Resettlement Policy Framework
for proposed Regional Communications Infrastructure Project

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ACRONYMS

ARAP	Abbreviated Resettlement Action Plan
BP	Bank Procedures
CDO	Community Development Officer
CGV	Chief Government Valuer
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESMP	Environmental and Social Management Plan
FPMU	Federal Project Management Unit
GO	Grievance Officer
M&E	Monitoring and Evaluation
MEP	Monitoring and Evaluation Plan
MoLHUD	Ministry of Lands Housing and Urban Development
MoLG	Ministry of Local Governments
MoFPED	Ministry of Finance, Planning and Economic Development
NEMA	National Environment Management Authority
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
RCIP	Regional Communications Infrastructure Program
ROW	Right of Way
RPF	Resettlement Policy Framework
UNRA	Uganda National Roads Authority
WB	World Bank

EXECUTIVE SUMMARY

The Government of Uganda is participating in multi-country Regional Communications Infrastructure Program (RCIP). The aim of the program is to assist Eastern and Southern African Countries in implementing a strategy of effective connectivity by offering technical assistance to promote further sector liberalisation and resolve market efficiency gaps; financing coordinated backbone deployment to avoid redundant infrastructure initiatives, focus on Missing links and supporting the development of e-government applications and content to complement the deployment of the regional infrastructure.

To extent possible, project infrastructure (e.g. optic fibre cables) will be laid in reserves of existing highways hence avoiding land take, compensation and resettlement. In a few cases however, land take may be inevitable 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.

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

Table E1: Likely adverse resettlement impacts and management measures

	Project activity	Nature of impact	Management measure
1	Installation of masts and towers	Small plot	Replace land and/or pay compensation
2	Installation of fibre optic cables	Limited linear impact, along existing roads	Pay compensation, if not in public right of way
3	Equipment housing (e.g. shelters, cabinets, auxiliary power units)	Plot for infrastructure	Replace land and/or pay compensation; Compensate for other assets
4	Displacement of roadside market vendors	Temporary financial loss from disruption of trade activities	Undertake trenching through roadside markets at night

Since NITA-U currently lacks social and environmental staff hence adequate internal capacity, overseeing socio-environmental safeguards associated with resettlement aspects of the project can be managed in two ways:

- Recruitment of an in-house Socio-Environmental Safeguards Officer
- Hire a consultant on retainer basis to manage socio-environmental safeguards aspects of the project.

At this stage, it is not possible to estimate the likely number of people who will be affected by the proposed project. Therefore NITA is advised to plan for RAP cost that may not exceed 0.1% of the total project cost. NITA shall source this provisional sum budget from the annual budget of the Ministry of Information and Communicants Technology (MICT).

It is expected that implementation of the project to comply with both Uganda and World Bank Safeguard policies on resettlement will ensure a socially-responsible development that has immense benefit for socio-economic development of Uganda.

1 PROJECT DESCRIPTION

1.1 BACKGROUND TO THE PROJECT

The Government of Uganda is participating in multi-country Regional Communications Infrastructure Program (RCIP). The aim of the program is to assist Eastern and Southern African Countries in implementing a strategy of effective connectivity by offering technical assistance to promote further sector liberalisation and resolve market efficiency gaps; financing coordinated backbone deployment to avoid redundant infrastructure initiatives, focus on Missing links and supporting the development of e-government applications and content to complement the deployment of the regional infrastructure.

The Regional Communications Program Uganda (RCIP) will complement existing country ICT and e-government Infrastructure initiatives and help fill the financing and technical gaps. RCIP will in particular support the Government of Uganda in improving; (i) the communications and IT infrastructure in the country (ii) promoting the use and application of this infrastructure for e-government and other services; (iii) building capacity in management of IT programs and projects; and (iv) improving policy and regulatory environment for ICT.

Under the Regional Communications Infrastructure Project (RCIP 5), Government of Uganda will borrow USD 75 million from International Development Association (IDA)[1] and spend it over a five year period to: (i) improve coverage for IT infrastructure in the country; (ii) improve the delivery of public services by improving efficiency through government cloud infrastructure; (iii) building capacity in management of IT programs and projects; and (iv) improve policy and regulatory environment for ICT in country. The project will also entail a technical assistance component to finance advisory, technical and project management support in order to achieve project objectives.

1.2 ICT INFRASTRUCTURE DEVELOPMENT

1.2.1 Current Status

The National Information Technology Authority Uganda (NITA-U) is implementing the National Data Transmission Backbone Infrastructure and e-Government Infrastructure Project (NBI/EGI) whose major aims are to connect all major towns within the country onto an Optical Fibre Cable based Network and to connect Ministries and Government Departments onto the e-Government Network[2]. The NBI/EGI is composed of two components, the National Data Transmission Backbone Infrastructure (NBI) and e-Government Infrastructure (EGI). The NBI component is designed to connect all major towns onto the National Backbone by optical fibre cables.

A Metropolitan Area Network (MAN) consisting of 1400 km of optical fibre cables connecting Jinja, Mukono, Bombo and Entebbe to Kampala linking to the border with Kenya and extending up to Kabale in the south west; 27 main line Government Ministries and Departments and Agencies (MDAs); and the Primary Data Center has been developed. In addition, twenty two district headquarters across the country have so far been connected. The infrastructure in place is supporting Uganda's Integrated Financial Management System (IFMS), Video Conferencing Services, Voice over Internet Protocol (VoIP) and the Secure Messaging and Collaboration Platform (SMCS). The SMCS platform has been successfully piloted in three sites namely: State House, Ministry of ICT and NITA – U.

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[1] IDA is that arm of the World Bank that helps the world's poorest countries with aim to reduce poverty by providing loans (called "credits") and grants for programs that boost economic growth, reduce inequalities, and improve people's living conditions.
[2] http://www.nita.go.ug/projects/nbiegi-project

1.2.2   Future Plans

NBI Phase III will connect the following districts and border points: Kabale, Katuna, Malaba, Masaka and Mutukula. Phase III will also avail an alternative route to undersea cables at Mutukula through mainland Tanzania to the East African Submarine cables and will also connect Uganda to Rwandan border. All other districts will be reached using the last-mile connectivity programme using other connectivity technologies like WiMax. The proposed Regional Communications Infrastructure Project for Uganda (RCIP UG) will be implemented within the context of NITA-U. The RCIP UG will complement existing country ICT and e-government Infrastructure initiatives and help fill the financing and technical gaps. RCIP will support Government of Uganda in improving: (i) coverage for IT infrastructure in the country; (ii) the delivery of public services by improving efficiency through government cloud infrastructure (iii) building capacity in management of IT programs and projects; (iv) improve policy and regulatory environment for ICT in country.

1.3   PROJECT DEVELOPMENT OBJECTIVE AND KEY INDICATORS

The development objectives of the proposed RCIP 5 Uganda Programme are to: (i) lower prices for international capacity and extend the geographic reach of broadband networks (the connectivity development objective); and (ii) improve the Government's efficiency and transparency in delivery of services to its citizens through e-Government applications.

Through RCIP, transformation of public service and governance is expected by using modern ICT platforms and enhancing connectivity. The impact will be realized through creating an environment for citizens and private sector to interact with government through use of ICT technologies for efficiency, providing the legal and regulatory framework and changing the mindset of public servants and citizens through awareness activities and capacity building in government. The proposed RCIP project would consist of four components.

1.4   PROJECT COMPONENTS

Component 1: Enabling Environment (US$7 million IDA)

While the Government of Uganda has taken positive steps in recent years toward improving the enabling environment for the ICT sector, substantial work remains if the sector is to thrive. A conducive enabling environment would translate into increased sector investment and competitiveness, and improved access to and quality of ICT services for citizens, businesses, and government. This in turn would enable job creation and improved productivity and service delivery across all sectors, both public and private. The benefits of a conducive enabling environment will also spillover to neighboring countries which rely on Uganda for competitive, reliable and high quality international data transit.

This component aims to support the capacity of NITA-U (implementation agency), the Ministry of ICT and other stakeholders to review, develop and implement relevant ICT policies, strategies, laws and technical regulatory frameworks to support a modern and vibrant ICT sector. The objectives include maximizing the coverage, quality, affordability, and security of ICT infrastructure and enabling the delivery of e-Services by both Government and the private sector. It will also seek to promote alignment of Uganda with regional regulatory and policy harmonization efforts among the countries of the East African Community (EAC) and the findings and recommendations of the forthcoming EAC Digital Agenda.[3]

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[3] *The World Bank in collaboration with TradeMark East Africa and EAC is currently carrying out analytical work and technical assistance in support of establishing a "Digital Agenda." The agenda will serve as a roadmap for removing the bottlenecks to developing a coordinated digital ecosystem and single digital market in the sub-region, with the aim of driving the growth of ICT and ICT Enabled sectors, promoting innovation and leveraging ICTs to promote citizen welfare.*

Specifically, this component will finance the following activities: (i) gap analysis of the existing policy and regulatory framework; (ii) revision of outdated and development of missing ICT polices and sector strategies; and (iii) development and/or revision of ICT legislation, regulatory frameworks, and technical standards. This includes, but is not limited to, development of standards for ICT infrastructure, legislation and regulation to enable use of electronic services and applications, and establishing security requirements for integration and rationalization of all government IT systems. The component will also support change management and capacity building activities such as (i) conducting an ICT skills gap assessment for Government and development of a capacity building program to address deficiencies; and (ii) execution of the skills development program including training and certification for officials at all levels of the Government including critical IT staff. Finally, the component will support the development and execution of robust awareness and partnerships building programs and communication strategies.

Component 2: Connectivity (US$30 million IDA)

In addition to improving the enabling environment, complimentary infrastructure investments are also needed to ensure greater access to affordable, high quality ICT services, both within Uganda and in neighboring countries. Recognizing this, the Government of Uganda has already developed the first two phases of a national fiber optic backbone network – the National Backbone Infrastructure (NBI). However, its capacity is currently underutilized due to a lack of links to neighboring countries other than Kenya and South Sudan (the latter with no complimentary fiber yet in place), limiting the diversity of routes for connection to undersea cables and curbing potential growth of regional traffic. In addition, there are significant challenges in terms of quality and reliability due to the fact that many of the branches of the network are not part of self-healing loops. Best practice requires fiber optic networks to be deployed in loops, whereby if a line is cut traffic is not disrupted as it can flow in either direction around the loop. Moreover, significant portions of the country, particularly in rural areas, currently have no access to fiber optic connectivity, either through NBI or the networks of the private operators.

To address these challenges, the Government of Uganda intends to connect major regions of the country to NBI and create additional links to neighboring countries, which is expected to improve the reliability and capacity utilization of NBI and ensure improved connectivity to neighboring countries and in a region as a whole. The extension of NBI will help to boost the use of ICTs, enable connectivity to Government offices and public institutions in the regions, and lower the cost of international bandwidth by ensuring a diversity of options for access to submarine cables. The cost of international bandwidth will be further lowered by pre-purchasing bandwidth in bulk for Government and priority target user groups to achieve greater economies of scale.

Specifically, this component will finance the following activities: (i) pre-purchase of international bandwidth for Government and priority target user groups (US$6 million); (ii) implementation of missing links to improve regional connectivity and the reach, availability and resiliency of NBI (US$14 million); and (iii) extension of the Government Network (GovNet), providing broadband connectivity to Ministries, Departments and Agencies (MDAs), schools, hospitals, universities, research institutions, and NGOs (US$10 million). This component will also finance technical assistance related to the implementation of these sub-components, including looking into possible PPP options for GovNet, and implementation of recommendations stemming from the relevant safeguard studies. Where possible, existing infrastructure will be utilized and direct public financing will only be employed to the extent necessary to reach areas where private sector interest is not sufficient to provide connectivity without additional intervention or incentives.

Component 3: e-Government Applications (US$35 million IDA)

Increased access to affordable, high quality connectivity and a conducive enabling environment offer the opportunity to transform public service delivery through use of ICTs to improve the lives of ordinary Ugandans. To achieve this goal, the Government intends to install a range of enabling e-Government foundations,

i.e., shared infrastructure and services, in order to simplify implementation of sector specific e-Services by MDAs. The establishment of a *Shared Public Service Delivery Platform* can significantly reduce the cost and time taken by key sectors to develop and maintain new electronic services. For example, a Ministry wishing to offer a service electronically could significantly speed up the deployment and cut costs by leveraging the shared platform for data storage and hosting, security, data sharing with other MDAs, citizen authentication mechanisms, payment services, etc., and focus on sector specific aspects of the service and the specific citizen interface. This would be a relatively light and inexpensive undertaking in comparison to developing a stand-alone service and providing ongoing management and operations support. With the Shared Public Service Delivery Platform in place, all MDAs in Uganda would be well positioned to accelerate the rollout of e-Services and to increase overall efficiency and transparency. While this component will primarily focus on the implementation of the Shared Public Service Delivery Platform, selected citizen centric e-Services from pre-identified priority sectors will be implemented to demonstrate the effectiveness of this approach and impact on service delivery to ordinary citizens.

Specifically, this component will finance the following activities: (i) development of ICT standards and frameworks (US$1 million); (ii) a cloud based national datacenter (Infrastructure as a Service, US$10 million); (iii) a shared platform to improve Government ability to deploy e-Services (Platform as a Service, US$2 million); (iv) Information Security as a Service (US$2 million); (v) a whole-of-Government data integration and sharing program (US$6 million); (vi) shared IT services to improve Government efficiency (Software as a Service, US$6 million); (vii) e-Procurement (US$5 million); and (viii) citizen centric e-Services (US$3 million). The project will finance the required hardware and software as well as technical assistance and consulting services related to the implementation of these sub-components.

Component 4: Project Management (US$3 million IDA and US$3 million GoU)

This component will finance project management related costs including project coordination, procurement, financial management, monitoring & evaluation, and environmental and social safeguards. This will include funding for consultancy support for the successful implementation of the project, logistics, consumables, office equipment, as well as incremental operating costs and audits. This component will also fund technical assistance (TA) to support monitoring and evaluation (M&E).

1.5   RATIONALE FOR THE RESETTLEMENT POLICY FRAMEWORK

In view of the aforementioned project description above, there is an apparent need to develop a Resettlement Policy Framework (RPF). The requirement for RPF is due to the fact that the subprojects to be financed under the RCIP are not fully determined at this stage and the nature of interventions based on the project's Component 2-Connectivity may lead to a degree of land take or restrictions of access to sources of livelihood and resources. And as a result three of the Bank's safeguards policies are triggered; Environmental Assessment (OP 4.01), Natural Habitats (OP 4.04) and Involuntary Resettlement (OP 4.12) and they must apply. In this case, Operational policy (OP 4.12) will be required. This is the basis for the preparation of this Resettlement Policy Framework (RPF). The RPF is required because although there is general knowledge about the types of sub-projects likely to be implemented by NITA-U, their design specifications and features, specific locations and the type and zone of impacts cannot be determined at this stage of project preparation. The RPF will be used to screen all undertakings for their potential resettlement impacts and streamline all the necessary procedures to follow in mitigating and minimizing resettlement impacts arising from their implementation including compensations.

The RCIP UG activities may lead to both land acquisition, displacement of people or loss to economic assets and therefore a Resettlement Framework being necessary. When specific planning information becomes available and the land areas are identified, resettlement plans outlining compensation arrangements for the relevant components

will be subsequently prepared consistent with this policy framework and approved before any land acquisition, compensation, resettlement, or any other impact on livelihood occur.

The policy of the World Bank OP 4.12 stipulates the need to involve communities in the planning and implementation of interventions that result from these polices and in most cases this implies the need for a conflict resolution mechanism.

OP 4.12 states "...particular attention is paid to the needs of vulnerable groups ... especially those below the poverty line, the landless, the elderly, women and children, indigenous peoples and ethnic minorities."

Additionally Resettlement Policy Framework is required because of the risk of involuntary resettlement and land acquisition. Based on the nature of the projects envisaged under the RCIP UG, it is inevitable that the activities will lead to either land acquisition and or denial of, restriction to or loss of access to economic assets and resources and therefore ultimately to the displacement of people, and loss of livelihood.

As it regards World Bank safeguard Operational Policy 4.12 on involuntary resettlement. The Bank experience indicates that involuntary resettlement under development projects, if unmitigated, often gives rise to severe economic, social, and environmental risk. Among these are: production systems are dismantled; people face impoverishment when their productive assets or income sources are lost; people are relocated to environments where their productive skills may be 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 includes safeguards to address and mitigate these impoverishment risks.

1.6   ANTICIPATED SUBCOMPONENTS AND LOCATIONS

Under component 2-Connectivity the project aims to finance structures such as laying the fiber optic networks to (i) implementation of missing links to improve regional connectivity and the reach, availability and resiliency of NBI; and (iii) extension of the Government Network (GovNet), providing broadband connectivity to Ministries, Departments and Agencies (MDAs), schools, hospitals, universities, research institutions, and NGOs.

1.7   AREAS EXCLUDED IN THIS PROJECT

Project operations will not include Karamoja region which will be considered in another project.

2   OBJECTIVES AND METHODOLOGY USED FOR PREPARATION OF RPF

2.1   OBJECTIVES OF THE RPF

The main objective of the assignment is to prepare a Resettlement Policy Framework (RFP) that is to be used for the social screening and assessment of infrastructure project components to be funded within the framework of the Regional Communications Infrastructure Program (RCIP) Uganda.

The Resettlement Policy Framework (RPF) will guide implementation of RCIP civil works packages to 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 compensated and/or resettled.

The other objectives of the Resettlement Policy Framework (RPF) are to:

- Establish the RCIP UG resettlement and compensation principles and implementation arrangements;
- Describe the legal and institutional framework underlying Ugandan approaches for resettlement, compensation and rehabilitation;
- Define the eligibility criteria for identification of project affected persons (PAPs) and entitlements;
- Describe the consultation procedures and participatory approaches involving PAPs and other key stakeholders;
- Provide procedures for filing grievances and resolving disputes; and
- Enhance positive social and environmental impacts of the project and avoid/minimize or manages any potential adverse impacts.

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 preparation of Resettlement Action Plans (RAPs), as needed, for the projects.

The RPF will provide framework guidance to identifying and managing situations when sub projects may lead to displacement of people, affect their livelihoods (physical or economic displacement / resettlement, denial of rights of access to resources) or interfering with their cultural resources. Any resettlement and/or compensation measures will be implemented in accordance with the RPF, which will guide when and how the site-specific Resettlement Action Plan (RAP) will have to be completed and implemented before project implementation commences.

The RPF follows the guidance provided in the World Bank Operational Policy on Involuntary Resettlement (OP4.12)

Resettlement impacts of proposed RCIP UG project 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, as needed, to address impacts on PAPs livelihoods and their wellbeing.

2.2 METHODOLOGY RPF AND STAKEHOLDER ENGAGEMENT/CONSULTATION

2.2.1 Methodology

The RPF was prepared based on the following methodology

a) Review of project documents
b) Regulatory review (Uganda)
c) Review of World Bank Safeguard Policies
d) Visit to selected project sites/districts
e) Key stakeholder consultation

2.2.2 Stakeholder Engagement

The principles applied in the engagement with stakeholders are the following:

- 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: recognise, 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, schools, universities and research Institutes) 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 stakeholder meetings
- Email correspondence
- Literature searches.

Emphasis was placed on a fully inclusive, open and transparent stakeholder participation process in the transfer of information. Meetings were held at selected district headquarters across Uganda, Government Ministries Departments and Agencies (MDAs), representatives of affected people and Targeted User Groups (hospitals, Schools, Universities and research Institutes) as well as private businesses. During the meeting an over view of the RCIP was provided, likely social and environmental impacts presented. Key stakeholders in the proposed project are shown in table below.

