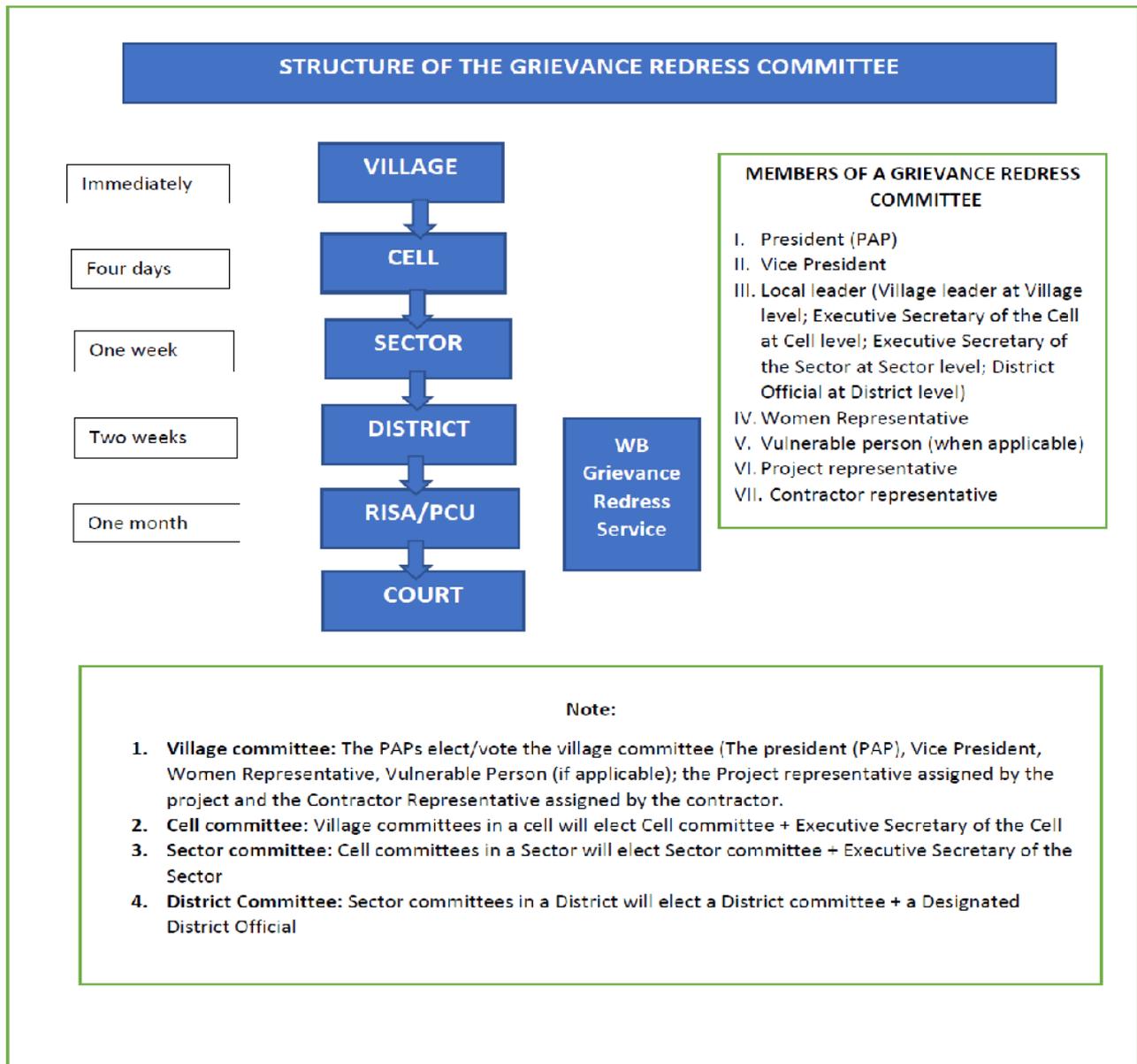


Table 11: Grievance Redress Process at the Project Level

Stage	Process	Duration
1	The Aggrieved Party (AP) will take his/her grievance to Village Grievance Committee which will endeavor to resolve it immediately. Where the AP is not satisfied, the Village Grievance Committee will refer the AP to the Cell Grievance Committee. For complaints that were satisfactorily resolved by the Village Committee, the committee will inform the higher level of project management and they will log the grievance and the actions that were taken.	Immediately after receiving the complaint
2	The Aggrieved Party (AP) will take his/her grievance to Cell Grievance Committee which will endeavor to resolve it	As soon as possible but not exceeding four

Stage	Process	Duration
	immediately. Where the AP is not satisfied, the Cell Grievance Committee will refer the AP to the Sector Grievance Committee. For complaints that were satisfactorily resolved by the Cell Committee, the committee will inform the higher level of project management and they will log the grievance and the actions that were taken.	days after receiving the complaint
3	On receipt of the complaint, the Sector Committee will endeavor to resolve it immediately. If unsuccessful, they will then notify the District committee	As soon as possible but not exceeding one week after receiving the complaint
4	The District committee will endeavor to address and resolve the complaint and inform the aggrieved party. They will refer to the higher-level Project Coordination Unit unresolved grievances for their action.	As soon as possible but not exceeding two weeks after receiving the complaint
5	The higher-level Project Coordination Unit will try to resolve the complaint as soon as possible and, if the matter remains unresolved, or the complainant is not satisfied with the outcome at the National Project Coordination Unit, the complainant will be free to take the matter to the existing Courts.	As soon as possible but not exceeding one month after receiving the complaint
6	Unsatisfied complainants after the resolution from the National Project Coordination Unit will be allowed to take their complaints to the existing courts.	Any time after the resolution of the National Project Coordination Unit

8.3 GBV Related Grievance Redress Mechanism

When a GBV related complaint is received at the first or second tier of the GRM, the complaint should be kept confidential by the person/persons receiving the complaint, and immediately reported to the national police-led Isange One Stop Center (IOSC) as required by law. IOSC was established to provide support, treatment, and protection to all GBV and child abuse victims. A clear GBV referral pathway for this project shall be articulated in the site-specific instruments such as RAPs. The complaint should be reported to the relevant committee and immediate actions should be taken that is consistent with the wishes and choices, rights and dignity of the complainant. The complainant should be given information in simple and clear terms on the steps for filing complaints and the possible outcomes, the timelines and the types of supports available to be able to make informed decision.

For GBV cases, it is important to ensure that access to the complaints processes is as easy and as safe as possible for the complainant survivor. The recording of incidence should be limited to the nature of complaint put exactly in the words of the complainant, the age of the survivor and if possible, to the best of their knowledge, the perpetrator

was associated with the project. The complainant should decide on whether they would like to be referred to the grievance committee and the complainant should give consent to share basic monitoring data.

Safety and Well-Being: The safety of the survivor shall be ensured at all times including during reporting, investigation, and the provision of victim assistance. Those involved in the management of complaints will need to consider potential dangers and risks to all parties (including the survivor, the complainant if different, the subject of the complaint, and the organizations involved), and streamline ways to prevent additional harm in all the complaint handling process.

The survivor is never to blame for reporting an act of GBV and should never be made to feel investigated. On the contrary, it is important that she/he feels that her/his story is heard, believed and valued. The actions and responses of the complaint mechanism will be guided by respect for the choices, needs, rights, and the dignity of the survivor.

Confidentiality: The confidentiality of complainants, survivors, and other relevant parties must be respected at all times. All GBV-related information must be kept confidential, identities must be protected, and the personal information on survivors should be collected and shared only with the informed consent of the person concerned and on a strict need-to-know basis.

Survivor-Centered Approach: All prevention and responses action will need to balance the respect for due process with the requirements of a survivor-centered approach in which the survivor's choices, needs, safety, and wellbeing remain at the center in all matters and procedures. As such, all actions taken should be guided by respect for choices, needs, rights and dignity of the survivor, whose agency and resilience must be fostered through the complaint process.

Accessibility and non-discrimination: The mechanism must be accessible to all potential complainants and sufficient information must be given on how to access it, making the complaints process accessible to the largest possible number of people. This includes identifying and instituting various entry points that are both gender and context sensitive. To facilitate incidents reporting and avoid stigmatization, reports from third parties (witnesses, people suspicious or aware of an incident, etc.) must also follow accountability protocols.

8.4 Building Grievance Redress Mechanism Awareness

The PIU Environmental and Social Specialists will initially brief all staff of the project office, the Project Steering Committee (PSC), consultants and contractors on the Grievance Redress Mechanism and GBV complaints mechanism of the Project and explain to them the procedures and formats to be used including the reporting procedures.

The project Social Specialist will brief all project stakeholders on the Grievance Redress Mechanism of the Project and explain the procedures and formats to be used including the reporting procedures. Awareness campaigns would be conducted targeting project stakeholders to inform them of the availability of the mechanism; various mediums will

be used. The GRM will also be published on the website of the implementing agencies and those of the implementing partners and the project website or Facebook page if there is one. A project site board will be erected on the sites of sub-projects indicating the existence of the mechanism and a phone number, email and address for further information. The GRM will be translated into the local language, Kinyarwanda.

8.5 Monitoring and Reporting of GRM

The Environmental Safeguards Specialists and/or Social Specialists will prepare the Monthly and Quarterly Reports on the Grievance Redress issues of the project.

The Grievance Redress Committee may review the nature of grievances that have been represented and if grievances are repeated, recommend suitable changes in implementation procedures and forward these to the PSC for implementation.

The following indicators could be used as monitoring purposes:

- Number of active project complaints and appeals recorded and reported in each institution
- Percentage of grievance redressed claims settled within the specified period
- Percentage of unresolved complaints or disputes during the monitoring period
- Comments received by government authorities, women, youth, family, community leaders and other parties and passed to the Project.

9. PUBLIC CONSULTATION AND DISCLOSURE PLAN

The purpose of the Resettlement Policy Framework is to guide the management of the resettlement process for project activities. Led by RISA, several actors will be involved as beneficiaries and financiers. These roles are complementary and should therefore be coordinated to achieve maximum and best results. RISA will coordinate and manage the following:

- a) Project preparation
- b) Identification of project activities with the involvement and contribution of the local authorities, utility and service deliverers and specialist establishments.
- c) Preparation of Resettlement Action Plans (RAPs).
- d) Management of technical inputs required for the preparation and appraisal of the project for funding by the World Bank.
- e) Management of the resettlement process
- f) Preparing and keeping an update road map for the delivery of the project.

Public consultation and participation as requirements in ESS10 are essential because they provide an opportunity for informing the stakeholders about the proposed project. Public consultation and participation create a sense of ownership for the project, providing an opportunity for people to present their views and values and allowing consideration and discussion of sensitive social mitigation measures and trade-offs.

Public consultation and participation will afford the PAPs an opportunity to contribute

to both the design and implementation of program activities. In so doing, the likelihood for conflicts between and among affected people and with the management committees will be reduced. In recognition of this, particular attention shall be paid to public consultation with PAPs, households and homesteads (including host communities) when resettlement and compensation concerns are involved.

Public consultations in relation to the RAP occur at all stages, starting with inception and planning when potential lands and alternative sites are being considered. A participatory approach will be adopted as an on-going strategy throughout the entire project cycle.

Public participation and consultations related to RDAP will take place via stakeholder engagement workshop and one-on-one engagements in project communities. PAPs are consulted in the survey process; public notices where explanations of the sub-project are made; RAP implementation of activities; and during the monitoring and evaluation process. Selection of ways to consult, and expand participation by PAPs and other stakeholders, will take into consideration literacy levels prevalent in affected communities and cultural aspects and practical conditions (like distance). The role of traditional, political and cultural leaders, including the community elders, in the participation strategy will be important. The RAP team should ensure that these leaders and local representatives of PAPs are fully involved in designing the public consultation procedures.

9.1 Data collection phase

For projects components that require Resettlement Action Plans, this process should start with acquisition of socio-economic data from affected entities. This information will be used to prepare RAPs, derive equitable compensation and resettlement where applicable.

9.2 Implementation phase

During implementation, PAPs will be informed about their rights and options. The grievance mechanism will continue to address grievances which will be recorded and PAPs involved in the whole Grievance Redress Mechanism. The participation of local leaders and PAPs in disseminating information and resolving disputes will be important once RAP implementation starts. A dynamic participatory approach involves PAPs in decision making about livelihood and community development programs.

During implementation of the stakeholder engagement plan, national COVID-19 SOPs, compliance with the World Bank Technical note on Public Consultations and Stakeholder Engagement will be followed. Engagements will include using community meetings, FGDs, online workshops, virtual meetings via ZOOM/WEBEX, etc., among others will be conducted throughout the project life cycle during project preparation, project implementation and engaging different categories, including vulnerable and marginalized groups (VMGs). These might include the refugees, women and children

headed households, youth, persons with disabilities and persons living with HIV/AIDS among others. The project will identify disadvantaged communities and undertake inclusive and culturally appropriate stakeholder consultations. The objective is to give them an opportunity to make input into the decision-making process of the project, register and address their concerns as well as enhance project ownership and community cooperation. The guidelines for inclusion of the vulnerable groups shall include:

- Identification of subgroups among the poor, especially those at risk of exclusion;
- Structuring Program rules and procedures to promote their participation;
- Determining participatory techniques that can help facilitate their involvement (where existing systems of social organization are highly inequitable, new groups may need to be created to enable excluded groups to participate);
- Ensuring that intermediaries (NGOs, Local Government, etc.) working with communities have expertise in working with these groups and using participatory techniques.
- Investigating how local institutions can be made more responsive and inclusive of these groups.
- Including specific indicators related to these groups in monitoring and evaluation systems and involve all stakeholders in monitoring and evaluation.

9.3 Monitoring and evaluation phase

PAP representatives will participate in the sub-project workshops at mid-term and at the end of RAP implementation. To the extent possible, the RAP should include social accountability tools like citizen report cards to assess the quality of RAP implementation, and in some cases, assist the RAP team in tracking expenditures. The latter would be significant in helping PAPs with money management and restoring their livelihoods. PAPs will be able to suggest corrective measures, as needed, to improve RAP implementation in the sub-project(s). Prior to closing the RAP, PAPs will participate in a feedback survey as part of the RAP's independent impact evaluation exercise.

9.4 Disclosure Arrangements for RPFs and subsequent RAPs

i. In country disclosure

RISA shall disclose the RPF on its website, and other media that stakeholders and communities can access. These might include print media, public notice boards for all districts where the project activities will be implemented as well as places in Sectors and Cells where communities can access the information. All RAPs prepared guided by the RPF should also be similarly disclosed. Since most communities do not understand English, the project will explore opportunities of translation and disclosure of documents or part of them in Kinyarwanda.

ii. World Bank External Website

RPF and any subsequent RAPs prepared for the project specific activities shall be cleared and be disclosed on World Bank's external website before its implementation.

10 ORGANIZATIONAL ELEMENTS AND PROCEDURE FOR DELIVERY OF COMPENSATION

Compensation and resettlement will be effected by RISA in conformity with the RAPs prepared for the project.

10.1 The Procedure

The compensation process will involve several steps and will be in accordance with the individual project resettlement and compensation plans.

i. Public Participation with the local communities would initiate the compensation process as part of an ongoing process that would have started at the land selection/screening stage and at the time the socio-economic assessment is being carried. This would ensure that no affected individual/household is simply “notified” one day that they are affected in this way. Instead, this process seeks their involvement and wishes to inform communities in a participatory approach with the project, from the beginning.

ii. Notification of land resource holders, the respective local/district leaders involved in identifying the land will notify the District, Village leaders and village inhabitants who will help to identify and locate the property users. The users will be informed through both a formal notification in writing and, as many people are illiterate, by verbal notification delivered in the presence of the local leaders. Radio stations shall also be utilized in discussing project implementation aspects. In addition, the Village leaders and individuals in charge of land will accompany the survey teams to verify owners.

Those who hold title deed to the land will be informed about the compensation process and requirements needed to evince ownership. Where there are clearly no identified owners or users, RISA, the respective local government administration and lands offices will be solicited to help identify owners or users and sensitize them on the program and its implications. It is hoped, however that the media publications would be sufficient to avoid such eventuality.