Table 2-1: Key stakeholders in the proposed RCIP

	Stakeholder	Interest during project implementation
1	Entebbe Municipal Council	Beneficiary District Local Government
2	Entebbe Hospital	Beneficiary institution
3	Bugiri District Local Government	Beneficiary District Local Government
4	Gulu District Local Government	Beneficiary District Local Government
5	Gulu Regional Referral Hospital	Beneficiary institution
6	Gulu University	Beneficiary institution
7	Gulu Core Primary Teachers College	Beneficiary institution
8	Jinja District Local Government	Beneficiary District Local Government
9	Jinja Regional Referral Hospital	Beneficiary institution
10	Hoima District Local Government	Beneficiary District Local Government
11	Hoima Regional Referral Hospital	Beneficiary institution
12	Hoima School of Nursing and Midwifery	Beneficiary institution
13	Hoima Bishop Stuart College	Beneficiary institution
14	Mbarara District Local Government	Beneficiary District Local Government
15	Mbarara Regional Referral Hospital	Beneficiary institution
16	Mbarara University of Science and Technology (MUST)	Beneficiary institution
17	Mbarara Bulega Core Primary Teachers College	Beneficiary institution
18	Nakasongola Local Government	Beneficiary District Local Government
19	Ministry of Health	Beneficiary government ministry
20	Ministry of Local Government	Beneficiary government ministry
21	Ministry of Education, Science, Sports and Technology	Beneficiary government ministry
22	Ministry of Information and Communications Technology	Beneficiary government ministry
23	Ministry of Lands , Housing and Urban Development	Beneficiary government ministry
24	Uganda National roads Authority, UNRA	Beneficiary government agency
25	National Environment Management Authority	Oversees EIA conduct in Uganda
26	Uganda National Bureau of Standards	Oversees quality of all items manufactured or imported into country
27	Uganda Communications Commission (UCC)	UCC is the regulator, facilitator and promoter of coordinated and sustainable growth and development of Uganda's communications sector.
28	National Information Technology Authority (NITA-U)	NITA-U is the project proponent

Views of stakeholders consulted are presented in table below.

Table 2-2: Views from stakeholders.

	Subject	View
1	Resettlement and compensation modalities	a) If there is any land take, affected property owners should be compensated equitably and on time. b) Any complaints arising from property damage should be settled with either

	Subject	View
		due compensation or replacement of damaged assets by contractor.
2	Physical cultural resources	Any cultural resources or assets encountered during project implementation should be respected by contractors. Whenever such assets are damaged, then equitable compensations should be provided.
3	Project monitoring	Local governments should be involved in monitoring project implementation and would especially be useful in grievance management in project communities. Districts through community development officers would be useful in creating awareness about the project, resettlement and laws governing it.
4	Stakeholder engagement and awareness creation	There should be continuous and effective communication with stakeholders at all stages of the proposed project. For instance market vendors need to know project schedules in advance and plan for possible disruptions when construction such as laying cables takes place along roadside markets.
5	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 unduly high expectations and in-migration that could result into prostitution, HIV/AIDS risks. c) Does project design provide for projected future settlements in the area. More people may be attracted to come in and this may cause poaching to Toro Semliki Wildlife Reservoir

A record of stakeholders consulted is presented in Annex 7.

3   PRINCIPLES GOVERNING RESETTLEMENT PREPARATION AND IMPLEMENTATION

3.1   BASIC PRINCIPLES OF THE RESETTLEMENT PROGRAM

The impacts due to 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 Resettlement Policy is triggered when a person experiences an impact on assets, a loss of income, or the project requires land acquisition, namely: a physical piece of land is needed and people may be affected because they are cultivating on that land, they may have buildings on that land, they may use the land for water and grazing of animals or they may otherwise access the land economically, spiritually or any other way which may not be possible during and after the project is implemented. Therefore, people will appropriately be compensated for their loss (of land, property or access, and assets) either in kind or in cash, of which the former is preferred.

This RPF and the laws of Uganda for land acquisition and impacts on assets for the proposed RCIP set procedures for compensation while acquiring land from citizens. Both respective country laws and the World Bank's OP 4.12 should be adhered to.

3.2   OBJECTIVES OF THE RESETTLEMENT POLICY

Therefore, the objectives of this policy are the following;

i)   Land acquisition and impact on assets, including livelihoods, will be avoided where feasible, or minimized, by exploring all viable alternatives;
ii)   Where impacts are unavoidable, resettlement and compensation activities will be conceived and executed as sustainable development programs, ensure replacement of losses, provide sufficient resources to give the persons impacted by the project the opportunity to share project benefits. Impacted persons will be meaningfully consulted and will have opportunities to participate in planning and implementing resettlement and compensation programs; and
iii)   Impacted persons will be assisted in their efforts to improve their livelihoods and standards of living or at least to restore them, in real terms, to pre-impact levels or levels prevailing prior to the beginning of the project implementation, whichever is higher.

Affected people, according to the Bank policy, refer to people who are directly affected socially and economically by Bank-assisted investment projects caused by:

- relocation or loss of shelter
- loss of assets or access to assets, whether or not the affected persons must move to another location
- loss of income sources or means of livelihood, whether or not the affected persons must move to another location; or
- the involuntary restriction or access to legally designated parks and protected areas results in adverse impacts on the livelihood of the impacted persons.

The resettlement policy applies to all components under the project, whether or not they are directly funded in whole or in part by the Bank. The RPF will also apply to sub-projects associated with RCIP, whether or not funding is received from the World Bank. The policy applies to all affected persons regardless of the total number affected, the severity of the impact and whether or not they have legal title to the land. Particular attention will be paid to the needs of vulnerable groups among those impacted; especially those below the poverty line; the landless, the elderly, women and children, and ethnic minorities, orphans, or other affected persons who may not be protected through national land compensation legislation.

In particular for RCIP, the policy also requires that the implementation of individual resettlement and compensation plans are a prerequisite for the implementation of sub project activities causing land acquisition or impact on assets, to ensure that impacts or restriction to access does not occur before necessary measures for compensation are in place. It is further required that these measures include provision of compensation and of other assistance required for replacement of lost assets, prior to impact. In particular, the taking of land and related assets or the denial of access to assets may take place only after compensation has been paid and where applicable, resettlement sites, new homes, related infrastructure, public services and moving allowances have been provided to impacted persons. Furthermore, where relocation or loss of shelter occurs, the policy further requires that measures to assist the impacted persons be implemented in accordance with the resettlement and compensation plan of action.

It is particularly important to neutralize to the extent possible any socio-economic pressures in the communities that are likely to be exacerbated by project impacts, by facilitating the participation of those impacted in the project activities. Therefore, impacted communities must be consulted and are part of the planning process and implementation.

Finally, the RPF seeks to ensure that affected communities are meaningfully consulted, have participated in the planning process and, are adequately compensated to the extent that their pre-impact standard of living have been restored and that the process is a fair and transparent one.

4   LAND ACQUISITION AND RESETTLEMENT IMPACTS

The implementation of the envisaged RCIP facilities will affect people and activities differently (both positively and negatively) depending on the location, the existing developments in the location, land tenure system pertaining in the area and the socio-economic activities in the area.

Construction of ICT infrastructure such as telecommunication masts and optical fibre cables will require land and while cables will be laid in already existing road reserves or transmission line corridors, base stations will require new land.

Potential resettlement impacts are discussed in table below.

Table 4-1: Likely adverse resettlement impacts and management measures

	Project activity	Nature of impact	Management measure
1	Installation of masts and towers	Small plot	Replace land and/or pay compensation
2	Installation of fibre optic cables	Limited linear impact, along existing roads	Pay compensation, if not in public right of way
3	Equipment housing (e.g. shelters, cabinets, auxiliary power units)	Plot for infrastructure	Replace land and/or pay compensation; Compensate for other assets
4	Displacement of roadside market vendors	Temporary financial loss from disruption of trade activities	Undertake trenching through roadside markets at night

5 BASELINE CONDITIONS IN PROJECT DISTRICTS

The proposed RCIP will be a national-wide project therefore environmental and socio-economic conditions in Uganda are discussed in sections below and will, in many areas, provide a basis for predicting impacts of the project.

5.1 LOCATION

Uganda (located in East Africa) has an area of 241,500 km² and is bordered by Sudan to the North, the Democratic Republic of the Congo to the west, Tanzania and Rwanda to the South and Kenya to the East. 15.3% of its land area is covered by water. Uganda contains and shares some of the world's most important eco-systems with its neighbours and beyond and notably Lakes Victoria, Albert, Edward, the Nile Basin, its mountain systems such as the Rwenzori, Elgon and Virunga series as well as several parks. It has a crucial role to play in the conservation of biodiversity in the sub-region and the world at large administratively; Uganda is divided into 112 districts and the capital city Kampala. The districts can loosely be classified into four broad regions (Northern, Central, Eastern and Western).

Source: UBOS, 2012
Figure 1: Regions in Uganda

Amp below shows location of project proposed infrastructure in the country.

Figure 2: location of proposed infrastructure in Uganda

5.2   CLIMATE

Climatic conditions in Uganda are discussed below.

a)   Uganda is characterized by equatorial climate with plenty of rain and sunshine moderated by the relatively high altitude. In most parts of the country, the mean annual temperatures range from 16^0C to 30^0C. Nevertheless, the Northern and Eastern regions sometimes experience relatively high temperatures exceeding 30^0C and the South Western region sometimes has temperatures below 16^0C. The Central, Western and Eastern regions have two rainy seasons, from March to May for the first rains, and the second rains from September to November. The Northern region receives one rainy season from April to October, and the period from November to March has minimal rain. Most of the country receives between 750 mm and 2100 mm of rain annually.

Uganda's climate is naturally variable and susceptible to flood and drought events which have had negative socio-economic impacts in the past. Human induced climate change is likely to increase average temperatures in Uganda by up to 1.5 °C in the next 20 years and by up to 4.3 °C by the 2080s. Such rates of increase are unprecedented. Changes in rainfall patterns and total annual rainfall amounts are also expected but these are less certain than changes in temperature.
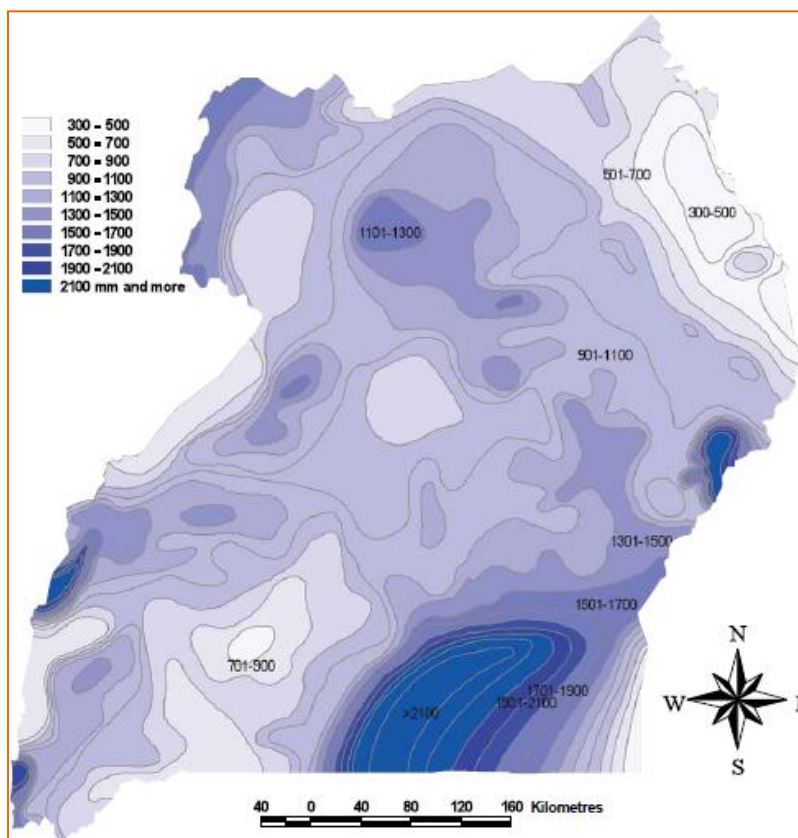
Source: NEMA (2009)
Figure 3: Uganda rainfall map

b)   The Inter-Tropical Convergence Zone (ITCZ) and the air currents such as the southeast and northeast monsoons influence the climate in Uganda. In most parts of the country, the seasons are fairly well marked- as rainy and dry seasons. Depending on the elevation and landscape, the mean temperature

over the whole country show great variations. However, in areas adjacent to water bodies such as Lake Victoria, maritime conditions tend to modify the temperatures. The variation in mean monthly and annual evaporation rates are much smaller than corresponding variations in rainfall, which respectively, are 10-20% and 20-40% in the southern and northern parts of the country. The movement of the ITCZ is to a great extent responsible for the variations in meteorological factors that determine evaporation.

c) The climate of Uganda may become wetter on average and the increase in rainfall may be unevenly distributed and occur as more extreme or more frequent periods of intense rainfall. Regardless of changes in rainfall, changes in temperature are likely to have significant implications for water resources, food security, natural resource management, human health, settlements and infrastructure. In Uganda, as for the rest of the world, there are likely to be changes in the frequency or severity of extreme climate events, such as heat waves, droughts and floods.

d) Uganda's economy and wellbeing of its people are tightly bound to climate hence are highly vulnerable to climate change and variability. In particular, climate change is likely to mean increased food insecurity, rising trends in spread of diseases like malaria, soil erosion and land degradation, flood damage to infrastructure and settlements and shifts in the productivity of agricultural and natural resources. It will be the poor and vulnerable who feel these impacts the hardest, and the likely implication scenario for rural primary schools is increasingly higher school dropout to seek means of survival.

Relation to the project: Climatic conditions can influence rain received in a given project area, sunshine hours, flood levels and winds all of which could affect, in various ways, the proposed project such as construction schedules, or inability to deliver project equipment to sites when, for example, roads are cut off by floods.

5.3   PEOPLE AND POPULATION DYNAMICS IN UGANDA

An outline of the people of Uganda is provided below.

5.3.1   The People

The Uganda constitution 1995 recognizes 46 tribes (GoU 1995) with varying production and consumption patterns. Modes of production and the rural livelihood coping strategies range from mainly cultivators (e.g. Baganda, Bakiga, Bagisu and Basoga) to pastoralists (e.g. the Karamojong and the Bahima) the rest of the people derive their livelihoods from a mix of livestock keeping and cultivation or agro- pastoralism. In addition, Uganda has been and still is, home to several thousand refugees from neighboring countries. There are also other non-citizens residing in Uganda as a preferred place for home or where they are engaged in various economic activities. This mosaic provides Uganda with a rich cultural base and opportunities for modernization. However, there are also challenges the people of Uganda face, among others are: (i) rapid population growth and the ensuing pressures on the country's natural capital; (ii) inadequate provision of, and demand for, social services and infrastructure; and (iii) poor environmental conditions.

Relation to the project: Infrastructure, income and literacy levels and proximity to urban centres have a significant influence on information technology acceptance and utilization. The project will increase investment in ICT sector leading to jobs creation and efficient government service delivery, improved productivity in all sectors and better governance. These will be long-term benefits to the Uganda people.

5.3.2   Population Dynamics

In Uganda, the 20th century marked an unprecedented population growth and economic development as well as environmental change. The Census report of 2002 put the country's population at 24.7 million people in 2003. The current growth rate of 3.4% per year is higher than the 2.9% that was envisaged for the period 1991 – 2002. Currently standing at 34 million, population of Uganda is likely to hit 50 million by 2025. Population is a key determinant of economic and social wellbeing and environmental degradation.

Considering the size of Uganda and comparing this with cities such as Mexico and Lagos whose populations are in excess of 20 and 13 million people respectively, it can easily be concluded that Uganda does not have a problem with its population size. While absolute numbers may suggest Uganda is relatively under-populated, the concern is the inability to provide for these relatively few people. In the absence of adequate social services, even a small population becomes a constraint. In addition, a poor population however small, needs attending to otherwise its people may engage in activities detrimental to the environment especially where alternative livelihood options are limited.

The urban population in Uganda has increased rapidly from less than 0.8 million persons in 1980 to 5.0 million persons in 2012, representing an increase of more than six times. This increase is mainly attributed to the creation of new urban administrative units, natural growth, demographic factors (excess of fertility over mortality) and Rural - Urban Migration (UBOS, 2012). Kampala City has by far the highest population density. The population growth rate of Kampala City is above the national average even though the population growth rate of Central region, in which Kampala City is located, is the lowest among the four regions (North, Eastern, Western and Central) in the country. The lowest population density by region is 65 people per square kilometers for the Northern region.

Table 5-1: Population characteristics of Uganda

Region	1991 population	2002 population	Area (km²)	Population density (persons/km²)	Annual average population growth rate (1991-2002) %
Kampala (Central)	774241	1189142	197.0	7258.6	3.7
Central	4843594	6575425	6140..3	175.7	2.6
Eastern	4128469	6204915	39478.8	225.8	3.5
Northern	3151955	5363669	85391.7	64	4.6
Western	4547687	6298075	55276.5	126.9	2.8
Total	**16671705**	**20442084**	**241550.7**	**123.9**	**3.3**

Source: UBOS, 2012

The projected mid-year population size in millions for each year from 2003 to 2017 is given in figure below. The population of Uganda is estimated to increase from 28.6 million in 2007 to 40.6 million in 2017 in the Low Variant, while in the High Variant it is estimated to increase from 30.2 million in 2007 to 43.4 million in 2017.
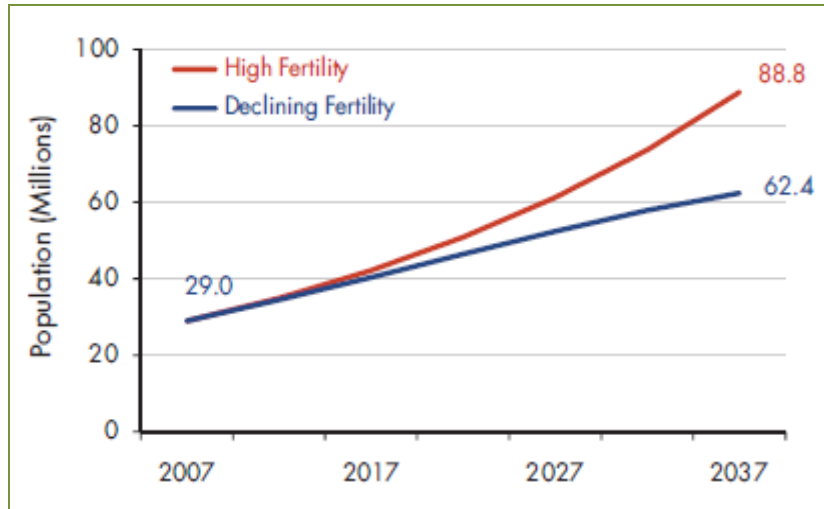
Figure 4: Population projections for Uganda (for high and low fertility rates)
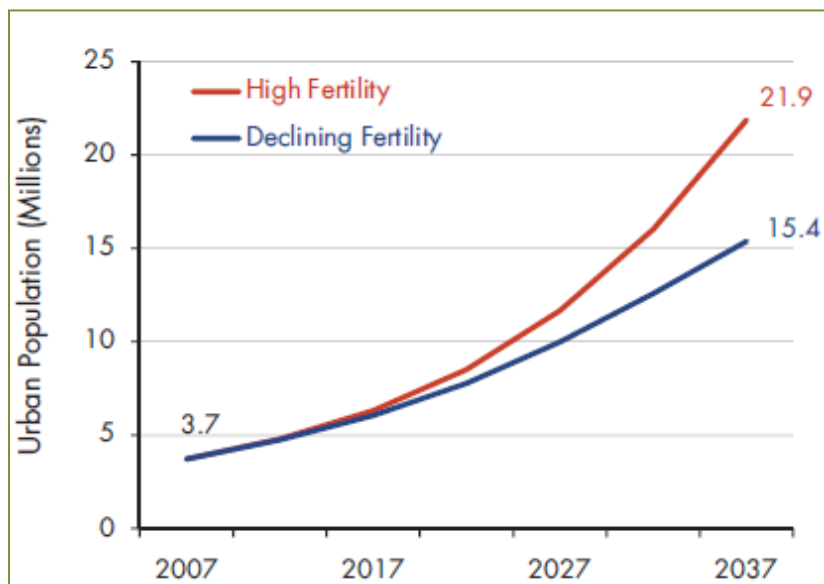
Source: Population Secretariat, 2010

Figure 5: below shows population distribution in Uganda.