Results of the census surveys, including:

iii. Documentation of Holdings and Assets: Village, Cell, Sector and/or District Officials to arrange meetings with affected individuals and/or households to discuss the compensation process. For each individual or household affected, the District Official completes a compensation dossier containing necessary personal information on the affected party and those that s/he claims as household members, dependents, total landholdings, inventory of assets affected, and information for monitoring their future situation. This information is confirmed and witnessed by Village leaders. Dossiers will be kept current and will include documentation of all assets surrendered and/or impacted. Each individual will be provided with a copy of the dossier at the time of negotiations. This is necessary because it is one way in which individuals and households

can be monitored over time. All claims and assets will be documented in writing.

iv. Agreement on Compensation and Preparation of Contracts: All types of compensation are clearly explained to the individual or household. The Technical Planning Team draws up a contract, listing all property and land being surrendered and/or assets impacted, and the types of compensation (cash and/or in-kind) selected. A person selecting in-kind compensation has an order form, which is signed and witnessed. The compensation contract is read aloud in the presence of the affected party and the respective Technical Planning Team, Village officials and other village leaders or translated prior to signing.

V. Compensation Payments - All handing over of property such as land and buildings and compensation payments will be made in the presence of the affected party and the village officials after compensation has been paid.

10.2 RISA Social Risk Management Capacity Assessment

It has been realized that RISA does have limited capacity in Social Risk Management. It does not yet have enough experience with World Bank-funded projects and working with the World Bank. In this regard, RISA has started to build in-house capacity to implement social safeguards requirements associated with resettlement undertaking of RDAP. Measures taken to address the capacity related gaps include:

- Recruitment of in-house Environmental Safeguards Specialist: However, given the magnitude and size of the project, another additional Social Safeguards Specialist will be recruited to provide due support to the project.
- Hiring consultants on a retainer basis to manage social and environmental safeguards aspects of the project.

During project implementation, RISA will also require lower-level resources to effectively manage social and environmental safeguards aspects of the project. Therefore, RISA's Environmental and Social Safeguards Specialists will have to work with District staff, mainly the District Social Development Officers and District Environment Officers. RISA's key responsibility in this case will be to orient and train these officers in roles expected of them to ensure effective work in managing and monitoring applicable impacts during project implementation.

11 IMPLEMENTATION COSTS FOR THE RPF

Although there is some information about RDAP, specific sites related to infrastructure development and sub-projects have not been determined and the exact location and number of PAPs is not yet determined. Since the costs of compensation are based on technical designs, results of scoping, detailed valuation surveys and detailed RAP studies, it is not easy at this stage to produce the exact budget for RPF and RAP implementation. The cost for implementing the RPF and RAPs for all sub-projects is estimated to be **one million, fifty-eight thousand, seven hundred and forty United States dollars (USD 1,058,740)**. This figure has been estimated by holistically looking at the sites and possible resettlement that might be needed as well as comparing costs of other RPFs for

projects with similar scope. Since the feasibility studies of the sub projects have not been undertaken, the exact unit prices, the number of people to be affected, and the scope of land acquisition are only estimates. The exact figures will not be known until the RAPs/ARAPs are prepared. The following table shows a breakdown of the budget estimates of the RPF implementation.

Table 22: Indicative Budget for RPF Implementation

Item	Unit	Quantity	Unit Cost (USD)	Total Cost (USD)
Preparation of safeguards instruments				
RAPs/ARAPs (where applicable)	Study/ Assessment per District	30	7,500	225,000
Compensation and/ or livelihood/income restoration				
Compensation for affected assets	Affected assets per District	30	8,000	240,000
Income/livelihood restoration	Income/livelihood loss per District	30	8,000	240,000
Capacity building				
Training of beneficiaries and other stakeholders - GRM, social inclusion, disability, gender, etc.	Training session	30	2,000	60,000
Project monitoring				
SPIU (mission allowances for staff)				53,740
Resettlement and social audit				
Consultants	Study/ Assessment per District	30	8,000	240,000
Total				1,058,740

12 MONITORING AND EVALUATION PLAN

In order to assess whether the goals of the resettlement and compensation plan are being met, a monitoring plan will be required. This monitoring plan will indicate parameters to be monitored, institute monitoring milestones and provide resources including responsible persons or institutions to carry out the monitoring activities. The arrangements for monitoring the resettlement and compensation activities will fit the overall monitoring programme of the entire project, which will fall under the overall responsibility of the different executing agencies. The executing agencies, with support from the Resettlement Specialist, will institute an administrative reporting system that:

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

Periodic evaluations will be made in order to determine whether the PAPs have been paid in full and before implementation of the subproject activities; and whether the PAPs enjoy the same or higher standard of living than before. This framework suggests that where appropriate and where it is determined to be cost effective, the office of the District Administration shall be structured to host the monitoring and evaluation component of the project. This will take the form of giving the districts the mandate to carry out independent monitoring of the implementation of the resettlement and compensation plans at periodic intervals of quarterly or half yearly (as circumstances dictate) during the program life. The objective will be to make a final evaluation in order to determine:

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

12.4 Monitoring indicators

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

monitoring:

- i. Number and place of public consultation meetings held with PAPs and local authorities in preparation of, or during RAP implementation;
- ii. Number of PAPs effectively compensated and aggregated amount disbursed compensation (actual versus planned);
- iii. The percentage, as well as the number of PAPs, not effectively compensated;
- iv. Number of people resettled or provided with new business premises (whatever is applicable);
- v. Number of complaints:
 - Total received. This should include the subject matter for all complaints;
 - Total resolved at various levels including the type of agreement reached;
 - Total referred to the legal system/ Courts of Law, including a clarification on who initiated (local leaders, PAP or project implementing agency) the referral and the subject matter.

12.1.1 Performance/evaluation indicators

Suggested performance/evaluation indicators include:

- i. Total nature and level of all complaints received, resolved;
- ii. Completion of payment within, or after 2 months of estimated completion date indicated in the RAP Implementation plan;
- iii. Completion of demolition of structures (if any) or crops/trees in the project area within 3 months after the notice to demolish/ vacate;
- iv. Revival of affected businesses /farming activities within 4 months after the compensation payment;
- v. Submission of monitoring reports at the frequency indicated in the M/E of the RAP implementation report or quarterly.

12.1.2 Indicators to Measure RAP Performance

In terms of the resettlement process, the following indicators could be used to understand the success of the measures identified and the working of the relevant parties in implementation of the RAP:

- i. Percentage of individuals selecting cash or a combination of cash and in-kind compensation;
- ii. The number of contentious cases as a percentage of the total cases;
- iii. The number of grievances and time and quality of resolution;
- iv. The ability of individuals and families to re-establish their pre-displacement activities;
- v. Number of impacted locals employed by the civil works contractors;
- vi. General relations between the project and the local communities.

These will be determined through the following activities:

- i. Questionnaire data will be entered into a database for comparative analysis;

- ii. Each individual will have a compensation dossier recording his or her initial situation, all subsequent project use of assets/improvements, and compensation agreed upon and received;
- iii. RISA will maintain a complete database on every individual impacted by the subproject land use requirements including
- iv. Relocation/resettlement and compensation, land impacts or damages; and RISA should prepare Resettlement Completion Reports for each RAP, in addition to other regular monitoring reports.

12.1.3 Indicators to monitor and evaluate implementation of RAPs

Financial records will be maintained by the Local Governments and the executing agencies to permit calculation of the final cost of resettlement and compensation per individual or household. Each individual receiving compensation will have a record containing:

- Individual bio-data information,
- Number of people s/he claims as household dependents
- Amount of land available to the individual or household when the dossier is opened.

Additional information will be acquired for individuals eligible for resettlement/compensation:

- Level of income and of production
- Inventory of material assets and improvements in land, and
- Debts.

12.1.4 RAP Implementation Completion Report

A RAP Implementation Completion Report should be prepared and submitted to the Bank 6 months after the end of compensation payments by the project implementing agency or before the Implementation Completion Report by the Bank, whichever comes first. The RAP implementation report should include (but not be limited to) the following information:

- i. Background of the RAP preparation including a description of the project activities, scope of impacts, number of affected persons, and estimated budget
- ii. Update of its implementation with actual numbers of displaced persons by segments, compensation paid, issues/complaints raised and solutions provided
- iii. Complaint's status
- iv. Early assessment of the impacts of resettlement and compensation on affected categories at the time of the report production.
- v. Total sum disbursed
- vi. Lessons learned from the RAP implementation
- vii. Suggested annexes to the RAP

12.2 External monitoring process

External monitoring will be conducted by an external agency, e.g., independent entity/consultant. The external evaluation process will be informed by internal monitoring reports.

12.2.1 Responsibility of the authorities

The role of the implementing authorities is critical in the operationalization of the Resettlement Policy Framework. The following are important points to observe:

- i. Ensure that there is trust between the PAPs and the authorities throughout the process by being transparent in every action and sharing information.
- ii. Being realistic with time frames and sequencing of related activities:
 - When registration will be completed,
 - When assessment will be completed,
 - When computation of entitlements will be carried out,
 - When payments will be made by whom and where,
 - When the acquired land will be vacated and when the contractor will move on site.
- iii. Adhering to the agreed and publicized timetable of delivery of compensation is critical. This calls for a deliberate effort to ensure funds for compensation are ready set aside and accessible when payment commences.

Table 33: Institutions to be involved in project implementation and monitoring

Institution /Entity	Monitoring Role
Rwanda Information Society Authority (RISA)	RAP implementation
National Cyber Security Agency (NCSA), Rwanda Development Board (RDB), Ministry of Education (MINEDUC), Ministry of Local Government (MINALOC), Ministry of Health, Ministry of ICT and Innovation, Rwanda Utilities Regulatory Authority (RURA)	Overseeing project activities such as ICT devices acquisition, internet access provision, livelihood activities,
MTN, Airtel, IHS Rwanda Ltd	Mobile communication towers, mobile communication lines and internet service provision
Rwanda Energy Group (REG), Water and Sanitation Corporation (WASAC)	Power lines and water and sanitation utilities
Rwanda Utilities Regulatory Authority (RURA), ENVIROSERVE Rwanda	E-waste management
Rwanda Transport Development Agency (RTDA)	Monitoring how city roads and traffic interface with national highways
Traffic Police	Road safety and traffic flow
Ministry of Gender and Family Promotion, Gender Monitoring Office, National Council of Persons with Disabilities	Occupational safety on worksites, gender impacts and impacts on persons with disabilities.
Rwanda Environment Management Authority (REMA)	Overseeing environmental compliance during project implementation.
Institute of Real Property Valuers in Rwanda	Overseeing property valuations and monitoring

(IRPV)	land acquisition.
Representative of PAPs from each division	Monitoring how PAPs grievances are effectiveness addressed

12.2.2 Indicators to Determine the Status of Affected People

These indicators are most important with respect to the RPF policy on resettlement and compensation. They will be informed by the baseline survey and will provide the project team and the World Bank data and trends for refocusing the project and for improving delivery as a whole. The following will be considered:

- i. Affected individuals, households, and communities are able to maintain or improve their pre-project livelihood standards;
- ii. The local communities remain supportive of the project.
- iii. Specific indicators may include the following, which would indicate a change in:
 - quality of, and access to services, number of people employed;
 - number of people engaged in income-generating activities;
 - The amount of income generated, compared to previous incomes.
 - number of vulnerable people;
 - sources of income;
 - expenditure pattern.

12.2.3 Annual audit

The annual audit of RPF implementation and applicable RAP implementation in sub-project(s), includes: (i) a summary of RAP performance of each sub-project; (ii) a compliance review of RAP implementation process; and (iii) a progress report on the quality of RAP implementation in terms of application of guidelines provided in this RPF. The audit will verify results of monitoring of RAP implementation indicators, and assess whether the project achieved the resettlement objectives. A specific measure of whether livelihood and living standards have been restored or enhanced will be completed. The audit will also assess the efficiency, effectiveness, impact, and sustainability of RAP sub-project activities. The aim is to learn lessons for application to future sub-projects or other projects in the sector and in the country. Finally, the audit will ascertain whether the resettlement entitlements were appropriate, as defined in the RPF guidelines.

12.2.4 Socio-economic monitoring

This will entail monitoring project impacts on community wellbeing and livelihoods as well as trading and business activities in the project sites utilizing indicators such as complaints or reported weekly losses occasioned by project activities.

12.2.5 Reporting and documentation

Reporting should entail documentation of mid-term and end-term RAP evaluation of the implementation process including enforcement of cut-off dates and these reports should be shared with the World Bank. Where RAPs are undertaken for given project

components, completion reports should be undertaken and shared with the World Bank.

REFERENCES

1. Government of Rwanda, Vision 5050
2. Ministry of ICT and Innovation, ICT Hub Strategy (2019-2024)
3. Rwanda ICT Strategic and Action Plan (2011-2015)
4. Regulation No. 010/R/CR-CSI/RURA/020 OF 29/05/2020 Governing Cybersecurity
5. Law n° 24/2016 of 18/06/2016 governing information and communication technologies
6. National E-Waste Management Policy for Rwanda (2018)
7. The Rwandan Constitution, promulgated in 2015
8. Land Valuation Law promulgated in 2010
9. Expropriation Law No. 32/2015 of 11/06/2015
10. Organic Law N° 27/2021 of 10/06/2021 governing land in Rwanda
11. World Bank, ESS5: Land Acquisition, Restrictions on Land Use and Involuntary Resettlement

ANNEXES

Annex 1: ANNOTATED OUTLINE FOR PREPARING A RESETTLEMENT PLAN

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

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

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

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

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

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

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

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

following:

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

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

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

The institutional framework governing RP implementation generally covers:

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

- iii. Activities for enhancing the institutional capacities of agencies, offices, and civil society groups, especially in the consultation and monitoring processes.

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

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

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

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

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

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

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

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

Community Participation: Consistent with the World Bank's Environmental and Social Standard 10 on Stakeholder Engagement and Information Disclosure, a strategy for consultation with, and participation of PAPs and host communities, should include:

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

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

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

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

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

Implementation Schedule: An implementation schedule covering all RP activities from preparation, implementation, and monitoring and evaluation should be included. These

should identify the target dates for delivery of benefits to the resettled population and the hosts, as well as clearly defining a closing date. The schedule should indicate how the RP activities are linked to the implementation of the overall project.

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

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

Annex 2: RDAP - Consultations Sample Attendance Lists




Rwanda Digital Acceleration Project: SEP/RPF Consultation Attendance List
 District: **NYAMAGABE - COMMUNITIES**

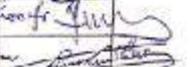
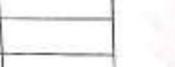
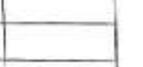
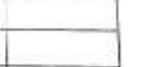
S/N	Name	Location	Function	E-mail and Telephone	Signature
1	NYIRAKAWANI Evarance	NYAMAGABE CEL	F/S of Cell	nyamamagabecel@gmail.com	
2	MUKANQHERI Evarance	Nyamagabi cell	Maintenance	0722884290	
3	MUKAKAMAGE Beatrice	Nyamagabi	Maintenance	0724589685	
4	Mujirwa Evarance	Nyamagabi	Maintenance	0797534773	
5	Muzirakungisha Evarance	Nyamagabi	Maintenance		
6	Mwisagizi Evarance	Nyamagabi	"	0729486233	
7	Habamabashaba Laurent	"	"		
8	MUKENYIMANA Francois	"	"	0784520474	
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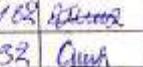
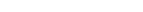

Rwanda Digital Acceleration Project: SEP/RPF Consultation Attendance List
 District: **NYAMAGABE - DISTRICT STAFF**

S/N	Name	Location	Function	E-mail and Telephone	Signature
1	Kanyiranga Collette	Nyamagabe District	Dir. of Keabe	collettekanyiranga@gmail.com	0780559354
2	IRAKAZANA Gabriel	Nyamagabe District	Youth Sports & Culture Officer	irakazana@gmail.com	078032144
3	NYABIRINDA Constantine	NYAMAGABE	Dir. B2E	nyabirinda@gmail.com	078024886
4	MURASIMU Chantal	Nyamagabe	Dir. B2E	murasiimu@gmail.com	
5	NSANYIMANA Eric Thomas	NYAMAGABE	IT	ericnsanyimana@gmail.com	078771221
6	UWAZESU Wilson	NYAMAGABE	DDPO	uwazesu@gmail.com	0785055448
7	KARASA Ignace	Nyamagabe	LANS Admin	karasa@gmail.com	078784300
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Rwanda Digital Acceleration Project: SEP/RPF Consultation Attendance List
 District: GICAGARA - DISTRICT STAFF