Relation to the project: *The high rate of population growth may affect Uganda's efforts to provide and sustain timely basic services, information and employment opportunities. However ICT will stimulate entrepreneurship creating job opportunities in internet services, cellular telephony, information security, storage and management. In addition the project will enhance administrative functions improving governance and service delivery.*

5.4   MORPHOLOGY, RELIEF AND DRAINAGE

5.4.1   Morphology and Relief

Most of Uganda forms part of the interior plateau of the African continent and its landforms are characterized by flat-topped hills in the central, western and eastern parts of the country. The rise of the plateau in the eastern and

western part of the country is represented by spectacular mountain topography located along the borders as, for example, the Rwenzori Mountains and Mufumbira volcanoes in the west and Mt. Elgon, Mt. Moroto, Mt. Murungole and Mt. Timu in the East.

5.4.2 Drainage

Most of the rivers in the southern part of the country drain into Lake Victoria. Waters flows out of the lake along Victoria Nile into Lake Kyoga into Lake Albert (Lake Albert also receives water from DRC mainly through river Semliki), the Albert Nile or White Nile in Sudan, down to the Mediterranean Sea through Egypt. The lakes in Uganda cover almost one-fifth of the total area of the country. Lake Victoria, shared with Kenya and Tanzania is the biggest tropical fresh water body and the second largest fresh water lake in the world. Other lakes of interest are the crater lakes on the western part of the country associated with the western rift valley. It is not likely that any lakes or major rivers will be affected by this project.

5.4.3 Geology and Soils

Geological formations of Uganda reveal very old rocks formed in the pre-Cambrian era around 300 or 600 million years ago. The younger rocks are either sediments or of volcanic origin, formed from about 135 million years ago (cretaceous period) to the present. Thus, a gap of about 460 million years remains in the knowledge of the geological history of Uganda. A number of parameters define the soils of Uganda and these include parent rock, and the age of soil and climate. The most dominant soil type in ferralistic soil, which accounts for about two-thirds of the soils found in the country. Based on studies carried out in the past (NEMA 1996), Uganda's soils are divided into six categories according to productivity: (a) very high to high productivity, (b) moderate productivity, (c) fair productivity, (e) low productivity (e) negligible productivity and (f) zero productivity. The high productivity soils cover only 8% of the area of Uganda (MWLE 2001).

Relation to the project: At locations where RCIP facilities will be constructed, landform is an important aspect to consider since it influences access, site drainage, erosion (or foundation damage/ undercutting) and risk of landslides. For example soils influence safety and speed of trenching when laying fiber optic cables.

5.5 NATURAL RESOURCES

5.5.1 Climatic variability

In Ugandan climate change and climate variability impose adverse impacts on livelihoods, especially of the rural poor. The country is a net sink for greenhouse gases but global climate has no physical borders, hence Uganda is also impacted by increase and fluctuation in the earth's temperature. Increased frequencies of floods and droughts are manifestations of climate change.

5.5.2 Aquatic Resources

a) Wetlands

Wetlands cover about 13% of the area of Uganda and provide direct and indirect values. Up to late 1980s, wetlands were generally considered 'wastelands' to be reclaimed for agriculture in rural areas, 'drained' as anti-malaria measures or industrial areas in urban settings. By 1994, the need for conservation was realized and the

process of formulating an appropriate policy on wetlands was initiated. By 2001, wetlands came to be regarded as 'granaries of water'. From being a program in 1994, wetlands had by 2005 obtained an institutional home within government structure. Wetlands are now better known with detailed information up to the district level. The 56 districts then existing by 2004 all had District Wetland Action Plans and some communities in a few districts have gone ahead and prepared Community Wetlands Action Plans. Despite such an impressive achievement, the implementation of the various action plans is constrained by lack of resources. Furthermore, despite a wide array of achievements, wetlands, degradation is still evident- some for basic survival needs of the poor, others as a saving measure where land purchase prices are high, and yet others are the result of ignorance about ownership and legal boundaries of wetlands.

b) Water

Water is life, and Uganda has significant quantities of the resource. From both hydrological and social water scarcity considerations at the moment, Uganda is not water stressed. However, by 2025, indications are that there will be reason to worry as a result of increasing demands for human, livestock, wildlife, irrigation and industrial water. Uganda is ranked in a group of countries that must plan to secure more than twice the amount of water they used in 1998 in order to meet reasonable future requirements. The quality of the water from available sources is another area of concern principally as a result of pollution – residential, industrial and agricultural land discharges into the open water bodies. To some extent the buffering capacity of wetlands is making a contribution towards reductions in pollution, but this will continue only if the integrity of the wetlands can be sustained.

c) Fisheries

The fisheries resource of Uganda has been an important source of high quality solid animal protein. On average Ugandans were consuming about 13 kg/person/year by 1994. As of 2005, this consumption was estimated to have declined to about 13kg/person/year, mainly as a result of increasing scarcity and cost. Exports of fish products are also on the increase. There is evidence of localized over-fishing in certain water bodies. Two lakes (Victoria and Kyoga) and two species (Nile Perch and Tilapia) account for over 80% of annual harvest, implying a high level of selectivity. On the other hand, the Nile Perch, a carnivore, is having a divesting effect of the fish biodiversity of the Victoria and Kyoga.

A few fisheries policies are in place and seek to address, among others, enhanced aquaculture development by adding 100,000 tons per year in the fisheries capture of about 330,000 tones so as to raise combined long run sustainable supply to 430,000 tonnes.

Relation to the project: While the proposed ICT infrastructure such as optical fibre cables will be mainly along road reserves, it may pass through or along natural resources such as forests, swamps and wildlife conservation areas. Construction of the infrastructure could therefore pose impacts on these resources in absence of control measures. Construction of project facilities is expected to take small quantities of water and for only the short duration of construction activities.

5.5.3   Cross-Sectoral Resource

a) Energy

The dominant source of energy in Uganda is biomass and this is expected to remain so in the foreseeable future in spite of plans to increase hydropower energy production. However, the share of clean energy in total

consumption is gradually increasing, in part as a result of programs like the Energy for Rural Transformation. Production of energy is being liberalized, attracting an increasing interest among private investors. The adverse environmental effects of clean production are mitigated through the EIA guidelines for Uganda 1997 and the EIA guidelines for the Energy Sector. There are some efforts to promote clean energy sources such as solar and biogas. Unfortunately, capital investment required is not yet afforded by the rural poor.

Relation to the project: While availability and reliability of power supply will not be a critical need during implementation of the RCIP project, it will be essential for operation of the installed ICT systems.

b) Biodiversity

Uganda is endowed with a very rich and varied biodiversity due to its biogeographical setting, varied altitudinal range and extensive drainage systems. This biodiversity is a national asset supporting rural livelihoods and contributing to commercial economic activities. The contribution of Uganda's biodiversity resources, organisms or parts there-of, population or other biotic components of ecosystems with actual or potential value for humanity has been estimated at $1000 million per year, balanced against economic costs of $ 202 million plus loses to other economic activities of about $49 million per year. While Uganda continues to lose some of its rich biodiversity, the rate of loss has been reduced somewhat. Reflected in terms of living Uganda's Index, the country out-performs Planet Earth as a whole when Living Planet Index is considered. The loss of biodiversity in protected areas has to a great extent been stopped and the trend reversed between 1990 and 2005. Outside protected areas biodiversity loss was still continuing as of 2005. The loss of biodiversity is largely the result of habitat conversion and introduction of exotic species.

c) Tourism

According to Uganda Tourism Board (UTB), Uganda's tourism earnings have doubled in the last five years from USD$440m to $800 m in 2012. Uganda is now ranked top in tourism industry growth in Africa. According to the 2011 tourism review in Africa, Uganda's tourism sector grew by 25% in 2011 while that of South Africa and Tanzania realized growth of 21% and 13.4% respectively. Uganda's tourism growth is attributed to its top tourist destination hubs like Murchison Falls National Park, Queen Elizabeth national park, Bwindi Impenetrable Forest renowned for its Mountain Gorilla Safari activities.

Relation to the project: Biodiversity aspects would apply to the project only in rare situations that optical fibre cables are constructed in or near ecologically-sensitive areas in a way that damages them or endangers wildlife therein. These include forest reserves, wildlife conservation areas and wetlands (some of which may be Ramsar sites). Construction along major tourist roads could disrupt tourist traffic if proper road safety controls are not instituted.

Figure 6 shows ICT infrastructure will be developed along the following main tourism roads:

- Kampala-Masaka-Mbarara
- Mbarara-Kabale
- Kampala-Masindi
- Masindi-Pakwach (through Murchison Falls National Park)
- Kampala- Jinja
- Masindi-Hoima-Kyenjojo-Fort Portal-Kasese

Figure 6: Priority tourism roads in Uganda which will be associated with the proposed project

5.6 SOCIO-ECONOMIC AND CULTURAL ENVIRONMENT

5.6.1 Urbanizations

Although Uganda is one of the least urbanized countries in the world in absolute terms, the urban population is growing. Urban population in Uganda increased from less than one million persons in 1980 to about three million in 2002, representing a nearly fourfold increase. However, between 2002 and 2014, the urban population rapidly increased to 6.64 million.

Relation to the project: Due to land scarcity in urban areas it's increasingly becoming costly to compensate landowners to acquire land for project facilities. This will be reflected in resettlement cost of the project where proposed ICT infrastructure would be constructed on private property.

It is also noted that urban dwellers are major users of ICT services ranging from telephony, telephone-based banking and money transfers to internet. These would therefore benefit from the proposed project greatly.

5.6.2 E Waste and Environmental pollution

In spite of a national policy on electronic waste, e-waste generated from use of ICT equipment is a growing challenge in Uganda because:

- Enormous increase in ICT usage – high demand of used/second hand products due to prohibitive prices for the new products,
- Little compressive data on e-waste No specific e-waste policies. Uganda's recently acquired, Rwanda in the making,
- Lack of e-waste recycling/refurbishing centres,
- Lack of comprehensive awareness on e-waste management,
- Lack of skilled personnel in e-waste

Currently around 10 computers per 1,000 inhabitants are installed in Uganda of a population of about 34 million people. About 30,000 new and used computers are imported into the country, about 10-20% of which are used. Typically Government and large enterprises replace computers after 3-5 years and often auction them to second-hand use, where a computer is used for another 5-8 years. Imported second-hand computers through professional refurbishment centres have a life span of about 5 years. Based on this numbers it is estimated that over 60,000 computer units reach end of their useful life per year. It is expected that only around 10% of those computers reach the waste stream, whereas the rest of the waste is kept in storage. The 10% in the waste stream get collected by people who salvage parts for second-hand sale and the rest gets dumped informally. It is estimated that Uganda currently has well in excess of 2,000 tons of computer waste.

Relation to the project: Absence of formal e-waste management services and facilities mean that the proposed project may in 5 years add a considerable amount of electronic waste to the nation's stock. Since no component will support e-waste management, this will challenge will only escalate after project implementation.

Note: In regard to standards and regulations, NITA-U should be aware of need for environmental standards/guidelines and legislation for e-waste management. Support to develop these standards and regulations should be part of this project, and if not so planned, long-term arrangements for management of e-waste that the project may generate should be included in budget of this project.

5.6.3   Employment

Unemployment Rate in Uganda increased to 4.20 percent in 2010 from 1.90 percent in 2007 (UBOS 2011)4. Unemployment remained predominantly an urban problem as the unemployment rate in urban areas is more than three times that of their rural counterparts. The unemployment rate was highest in Kampala (11%) and lowest in Western and Eastern regions (2%) respectively5. About 83% of young people have no formal employment (MFPED 2012). Youth unemployment in Uganda is the highest in Sub Saharan Africa. Employment is expected to remain a challenge in the years ahead. Generally, the high youth unemployment rate in Uganda is largely attributed to high population growth rate, slow growth in industrial development, and small formal labour markets, lack of sufficient experience and skills, rural-urban migration, and youth's limited access to resources like capital and land. In addition, the overall existing policies continue focusing on creating job seekers rather than job creators. However, growing sectors of agro processing, tourism and services offer opportunities for youth employment (NEMA, 2012).

Relation to the project: Uganda is positioning herself to exploit the growing demand for worldwide Business Process Outsourcing (BPO) industry to address the challenge of youth unemployment and this would be enhanced by reliable and widespread ICT infrastructure.

5.6.4   Cultural heritage

Cultural heritage is part of humanity's link with the world and its past, its achievements and discoveries. The National Environmental Act provides for protection of the country's cultural heritage. About 187 known physical, cultural, historical and para-archaeological sites have been identified and their specific locations recorded in Uganda.

*Relation to the project: This will only be relevant to the proposed in the unlikely event that construction of ICT infrastructure affects known physical cultural resources or when chance finds encountered are damaged. A protocol to manage chance finds if encountered at any site during project implementation is provided in **ESMF** and known PCRs shall be assessed as part of the specific ESIA and managed in accordance with Management Plans that may be developed.*

5.6.5   Education

Uganda's education system is formal and informal, public and private at all levels. The Universal Primary Education (UPE) was introduced in 1997 and Universal Secondary Education (USE) in 2007 to offer free education at the primary and secondary levels respectively. Education is obtained under two schemes; cost sharing in public institutions and private sponsorship in both public and private institutions at levels. Literacy rates stand at 73% in 2009/2010 (UBOS 2012b) at national level; male literacy rate (79%) and females 66%; Urban areas 88% and rural areas 69%; Kampala 92%, Central region 83% while the Northern region had the lowest (64%) (UBOS, 2011). Technical training institutions lack laboratory equipment to impact practical skills to students.

Relation to the project: The education sector will greatly benefit from access to ICT services. Technical schools could be able to provide practical on line even if they lack physical laboratory/ workshop equipment.

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[4] http://www.tradingeconomics.com/uganda/unemployment-rate
[5] http://www.ubos.org/UNHS0910/chapter4_%20time%20use.html

6 LEGAL AND INSTITUTIONAL FRAMEWORK

6.1 LEGAL FRAMEWORK FOR EXPROPRIATION AND COMPENSATION

This RPF will apply the laws, legislation, regulations, and local rules governing the use of land and other assets in Uganda. This legal and institutional framework is presented in six sections. These are:

a. Political economy and governance in Uganda;
b. Property and land rights, as defined by Ugandan law and customary practice;
c. Acquisition of land and other assets, including regulations over the buying and selling of these assets;
d. Human rights and compensation, in particular, the accepted norms influencing peoples' basic rights to livelihood and social services;
e. Dispute resolution and grievance mechanisms, specifically the legal and institutional arrangements for filing grievances or complaints and how those grievances are addressed through formal and informal systems of dispute resolution; and
f. Comparison with World Bank OP4.12, using equivalence and acceptability standards.

6.1.1 Political Economy and Governance in Uganda

The political and legal context for the application of Resettlement Policy Frameworks (RPFs) is mainly governed by:

- *The Constitution of Uganda 1995*
- *The Land Act of 1998 (as amended in 2004)*
- *The Land Acquisition Act 1965,*
- Local government *Act 1967*
- *The Physical Planning Act, 2010*
- *Town and Country Planning Act 1964*
- *The Roads Act, Cap 358,*
- *the Electricity Act, Cap 145*
- *the Water Act CAP 152*
- *Uganda Communications Act, 2013*

These are further explained below.

6.1.1.1 The Constitution of the Republic of Uganda 1995

The Constitution of the Republic of Uganda (1995) provides government and local authorities a statutory power of compulsory acquisition of land in public interest, and makes provision, inter alia, for the "prompt payment of fair and adequate compensation" prior to the taking of possession of any privately-owned property. Such compensation is assessed in accordance with the valuation principles laid out in Section 78 of the Land Act (Cap 227), briefly outlined below:

- The value for customary land is the open market value of unimproved land;
- The value of buildings on the land is taken at open market value for urban areas, and depreciated replacement cost for rural areas;

- The value of standing crops on the land is determined in accordance with the district compensation rates established by the respective District Land Board. Annual crops which could be harvested during the period of notice to vacate given to the landowner/ occupier of the land are excluded in determining compensation values;
- In addition to the total compensation assessed, there is a disturbance allowance paid of 15% or, if less than six months' notice to vacate is given, 30% of the total sum assessed.

All compensation and resettlement will follow Uganda's constitution, out of which all regulations are developed. The Constitution also recognizes land tenure regimes and rights discussed below.

Article 237 of the Constitution, 1995, vests land ownership in citizens of Uganda and identifies four land tenure systems, namely: customary; freehold; mailo; and leasehold. These systems are detailed under Section 4 of the Land Act (Cap 227) and outlined below:

a) Customary Tenure

- Land is owned in perpetuity.
- This tenure is governed by rules generally accepted as binding and authoritative by the class of persons to which it applies. In other words customary regime is not governed by written law.
- Customary occupants are occupants of former public land and occupy land by virtue of their customary rights; they have proprietary interest in the land and are entitled to certificates of customary ownership which may be acquired through application to the Parish Land Committee and eventual issuance by the District Land Board.

b) Freehold Tenure

- This tenure derives its legality from the Constitution of Uganda and its incidents from the written law.
- It enables the holder to exercise, subject to the law, full powers of ownership.
- It involves the holding of land in perpetuity or for a period less than perpetuity fixed by a condition.

c) Leasehold Tenure

This tenure system is:

- Created either by contract or by operation of the law;
- Where the tenant has security of tenure and a proprietary interest in the land.
- A form under which the landlord of lessor grants the tenant or lessee exclusive possession of the land, usually for a period defined and in return for a rent;

d) Mailo Tenure

The Mailo land tenure system is a feudal ownership introduced by the British in 1900 under the Buganda Agreement. "Mailo" is a Luganda word for "mile" as the original grants under the agreement were measured in square miles. Prior to the 1975 Land Reform Decree, Mailo land was owned in perpetuity by individuals and by the Kabaka (hereditary King of Buganda). All Mailo land parcels have title deeds.

Persons who buy portions (kibanja[6]) on Mailo land are protected by Ugandan law to live on and use the land, but they are obliged to pay certain annual royalties to the Mailo owner (currently UgShs 1000 about US 60 cents per household per year according to land law). No title deed is associated with kibanja purchase: the Mailo owner would simply write a sale (purchase) agreement witnessed by village local leaders (LCs), giving the kibanja buyer full rights to own and use the purchased portion of Mailo land. Such a buyer can sell his/her kibanja to a new owner but notify Mailo owner and local leaders about the changed ownership. In cases of compensation, an apportionment of land value of 60% and 40% share of the market value is given to the landlord and kibanja owners respectively, depending on developments invested on the affected land. For example, a kibanja owner who has a permanent structures or perennial crops is entitled to a 60% share of the compensation value while one with only temporary structures or annual (seasonal) crops is entitled to only 40%.

The Mailo tenure system:

- Derives its legality from the Constitution and its incidents from the written law;
- Involves holding of land in perpetuity.
- Permits separation of ownership of land from the ownership of development on land made by a lawful or bona fide occupant7.
- Enables the holder to exercise all the powers of ownership, subject to the rights of those persons occupying the land at the time of the creation of the mailo title and their successors.

Although only these latter forms of tenure are legally defined under the Land Act, the context of common law also recognizes "Licensee" or "Sharecroppers", these terms having similar meanings in practice. Licensees are persons granted authority to use land for agricultural production. Traditionally, such production would be limited to annual crops and not perennial types. Licensees have no legal security of tenure or any property right in the land and their tenure is purely contractual.

It will be noted, however, that WB safeguard policies require compensation of PAPs irrespective of legality of their tenure on land.

In compensation and resettlement, rights of spouses and children are protected under the Constitution of Uganda and the Land Act (Cap 227). The consent of spouse and children must be acquired prior to any transaction by head of households on land on which the family lives.