S/N	Name	Location	Function	E-mail and Telephone	Signature
1	AGASHIMANA Zivame	District	Advisor to EC	agashimanzivame@gmail.com 0788178478	
2	AGIMURWAHO Thomas	Pastor	Dis. Planning	agimurwahothomas@gmail.com 0788178478	
3	NIANDIMANA Jean Michel	District	B.O	niandimajan@gmail.com 0788178478	
4	NTEGAMIHERWA Cyrien	Gicagara district	BMC	ntegamiherwa@gmail.com 0788178478	
5	RUKUNDO Naiti	Gicagara	Territorial officer	rukundo@gmail.com 0788178478	
6	TWAMIGRE Christine	Gicagara	Adm. officer	twamigre@gmail.com 0788178478	
7	Imyamba Mukiza Juvénal	Gicagara	Dir. H.C.	imyamba@gmail.com 0788178478	
8	TEWA Jean	Gicagara District	RPA	tewa@gmail.com 0788178478	
9	GEORGE Tugoluntu	Gicagara district	Adm. officer	george@gmail.com 0788178478	
10	UMAZIMANA Bellancille	Gicagara District	D. Council president	umazimana@gmail.com 0788178478	
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 Rwanda Digital Acceleration Project: SEP/RPF Consultation Attendance List
 District: NYARUGURU - COMMUNITIES

S/N	Name	Location	Function	E-mail and Telephone	Signature
1	NYAGISIMANA Sylvester	Kibeho	Head teacher	nyagisimanasylvester@gmail.com 0788178478	
2	NYAMATHA Jean	KIBeho (PRU)	Head teacher	nyamathajean@gmail.com 0788178478	
3					
4	EMANIKUBA Vincent	KIBeho	Simanyi	emanimuba@gmail.com 0788178478	
5	Imyamba Mathias	KIBeho	Simanyi	imyambamathias@gmail.com 0788178478	
6	BIZUMURANYI Kede yo	KIBeho	Simanyi	bizumuranyi@gmail.com 0788178478	
7	MUKOYARUKA Jean	KIBeho	Simanyi	mukoyaruka@gmail.com 0788178478	
8	MSENGUZI MUKI Malice	KIBeho	Simanyi	msenguzimuki@gmail.com 0788178478	
9	KANKERA Emmanuel	KIBeho	Simanyi	kankeraemmanuel@gmail.com 0788178478	
10	ABONIRAYE Malle	KIBeho	Simanyi	aboniraye@gmail.com 0788178478	
11	NYAMATHA	"	"	nyamatha@gmail.com 0788178478	
12	Kankera Emmanuel	"	"	kankeraemmanuel@gmail.com 0788178478	
13	MUKOYARUKA Vincent	"	"	mukoyaruka@gmail.com 0788178478	
14	Imyamba Mathias	"	"	imyambamathias@gmail.com 0788178478	
15	Uwimbazi Denis	"	"	uwimbazidenis@gmail.com 0788178478	
16	NTEGAMIHERWA Innocent	"	"	ntegamiherwa@gmail.com 0788178478	
17	Zwili Rose Merci	"	"	zwilimerce@gmail.com 0788178478	
18	MUKOYARUKA Vincent	"	"	mukoyaruka@gmail.com 0788178478	

Rwanda Digital Acceleration Project: SEP/RPF Consultation Attendance List
 District: **NYARUGURU - DISTRICT STAFF**

S/N	Name	Location	Function	E-mail and Telephone	Signature
1	MURSHWATIRE Immanuel	District	Gender STW	murshwatire@nyaruguru.gov.rw	
2	HASENIMANA Joel	District	BSE	joel.hasenimana@nyaruguru.gov.rw	
3	MUHOZA Theopli	District	YSCA	muhoza.theopli@nyaruguru.gov.rw	
4	BUSYANKA Reta	District	BOF STW	0788857875	
5	MURSHWATIRE S - 2	"	DS DU	0787277417	
6	UMUKAMANA Raphael	District	BGG	0783382158	
7	Kelumbana Gen	District	CS/DAL	0783382158	
8	Kwambana Immanuel	District	STW	0782033233	
9	Kwambana Immanuel	District	STW	0788678605	
10	NYAMUKAMANA Jean Pierre	District	P.R.O	0789833165	
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KUHANGO

 Rwanda Digital Acceleration Project: SEP/RPF Consultation Attendance List
 District: **RUHANGO - DISTRICT STAFF**

S/N	Name	Location	Function	E-mail and Telephone	Signature
1	Kwambana Valens	Ruhango D	Mayor	0788404484	
2	HAVUMANA Gabriel	Ruhango district	In. of SDU	gabriel.havumana@ruhango.gov.rw	
3	GREGE V. GUSTE	Ruhango District	In. of SIG	078872105	
4	MURSHWATIRE Theopli	Ruhango district	Dir. Health	0788678605	
5	EUGENIE Binyigiro Jean	Ruhango district	Gender Officer	0788678605	
6	François HABYAREMYE	Ruhango d.	Youth Center Coordinator	0788678605	
7	MURSHWATIRE Immanuel	Ruhango	Dir. Education	0788678605	
8	HABYAREMYE Emmanuel	Ruhango	Gender. of. sig	0788678605	
9	ISHIMWE Maxime	Ruhango	HSA	0788678605	
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Rwanda Digital Acceleration Project: SEP/RPF Consultation Attendance List

 District: **RUHANGO - COMMUNITIES**

S/N	Name	Location	Function	E-mail and Telephone	Signature
1	NJIRAMIRWA Charlotte	Ruhango	PSW - fam	0792678222	
2	UWASHYASHYI EMITA	Ruhango	PSW - fam	---	
3	UKUNDO MURVISA	Ruhango	PSW - fam	0777993223	
4	UWASHYASHYI FLYAFA	Ruhango	PSW - fam	0787726284	
5	UWASHYASHYI PARANSO	Ruhango	PSW - fam	---	
6	UWASHYASHYI KARUYE	Ruhango	PSW - fam	0771601909	
7	TUJISHE E ANAGYI	Ruhango	PSW - fam	---	
8	UWASHYASHYI MURVISA	Ruhango	PSW - fam	0727360026	
9	MURVISA MURVISA MURVISA	Ruhango	PSW - fam	0785567104	
10	UWASHYASHYI MURVISA	Ruhango	PSW - fam	0777207262	
11	MURVISA MURVISA	Ruhango	PSW - fam	0780797396	
12	UWASHYASHYI MURVISA	Ruhango	PSW - fam	078189673	
13	UWASHYASHYI MURVISA	Ruhango	PSW - fam	078668215	
14	MURVISA MURVISA	Ruhango	PSW - fam	---	
15	UWASHYASHYI MURVISA	Ruhango	PSW - fam	---	
16					
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E.P. BUSASAMANA 1875

Rwanda Digital Acceleration Project: SEP/RPF Consultation Attendance List

 District: **NYANZA - COMMUNITIES 1**

S/N	Name	Location	Function	E-mail and Telephone	Signature
1	NJIRAMIRWA Adeline	EP Busasamana	Teacher	0783984522	
2	UMUHORA Christine	EP Busasamana	Teacher	0789067128	
3	HARARIMANA Manah	EP Busasamana	Teacher	0786700101	
4	UMUHORA Florentine	E.P. Busasamana	Teacher	0785031490	
5	UMUHORA Jacqueline	EP BUSASAMANA	Teacher	0788985590	
6	UMUHORA JOSEPH	EP BUSASAMANA	Teacher	078607893	
7	NALAGANTU Jean de Dieu	EP BUSASAMANA	Teacher	0787394181	
8	UMUHORA Jeanette	EP Busasamana	Teacher	0788611303	
9	UMUHORA Violante	EP BUSASAMANA	Teacher	0781368428	
10	UMUHORA KERE ZITA	EP BUSASAMANA	Teacher	0788835335	
11	MUKANYANDWI Februnice	E.P. BUSASAMANA	Teacher	0789858237	
12	UMUHORA JOSEPH	E.P. BUSASAMANA	Teacher	0780178025	
13	IZABAO Marie Aurore	E.P. BUSASAMANA	Teacher	0786125332	
14	UMUHORA Florence	E.P. BUSASAMANA	Teacher	---	
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Rwanda Digital Acceleration Project: SEP/RPF Consultation Attendance List
 District: **NYANZA - COMMUNITIES 2**

S/N	Name	Location	Function	E-mail and Telephone	Signature
1	MUKASHANA JESIANE	NYANZA	Head teacher	jesianemukashana@gmail.com	[Signature]
2	MUKASHANA Agathe	EP BUSASAMANA	Teacher	jeanettegashana@gmail.com	[Signature]
3	MUKASHANA Jeanette	EP BUSASAMANA	Teacher	jeanettegashana@gmail.com	[Signature]
4	MUKASHANA Jean de Dieu	EP BUSASAMANA	Teacher	jeanettegashana@gmail.com	[Signature]
5	MUKASHANA Régine	EP BUSASAMANA	Teacher	reginegashana@gmail.com	[Signature]
6	MUKASHANA Pilette	EP BUSASAMANA	Teacher	pilettegashana@gmail.com	[Signature]
7	MUKASHANA N'Amour	EP BUSASAMANA	Teacher	namourgashana@gmail.com	[Signature]
8	MUKASHANA Isaac	EP BUSASAMANA	Teacher	isaacgashana@gmail.com	[Signature]
9	MUKASHANA Pierre	EP BUSASAMANA	Teacher	pierre.gashana@gmail.com	[Signature]
10	MUKASHANA Jacqueline	EP BUSASAMANA	Teacher	jacqueline.gashana@gmail.com	[Signature]
11	MUKASHANA Clarisse	EP BUSASAMANA	Teacher	clarisse.gashana@gmail.com	[Signature]
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 Rwanda Digital Acceleration Project: SEP/RPF Consultation Attendance List
 District: **GATSIBO**

S/N	Name	Location	Function	E-mail and Telephone	Signature
1	MUKASHANA Mohamedi	NGARARA HC	Head teacher	mukashana.mohemedi@gmail.com	[Signature]
2	MUKASHANA Marie Claire	NGARARA HC	Head teacher	marieclaire.mukashana@gmail.com	[Signature]
3	MUKASHANA Aude	NGARARA HC	Babyl Agent	0788309430	[Signature]
4	MUKASHANA Amoucel	NGARARA HC	Receptionist	0788711364	[Signature]
5	MUKASHANA Jeanette	NGARARA HC	Community	0789873087	[Signature]
6	MUKASHANA Honorine	NGARARA HC	MTN Agent	0786635864	[Signature]
7	MUKASHANA Théoneste	NGARARA HC	Community	0788465400	[Signature]
8	MUKASHANA Alexis	NGARARA HC	Community	0786874225	[Signature]
9	MUKASHANA Jean de Dieu	NGARARA HC	Community	0785371220	[Signature]
10	MUKASHANA Clémentine	NGARARA HC	Community	0780255623	[Signature]
11	MUKASHANA F. Xavier	NGARARA HC	Community	0785171046	[Signature]
12	MUKASHANA Florian	NGARARA HC	Community	0783068835	[Signature]
13	MUKASHANA Rebecca	NGARARA HC	Teacher	0780031078	[Signature]
14	MUKASHANA Allixte	NGARARA HC	Community	0788549118	[Signature]
15	MUKASHANA Bernard	NGARARA HC	Community	0783212508	[Signature]
16	MUKASHANA Joviel	NGARARA HC	Community	0788643606	[Signature]
17	MUKASHANA Jean Paul	NGARARA HC	Community	0784948842	[Signature]
18					

Rwanda Digital Acceleration Project: SEP/RPF Consultation Attendance List

 District: NYABITHU / Community

S/N	Name	Location	Function	E-mail and Telephone	Signature
1	KALISA Patrick	Nyabithu	Es of cell	0787208796	
2	BANANA STARIEN	Nyabithu	Ushyamba	0788416076	
3	MURINDIHO Staphane	Nyabithu	Ushyamba	0787665010	
4	HABERIMANA Jean Bosco	Nyabithu	Ushyamba	0788861369	
5	MUKANTANGANDA Alphonse	Nyabithu	Ushyamba	X	
6	KANTARARE Genevieve	Nyabithu	Ushyamba	X	
7	MURINDIHO Adrien	Nyabithu	Ushyamba	0722259110	
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Rwanda Digital Acceleration Project: SEP/RPF Consultation Attendance List

 District: RUBAVU / Community

S/N	Name	Location	Function	E-mail and Telephone	Signature
1	Twizumwe Jean Baptiste	Rubavu	Ushyamba	0722725626	
2	Munyaneza David	Rubavu	Ushyamba	0784270377	
3	Munyaneza Innocent	Rubavu	Ushyamba	0785135484	
4	Munyaneza Celestine	Rubavu	Ushyamba	0788650965	
5	Munyaneza Jean Baptiste	Rubavu	Ushyamba	0785135430	
6	Munyaneza Innocent	Rubavu	Ushyamba	0785135430	
7	Munyaneza Innocent	Rubavu	Ushyamba	0784600077	
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Rwanda Digital Acceleration Project: SEP/RPF Consultation Attendance List

 District: Ngarokore Community Consultation

S/N	Name	Location	Function	E-mail and Telephone	Signature
1	DUSAABEZU Donatille	Ngarokore	Teacher	donatille.dusaabezu@gmail.com	
2	NYIRAGIJE				
3	NYIRAGIJE Jean de Dieu	Ngarokore	Teacher	nyiragije.jean@gmail.com	
4	MURAHIMBA Flaudatus	Ngarokore	Teacher	flaudatus.murahimba@gmail.com	
5	MUNYUKURU Gyprien	Ngarokore	Umukinzi	0789341400	
6	NYIRANEZA Christine	Ngarokore	Teacher	0785610817	
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Rwanda Digital Acceleration Project: SEP/RPF Consultation Attendance List

 District: BURERA Community

S/N	Name	Location	Function	E-mail and Telephone	Signature
1	Niyonkuru Jean de Dieu	BURERA	umunyatari	078655382	
2	Banyirama Seraphine	Burera	X	0784405965	
3	Ukwinimbizimana Flavian	Burera	Teacher	0788340851	
4	Mukambizi Niviane	Burera	Umukinzi	X	
5	Habimana Donatille	Burera	Umukinzi	X	
6	MURAHIMBA Flaudatus	Burera	Umukinzi	1	
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Rwanda Digital Acceleration Project: SEP/RPF Consultation Attendance List

 District: *MUSANZE / BUSOGO Community*

S/N	Name	Location	Function	E-mail and Telephone	Signature
1	<i>NAMUKURWE Solange</i>	<i>BYANGARWA</i>		<i>079278196</i> <i>Smurahiwe@gmail.com</i>	<i>[Signature]</i>
2	<i>SHIMU Pascal</i>	<i>BYANGARWA</i>	<i>Student</i>	<i>0786 713179</i>	<i>[Signature]</i>
3	<i>MUKETIMANA Emmanuel</i>	<i>BYANGARWA</i>	<i>University</i>	<i>0789 82616</i>	<i>[Signature]</i>
4	<i>KALIZAYU Emmanuel</i>	<i>BYANGARWA</i>	<i>Student</i>	<i>07884 9283</i>	<i>[Signature]</i>
5	<i>KAGO George</i>	<i>Byangarwa</i>	<i>University</i>	<i>0780 212976</i>	<i>[Signature]</i>
6	<i>MARCEL HABURUGISHA</i>	<i>BYANGARWA</i>	<i>University</i>	<i>07834 63387</i>	<i>[Signature]</i>
7	<i>MURERUYI GABINA Ruelphon</i>	<i>Byangarwa</i>	<i>COUTURE</i>	<i>078 4412408</i>	<i>[Signature]</i>
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Rwanda Digital Acceleration Project: SEP/RPF Consultation Attendance List