Section 40 of the Land Act, 1998 requires that no person shall:

a. Sell, exchange, transfer, pledge, mortgage or lease any land; or enter into any contract for the sale, exchange, transfer, pledge, mortgage or lease of any land;
b. Give away any land or enter into any transaction in respect of land:

  - In the case of land on which ordinarily reside orphans, whom are still minors, with interest in inheritance of the land, except with prior written consent of the Committee.

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[6]"Kibanja" is a Luganda word for a portion of land bought from Mailo land. *Kibanja* owner does not have a title deed but only a purchase agreement from Mailo owner (who holds the title deed). "*Bibanja*" is plural for *kibanja*. *Luganda* is language of Baganda the largest tribe in Uganda.
7Lawful and "bona fide" occupants are defined under the Land Act, Section 30. They are called "*kibanja*" occupants.

- In the case of land on which the person ordinarily resides with his or her spouse, and from which they derive their sustenance, except with the prior written consent of the spouse;
- In the case of land on which the person ordinarily resides with his or her dependent children (minors) except with the prior written consent of the Committee8;
- In the case of land on which the person ordinarily resides with his or her dependent children (minors) of majority age, except with the prior written consent of the dependent children (minors).

Inference: Relevance of the Constitution to the project is in the fact that it is the principal law onto which all social-environmental protection laws are derived. It requires equitable compensation for any land take, recognises various land tenure systems and gives credence to the law (Land Act) governing land acquisition and rights of spouses in compensation.

6.1.1.2 Land Act, Cap 227

The Land Act principally addresses four issues namely; holding, control, management and land disputes. As regards tenure, the Act repeats, in Section 3, provisions of Article 237 of the Constitution which vests all land in the citizens of Uganda, to be held under customary, freehold, mailo or leasehold tenure systems. However, the Land Act provides for acquisition of land or rights to use land for execution of public works.

Regarding control of land use, the Act reaffirms the statutory power of compulsory acquisition conferred on the government and local authorities under articles 26 (2) and 237(2) (a) of the Constitution (Section 43). Since the Act does not repeal the Land Acquisition Act No. 14 of 1965, it is assumed that this legislation, meets requirements of Article 26(2) of the Constitution that requires a law to be in place for the payment of compensation and access to the courts. The Act also requires that landowners manage and utilize land in accordance with regulatory land use planning (Sections 44 and 46).

Section 77(2) of the revised edition (2000) of the Land Act 1998 provides for a disturbance allowance on top of the computed compensation amount as follows:

- 30% of compensation amount if quit notice is given within 6 months.
- 15% of compensation amount if quit notice is given after 6 months.

The Land Act will govern all aspects related to land taken by the project and its compensation either by replacement with physical land parcels or cash payments.

Inference: The Land Act is the principal law to be followed during land acquisition and compensation for other affected property such as crops and buildings.

6.1.1.3 The Physical Planning Act, 2011

This Act replaced the Town and Country Planning Act, Cap 246 which was enacted in 1951 and revised in 1964 but is now inconsistent with contemporary government system in Uganda. The 1951 Act was enacted to regulate and operate in a centralised system of governance where physical planning was carried out at national level through the Town and Country Planning Board. Implementation of the Act was supervised by local governments, especially the urban local governments.

8*"Committees "are defined under Section 65 of the Land Act; they are ParishLand Committees.*

Uganda has since gone through many social, political and economic changes. For example, promulgation of the 1995 Constitution established a decentralised system of governance which divulged powers and functions including physical planning, finance and execution of projects from the central government to local governments. This therefore created a need to enact a physical planning legislation which is consistent with this Constitutional requirement. The Physical Planning Act, 2011 establishes district and urban physical planning committees, provides for making and approval of physical development plans and applications for development.

Section 37 of The Physical Planning Act, 2011 requires an EIA permit for developments before they are implemented, stating:

> *"Where a development application related to matters that require an environmental impact assessment, the approving authority may grant preliminary approval subject to the applicant obtaining an EIA certificate in accordance with the National Environment Act".*

The Act is relevant to the RCIP since infrastructure to be developed will have to be considered as part of future physical planning in certain areas and therefore conformity to local physical planning requirements is essential.

6.1.1.4 Local Government Act (1997)

Local Government Act 1997 provides for the system of Local Governments, which is based on the District. Under the District there are lower Local Governments and administrative units.

This system provides for elected councils that have both legislative and executive powers. Thus the district councils play an important role in land administration; land surveying, physical planning, and management of municipal resources that are not the responsibility of the central government. This act provides for a district-based system of local governments.
They are therefore charged with the crucial role of acquisition of land for development/construction purposes and in the sensitization and mobilization of the local communities.

This system also provides for elected Councils whereby chairmen nominate the executive committee of each council, functions of which include:

i) Initiating and formulating policy for approval by council;
ii) Overseeing the implementation of Government and Council policies, and monitor and coordinate activities of Non-Government Organizations in the district; and
iii) Receiving and solving disputes forwarded to it from lower local governments.

The Act empowers districts administrations to develop and implement district rates upon which compensation for crops and non-permanent structures is based. This together with the fact that local administrations (districts and local councils or LCs) will have an important role during resettlement and verification of affected persons.

6.1.1.5 The Town and Country Planning Act 1964

Uganda's 1995 Constitution provides that government may, pursuant to laws made by parliament and government policies, regulate the use of land. The principal law on land use and land planning in urban and rural areas is the

Town and Country Planning Act. The Act establishes the Town and Country Board charged with the duty of planning and orderly development of towns and rural areas. The board advises the minister and local authorities in its duties. Local Planning Committees may be formed, to which the board may delegate duties. The Act established guidelines for developing planning schemes, acquisition of land and compensation for acquired lands. The Second Schedule to the Act outlines measures designed to safeguard the natural environment. Any land in the planning area required for road, open space gardens, schools, places of religious worship and recreation may be acquired on the advice of the board in relation to provisions of the law relating to compulsory acquisition. The Act also prescribes sites of new roads connecting to an existing road or the site of a proposed road.

The Act provides for the orderly planning in urban and rural areas and establishes guidelines for planning schemes, acquisition of land and compensation for acquired lands, as well as considerations to safe guard the natural environment.

6.1.1.6 The Road Act, CAP 358

The Road Act (Cap 358 of the Laws of Uganda) provides for the establishment of road reserves and for the maintenance of roads by empowering the responsible Minister of Works and Transport to declare road reserves by Statutory Instrument. The need for Government to maintain basic control over developments along the road is to ensure that basic necessities of maintaining road geometry and engineering needs such as sight lines, horizontal curvatures, sight distances and road safety considerations. Also, it is in road reserves that utilities (electricity transmission lines and water mains) are installed. However, this control is exercised with flexibility in order to minimise social-economic consequences arising from use of road reserves for cultivation by rural communities.

6.1.1.7 Water Act CAP 152

The objective of the Act is to enable equitable and sustainable management, use, and protection of water resources of Uganda through supervision and coordination of public and private activities that may impact water quantity and quality.

Section 18 requires that before constructing or operation of any water works, a person should obtain a permit from Water Resources Management Directorate (WRMD). Construction works is herein defined to include alteration, improvement, maintenance and repair of works partly or wholly situated within or on the bed or bank of any water course and therefore this provision is relevant to bridges. The Act also aims to control pollution of water resources (Sections 20 and 31).

The foregoing notwithstanding, Section 19 provides that subject to guidelines established by the Minister from time to time, the Director (of Water Resources Management) may exempt a public authority or a class of persons or works from requirements in Section 18 on such conditions as he or she may deem fit.

Section 31 (1) of the Water Act stipulates that it is an offence for a person to pollute water through discharge of waste into watercourses. In conformity with this law, the spillage of petroleum products, disposal of overburden, litter or construction waste should be avoided during project construction and operation or maintenance activities.

6.1.1.8 Historical Monuments Act 1967

Assented to on 21st October, 1967 and came into force on 15th May 1968, this Act provides for the preservation and

protection of historical monuments and objects of archaeological, paleontological, ethnographical and traditional interest. According to this Act, the responsible Minister may, by statutory instrument, declare any object of archeological, palaeontological, ethnographical, traditional or historical interest to be a protected object. Once thus declared, the Act adds, no person whether owner or not shall do any of the following:

- cultivate or plough soil so as to affect to its detriment any object declared to be preserved or protected;
- make alteration, addition to, or repair, destroy, deface or injure any object declared to be preserved or protected;

Sub-section 12(1) requires that any portable object discovered in the course of an excavation shall be surrendered to the Minister who shall deposit it in the Museum. However, the Act adds that, notwithstanding provisions of the subsection, where any object is discovered in a protected site, place, or monument, the owner of the protected site, place, or monument shall be entitled to reasonable compensation.

This Act also relates to "chance finds" that could be encountered during infrastructure development program.

6.1.1.9 Electricity Act

Enactment of the Electricity Act, 1999 paved way for liberalisation of Uganda's energy sector, allowing the establishment and operations of independent power producers. This Act liberalized the power sector breaking up Uganda Electricity Board that had monopoly for power generation, transmission and distribution, into three companies responsible for generation (UEGCL), transmission (UETCL) and distribution (UEDCL) of electric power in Uganda. The Act also authorised licensing of independent power producers (IPP), to generate, distribute and sell power. This Act created the Electricity Regulatory Authority ("the Authority" in this Act), an independent body responsible for regulating the electricity sector in Uganda and licensing private investors. The Authority retains power to award licenses for power generation; promote efficiency, economy and safety on the part of licensees and the efficient and safe use of electricity. This ensures that the design and operation of generation, transmission and distribution by licensees will have efficiency built in and approved standards.

Section 86 of the Act states that a person who, negligently and without lawful authority, extinguishes or damages any public lamp or defaces any post, bracket or other means of support of a public lamp commits an offence and is liable on conviction to a fine not exceeding five currency points or to imprisonment for a term not exceeding one year, or both. The Act in section 87 further notes that any person who wilfully or negligently causes energy to be diverted from its proper course or to be wasted; or breaks, throws down, causes to fall or damages any supply line, post, pole, or other equipment, installation or any part thereof, as the case may be, connected with the supply of energy, commits an offence and is liable on conviction to a fine not exceeding thirty currency points or to imprisonment for a term not exceeding three years, or both.

Section 91 states that any person who removes, destroys or damages whether wilfully or otherwise, any installation or any part of an installation or a public lamp, post, bracket or other means of support of a public lamp, or other instrument used in connection with any installation for recording the output or consumption of energy is, in addition to any penalty to which he or she may be liable under this Act, liable to pay full compensation for the damage he or she has done and the compensation is recoverable by civil action or suit before any court.

Interpretation: These Sections will be relevant to contractors engaged during the Regional Communications Infrastructure Programme.

6.1.1.10 The Communications Act, 2013

This Act was to consolidate and harmonize the Uganda Communications Act and the Electronic Media Act; to

dissolve the Uganda Communications Commission and the Broadcasting council and reconstitute them as one body known as the Uganda communications Commission.

The objectives of this Act are to develop a modern communications sector, which includes telecommunications, broadcasting, radio communications, postal communications, data communication and infrastructure by:

- Establishing one regulatory body for communications in accordance with international best practice;
- Enhancing national coverage of communications services as well as expanding the existing variety of communications services available in Uganda to include modern and innovative communication services.
- Reducing the direct role of Government as an operator in the communications sector and minimizing the subsidies paid by the Government to the communications sector;
- Encouraging the participation of the private sector in the development of the communications sector;
- Introducing, encouraging and enabling competition in the communications sector through regulation and licensing of competitive operators to achieve rapid network expansion, standardization as well as operation of competitively priced and quality services and
- Establishing and administering a fund for the development of rural communications and information and communication technology in the country.

6.1.2   Property and Land Rights In Uganda

The Constitution of Uganda, 1995 vests all land directly in the Citizens of Uganda, and states that every person in Uganda has the right to own property. The Constitution also sets the standard for any form of compensation in Uganda and provides for prompt payment of fair and adequate compensation prior to the taking possession or acquisition of the land/property. Ugandan law recognizes four distinct land tenure systems, customary tenure, Freehold tenure, Leasehold tenure, and Mailo tenure.

- Customary land is owned in perpetuity and is governed by the customary laws by the peoples who have customary tenure. It is governed by rules generally acceptable as binding and authoritative by the class of people to which it applies. These people have propriety interest in the land and can acquire a certificate of customary ownership or a freehold certificate of title by requesting one through the Parish Land Committee (which will then be granted by the District Land Board). Land is owned in perpetuity under customary tenure.

- Freehold tenure involves the holding of land in perpetuity or of a period less than perpetuity fixed by a condition. It enables the holder to exercise full power of ownership. A freehold title can be subjected to conditions, restrictions or limitations which may be positive or negative in their application.

- Mailo tenure involves the holding of land in perpetuity. It was established under the Uganda Agreement of 1900. It permits the separation of ownership of land from the ownership of developments on land made by a lawful occupant. Additionally, it enables the holder to exercise full power of ownership, subject to the customary and statutory rights of those persons lawful or bonafide in occupation of the land at the time that tenure was created and their successors in title.

- Leasehold tenure is created either by contract or by operation of the law. The landlord or lessor grants the tenants or lessee exclusive possession of the land, usually for a period defined and in return for a rent. The tenant or lessee has security of tenure and a proprietary interest in the land.

Additionally, under common law the statute of a "licensee" or "sharecropper" is also recognized. Licensees are granted authority to use land for agricultural production, usually limited to annual crops. They have no legal security of tenure or any propriety right in the land.

6.1.3   Acquisition and Valuation of Land and other Assets

a) Land Acquisition

Both *The Constitution, 1995* and *The Land Act, Cap 227* gives the government and local governments' power to compulsorily acquire land. The *Constitution* states that "no person shall be compulsorily deprived of property or any interests in or any right over property of any description except" if the taking of the land necessary "for public use or in the interest of defence, public safety, public order, public morality or public health."

The *Land Acquisition Act,* 1965 makes provision for the procedures and method of compulsory acquisition of land for public purposes. The *Land Acquisition Act, 1965* states that the minister responsible for land may authorize any person to enter said land to survey the land, bore the subsoil, or any other examination necessary for determining whether the land is suitable for a public purpose. Additionally, once the assessment officer takes possession, the land immediately becomes vested in the land commission. Any dispute as to the compensation payable is to be referred to the Attorney General or court for decision.

b) Right of Way/Road Reserve

The *1965 Roads Ac*t defines the road reserve/"right of way" for a road as the area bounded by imaginary lines and of no more than 50 feet from the center line of the road. This area is declared by statutory instrument as the road reserve. The act also states that no person may build any structure, or plant any tree, plant or crop in the road reserve. The road authorities are allowed to take materials and/or dig within the road reserve for the construction and maintenance of the road.

c) Wayleaves

Section 67 of the Electricity Act, Cap 145 regulates the creation of what is generally referred to as a 'wayleave'. Under this section, electricity operator/licencee can only acquire a right of use of the land, with the consent of the land owners.

d) Valuation

Section 77 of the Land Act gives valuation principles for compensation; i.e. crops are compensated at rates set by the District Land Boards; the basis of compensation for land is open market value. The value of buildings is to be taken at open market value for urban areas and depreciated replacement cost in the rural areas. In addition, a 15% or 30% disturbance allowance must be paid if six months or less notice is given to the owner. The Land Act gives powers to District Land Tribunals to determine any dispute relating to the amount of compensation to be paid for land acquired compulsorily.

e) Principles and Polices for Land Acquisition

Compensation shall aim to enable PAPs to restore their pre-project incomes and standard of living by the end of the project. The RPF shall apply the following principles of land acquisition:

i) Principle of Equivalence

Where land take is unavoidable compensation should be fair, adequate and timely; compensation will be fully provided before land can be entered for civil works or demolition.

ii) Principle of Severance

Used when the government exercises its power to take private property for public use through the right of Eminent. .if only part of the property is taken and the value of the remaining property depreciates because of the government's proposed use of the taken share, the owner is entitled to compensation called severance damage.

iii) Principle of Injurious Affection;-

Loss or damage to non-physical nature to land remaining with a dispossessed owner after a partial compulsory acquisition. Excludes any sentimental value. E.g. *(i) Direct, physical interference or obstruction; (ii) loss of view or loss of privacy.*

In addition, NITA-U will avoid or minimize land take by utilizing land that is least inhabited.

Upon declaration (section 3 of Land Acquisition Act) of Government's interest in the land the persons with interest in said land shall be served with notice (section 5 of Land Acquisition Act).

In addition,

- To ensure that PAPs/stakeholders have ways to access information and raise their issues - NITA to have a clear communication plan/strategy, whichever is visible.
- Clear communication and information on all (negative and positive) project impacts and mitigations (a continuous process)
- Accessible means of raising issues and grievances and to manage/responding to issues and grievances appropriately and timely

6.1.4   Human Rights and Compensation

Ugandan law makes provision for compensation when development projects affect people's land, property, or livelihoods. It also details the rights and privileges of citizens in dealing with the government and the compulsory acquisition of property.

a)   Economic Well-being and Social and Cultural Values

The Constitution states that, where the government compulsorily acquires land, and where the government will resettle PAPs, it will fairly and promptly compensate displaced PAPs or resettle them on suitable alternative land with due regard for their economic well-being and social and cultural values.

b)   Prompt and Adequate Compensation

The Constitution states that the government may only compulsory acquire property if a law exists that provides for the prompt payment of fair and adequate compensation (Constitution, Article 20). The Lands Act emphasizes the

payment of compensation to the victims of acquisition made under the Act. The basis of the compensation should be either the market value or replacement value. Additionally, compensation amounts must take into account the cost of disturbance and incidental expenses or other damage suffered because of the resettlement.

c) Damage or Loss

The government Lands Act also makes provision for compensation for any person who suffers any loss or damage due to "the carrying out of any survey, as a result of installation, construction, inspection, maintenance, replacement, or removal of any specified work." The DLB will base the amount of compensation on any loss or damage, and may take into account how much the person's land has increased in value as a result of the installation or construction of the works.

6.1.5   Dispute Resolution and Grievance Mechanisms

The *Land Act, Cap 227* states that land tribunals must be established at district level. It empowers the District Land Tribunals to determine disputes relating to amount of compensation to be paid for land acquired compulsorily. The affected person may appeal to a higher ordinary court. The Land Acquisition Act allows for any person to appeal to the High Court within 60 days of the award being made. All land disputes must be processed by the tribunals, before the case can be taken to the ordinary courts. The act also states that traditional authority mediators must retain their jurisdiction to deal with, and settle, land disputes.

6.1.6   Comparison to World Bank OP 4.12

There are significant gaps between Ugandan laws and regulations and requirements for resettlement as laid out in OP 4.12. The Ugandan systems on involuntary resettlement are reckoned not to be equivalent with the Bank's. Table below highlights the differences between Ugandan laws and World Bank policies regarding resettlement and compensation. Below is a short discussion of the most important differences.

Although the Ugandan Constitution requires that prompt, fair and adequate compensation be paid prior to displacement, this is not on par with OP 4.12, as there is no requirement that states that the government should provide alternative land or assist with resettlement. Additionally it is unclear how to interpret "prompt, fair and adequate" compensation. OP 4.12 states that displaced persons should be compensated at full replacement cost.

Additionally, Ugandan law does not make any specific accommodation for squatters or illegal settlers, and reimbursement is based on legal occupancy.

OP 4.12 requires that PAPs be consulted regarding project implementation and resettlement. Affected communities should also receive the opportunity to participate, implement, and monitor resettlement. However, Ugandan law states that when it is determined that a right of way must be established, the GoU publishes a wayleave instrument and the land specified is immediately subject to the wayleave. There are no explicit provisions for consultations and disclosure but there are guidelines issued by separate ministries.

The Ugandan law also makes no specific accommodations for potentially vulnerable groups such as women, children, the elderly, ethnic minorities, indigenous people, the landless, and those living under the poverty line. These groups are at highest risk to experience negative effects due to resettlement and should receive special

consideration during the preparation of a resettlement policy framework to ensure that they can maintain at least the same standard of living after displacement takes place.