 District: *GICUMBI Community*

S/N	Name	Location	Function	E-mail and Telephone	Signature
1	<i>UMUTONIKAZO Maza Jean</i>	<i>Gicumbi</i>	<i>unemployed</i>	<i>078 6064162</i>	<i>[Signature]</i>
2	<i>NDAYISHIMWE Albert</i>	<i>Gicumbi</i>	<i>unemployed</i>	<i>07857 28863</i>	<i>[Signature]</i>
3	<i>HAZIMANA Jean Baptiste</i>	<i>Gicumbi</i>	<i>unemployed</i>	<i>0788 285907</i>	<i>[Signature]</i>
4	<i>SHABA Simon</i>	<i>Gicumbi</i>	<i>unemployed</i>	<i>0787 959 034</i>	<i>[Signature]</i>
5	<i>RUTA GANZA Emmanuel</i>	<i>Gicumbi</i>	<i>unemployed</i>	<i>078 356 796</i>	<i>[Signature]</i>
6	<i>MURAHANA Zwoyeta Euphrosine</i>	<i>Gicumbi</i>	<i>unemployed</i>	<i>078 0 419 154</i>	<i>[Signature]</i>
7	<i>URUKUYISE Jeanne</i>	<i>Gicumbi</i>	<i>unemployed</i>	<i>0789260769</i>	<i>[Signature]</i>
8	<i>Zigabire Jeanne</i>	<i>Gicumbi</i>	<i>unemployed</i>	<i>0787602859</i>	<i>[Signature]</i>
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Rwanda Digital Acceleration Project: SEP/RPF Consultation Attendance List

District: KARONGI

S/N	Name	Location	Function	E-mail and Telephone	Signature
1	MUNYANEZA Mathias	Karongi	Director of Ser	munyaneza@pda.gov.rw	[Signature]
2	NIYEMWANA Rose	Karongi	IT officer	niyemwana@pda.gov.rw	[Signature]
3	MURANGAZI Tudeke	Karongi	Director of SA	murangazi@pda.gov.rw	[Signature]
4	SINGAZAINWA Emmanuel	Karongi	Building manager	singazainwa@pda.gov.rw	[Signature]
5	KANEZA Cyprien	Karongi	ICT officer	kaneza@pda.gov.rw	[Signature]
6	Rubusizi SUSAURIZA	Karongi	RDE	rubusizi@pda.gov.rw	[Signature]
7	KIRARUKIRE Emmanuel	Karongi	incident officer	kirarukire@pda.gov.rw	[Signature]
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Rwanda Digital Acceleration Project: SEP/RPF Consultation Attendance List

District: RUSIZI DISTRICT

S/N	Name	Location	Function	E-mail and Telephone	Signature
1	PERINANI Medite	Rusizi	APD officer	perinani@pda.gov.rw	[Signature]
2	NYIRAMANA Théogène	Rusizi	RDE	nyiramana@pda.gov.rw	[Signature]
3	HABYARIMANA Sabin	Rusizi	SA - CAU	habyarimana@pda.gov.rw	[Signature]
4	NZABANDERA J. Damascus	Rusizi	ICT officer	nzabandera@pda.gov.rw	[Signature]
5	MUTARUKWA Théogène	Rusizi	ITAF officer	mutarukwa@pda.gov.rw	[Signature]
6	MUGANGA Alain Emmanuel	Rusizi	DCG Rusizi	muganga@pda.gov.rw	[Signature]
7	HABYARIMANA Emmanuel	Rusizi	SA - CAU	habyarimana@pda.gov.rw	[Signature]
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Rwanda Digital Acceleration Project: SEP/RPF Consultation Attendance List

 District: NYATASHEKE / ABATURAGE

S/N	Name	Location	Function	E-mail and Telephone	Signature
1	Uzayisenga Jeanne	Gihake/Gihake	Umukungu	0782112781	
2	Uwagwagwagwa Nestor	Murazi/Karera	Umunyorozi	0722355942	
3	Muramamba Nathalie	Kiguru/Muramba	Umukungu	0723455479	
4	Mukashama Fauste	Ntanga/Karera	Umukungu	0781175845	
5	Murababwaga Julienne	Gako/Karera	Umukungu	- Njaga gya	
6	Murababwaga Joel	Nyababwaga/Muramba	Umukungu	0725430556	
7	Murababwaga Beata	Shyamba	Umukungu Umunyorozi	0788794132	
8	Murababwaga Bernadette	Gashamba/Karera	Umukungu	-	
9	Murababwaga Jifa	Shyamba/Karera	Umukungu/Umunyorozi	0784006525	
10	Murababwaga Bernadette	Kyamba/Karera	Umukungu/Umunyorozi	0723830239	
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Annex 3 : RDAP - Consultations Photo Register



RDAP - Consultations at GS Nyamata



RDAP - Consultations at Cyeru Sector



RDAP - Consultations at Gicumbi District Headquarters



RDAP - Consultations at GS Kicukiro



RDAP - Consultations at GS Busasamana - Nyanza



RDAP - Consultations in Kibeho – Nyaruguru



RDAP - Consultations in Kigoma Health Center – Ruhango



RDAP- Consultations at Nyamugari Cell Headquarters - Gasaka-Nyamagabe

Annex 4: Grievance Information Form

Date/Time received:	Date: (dd-mm-yyyy) Time: <input type="checkbox"/> am <input type="checkbox"/> pm	
Name of Grievant:		<input type="checkbox"/> You can use my name, but do not use it in public. <input type="checkbox"/> You can use my name when talking about this concern in public. <input type="checkbox"/> You cannot use my name at all.
Company (if applicable)		<input type="checkbox"/> You can use my company name, but do not use it in public. <input type="checkbox"/> You can use my company name when talking about this concern in public. <input type="checkbox"/> You cannot use my company name at all
Contact Information:	Phone: Email address: Address: (Kindly indicate the preferred method of communication)	
Details of grievance: (Who, what, when, where)	<input type="checkbox"/> One-time incident/complaint <input type="checkbox"/> Happened more than once (indicate how many times): _____ <input type="checkbox"/> <input type="checkbox"/> Ongoing (a currently existing problem)	

Grievant/Complainant Signature (if applicable)

Date (dd-mm-yyyy)

Signature- Project personnel (to confirm receipt only)

Date (dd-mm-yyyy)

For PIU use only:

Grievance No: _____

Grievance Category:

- Problems during material transport Smell
- Blocked road access Problem with project staff
- Dust Other (specify): _____
- Noise

Grievance Owner/ Department: _____

Annex 5: Grievance Acknowledgement Form (GAF)

The project acknowledges receipt of your complaint and will contact you within 10 working days.

Date of grievance/complaint: (dd/mm/yyyy)	
Name of Grievant/Complainant:	
Complainant's Address and Contact Information:	
Summary of Grievance/Complaint: (Who, what, when, where)	
Name of Project Staff Acknowledging Grievance:	
Signature:	
Date: (dd/mm/yyyy)	

Annex 6: Grievance Redressal Registration Monitoring Sheet

No	Date	Name	Sex	Contact	Address	Institution/ Organization	Complaint detail	Feedback	Date of closure
1.									
2.									
3.									

Annex 7: Disclosure/Release Form

Grievance No:	
Name of Grievant/Complainant:	
Date of Complaint:	
Summary of Complaint:	
Summary of Resolution:	
Resolved at:	<input type="checkbox"/> First Level <input type="checkbox"/> Second Level <input type="checkbox"/> Third Level
Date of grievance resolution (DD/MM/YYYY):	

Annex 8: Rwanda Digital Acceleration Project - General Consultation Guide

1. [A brief presentation on the project, its background, objectives and components]
2. Were you aware of this project?
3. What do you think about this project (Rwanda Digital Acceleration Project)?
4. What activities would you wish a project like this to finance?
5. What would you expect from a project like this?
6. What impacts do you think a project like this can have on communities' social welfare, livelihood, socialization with others, etc.?
7. How do you think those impacts can be mitigated?
8. Do you think a project like this can have impacts on the environment or surrounding?
If yes, what are those impacts (e.g., land degradation, water pollution, e-wastes, etc.)?
9. How do you think those impacts can be mitigated?
10. What are the other parties that you think might be interested in/concerned by this project?
11. How are community problems or grievances resolved?
Is there any better mechanism you would wish to suggest for better resolution of community grievances?
12. How do communities normally get information and what channels do they normally use to express their ideas/opinions?
13. Do you have any questions or concerns you would wish to raise about this project?