Finally, there is also no provision in the law that the state should attempt to minimize involuntary resettlement yet such measures include, but not limited to:

- Alter project design to avoid impact on people and property,
- Changing project site or route (in case of roads, drainage channels) to avoid displacement of people that would require compensation.

Table 6-1: Comparison of Uganda and World Bank Resettlement Requirements

No.	Impact	World Bank Requirements	Uganda Legislative Requirements	Gaps and how these will be addressed
1.	**Project Affected People**	Compensation for loss of land, property, resources and access to land and resources, and resettlement assistance is provided to **all** affected users (including those with formal legal rights, those with non-formal customary rights, and those with no legal rights or claims).	Compensation should be provided to legal land owners. No compensation is provided to land users.	*Gap.* Project will provide compensation to legal and non legal owners, and to legal users of affected property.
2.	**Loss of land and assets**	*For land owners (legal or customary):* Compensate for land and all assets at full replacement cost, OR replacement of land at **equal/ greater** value and compensation for other assets,	Cash compensation based upon market value of unimproved land + disturbance allowance (15%) if household is moved within 6 months (this rises to 30% if households are moved before 6 months).	*Gap.* Market value is based on recent transactions and thus if alternative property is purchased within a reasonable period of the payment of compensation, it is likely that market value will reflect replacement value. However, local inflation has been experienced on the Island, for both land and construction materials. This may not be reflected in recent transactions, thus market value may not reflect replacement value.
		For tenants (land use holders): Compensated for assets (crops, improvements) other than land and other losses (time it takes to restore livelihood: dead time), AND Relocation assistance (incl. assistance in acquiring replacement land, financial payment for the cost of the relocation),	Entitled to compensation based on the amount of right they hold to the land.	*Gap.* Land owners and users must be compensated whatever the legal recognition of their occupancy. If tenants have no legal land title, they are compensated for crops or any improvements they have made to the land. Relocation assistance will be provided.

No.	Impact	World Bank Requirements	Uganda Legislative Requirements	Gaps and how these will be addressed
		Non- legal land users: Compensated for assets (crops, improvements) other than land and other losses (time it takes to restore livelihood: dead time) AND Relocation assistance (incl. assistance in acquiring replacement land, financial payment for the cost of the relocation)	No compensation is applicable under Ugandan legislation.	*Gap.* Non legal land users will be considered eligible under the RAP.
		Provide additional targeted assistance and opportunities to restore/ improve livelihood.	No legislative requirement. To be paid for by disturbance allowance of 15-30%.	*Gap.* Livelihood restoration assistance to be provided.
		Provide transitional support based on reasonable estimate of time required to restore income earning capacity.	No legislative requirement, To be paid for by disturbance allowance of 15-30%	*Gap.* Transitional assistance to be provided.
3	**Loss of crops and trees**	Compensation for crops, trees, and other fixed assets at full replacement cost and should be sufficient to enable affected people to restore their standard of living after resettlement.	Sharecroppers: Not entitled to compensation for land, entitled to compensation for crops. Annual (seasonal) crops: No compensation since the 6-month notice is supposed to allow people to harvest their annual crops. Perennial crops: Cash compensation based upon rates per square meter /bush/tree/plant established at District level plus disturbance allowance (15%). Rates are calculated as the one-year net agricultural income. Disturbance allowance is meant to take care of the establishment period for these crops with establishment more than one year.	*Gap.* For sharecroppers and annual (seasonal) crops, the Project will provide time to enable these to be harvested by households. Once harvested, there will be no further planting, and households will be able to consume planting of crops on alternative land, and thus no loss will be experienced. A disturbance allowance will be paid to overcome any time delays. For perennial crops, compensation was based on estimated income lost for 3 years, which provided replacement value. A disturbance allowance will be paid.

No.	Impact	World Bank Requirements	Uganda Legislative Requirements	Gaps and how these will be addressed
4	**Loss of structures and other improvements (fences, etc) including communal structures**	Compensation for structures should cover full replacement cost exclusive of depreciation and inclusive of all fees (such as construction permits and title charges) and labour costs.	Owners of "Permanent" Buildings: Valuation by valuer + disturbance allowance (15%). Valuation is based on depreciated market value. Walls: classed as permanent structures, but value calculated on investment method. Owners of "Non-permanent" Buildings: Cash compensation based upon rates per square meter established at District level plus disturbance allowance (15%). Note: Rates are based on depreciated market value. Tenants of structures: repayment of unused rent, and 6 months notice to vacate structure. Fences: barbed wire fences valued by government rate, based on the investment method.	*Gap.* Project will provide compensation based on replacement value. This will include the payment of government valuation rates, the payment of a disturbance allowance, and a top up allowance (based on the current inflation rate) to compensate for the rise in construction materials.
5	**Loss of business**	Compensate affected business owners for the cost of re-establishing commercial activities elsewhere, for lost net income during the period of transition, and for the costs of the transfer and reinstallation of the business.	No compensation. The 6-month notice is supposed to allow people to re-establish their business.	*Gap.* The project will provide transitional allowance.

No.	Impact	World Bank Requirements	Uganda Legislative Requirements	Gaps and how these will be addressed
6	**Loss of dwelling structures**	Provide adequate replacement housing OR cash compensation at full replacement value.	Owners of "Permanent" Buildings: Valuation by valuer + disturbance allowance (15%). Valuation is based on depreciated market value. Walls: classed as permanent structures, but value calculated on investment method. Owners of "Non-permanent" Buildings: Cash compensation based upon rates per square meter established at District level plus disturbance allowance (15%). Note: Rates are based on depreciated market value. Tenants of structures: repayment of unused rent, and 6 months notice to vacate structure.	Gap. Project will provide compensation based on replacement value. This will include the payment of government valuation rates, the payment of a disturbance allowance, and a top up allowance (based on the current inflation rate) to compensate for the rise in construction materials.
		Provide security of tenure at the new site.	No legislative requirement.	Gap. Legal land ownership will be replaced if lost.

6.2   INSTITUTIONAL FRAMEWORK

The institutional arrangement for program implementation will be as par the Government of Uganda structure and consistent with existing legal provisions. Institutions that will be directly involved in the RCIP include, Ministry of Gender, Labour & Social Development (MGLSD-OHS Department), Department of Museums & Monuments (for conservation of cultural heritage), Wetlands Management Department, National Environment Management Authority (NEMA) and Uganda Communications Commission (UCC). These shall ensure that program resources are budgeted for and disbursed within the national Medium Term Expenditure Framework (MTEF), and that program accounts are audited as per statutory requirements.

The above entities and their roles are outlined below:

6.2.1   Ministry of Gender, Labour & Social Development (MGLSD)

The Ministry guides all actors in the social development sector and creates an enabling environment for social transformation, leading to improved standards of living for all, increased equality and social cohesion. These roles make MGLSD a key secondary stakeholder in proposed RCIP projects with roles of empowering project communities to harness their potential through cultural growth, skills development and labour productivity for sustainable and gender responsive development. MGLSD has a department of occupational health and safety which is mandated to inspect workplaces to ensure safety and gender equity.

Matters relating to vulnerable groups like orphans, marginalized groups like the disabled and women are a responsibility of the Ministry of Gender, Labour and Social Development (MoGLSD). Further, the same ministry coordinates HIV/AIDS in work places and therefore it is imperative that NITA and MoGLSD talk to each other in resolving land acquisition related matters especially compensation, HIV/AIDS in construction related activities and provision of job opportunities and other rehabilitation measures to the project affected persons. And in relation to the RCIP, the ministry should make sure that vulnerable persons for example PWDs are catered for regarding infrastructure development.

6.2.2   Ministry of Lands, Housing & Urban Development

The Ministry of Lands, Housing and Urban Development (MoLHUD) is a major stakeholder in this project. The Chief Government Valuer in the Valuation Division in the Ministry of Housing and Urban Development is responsible for approving the Valuation Roll. This demands fair and transparent compensation and as such all property valued are first inspected by the Chief Government Valuer. Chief Government Valuer's office is also involved in resolving public complaints that arise from land acquisition valuations and compensation payments.

Section 2 (1) of the Land Acquisition Act 1964 states:
"In order to ascertain the suitability of any land for a public purpose, any person authorized by the Minister may enter upon the land and;

a) Survey the land
b) Dig or bore into the subsoil and remove sample, and
c) Do any other thing necessary for ascertaining its suitability for that purpose.

(2) The government shall pay compensation to any person who suffers damage as a result of the exercise of the

powers conferred by subsection 1. The minister appoints specific officers to enter upon the land to survey and ascertain suitability. He also declares a chunk of land as suitable for public purpose through a statutory instrumental (section 391 of the Land Acquisition Act)".

This is particularly relevant in the case of defining reserves for roads and drainage for infrastructure going through private land. Unless the land for the reserves is acquired through statutory instrument, NITA cannot simply acquire it, and would be liable to answer to trespass claims if the owner chooses to sue in court.

6.2.3   National Environment Management Authority (NEMA)

The National Environment Act (Cap 153) provides for the establishment of NEMA as the principal agency responsible for coordination, monitoring and supervision of environmental conservation activities. NEMA is under the Ministry of Water and Environment (MoWE) but has a cross-sectoral mandate to oversee the conduct of ESIAs through issuance of ESIA guidelines, regulations and registration of practitioners.

NEMA would work with NITA Environment Officers and District environment officials at each district who also undertake inspection, monitoring and enforce compliance on its behalf. For this project, NEMA will review and approve environmental impact statement (EIS) of this project in consultation with any relevant lead agencies.

6.2.4   Wetlands Management Department (WID) in MoWE

Through its technical arm (Water Resources Management Directorate - WRMD), MoWE has a responsibility to regulate quality and quantity of water resources in the country. The Directorate is responsible for the full range of integrated water resources management (IWRM) activities including monitoring, assessing, planning, allocating and regulating water resources. Specifically, the Water Resources Planning Department which is responsible for water regulation through issuance of permits for abstraction of water will also play a key role in providing permitting needs for the proposed RCIP facilities. Besides the water abstraction permit, WRMD also authorizes issues to undertake road and drainage construction across a watercourse.

The Wetlands Management Department in this Ministry is responsible for monitoring projects through wetlands of conservation value. This department has adequate capacity to undertake monitoring roles applicable to the proposed infrastructure improvements under NITA-U. It also ensures conservation, wise use and protection of wetlands at National level including reviewing EIA's on wetlands.

6.2.5   Uganda National Roads Authority (UNRA)

Uganda National Roads Authority (UNRA) was established by an Act of Parliament: The Uganda National Authority Act, No. 15 of 2006 and became operational on 1st July 2008. The mandate of UNRA is to develop and maintain national roads network, advise Government on general roads policy and contribute to addressing transport constraints to development. For this project, UNRA will liaise with NITA-U the developer responsible for this project implementation.

Institutional capacity of UNRA is strong and continually being improved to effectively manage development of new roads and maintenance of old ones.

The mandate of UNRA is to develop and maintain national roads network, advise Government on general roads

policy and contribute to addressing transport constraints to development. For this project UNRA will be interested in structural and interconnection between city roads and national trunk roads. NITA-U will work very closely with UNRA to ensure that the proposed road infrastructure improvements are in line with UNRA's plans to optimize the quality, timeliness and cost effectiveness of proposed road works.

6.2.6 National Information Technology Authority (NITA)

The National Information Technology Authority Uganda (NITA-U) was established by an Act of Parliament (National Information Technology Authority, Uganda Act of 2009). The statutory mandate of NITA-U is to coordinate, promote and monitor Information Technology (IT) developments in Uganda within the context of National Social and Economic development.

6.3 OVER VIEW OF WORLD BANK'S SAFEGUARD POLICIES

The World Bank is committed to a number of operational and safeguard policies which aim to prevent and mitigate undue harm to people and their environment in any development initiative involving the bank. The World Bank's ten safeguard policies are designed to help ensure that programs proposed for Bank financing are environmentally and socially sustainable, and thus improve decision-making. These operational policies are outlined below and ones to be triggered by the project indicated:

Table 6-2: World Bank policies showing their trigger status by the project

Safeguard Policies	Triggered?		Reason
	Yes	No	
OP 4.01 Environmental Assessment	◆		OP/BP 4.01 is triggered because the project will entail civil works (e.g. construction of base stations and trenches for optical fibre cables). In all districts of Uganda (project Area) trenching to for the cables and for selected districts construction of base stations is planned. Construction of base stations will require materials such as sand, aggregates, cement and timber among others and use of water. Project construction and operation phases will generate waste. Management measures of materials source and transportation, and waste generated will be guided in the ESMF and ESMPs. All the structures to be constructed and trenching shall follow national construction standards, including gender and disability requirements. The RCIP 5 Uganda project ESMF will be adopted, revised by the Borrower and applied to this project to guide implementation of environmental and social aspects of the project.
OP 4.04 Natural Habitats	◆		The project may cross natural habitats such as forests, wetlands, rivers and wildlife conservation areas.

Safeguard Policies	Triggered?		Reason
	Yes	No	
OP 4.09 Pest Management		♦	The project will not involve use of pesticides.
OP 4.11 Physical Cultural Resources	♦		This is triggered because project investments involve civil works and may encounter chance finds. The project ESMF has included a chance finds management procedure (Annex 5) but any subsequent ESIAs to be undertaken for any component or facility of this project will include Physical Cultural Resources investigation, assessment and management measures.
OP 4.12 Involuntary Resettlement	♦		The project will involve construction of Base Stations which may require land for siting. There may be displacement of land uses due to civil works. Therefore, a resettlement policy framework (RPF prepared separately) used under RCIP 5 Uganda project will be applied to this project.
OP 4.10 Indigenous People	♦		This policy has been triggered because some project districts have indigenous peoples: such as *Ik* in Kaabong District, and *Batwa* in Districts of Kisoro, Bundibugyo, Kasese and Kanungu. Therefore, an Indigenous Peoples Planning Framework has been prepared for this purpose.
OP 4.36 Forests	♦		If optical fibre cables are to be laid along highways, there are major highs that pass through forest reserves. These include Mabira Forest along Jinja Highway.
OP 4.37 Safety of Dams		♦	The project will not support or depend on dams.
OP 7.50 Projects on International Waterways	♦		The project will cross River Nile and international waterways.
OP 7.60 Projects in Disputed Areas.		♦	The project will not be implemented in disputed areas.

7   RAP PREPARATION

The RCIP will require a RAP preparation since it will finance productive investments that will require the Involuntary taking of land, loss of livelihood and impact other assets or result in economic impact. Since the location of these areas are not yet known, the preparation and disclosure of this RPF by the World Bank and the Borrowers is a conditionality for appraisal of this Project. However, during implementation of the RCIP, in a process defined below, the identification of these areas will be made. When that happens, land will be acquired and people will be affected. This RPF provides a framework for resettlement associated with the RCIP. 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 OP 4.12 calls for the preparation of individual RAPs that must be 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 prompt and effective compensation at full replacement value for losses of assets and access, attributable to the project.

According to the WB OP 4.12, for all subprojects included in a project, the Bank requires that a satisfactory RAP or abbreviated RAP that is consistent with the RPF be submitted to the Bank for approval prior to Bank financing. However, OP 4.12 (par 30) also suggests that:

"For certain projects, subproject abbreviated RAPs may be 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."

Since NITA has inadequate internal capacity to prepare and review RAPs, approval of any such RAPs will be overseen by the Word Bank.

7.1   OVERALL PROCESS

Resettlement Action Plans or abbreviated resettlement action plans may be required in instances where PAPs have been identified. In such cases, a number of actions will be required by implementing agency. The steps to be undertaken in preparing a RAP are discussed below.

Step 1: **Consultation and participatory approaches.** The program investment activities to be undertaken and the locations of the investments will undergo preliminary evaluation on the basis of the objectives of the program. A participatory approach is adopted to initiate the compensation process. The consultations must start during the planning stages 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 every owner of an asset to be affected by the project is enumerated and their socio-economic condition documented.

Step 3: Disclosure and notification. NITA-U will approach the communities impacted through the local government authorities 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 project and 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, the RAP team must 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(village councils, parish/sub-county and district development committees); community elders and leaders; representatives from NITA will arrange meetings with PAPs to discuss the compensation and valuation process. For each individual or household affected by the sub-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 information 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: Compensation and valuation. All types of compensation will be clearly explained to the individual and households involved. These refer especially to the basis for valuing the land and other assets. Once such valuation is established, NITA will produce a Contract or Agreement that lists all property and assets being acquired by the sub-project and the types of compensation selected. Table II below provides a sample of entitlements that are eligible for compensation. These options include in-kind (e.g. replacement housing) and cash compensation. All compensation should occur in the presence of the affected persons and the community local leaders.

Step 6: Community payments. This will apply where the proposed project affected and belong to a community. Examples of community compensation expansion of grazing grounds or school land.

Step 7: Grievance mechanism. The sub-project RAP team will establish an independent 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 Ugandan Courts of Law, but traditional institutions 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 OP 4.12 (6a (ii)) 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 as presented in Table V.

7.2   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 policies, owners of businesses or persons employed are also eligible for compensation.

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

(i)   Affected Individuals

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 choirs, 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 (play grounds, 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.

(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 as schools, health centers and community resource centres. Compensation in this case is given to institution as a single entity rater tan individual.

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

- Telecommunication companies
- Water/sewerage companies
- Power supply companies

7.3 ELIGIBILITY CRITERIA AND CUT-OFF DATES

7.3.1 World Bank Criteria for Determining Eligibility for Compensation

According to OP 4.12 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:

a) Persons that have formal legal rights to land, including customary and traditional; and religious rights recognized under the laws of Uganda. This class of people includes those holding leasehold land, freehold land and land held within the family or passed on through generations.
b) Persons who do not have formal legal rights to land or assets at the time the census begins.
c) 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 paragraph (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 some kind of 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 some kind of 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.

7.3.2 Method to Determine Cut-off dates

The cut-off date is considered by the surveying and valuation consultant as the last day of the census of affected people and properties. The cut-off date after which no settlers or developers are eligible for compensation is publicized among potentially affected people. This is explained during the census and valuation exercise to all stakeholders in the area, including: Project-affected people, identified and individually surveyed, Parish Land Committee (LC2 level), and, LC officials in which consultations are undertaken.

The importance of cut-off date necessitates clear communication to project affected persons and communities and this should be enshrined in the communication plan of the RAP preparation and implementation. Failure of setting and clearly communicating this date often leads to speculative development along the project route in effort to target compensation. This affects project schedule and unduly increases resettlement cost. Communicating and enforcing

the cut-off date will be the role for NITA-Uganda. Continued information on the cut-off-date should be communicated as part of the community engagement on the eligibility to avoid speculative encroachment on project areas.

7.4   BASIS FOR VALUATION

Project Affected Persons when displaced by the project will be provided full replacement cost of lost structures and will be able to rebuild or replace their structures without difficulties. The valuation will estimate building/structure compensation rates based on full replacement cost without depreciation. Buildings and structures will be valued on the basis of Replacement Cost Method to arrive at the market value. World Bank's OP 4.12 stipulates that depreciation of an asset and value derived from salvaging materials from razed structures should not be discounted when deriving replacement cost. Additionally the policy (OP 4.12) requires replacement value to include cost of materials transport to site, labour costs and any transfer fees or taxes involved in replacing an asset.

In addition, persons who will lose their crops and trees due to sub-project activities will be compensated based on the District rates provided by the District Land Boards of the respective districts, which should take into account the replacement cost. In this respect it is the duty and responsibility of District Land Boards to compile or review District Compensation rates for their respective Districts.

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 where relevant.
- 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 RCIP 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 replacement cost and compensated for according to the following guidelines and as appropriate for each segment:

- The RCIP will compensate for assets and investments (including labour, 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 each district.

7.5 Compensation Payments and Related considerations

Two main resettlement packages, will be used designed 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 circumstance.

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 7-1: 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 labour, 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 payment, needs to be addressed by the NITA-U. 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.

a) Compensation for loss of land

Compensation for the loss of land will be based on prevailing market value.

b) Determination of crop compensation rates

Cash compensation will be provided for loss of perennial crops, calculated using the approved district rates (considered adequate for replacement value). In addition, a transitional allowance will be provided to cover loss of livelihood during the period between loss of these crops and the time owners would start earning income from the new crops.

c) Compensation for Buildings and Structures

The project will compensate, at replacement value, for any private assets affected during implementation.

7.6   Entitlement Matrix

A summary of all the assets that the PAP is entitled to shall be prepared for easy reference. Table 7-2 below also provides a sample of entitlements that are eligible for compensation. These options include in-kind (e.g. replacement housing) and cash compensation. All compensation should occur in the presence of the affected persons and the community local leaders. The RCIP Environmental and Social Specialist should be involved in preparing a country specific entitlement matrix under the RCIP with the assistance of the project unit and the relevant regional and local resettlement committees.

Table 7-2: 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	Cash (monetary) compensation – at replacement cost for affected land equivalent to replacement value. In addition, either 15% or 30% disturbance allowance on each entitlement as appropriate depending on whether a 6 or 3 months' notice to leave affected property is issues, respectively.
		Tenant/ lease holder	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, either 15% or 30% disturbance allowance on each entitlement as appropriate depending on whether a 6 or 3 months' notice to leave affected property is issues, respectively.
Commercial Land	Land used for business partially affected Limited loss	Title holder/ business owner	Cash compensation (at replacement cost) for affected land Opportunity cost compensation equivalent to 5% 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). In addition, either 15% or 30% disturbance allowance on each entitlement as appropriate depending on whether a 6 or 3 months' notice to leave affected property is issues, respectively.
		Business owner is lease holder	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)
	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 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.

Land and Assets	Types of Impact	Affected Entities	Compensation/Entitlement/Benefits
			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)
		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.
Residential Land	Land used for residence partially affected, limited loss	Title holder	Cash compensation at replacement cost for affected land. In addition, either 15% or 30% disturbance allowance on each entitlement as appropriate depending on whether a 6 or 3 months' notice to leave affected property is issues, respectively.
		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, either 15% or 30% disturbance allowance on each entitlement as appropriate depending on whether a 6 or 3 months' notice to leave affected property is issues, respectively.
		Title holder	Land for land replacement or compensation in cash according to PAP's choice. 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. When the affected holding is larger than the relocation plot, cash compensation to cover the difference in value. In addition, either 15% or 30% disturbance allowance on each entitlement as appropriate

Land and Assets	Types of Impact	Affected Entities	Compensation/Entitlement/Benefits
			depending on whether a 6 or 3 months' notice to leave affected property is issues, respectively.
			Transfer of the land to the PAP shall be free of taxes, registration, and other costs.
			Relocation assistance (costs of shifting + allowance)
	Land and assets used for residence severely affected Remaining area insufficient for continued use or becomes smaller than minimally accepted under zoning laws	Rental/lease holder	Refund of any lease/ rental fees paid for time/ use after date of removal Cash compensation at replacement cost equivalent to 3 months of lease/ rental fee In addition, either 15% or 30% disturbance allowance on each entitlement as appropriate depending on whether a 6 or 3 months' notice to leave affected property is issues, respectively.. Assistance in rental/ lease of alternative land/ property Relocation assistance (costs of shifting + allowance)
Buildings and structures	Structures are partially affected Remaining structures viable for continued use	Owner	Cash compensation for affected building and other fixed assets Cash assistance to cover costs of restoration of the remaining structure. In addition, either 15% or 30% disturbance allowance on each entitlement as appropriate depending on whether a 6 or 3 months' notice to leave affected property is issues, respectively.
		Rental/lease holder	Cash compensation at replacement cost for affected assets (verifiable improvements to the property by the tenant). In addition, either 15% or 30% disturbance allowance on each entitlement as appropriate depending on whether a 6 or 3 months' notice to leave affected property is issues, respectively. Disturbance compensation equivalent to two months rental costs

Land and Assets	Types of Impact	Affected Entities	Compensation/Entitlement/Benefits
	Entire structures are affected or partially affected Remaining structures not suitable for continued use	Owner	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. In addition, either 15% or 30% disturbance allowance on each entitlement as appropriate depending on whether a 6 or 3 months' notice to leave affected property is issues, respectively. Right to salvage materials without deduction from compensation Relocation assistance (costs of shifting + allowance) Rehabilitation assistance if required (assistance with job placement, skills training)
		Rental/lease holder	Cash compensation at replacement cost for affected assets (verifiable improvements to the property by the tenant). In addition, either 15% or 30% disturbance allowance on each entitlement as appropriate depending on whether a 6 or 3 months' notice to leave affected property is issues, respectively. Relocation assistance (costs of shifting + allowance equivalent to four months rental costs) Rehabilitation assistance if required (assistance with job placement, skills training)
		Squatter/informal dweller	Cash compensation at replacement cost for affected structure without depreciation. In addition, either 15% or 30% disturbance allowance on each entitlement as appropriate depending on whether a 6 or 3 months' notice to leave affected property is issues, respectively. Right to salvage materials without deduction from compensation Relocation assistance (costs of shifting + assistance to find alternative secure accommodation preferably in the community of residence

Land and Assets	Types of Impact	Affected Entities	Compensation/Entitlement/Benefits
			through involvement of the project Alternatively, assistance to find accommodation in rental housing or in a squatter settlement scheme, if available) Rehabilitation assistance if required assistance with job placement, skills training)
		Street vendor (informal without title or lease to the stall or shop)	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 to obtain alternative site to re- establish the business.
Standing crops	Crops affected by land acquisition or temporary acquisition or easement	PAP (whether owner, tenant, or squatter)	Cash compensation at replacement cost equivalent to average of last 3 years market value for the mature and harvested crop. In addition, either 15% or 30% disturbance allowance on each entitlement as appropriate depending on whether a 6 or 3 months' notice to leave affected property is issues, respectively.
Trees	Trees lost	Title holder	Cash compensation at replacement cost based on type, age and productive value of affected trees plus 10% premium. In addition, either 15% or 30% disturbance allowance on each entitlement as appropriate depending on whether a 6 or 3 months' notice to leave affected property is issues, respectively.
Temporary Acquisition	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, either 15% or 30% disturbance allowance on each entitlement as appropriate depending on whether a 6 or 3 months' notice to leave affected property is issues, respectively.
Road side businesses	Temporary displacement	Business owners	Provision of locations for temporary location (e.g. for *boda boda* stages and road side markets.
Utility companies	Damage to underground facilities and interruption of service	Utility companies	Compensation for repair of damaged infrastructure and restoration of service.

7.7   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;
- Resettlement Plan shall be submitted to the Chief Government Valuer for approval immediately after completion of asset inventory;
- 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.

7.8   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 on that road segment 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.

8   GUIDING PRINCIPLES FOR LAND ACQUISITION AND COMPENSATION

While project infrastructure will mainly be laid along reserves of existing highways and base stations plots would be leased or rented form land owners, cases of land acquisition may arise during project implementation. Where these cases arise, the following principles will guide land acquisition.

8.1   LAND ACQUISITION MECHANISM

Ideally project implementation will seek to utilize already acquired land in road reserves hence minimise land take but where acquisition of land is required, the project will ether undertake an abbreviated RAP to guide 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 to acquisition of land and the modalities envisaged.

The RAP will document:

- Size 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 land owner 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 arrived at;
- 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 and;

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

8.2   VOLUNTARY LAND CONTRIBUTIONS WITH COMPENSATION

Voluntary Land Contribution with Compensation refers to cases where individuals or community land owners agree to provide land to the project for free or for a negotiated compensation sum.

Voluntary land contribution without compensation is however not recommended, because it often affects poor or vulnerable households.

8.3   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.

8.4   ELIGIBILITY CRITERIA FOR COMPENSATION

The Bank's OP 4.12 suggests the following three criterions for eligibility;

a)   Those who have formal rights to land (including customary and statutory rights of occupancy recognized under the Laws of each respective country)
b)   Those who do not have formal legal rights to land at the time the census begins but have a claim to such land or assets provided that such claims are recognized under the laws of Uganda.
c)   Those who have no claim to land they are occupying or using.

Those covered under a) and b) above are to be provided compensation for land they lose, and other assistance in accordance with the policy. Persons covered under c) above are to be provided with resettlement assistance in lieu of compensation for the land they occupy or use, and other assistance, as necessary, to achieve the objectives set out in this policy, if they occupy or use the project area prior to a cut-off date. Persons who encroach on project land after the cut-off date are not entitled to compensation or any other form of resettlement assistance.

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 some kind of 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.

8.5   PROCEDURES FOR PAYMENT OF COMPENSATION

Compensation payment will be made in the following ways:

(a) By agreement between the NITA-U and the PAPs or entities (individuals /households /communities):

▪   NITA-U 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 entity with the relevant records of payments (land acquisition mechanism) consigned to the RAPs and the records of the appropriate local government authority (district land board).

(b) In case of grievances, by court order on the amount of compensation where this has been the subject of litigation between NITA-U and the affected entity.

8.6   UGANDAN LEGISLATION ON COMPENSATION

In general, cash compensations are paid based upon market value of land, district rates in case of crops and replacement value for structures. It is recognized that Ugandan laws fall short of World Bank requirements and hence NITA should undertake compensation based on the Bank's safeguard (RPF) requirements.

8.7   DETERMINATION OF COMPENSATION PAYMENTS

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 the residue of the 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.

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

a) Compensation for Land

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

b) Compensation for Crops

All affected seasonal crops will be compensated as per prevailing district rates. According to Uganda law, perennial crops are compensated based on district rates which do not provide for replacement value. Therefore to meet World ank requirements, replacement value based on historical production records or estimates must be provided where crops such as fruit trees, cash crops are affected by the project especially during trenching to lay optic fiber cables.

c) 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.

9   GRIEVANCE MANAGEMENT MECHANISM

This section describes avenues for PAPs to lodge a complaint or express a grievance against the project, its staff or contractors during RAP implementation. It also describes procedures, roles and responsibilities in grievance management process. To be effective, the mechanism shall utilize existing local administrative and community structures. All grievances concerning non-fulfillment of contracts, levels of compensation, or seizure of assets without compensation shall be addressed to the Local council 1 Chairperson.

NITA's Social Scientist shall work with community leaders in the project area to set up an LC1 Grievance Committee to be the first point grievances are addressed. All attempts shall be made to settle grievances amicably before resort to courts of law.

Entities seeking redress and wishing to record grievances will do so by notifying their Local Leader (LC 1 Chairperson) who will chair a Local Grievance Committee at LC 1 level set up with guidance of NITA's Social Scientist. The Local Leader will inform and consult with the District Administration to determine validity of claims. If valid, the Local Leader will convene a meeting of the LC1 Grievance Committee to resolve the grievance and notify the complainant of the outcome. If the complainant's claim is rejected, the matter shall be brought before the District government authority for settlement.

All objections to land acquisition shall be made in writing, in the language that the PAPs understands and are familiar with, to the Local Leader. Copies of the complaint shall be sent to NITA-U, within 20 days after the public notice. Channeling complaints through the Local Council Grievance Committee is aimed at addressing the problem of distance and cost the PAP may have to face.

The Local Leaders (trained by NITA's Social Scientist) shall maintain records of grievances and complaints, including minutes of discussions, recommendations and resolutions made. The procedure for handling grievances should be as follows:

a)   The affected person should file his/her grievance in writing, to the Local Leader. The grievance note should be signed and dated by the aggrieved person. Where the affected person is unable to write, s/he should obtain assistance to write the note and emboss the letter with his/her thumbprint.

A sample grievance form is provided in Annex 8.

b)   The Local Leader should respond within 14 days during which any meetings and discussions to be held with the aggrieved person should be conducted. If the grievance relates to valuation of assets, a valuer may need to revalue the assets. In this case, the aggrieved person must be notified by the Local Leader that his/her complaint is being considered.

c)   If the aggrieved person does not receive a response or is not satisfied with the outcome within the agreed time (s)he can lodge his grievance to the Local Administration (District).

d)   The Local Administration will then attempt to resolve the problem (through dialogue and negotiation) within 14 days of the complaint being lodged. If no agreement is reached at this stage, then the complaint is taken to NITA's Grievance Committee comprising the following entities:

  i)   A Grievance Officer (NITA Staff)
  ii)   A Local Council 1(LC1) Chairperson
  iii)   District Representative (e.g. CDO or Member of District Land Board)
  iv)   A community representative in project area (e.g. religious leader)

Note that persons in ii)-iv) will be location specific.

A flow process of grievance mechanism is illustrated in figure below.

Written grievance

LC1 Grievance Committee

Is grievance solved in 14 days? — Yes → Close

No

District Local Administration (Including: Land Board, CDO, CAO)

Is grievance solved in 14 days? — Yes → Close

No

NITA Grievance Committee → Is grievance solved in 21 days? — Yes → Close
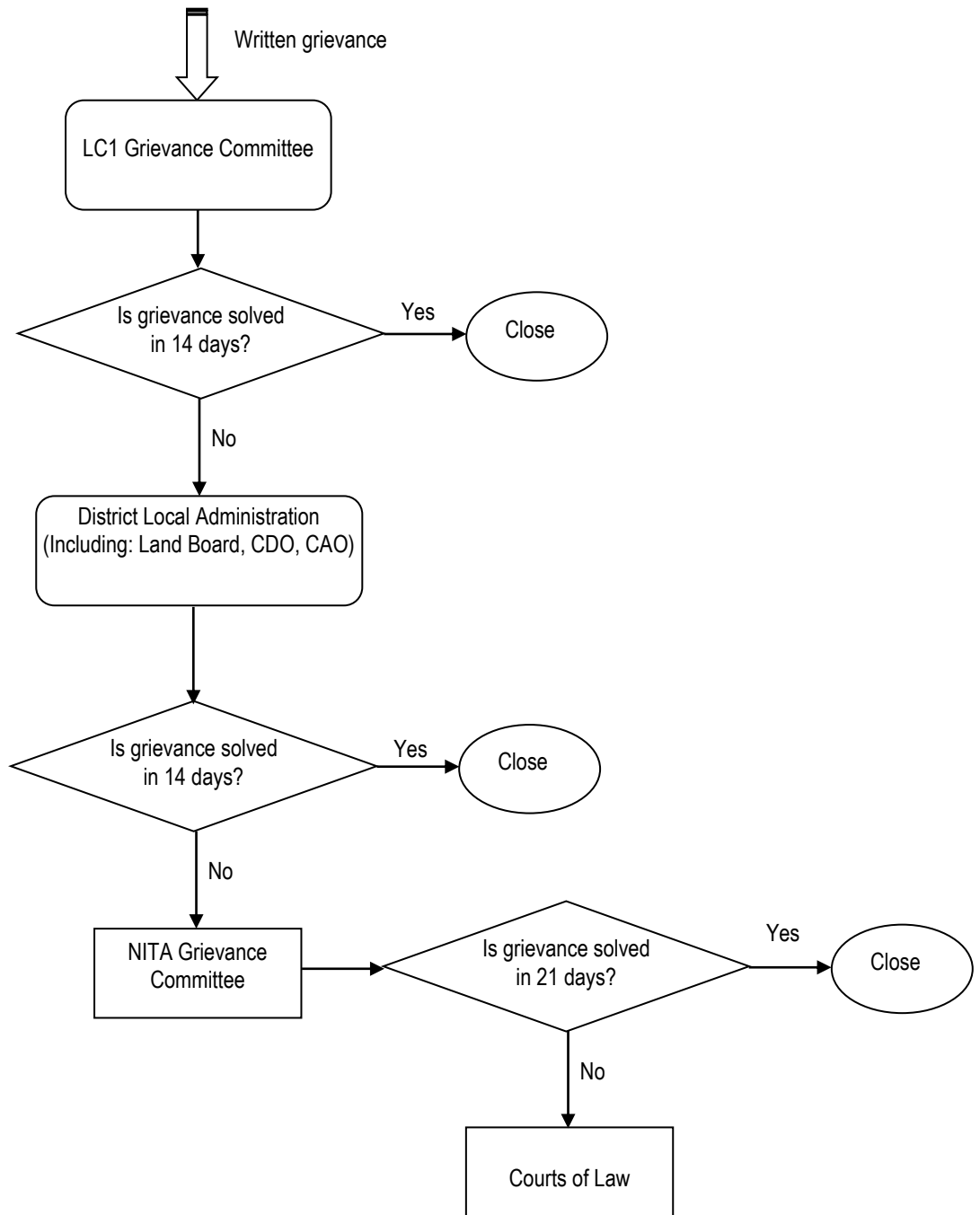
No

Courts of Law

Figure 7: Illustration of the grievance process

10 PUBLIC CONSULTATION AND DISCLOSURE PLAN

The purpose of the Resettlement Policy Framework is to guide the Management of the Resettlement process for RCIP activities. Led by the NITA-U, several actors will be involved as beneficiaries and financiers. These roles are complementary and should therefore be coordinated to achieve maximum and best results.

NIITA-U will coordinate and manage the following:-

a) Project preparation:
b) Identification of RCIP 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) Prepare and keep an update road map for the delivery of RCIP.
g) Establish monitoring and evaluation modalities for RCIP.

Public consultation and participation 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 the program activities. In so doing, the likelihood for conflicts between and among the affected 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 the 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 RCIP will take place via meetings in project communities, television programmes and, radio programs. 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; ethnicity 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.

A Community Engagement Strategy is provided in Annex 9.

10.1   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 derive equitable compensation and resettlement where applicable.

10.2   Implementation phase

During implementation, PAPs will be informed about their rights and options. The grievance mechanism will continue to operate and all grievances will be recorded. 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.

10.3   Monitoring and evaluation phase

PAPs 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.

10.4   Disclosure Arrangements for RPFs and subsequent RAPs

a) In country disclosure

NITA-U shall disclose the RPF on its website, print media, public libraries and all districts where RCIP activities will be implemented. All RAPs prepared guided by the RPF should also be similarly disclosed.

b) World Bank Info shop

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

11   ORGANIZATIONAL ELEMENTS PROCEDURE FOR DELIVERY OF COMPENSATION

Compensation and resettlement will be effected by NITA-U in conformity with the RAPs prepared for the project. The following broad principles will be followed in delivery of the RAP.

11.1   THE PROCEDURE

The compensation process will involve several steps and would be in accordance with the individual project resettlement and compensation plans, significantly;

a) *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.

b) *Notification* of land resource holders – the respective local/district heads involved in identifying the land will notify the District, Village Council 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 Council Officer or his representative. In addition, the Village Committees and individuals who control land will accompany the survey teams to verify owners.

Those who hold title deed to the land will be informed about t the compensation process and requirements needed to evince ownership. Where there are clearly no identified owners or users, NITA-U, the respective local government administrations, lands offices and traditional leaders 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:

c) *Documentation* of Holdings and Assets – Village, and 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 Local Council Officials. Dossiers will be kept current and will include documentation of all assets surrendered and/or impacted. Each individual will be provided 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.

d) *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 prior to signing.

e) *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.

11.2 NITA-U CAPACITY

NITA-U lacks social or environmental staff with capacity to implement social safeguards requirements associated with resettlement undertaking of the proposed project. Two options are recommended for this gap, as indicated below:

- Recruitment of an in-house Socio-Environmental Safeguards Officer
- Hire a consultant on retainer basis to manage socio-environmental safeguards aspects of the project.

Resources required for this would be monthly retainer fee of the consultant or a monthly salary of the recruited Safeguards Officer both of which cannot be ascertained but estimated to be in the region of USD20,000 and USD1500 per month respectively.

The capacity for implementation and mainstreaming of social issues in NITA programs and this particular project requires a Social Scientist with a good understanding of safeguards policies and issues of vulnerability and special interest groups. A single staff may not have adequate technical capacity to manage both social and environmental aspects of the project, hence the need for two safeguards staff: a **Social Scientist** and an **Environmental Officer**. These staff may be hired by NITA as either full-time staff or on retainer basis.