Annex 9: Rwanda Digital Acceleration Project - District Consultation Guide
[Umushinga ugamije kwihutisha ikoranabuhanga mu Rwanda - Inyoborakiganiro mu kiganiro n'abayobozi ku Karere]

1. [A brief presentation on the project, its background, objectives and components]
[- Gutanga amakuru y'ibanze ku mushinga, amavu n'amavuko yawo, intego zawo, n'ibyo uzakora]
2. Were you aware of this project? What do you think about it? - Mwaba mwari musanzwe muzi uyu mushinga? Murawumva mute?
3. What activities would you wish a project like this to finance? - Ni ibiki mwumva uyu mushinga wateraho inkunga abaturage banyu?
4. What are the schools, hospitals, sector and cell offices that have internet connection? What are those without internet connection? Do you plan to put in place public internet access points? If yes, where? Do you plan to use the fibre optic while connecting schools/hospitals/offices? If yes, how (subterrestrial, aerial, along existing road)? Do you plan to put in place communication towers? If yes, where and what type? Will you need some access roads? Will the towers and access roads be on a public or private land? Ni ayahe mashuri, ibihe bitaro n'ibihe biro by'imirenge n'utugari bifite murandasi? Ibitayifite? Ni ayahe mashuri, ibihe bitaro n'ibihe biro by'imirenge n'utugari muteganya kugezaho murandasi? Ese mwaba muteganya gushyiraho ahantu hari murandasi rusange abaturage bashobora gukoresha? Hehe? Mwaba muteganya gukoresha umuyoboro mugari wa murandasi (fibre optic) mu kugeza murandasi ku mashuri, ku bitaro cyangwa ku biro by'ubuyobozi? Niba ari byo, muteganya kubikora mute (munyujije insinga mu butaka, mucishije insinga mu kirere, mukurikiye imihanda isanzweho)? Mwaba muteganya kubaka iminara ibafasha mu itumanaho? Hehe? Y'ubuho bwoko? Ese mwaba muzakenera uduhanda tubageza aho iyo minara izubakwa? Ubutaka buzakenerwa bwaba ari ubwa Leta cyangwa ubw'abantu ku giti cyabo?
5. What impacts do you think a project like this can have on communities' social welfare, livelihood, socialisation with others, etc? - Ni izihe ngaruka umushinga nk'uyu ushobora kugira ku mibanire, ku mibereho myiza, ku busabane n'abandi mu baturage, etc.?
6. How do you think those impacts can be mitigated? Mutekereza ko izo ngaruka zakwirindwa gute? (Ni gute twahangana n'izo ngaruka?)
7. Do you think a project like this can have impacts on the environment or surrounding? If yes, what are those impacts (e.g., land degradation, water pollution, e-wastes, etc)? - Ese mutekereza ko umushinga nk'uyu wagira ingaruka ku bidukikije? Nk'izihe? [isuri, ihumana ry'amazi, ibisigazwa by'ibikoresho by'ikoranabuhanga]
8. How do you think those impacts can be mitigated? How do you normally handle e-waste? -Ni gute twahangana n'izi ngaruka? Ese ubundi musanzwe mugenza mute ibisigazwa by'ibikoresho by'ikoranabuhanga?
9. Are there any institutions or organisations at the community level that are active in the ICT sector? If yes, what are they? Are they likely to be affected by this project? How? - Ese haba hari ibigo cyangwa imiryango ifasha abaturage mu biyanye n'ikoranabuhanga? Nk'iyihe? Hari aho mutekereza yahurira n'ibikorwa by'uyu mushinga? Hehe?
10. How are community problems or grievances resolved? Is there any better mechanism you would wish to suggest for better resolution of community grievances? - Ubusanzwe ni gute ibibazo cyangwa amakimbirane abaturage bagira akemurwa? Ese hari ubundi buryo mutekereza bwakemura neza kurushaho ibibazo byaba bifitanye isano n'uyu mushinga?

11. How do communities normally get information and what channels do they normally use to express their ideas/opinions? Is there any other way you think they can better be communicated to? - *Ubusanzwe abaturage bagezwaho amakuru gute? Ni izihe nzira bakoresha batanga ibitekerezo? Hari uburyo se mwumva bwaba bwiza kurushaho?*
12. Do you have any other questions or concerns you would wish to raise about this project? - *Hari ikindi kintu mwumva mwifuzza kuvuga kuri uyu mushinga tutaganiriyeho?*

Annex 10: Rwanda Digital Acceleration Project - Community Consultation Guide
[Umushinga ugamije kwihutisha ikoranabuhanga mu Rwanda - Inyoborakiganiro mu kiganiro n'abaturage]

1. **[Description of the community - economic situation, urban or rural, predominantly old, young, vulnerable, unemployed, active, etc.]** [- *Gusobanura imiterere y'abaturage - ubukungu bwabo, mu mujyi cyangwa mu cyaro, abenshi barashaje, ni urubyiruko, ab'intege nke, abashomeri, bafite imbaraga n'ubushake byo gukora, etc.*]
2. **[A brief presentation on the project, its background, objectives and components]** [-*Gutanga amakuru y'ibanze ku mushinga, imvo n'imvano yawo, intego zawo, n'ibyozakora*]
3. **Were you aware of this project? What do you think about it?** - *Mwaba mwari musanzwe muzi uyu mushinga? Murawumva mute?*
4. **What activities would you wish a project like this to finance?** - *Ni ibiki mwumva uyu mushinga wabateraho inkunga mu birebana n'ikoranabuhanga?*
5. **What impacts would you consider to be the likely results of this project?** *Ni izihe ngaruka mutekereza ko mwahura nazo bitewe n'ishyirwa mu bikorwa ry'uyu mushinga?*
6. **What are your major sources of livelihoods?** - *Ni ibiki by'ingenzi mukeshya imibereho yanyu?*
7. **How best would you wish to be compensated for possible losses arising from the project? In cash? In kind?** - *Ni gute mwumva mwakwishyurwa ibyo mwatakaza ku mpamvu zaba ziturutse ku mushinga? Guhabwa ingurane y'amafaranga? Gushumbushwa ibyo mwaba batakaje?*
8. **Other than compensation for loss of assets what other form of assistance would you expect?** - *Uretse kwishyurwa ibyo mwaba mwatakaje, ni ubuhe bufasha bundi mwakwifuzaga guhabwa?*
9. **What channels do you use to receive or communicate information? What ICT tools do you normally use? What ICT tools would you wish to have? Do you have enough skills to use them?** - *Ni ubuhe buryo mukoresha mu kubona cyangwa gutanga amakuru? Ni ibihe bikoresha by'ikoranabuhanga mukoresha? Ni ibihe bikoresha by'ikoranabuhanga mwifuzaga? Ese mufite ubumenyi buhagije bwo kubikoresha?*
10. **How would you wish to have grievances arising from the proposed project effectively handled?** - *Ni gute mwifuzaga ko ibibazo mwazagira bifitanye isano n'uyu mushinga byakemurwa?*
11. **Do you have any other questions or concerns you would wish to raise about this project?** - *Hari ikindi kintu mwumva mwifuzaga kuvuga kuri uyu mushinga tutaganiriyeho?*

Annex 11: Sample Table of Contents for Consultation Reports

- 1.0 Introduction.
 - 1.1 Project Description
 - 1.2 Applicable Laws, Regulations, and Policies to Public Engagement
 - 1.3 Project Lenders
- 2.0 Stakeholder Analysis
 - 2.1 Areas of Influence/Stakeholders
 - 2.2 Description of Stakeholders
- 3.0 Stakeholder Engagement
 - 3.1 Previous Consultation Activities
 - 3.2 Implemented Community Engagement Activities
 - 3.3 Project Sponsor’s Community Engagement Plan
 - 3.3.1 Phase 1 - Initial Stakeholder Consultation
 - 3.3.2 Phase 2 - Release of the SEA Terms of Reference and Draft Public Consultation and Disclosure Plan (PCDP)
 - 3.3.3 Phase 3 - Release of SEA Consultation Summary Report
- 4.0 Summary of Key Issues
- 5.0 Future Consultation Events
 - 5.1 Phase 4 - Release of the SEA Report and Action Plans
 - 5.2 Phase 5 - Resettlement and Community Development Action Plan (RCDAP) Planning Consultation
 - 5.3 Phase 6 - Ongoing Project Communication

6.0 Disclosure Plan

Tables

- Table 2.1: Consultation Activity Summary
- Table 3.1: Initial Government Agency Consultations
- Table 3.2: Summary of NGO Meetings
- Table 3.3: District Committee Composition
- Table 3.4: Summary of Community Discussions
- Table 3.5: Local Community Comments
- Table 4.1: Summary of Key Issues and Responses
- Table 5.1: Summary of Future Consultation Activities per Stakeholder Group

Template Table on Consultation Activity Summary

Location and Communities Represented	Meeting Dates	Attendees	Discussion Summary
Example:			