In during project implementation NITA will also require lower level resources to effectively manage social and environmental safeguards aspects of the project. Therefore NITA's **Social Scientist** and an **Environmental Officer** will have to work with district staff, chiefly the District Community Development Officers (CDOs) and District Environment Officers (DEOs). NITA's key responsibility in this case will be to orient and train these officers in roles expected of them to ensure effective precipitation in managing and monitoring applicable impacts during project implementation.

Given that there is no internal capacity in NITA, training is recommend in Social Impact Assessment and Resettlement Action Planning both for NITA staff and DEOs, and CDOs to be involved in the project. A training course (Management of Land Acquisition, Resettlement and Rehabilitation- MLARR) provided by World Bank in Uganda is recommended as a basic start for NITA and the supporting district- level staff.

12 IMPLEMENTATION COSTS FOR THE RPF

At this stage, it is not possible to estimate the likely number of people who will be affected by the proposed project. However NITA commits to secure a provisional sum of **USD 100,000** to cater for legal costs associated with any entity contesting extent of road reserves where NITA infrastructure is placed. By policy, RCIP-5 infrastructure will be laid in already acquired road reserves, therefore cost of resettlement and compensation is not anticipated. NITA shall obtain this provisional sum from the annual budget of Ministry of Information and Communicants Technology (MICT) in the Financial Year 2015/16.

In cases where resettlement cost is to be determined, key entries in table below will be sentential.

Table 12-1: Framework for estimate of costs for RAP implementation

Asset acquisition	Amount or number	Total estimated cost	Agency responsible
Land			
Structure			
Crops and economic tress			
Community infrastructure			
Land Acquisition and Preparation			
Land			
Structures			
Crops areas and others			
Community infrastructure			
Economic Rehabilitation			
Training			
Capital Investments			
Technical Assistance			
Monitoring			

#	Item	Costs	Assumptions
1	Compensation for loss of Land	Per hectare	For land acquisition purposes, based on Ugandan average market cost, or from similar projects
2	Compensation for loss of Crops	Per hectare of farm lost	Includes costs of labour invested and average of highest price of staple food crops and Ugandan market prices
3	Compensation for Buildings and Structures	When applicable	This compensation may be in-kind or cash. Costs for basic housing needs should include ventilated pit latrines, outside kitchen, and storage.
4	Compensation for Trees	Per year/tree	Includes costs of labour invested and average of highest price of trees (and tree products) and Ugandan market prices
5	Cost of Income Restoration		For affected businesses, income getting asset owners.

13 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 RCIP, 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:

a) 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;
b) provides timely information about the asset valuation and negotiation process,
c) maintains records of any grievances that require resolution, and
d) 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 loses, as well as unanticipated, additional construction damage.
e) 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 sub project activities; and whether the PAPs enjoy the same or higher standard of living than before. This framework is suggesting 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) if affected people have been paid in full and before implementation of the subproject , and
b) if 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 they are actually poorer than before.

13.1 Monitoring indicators

A number of objectively verifiable indicators (OVI's) 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) Number of people resettled or provided with new business premises (whatever is applicable);
iv) Number of complaints:

- Total received; total justified; total non-justified. This should include the subject matter for all complaints; an explanation for non-justified 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.

13.1.1 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;
v) Revival of affected businesses /farming activities within 4 months after the compensation payment;
vi) Submission of monitoring reports at the frequency indicated in the M/E of the RAP implementation report or quarterly.

13.1.2 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 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) NITA-U 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 NITA-U should prepare Resettlement Completion Reports for each RAP, in addition to other regular monitoring reports.

13.1.3 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.

13.1.4   RAP Implementation Completion Report

RAP Implementation Completion Report should be prepared and submitted to the Bank 6 months after the end of compensation payment by 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 estimate budget.
ii) Update of its implementation with actual numbers of displaced persons by segments, compensation paid, issues/complaints raised and solutions provided
iii) Complains 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 annex:

13.2   External monitoring process

External monitoring will be conducted by external agency e.g. independent entity/consultant. The program management structure will be envisaged to enable effective communication and distribution of responsibilities amongst different participants of the RCIP at all different levels. The external evaluation process will be informed by internal monitoring reports.

13.2.1   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 13-1: Institutions to be involved in project monitoring

Institution /entity	Monitoring role
NITA-U	RAP implementation
Uganda National Roads Authority, UNRA	Monitoring how city roads and traffic interface with national highways.
Traffic Police	Road safety and traffic flow.
Ministry of Gender Labour & Social Development, MGLUD	Occupational safety on worksites, gender impacts and impacts on persons with disabilities.
National Environment Management Authority, NEMA	Monitoring environmental compliance during project implementation.
Ministry of Lands, Housing and Urban Development, MLHUD	Approving property valuations and monitoring land acquisition.
Ministry of Tourism, Trade & Industry	Monitoring impacts on tourism and conservation areas (through Uganda Wildlife Authority) .
Representative of PAPs from each division	Monitoring how PAPs grievances are effectiveness addressed

13.2.2   Indicators to Determine 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 council 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 their pre project
ii)   standard of living, and even improve on it; and
iii)   The local communities remain supportive of the project.
iv)   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;
- number of vulnerable people;
- sources of income;
- expenditure pattern.

A RAP implementation monitoring guide/is provided in Annex 11.

13.2.3   Annual audit

The annual audit of RPF implementation, and as 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.

13.2.4 Socio-economic monitoring

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

13.2.5 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 World Bank. Where RAPs are undertaken for given project components, completion reports should be undertaken and shared with World Bank

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ANNEX 1: World Bank Resettlement Policy Framework (RPF)

[Excerpt from the World Bank OP4.12 Involuntary Resettlement, Revised April 2004]

These policies were prepared for use by World Bank staff and are not necessarily a complete treatment of the subject. OP 4.12 (Revised April 2004) applies only to projects that are governed by OP / BP 6.00, Bank Financing - that is, those in countries with approved country financing parameters. Other operational policy statements governing Bank financing that have been amended to reflect OP/BP 6.00 also apply to these projects.

Projects in countries without approved country financing parameters continue to be subject to other operational policy statements governing Bank financing.

Resettlement Policy Framework

For sector investment operations that may involve involuntary resettlement, the Bank requires that the project implementing agency screen subprojects to be financed by the Bank to ensure their consistency with this OP. For these operations, the borrower submits, prior to appraisal, a resettlement policy framework that conforms to this policy. The framework also estimates, to the extent feasible, the total population to be displaced, and the overall resettlement costs.

For financial intermediary operations that may involve involuntary resettlement, the Bank requires that the financial intermediary (FI) screen subprojects to be financed by the Bank to ensure their consistency with this OP. For these operations, the Bank requires that before appraisal the borrower or the FI submit to the Bank a resettlement policy framework conforming to this policy. In addition, the framework includes an assessment of the institutional capacity and procedures of each of the FIs that will be responsible for subproject financing. When, in the assessment of the Bank, no resettlement is envisaged in the subprojects to be financed by the FI, a resettlement policy framework is not required. Instead, the legal agreements specify the obligation of the FIs to obtain from the potential sub-borrowers a resettlement plan consistent with this policy if a subproject gives rise to resettlement. For all subprojects involving resettlement, the resettlement plan is provided to the Bank for approval before the subproject is accepted for Bank financing.

For other Bank-assisted project with multiple subprojects that may involve involuntary resettlement, the Bank requires that a draft resettlement plan conforming to this policy be submitted to the Bank before appraisal of the project unless, because of the nature and design of the project or of a specific subproject or subprojects (a) the zone of impact of subprojects cannot be determined, or (b) the zone of impact is known but precise sitting alignments cannot be determined. In such cases, the borrower submits a resettlement policy framework consistent with this policy prior to appraisal For other subprojects that do not fall within the above criteria, a resettlement plan conforming to this policy is required prior to appraisal.

For each subproject included in a project described in paragraphs 26, 27, or 28 that may involve resettlement, the Bank requires that a satisfactory resettlement plan or an abbreviated resettlement plan that is consistent with the provisions of the policy framework be submitted to the Bank for approval before the subproject is accepted for Bank financing.

For projects described in paragraphs 26-28 above, the Bank may agree, in writing, that sub-project resettlement plans may be 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. Any such delegation, and appropriate remedies for the entity's approval of resettlement plans found not to comply with Bank policy, is provided for in the legal agreements for the project. In all such cases, implementation of the resettlement plans is subject to ex post review by the Bank.

ANNEX 2: Annotated Outline for Preparing a Resettlement Action Plan (RAP)

This template is extracted from OP 4.12 Annex A. Its full description can be found in the World Bank external website.

The scope and level of detail of the RAP 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 RAP covers elements that are specific to the project context.

A broad outline of the RAP, 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 RAP 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 RAP 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 RAP 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 RAP implementation generally covers:

i) Agencies and offices responsible for resettlement activities and civil society groups like NGOs that may have a role in RAP 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 OP 4.12. Aside from compensation, these measures should include programs for livelihood restoration, grievance mechanisms, consultations, and disclosure of information.

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

i) Institutional and technical arrangements for identifying and preparing relocation sites, whether rural or urban, for which a combination of productive potential, location advantages, and other factors is at least

      comparable to the advantages of the old sites, with an estimate of the time needed to acquire and transfer land and ancillary resources;

ii) Any measures necessary to prevent land speculation or influx of eligible persons at the selected sites;

iii) Procedures for physical relocation under the project, including timetables for site preparation and transfer; and

iv) Legal arrangements for recognizing (or regularizing) tenure and transferring titles to those being resettled.

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

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

Community Participation: Consistent with the World Bank's policy on consultation and 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;

ii) Arrangements for prompt tendering of any payment due the hosts for land or other assets provided to PAPs;

iii) Conflict resolution involving PAPs and host communities; and

iv) Additional services (e.g. education, water, health, and production services) in host communities to make them at least comparable to services available to PAPs.

Grievance procedures: The RAP 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 RAP 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 RAP 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 RAP components (e.g. community-based livelihood restoration; participatory monitoring; etc).

Implementation Schedule: An implementation schedule covering all RAP 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 RAP activities are linked to the implementation of the overall project.

Costs and budget: The RAP for the specific sub-projects should provide detailed (itemized) cost estimates for all RAP 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 agency, 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 RAP 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 RAP activities; involvement of PAPS in the monitoring process; evaluation of the impact of RAP activities over a reasonable period after resettlement and compensation, and using the results of RAP impact monitoring to guide subsequent implementation.

ANNEX 3: Sample Grievance and Resolution Form

Name (Filer of Complaint): _____

ID Number: _____ (PAPs ID number)

Contact Information : _____ (Village ; mobile phone)

Nature of Grievance or Complaint:

_____

_____

Date	Individuals Contacted	Summary of Discussion

_____   _____

Signature_____ Date: _____

Signed (Filer of Complaint):   _____

Name of Person Filing Complaint :_____(if different from Filer)

Position or Relationship to Filer: _____

Review/Resolution

Date of Conciliation Session: _____

Was Filer Present? :   Yes   No

Was field verification of complaint conducted?   Yes   No

Findings of field investigation:

_____

_____

Summary of Conciliation Session

Discussion: _____

_____

Issues   _____

Was agreement reached on the issues?   Yes   No

If agreement was reached, detail the agreement below:

If agreement was not reached, specify the points of disagreement below:

Signed (Conciliator):   _____   Signed (Filer):   _____

Signed: _____

             Independent Observer

Date: _____

ANNEX 4: 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 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 – 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: Sub-County 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:			

ANNEX 5: Glossary of Terms

Census	A field survey carried out to identify and determine the number of Project Affected Persons (PAPs) or Displaced Persons (DPs) as a result of land acquisition and related impacts. The census provides the basic information necessary for determining eligibility for compensation, resettlement, and other measures emanating from consultations with affected communities and the local government institutions.
Compensation	The payment in kind, cash or other assets given in exchange for the acquisition of land including fixed assets, is called compensation. These include other impacts resulting from activities to rehabilitate or cushion the impacts from displacement.
Cutoff Date	The cut-off date is the date of commencement of the census of PAPs or DPs within the EASP program area boundaries. This is the date on and beyond which any person whose land is occupied for EASP program, will not be eligible for compensation.
Grievance Mechanism	The RPF contains a grievance mechanism based on policies and procedures that are designed to ensure that the complaints or disputes about any aspect of the land acquisition, compensation, resettlement, and rehabilitation process, etc. are being addressed. This mechanism includes a procedure for filing of complaints and a process for dispute resolution within an acceptable time period.
Implementation Schedule	The RPF contains an implementation schedule that outlines the time frame for planning, implementation, and monitoring and evaluation of the RAPs for sub-projects, if applicable.
Land	Land refers to all types of agricultural and/or non-agricultural land and any structures thereon whether temporary or permanent and which may be acquired by the project.
Land Acquisition	Land acquisition means the possession of or alienation of land, buildings, or other assets thereon for purposes of the project.
Project Affected Persons (PAPs) or Displaced Persons (DPs)	Project affected persons (PAPs) or Displaced Persons (DPs) are persons affected by land and other assets loss as a result of EASP activities. These person(s) are affected because they may lose, be denied, or be restricted access to economic assets; lose shelter, income sources, or means of livelihood. These persons are affected whether or not they will move to another location. Most often, the term DPs applies to those who are physically relocated. These people may have their: standard of living adversely affected, whether or not the Displaced Person will move to another location ; lose right, title, interest in any houses, land (including premises, agricultural and grazing land) or any other fixed or movable assets acquired or possessed, lose access to productive assets or any means of livelihood.
Project Impacts	Impacts on the people living and working in the affected areas of the project, including the surrounding and host communities are assessed as part of the overall evaluation of the project.
Project Implementing Unit	Some projects make use of project implementing units (PIUs), which are generally separate units within the project recipient's agency. The PIU is often composed of full time staff devoted to

(PIU)	implementing the project, and have been encouraged to have separate teams with environment and social specialists who can carry out the activities, for example, as outlined in the RPF or RAP.
Rehabilitation Assistance	Rehabilitation assistance is the provision of development assistance in addition to compensation such as livelihood support, credit facilities, training, or job opportunities, needed to assist PAPs or DPs restore their livelihoods.
Replacement Cost	Replacement cost refers to the amount sufficient to cover full recovery of lost assets and related transaction costs.
Resettlement Action Plan (RAP)	The RAP is a resettlement instrument (document) to be prepared when sub-project locations are identified. In such cases, land acquisition leads to physical displacement of persons, and/or loss of shelter, and /or loss of livelihoods and/or loss, denial or restriction of access to economic resources. RAPs are prepared by the implementing agency and contain specific and legal binding requirements to resettle and compensate the affected people before project implementation.
Resettlement Assistance	Resettlement assistance refers to activities that are usually provided during, and immediately after, relocation, such as moving allowances, residential housing, or rentals or other assistance to make the transition smoother for affected households.
Resettlement Policy Framework (RPF)	The RPF is an instrument to be used throughout the project's implementation. The RPF sets out the objectives and principles, organizational arrangements, and funding mechanisms for any resettlement, that may be necessary during implementation. The RPF guides the preparation of Resettlement Action Plans (RAPs), as needed, for sub-projects.
Rights and Entitlements	Rights and entitlements are defined for PAPs and DPs (with the cut-off date) and cover those losing businesses, jobs, and income. These include options for land-for-land or cash compensation. Options regarding community and individual resettlement, and provisions and entitlements to be provided for each affected community or household will be determined and explained, usually in an entitlement matrix.
Witness NGO or Independent Monitor	Some RPFs refer to a witness NGO or an independent monitor that can be contracted to observe the compensation process and provide an independent assessment of the quality of the process. These are usually NGOs or other agencies that are not directly involved in the project and have a reputation for independence and integrity.

ANNEX 6: Relevant Laws

Property Rights and Land Rights	Law / Regulation
There are four land tenure systems in Uganda, as recognized by Ugandan law. Mailo, Freehold, Customary, and Leasehold.	Land Act 1998
The Constitution (1995) restored all private tenure regimes, divested the state and the Uganda Land Commission of radical title to all land and vested this directly in the citizens of Uganda.	Constitution 1995, Article 237
All land is vested in the citizens of Uganda.	Land Act 1998
Customary tenure: • Is governed by rules generally accepted as binding and authoritative by the class of persons to which it applies, in other words, "customary regime" is not governed by written law. • Is owned in perpetuity • Customary occupants are occupants of former public land, and occupy the land by virtue of their customary rights; they have propriety interest in the land and are entitled to certificates of customary ownership • Certificates for customary ownership may be acquired, through application to the Parish Land Committee and eventual issuance by the District Land Board	Land Act 1998
Freehold tenure: • Derives its legality from the Constitution and its incidents from the written law • Involves the holding of land in perpetuity or of a period less than perpetuity fixed by a condition • Enables the holder to exercise, subject to the law, full powers of ownership.	Land Act 1998
Mailo tenure: • Has roots in the allotment of land pursuant to the 1900 Uganda Agreement • Derives its legality from the Constitutions and its incidents from the written law • Involves the holding of land in perpetuity • Permits the separation of ownership of land from the ownership of developments on land made by a lawful or bona fide occupant • Enables the holder to exercise all the powers of ownership, subject to the rights of those person occupying the land at the time of the creation of the mailo title and their successors.	Land Act 1998
Leasehold tenure: • Is created either by contract or by operation of the law • Is a form under which the landlord or lessor grants the tenant or leasee exclusive possession of the land, usually for a period defined and in return for a rent. • The tenant has security of tenure and a proprietary interest in the land	Land Act 1998
"Licence" or "Share Cropper" • Although only these later forms of tenure are legally defined under the Land Act, the context of common law also recognizes the statute of "licensee" or "sharecroppers", these terms having similar meanings in practice. Licensees are persons granted authority to use land within for agricultural production. Traditionally, such production would be limited to annual crops. Licensees have no legal security of tenure of any propriety right in the land. Their tenure is purely contractual.	Land Act 1998

Every person in Uganda has the right to own property.	Constitution (1995) Article 26
Land Acquisition	**Law / Regulation**
The government and local authorities have statutory power to compulsorily acquire land.	Constitution: Article 26(2) and Article 237(2) Land Act (1998)
The minister responsible for land may authorize any person to enter upon land and survey the land dig or bore the subsoil or any other thing necessary for ascertaining whether the land is suitable for a public purpose.	Land Acquisition Act (1965)
Fixing the value for land in Uganda depends on whether it is public (Government owned) or privately owned according to land tenure types indicated in the section of land acquisition. If it is public land, the Chief Government Valuer's office fixes the rates of compensation. However, if it is owned privately, the developer will negotiate with the owner and agree on the amount to pay for the land to be acquired.	Land Act of 1998 as amended in 2004
Value for customary land is open market value, buildings on land is taken to be on replacement costs in rural areas, 15% and 30% (of total sum assessed) disturbance allowance is to be paid if less than six months or six months' notice respectively is given up to vacant possession.	Land Act of 1998 as amended in 2004
It is the responsibility of the developer to engage a professional Valuer to carry out an assessment of all structures and assets in the affected area. However, rates for structures/buildings in urban areas are fixed by the Chief Government Valuer's Office	None cited
It defines a road reserve as that area bounded by imaginary lines parallel to and not more than fifty feet distant from the centerline of any road, and declared to be a road reserve.	Roads Act (1964)
No person shall erect any building or plant, trees or permanent crops within a road reserve.	Roads Act (1964)
The road authorities are permitted to dig and take materials from the road reserve for the construction and maintenance of roads.	Roads Act (1964)
The Town and Country Planning Act of 1964 gives broad powers to planning authorities at the national and local level to take land, against compensation, for public purposes within an approved planning area.	Town and Country Planning Act 1964
Each District Land Board adopts its own compensation rates. As a result, variation exists among the different districts. The rates are reviewed each year.	None cited
Article 26(2) of the Constitution provides that: "No person shall be compulsorily deprived of property or any interests in or any right over property of any description except where the following conditions are satisfied. • The taking of possession or acquisition is necessary for public use or in the interest of defence, public safety, public order, public morality or public health and • The compulsory taking of possession or acquisition of property is made under a law which makes provision for: • Prompt payment of fair and adequate compensation, prior to the taking or acquisition of the property, and • A right of access to a court of law by any person who has an interest or right over the property.	Constitution (1995), Article 26(2)
"Where the assessment officer takes possession of land, the land shall immediately by the operation of this act be vested in the land commission free from all encumbrances"	Land Acquisition Act 7(2)
"the *Uganda Land Commission shall hold and manage any land in Uganda which is vested in or acquired by the government in accordance with the constitution and perform such other functions as may be prescribed by or under this Act or any other enactment."*	Land Act (2004) Section 49 as amended specifically under subsections (a) and (d)
The Government or Local Government may acquire land in public interest.	Article 237(1)
Compensation	**Law / Regulation**
Prompt payment of fair and adequate compensation prior to the taking possession or acquisition of the property.	Constitution 1995

Prompt payment of fair and adequate compensation to all interested parties on the land.	Electricity Act (1999), Part VIII
Compensation for affected people should be determined according to the Land Act (1998) and the Land Acquisition Act (1965).	99) Section 71
Electricity Regulatory Authority has the power to handle claims for compensation for land acquired.	Electricity Act (1999)
The Government is supposed to pay compensation (cash) to any person who suffers damage as a result of any action. Any dispute as to the compensation payable is to b referred by the Attorney General to court for decision.	Land Acquisition Act (1965)
The basis for compensation is depreciated replacement costs for rural properties and market values for urban properties.	Land Act (1998) Section 78
Each District Land Board adopts its own compensation rates. As a result, variation exists among the different districts. The rates are reviewed each year.	None cited
Dispute Resolution and Grievance Mechanisms	**Law / Regulation**
Land Tribunals must be established at all local governments and all land disputes must first be processed through them before any resort can be made to ordinary courts.	Land Act (1998), Article 75
Traditional authority mediators retain their jurisdiction over land disputes.	Land Act (1998), Article 89

ANNEX 7: Record of stakeholder consultation

A) Jinja District Local Government

Information and communication technology has become central to on temporary life. Key aspects of government business such as day to day communication, document management, and the provision of services, cannot be effectively managed without ICT. In addition, ICT facilitates the collection and analysis of large amounts of data, thus enabling a more strategic approach to both planning and policy development. Although ICT clearly sits at the heart of government business, many government ICT systems are outdated and unable to deliver the required functionality as discussed below.

The status of ICT at the district headquarters:

- Use emails and mobile phones to communicate with the ministry
- e-Shortlisting of application was used once after the training, but the system is already forget because the training was not effective.
- Most staff have basic use of computer but not ICT
- Use of the Integrated Financial Management System (IFMS) , has improved oversight and enforcement of internal controls, shorter payments processing , improved account reconciliation, and more accurate and reliable financial reporting
- Use of noticeboards, where information is printed and pinned

Facilities:

- At least every office has a computer with internet though not stable so it's not a reliable means of communication.
- There is a printer for used by all departments.
- Internet which connected to one computer in the resource centre and used by all staff if they go online.

Challenges:

- When staff are transferred from upcountry local governments, they are not well versed with technology which becomes a challenge to catch up with the establishment
- Most departments have computers but don't work effective because there are ancient. The District is trying to replace with new once but its slow due to lack of finances.
- Use of personal emails for both official and person work poses a risk to information security.
- The underdeveloped ICT infrastructures, dependence on a dial-up modem to access the Internet, and subscription to narrow bandwidth makes the cost of accessing information from electronic source high.
- Too much reliance on donor funding, especially with respect to ICT projects, which means that the projects collapse as soon as donors stop funding. Sustainability is therefore uncertain in such cases.

Needs:

Need a computer at least in every office and accessories like printer, scanner, fax telephones to easy the communication and reduce on movements and printouts

Capacity: Staff across all departments lacked adequate training in use of IC**T.**

Recommendation

   i)   Adequate training of staff in all departments in regard to ICT.

ii)   The program should reach down to the sub-counties because they are the heads, all work is done at the counties for instance why IFM programme be set at the district when revenues are collected by the Lower Local Government.

iii) Lower local government should be considered for this programme if it aims at service delivery to people.

iv)   There is need for continuous trainings, because most staff when transferred from up country offices have no idea of ICT, which becomes hard to catch up with the establishments.

v)   Building capacity should focus on the Lower Local Government.

vi)   Action to improve the management of ICT projects is required to not only get better levels of service provision but also to avoid crippling waste.

vii) Provide computers connected to stable internet and software for every office to easy the work, scan, printer.

viii) Technical person for supervision and monitoring of the project especially the equipment

ix)   The software provided should be user friendly

x)   Develop a strategy for the effective implementation of the project at level of the stakeholders involved.

xi)   Project proposed should consider the development of an e-procurement site for local government (and for other agencies if considered appropriate) in terms of delivering better services. This would be developed on a pilot basis and would then be made available to each local authority. The facility would contain the following as initial features:

- Searchable information on procurement opportunities,
- Downloadable tender documentation,
- Results of previous procurement competitions,
- Details of general procurement requirements,
- On-line submission of tenders and Details of procurement officers etc.

Stakeholder consultation record:

Name of agency/stakeholder/community: Jinja District Local Government

Purpose of consultation (tick appropriate box):	Scoping:		ESIA:		Other (specify): ESMF SI RPF
	Sensitisation:		RAP:		
	Environmental Audit:				

Date: 26th/02/2015

Project name:

Proponent: National Communications and Information Technology Authority

Name of person: Regional Communication Infrastructure Project (RCIP)

Name of person	Designation	Contact		Sign/ Initial
NABIDA GEORGE	Senior Ass. Records Of.	0782 905968		
ASIO CHRISTINE	R. Assistant	0774935264	Acat	
ZABULIWO DEBURAH	Ass. Records Officer	0755587043	Dabukuos	
NAFY ANZI OLIVE HOPE	C.A.O /JINJA	0776613296	hope.nakyanzi@gmail.Com	

B) Jinja Regional and Referral Hospital

Application of ICT in health information access and dissemination

- Mainly communication is done in tradition way of typing and print out of documents and share with the respective personnel. A lot of printing is done, across all departments of the hospital
- The information is printed out and put on the shelves for users.
- Use of emails which are managed by the Hospital secretary.
- Some staff members use mobile phones and their person modems for communication, however it's not effective thus its costly
- No advanced ICT, most staff have basic knowledge of using a PC
- The systems available are the District Health Information systems (DHIS)and the Uganda Registration service Bureau (URSB) used in Birth and death certification registration, the system uses a web application to capture birth and death records that take place in hospitals and within communities
- Tele-medicine, programme provided by the Ministry of Health is not effective due to low internet. Therefore computers which were attached to the programme are used by staff for other official work.
- Register are picked from all departments, tallied and filled on the Health Information Management system-HIMF.
- Office space are small compared to the information storage and staff
- The Hospital have few cabinets for information storage
- Communication is also through notes boards and suggestion box

Departments
- Surgical
- Medical
- Paediatrics
- Obstetrics and Gynaecology
- Diagnostics
- Pharmacy
- Orthopaedic

Challenges
i) Funding of installed equipment is a challenge, because most projects exist for 1year and run out when staff have not owned and appreciated the project and even learnt to utilize the facilities then phases out.
ii) Standard of office space are small as compared the information to be stored especially the records office, procurement, production.
iii) There is high level of computer illiteracy among the majority of the staff and the population at large
iv) The cost involved in acquiring and maintaining ICT facilities as the main bottleneck in health information access and dissemination.
v) Increasing access to and dissemination of information using ICT; lack of skilled and qualified manpower to manage the operation and functioning of ICT facilities
vi) Too much reliance on donor funding, especially with respect to ICT projects, which means that the projects collapse as soon as donors stop funding them due to lack of funds to sustain their continuing operation,
vii) The underdeveloped ICT infrastructures, dependence on a dial-up modem to access the Internet, and subscription to narrow bandwidth makes the cost of accessing information from electronic source expensive
viii) In addition to the costs and status of infrastructure, several hospitals fail to work together because of the incompatibility of equipment and software. Related to this is the presence and availability of experts in real time. In cases where consultations have to be made across continents, there is also the issue of time difference and presence of experts when they are required.

ix) The poor ICT infrastructure status in Uganda currently is unable to adequately support the potential benefits of ICTs in the health sector. Very few hospitals are computerized, and when they are, internet access is limited.

Impacts

i) Electronic communications lets you combine numerous media - text, graphics sound, video, etc. - into a single message. That can result in far more meaningful communications tailored to the nature of - particular audience

ii) With the Internet you have the ability to transmit and receive large amounts of information quickly to and from individuals and workgroups around the world

iii) Notes can be written on screen using stylus and hand writing-recognition software converts it in computer text data.

iv) The emerging telemedicine and mobile phone-based health technologies will enable medical services to be provided remotely and more efficiently.

v) Patient data can be shared easily between doctors, pharmacies and even other hospitals where they get services.

vi) Through heath care network, the hospital provides consultations and training courses for community, district, and provincial hospital to improve medical personnel's skills and knowledge in managing complicated conditions by themselves before deciding to refer patients

vii) Reducing the amount of paper work and simplifying patient referring process to improve the hospital efficiency.

viii) The patient administration system will be streamlined by taking the advantages of information technology. Patient screening and registration processes will reduce to a single step called "One-Stop Service". The hospital encouraged information technology and innovations to provide better medical services. Many processes such as patient appointment and referral could be done over the internet 24-hrs

ix) Consultation: the network hospitals can consult and send laboratory results including Electro cardiograph (ECG) via SMS or facsimile to increase accessing speed to medical services by reducing administrative steps, increase work flow efficiency, reduce cost of providing services.

x) Internet registration: patients can make doctor appointments through internet to savetime and increase on the efficiency of the work.

xi) The effectiveness of the health sector depends on the quality of research and the ability of health workers to transform the results of research into better healthcare services. This requires access to up-to-date scientific and biomedical information as well as opportunities to communicate and exchange information with other researchers, which is greatly facilitated by the application and use of ICT

xii) The use of ICTs for distance education to enhance the traditional face-to-face TOT (training of trainers) model, while fostering networks that trainees can rely on as a resource when they return to the field.

The facilities required

- Wide area networks (WANs) and local area networks (LANs) that link the operational systems within Hospital.
- Office space especially in the records office
- The hardware e.g. desktop computers, printers, scanners, desk phones for every department and a Resource centre which is fully facilitated.
- Software systems e.g. email systems, applications and systems used for pathology reports and patient administration, websites with staff login portal to ease communication.
- More staff to handle the patients because the patient- doctor/nurse ratio is high especially in Jinja Hospital

Recommendations

i) Adequate training for staffs, most of them have no idea about the use of new technologies in regard to communication. This could include: gain experience and knowledge of PCs using Microsoft Windows

operating systems and Microsoft Office packages (including Word, Excel, Access, PowerPoint, Outlook and Internet Explorer), problem solving skills and be able to undertake PC installations and fault diagnosis/fixing and experience of working as a team and be able to work under pressure in an extremely busy environment.

ii) Recommends for a resource centre for information storage, reading, teleconference, Skype.

iii) Provision of toll-free phones between the person on duty and the doctor, nurse, drivers, this helps to save patients' lives, because the phones are expensive to maintain and especially in time of emergency when there is no airtime, it's hard to communication.

iv) There is need to have ICT support technical persons to oversee the project-support technicians assist in the implementation and commissioning of new equipment, participating in demonstrating the use of computer equipment to staff, assisting in the maintenance of computer equipment, keeping records of work undertaken including entry of information into the computerized asset management system participating in demonstrating the use of computer equipment to staff

v) The patient administration system will be streamlined by taking the advantages of information technology. Patient screening and registration processes were reduced to a single step called "One-Stop Service". The hospital encouraged information technology and innovations to provide better medical services. Many processes such as patient appointment and referral could be done over the internet

vi) Many organizations are using electronic communications facilities, such as the World Wide Web, as internal communications tools to enhance team work. Many individuals at different locations can work on the same documents, hold meetings and integrate research findings.

vii) Use of solar and backup storage devices to avoid loss of information due to unreliable power or theft

Stakeholder consultation record:

Name of agency/stakeholder/community:	JINJA DISTRICT HOSPITAL AND REGIONAL HOSPITAL		
Purpose of consultation (tick appropriate box):	Scoping:		ESIA:	Other (specify): ESMF & RPF
	Senstisation:		RAP:	
	Environmental Audit:			
Date: 26/04/2016				
Project name:	REGIONAL COMMUNICATIONS INFRASTRUCTURE PROJECT (RCIP)			
Proponent:	NATIONAL INFORMATION TECHNOLOGY AUTHORITY (NITA)			
Name of person	Designation		Contact	Sign/ Initial
MUGISA.V. Regina	Prince Hospital Admin		0772402406	Regina

C) Bugiri District Local Government

The status of ICT at the district headquarters:

- Traditional way of communication, typing, printing then take it the respective office or department but most case all communication go through the chief Administrative Officer- CAO.
- The internet which was provided is too slow, it not even used
- The use of The Integrated Financial Management System (IFMS) improved oversight and enforcement of internal controls, shorter payments processing times, improved account reconciliation, and more accurate and reliable financial reporting. However, it's a 4-year program, so far 3 years have elapsed and remaining one year but the district doesn't have the funds to fund its continuation.
- Records and reports are manually managed
- Use of personal modem and mobile phones for communication
- Use of emails for only those offices connected Local Area Network which is also not stable

Facilities

- At least every office has a computer with internet though not stable so it's not a reliable means of communication. However those without computers use most case for the records office.
- There is a printer used by all departments which sometime it breaks down and the staff have move to Bugiri town for printing and photocopying.

Challenges

i) Firstly, internet connectivity remains unaffordable to many Ugandans. Hence Internet coverage is low.
ii) Furthermore, the bandwidth is always low (few can afford high bandwidth) to stimulate efficient online service delivery. To worsen matters, many programmes undertaken to boost internet or data transmission coverage are always either poorly monitored or eroded by corruption.
iii) E-Governance initiatives in Uganda are largely funded or initially dependent on external funding; this has implications on sustainability when external funding expires.
iv) It is also argued that most e-Governance plans stop at district headquarters leaving rural areas/ low local Government cut off; even where attempts have been made to link such areas, poor network signals has unbaked the connectivity
v) E-Procurement is non-existent and still done by way of paperwork
vi) The integrated personal payroll management system-IPP program is not connected so the personals have to travel to Kampala for e-payments, e-short listing etc
vii) Every work is done manually and even printing is done in different place where you have to move from one block to another.
viii) Sometimes staff have to spend on their own money to finance official communication or travelling to meetings outside the district.
ix) The district, sometimes miss key meetings or workshops because information (invitation letters) sent through post office arrives late.
x) Records office recently lost information due to lack of backup storage
xi) Sharing computers puts official confidential information at risk of theft or alteration.

Impacts:

- Enhancing local participation in the decision-making process (e.g. planning) by providing relevant information to the public in an easily understood fashion (e.g. pictures and maps, colour-coded presentations etc)

- In enhancing local government's abilities to capture and analyze information locally, this will enable much improved information flows to and from central government. This should be a two-way process, helping central government to arrive at better policy decisions, informed by data and practical experience at local level, and facilitating local influence on policy setting centrally
- The role of information in the management of organizations will become more prominent; the management and experts need rapid access to information if service efficiency is to increase.

Recommendation:

i)   Adequate training to easy access of information from one office to another, creation of files and also depending on the department gaps in ICT.
ii)   Website development and placing staff portal to sign up for communication and sharing information to reduce on the movements and print outs.
iii) Provide computers connected to stable internet and software for every office to easy the work, scan, printer.
iv)   Technical person for supervision and monitoring of the project
v)   The software provided should be user friendly
vi)   Redesign, the records office because it's not safe the way it's designed, the location, a lot of light, dust which affect the documents and also for security purposes
vii) Resource centre with facilities like projector, resourceful materials, and computers for teleconferences etc.
viii) Reliable Internet access and power supply
ix)   Relevant and structured information must be available without delay and to an adequate extent for decision-making and customer service.
x)   We need to still respect the independence of all the organizations while ensuring that the various strategies are fully aligned, both in the local government sector and between the local government sector and the rest of the public service.
xi)   Project proposed should consider the development of an e-procurement site for local government (and for other agencies if considered appropriate) in terms of delivering better services. This would be developed on a pilot basis and would then be made available to each local authority. The facility would contain the following as initial features:

- Searchable information on procurement opportunities,
- Downloadable tender documentation,
- Results of previous procurement competitions,
- Details of general procurement requirements,
- On-line submission of tenders and Details of procurement officers etc.

xii) Government should appreciate their overall responsibility of creating a conducive environment that allows for development of ICTs for national benefits
xiii) e-Government must be customer driven and services-oriented, meeting the needs of citizens and improving their quality of life.
xiv) Lowering the cost of PCs for targeted population groups, etc.

Conclusion: The country's greatest e-Governance challenge seems to be dominance of donor-funded ICT initiatives which are associated with sustainability shocks once the period of donor support expires, rendering continuity impossible. This explains why, so far, only mobile phone based e-Governance innovations have tended to be more successful since the platforms (mobile phones) are not reliant on external funding. More dismay is the fact that even where government has tried to finance ICT projects heavily, corruption and poor monitoring have tended to ruin the undertakings/projects.

Stakeholder consultation record:

Name of agency/stakeholder/community:	BUGIRI DISTRICT		
Purpose of consultation (tick appropriate box):	Scoping:	ESIA:	
	Sensitisation:	RAP:	
	Environmental Audit:	Other (specify): ESMF & RPF	

Date: 29/12/2015

Project name: Regional Communication Infrastructure Project (RCIP)

Proponent: National Information Technology Authority (NITA)

Name of person	Designation	Contact	Sign/ Initial
Olta Emma	PMO	0703327335	
Alvo Florence	PLO	0758586075	
Mulega Joseph	IT Specialist	0782242979	
Namukuve Brenda	SPO	0782447431	

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Bugiri Referral Hospital

Application of ICT in health information access and dissemination

- Mainly communication is done in tradition way of typing and print out of documents and share with the respective personnel. A lot of printing is done, across all departments of the hospital
- The information is printed out and put on the shelves for users.
- Some staff members use mobile phones and their person modems for communication, however it's not effective thus its costly
- Use of a bell at the administration block by the Medical Administrator in case he is to communication with the staff.

- No advanced ICT, most staff have no basic knowledge of using a PC
- The systems available are the District Health Information systems (DHIS)and the Uganda Registration service Bureau (URSB) used in Birth and death certification registration, the system uses a web application to capture birth and death records that take place in hospitals and within communities
- Tele-medicine, programme provided by the Ministry of Health is not effective due to low internet. Therefore computers which were attached to the programme are used by staff for other official work.
- Register are picked form all departments, tallied and filled on the Health Information Management system-HIMF.
- Office space are small compared to the information storage and staff
- The Hospital have few cabinets and non for Bugiri Hospital for information storage especially in the records office.
- Communication is also through notes boards and suggestion box
- It was noted that a number of telemedicine projects have been initiated in Uganda through donor funding but without much success due to the inability to sustain the projects when donors stop funding them

Departments that use ICT
- Surgical
- Medical
- Paediatrics
- Obstetrics and Gynaecology
- Diagnostics
- Pharmacy
- Orthopaedic

Challenges
i) Funding of installed equipment is a challenge, because most projects exist for 1year and run out when staff have not owned and appreciated the project and even learnt to utilize the facilities then phases out.
ii) Standard of office space are small as compared the information to be stored especially the records office, procurement, production.
iii) There is high level of computer illiteracy among the majority of the staff and the population at large
iv) The cost involved in acquiring and maintaining ICT facilities as the main bottleneck in health information access and dissemination.
v) Increasing access to and dissemination of information using ICT; lack of skilled and qualified manpower to manage the operation and functioning of ICT facilities
vi) Too much reliance on donor funding, especially with respect to ICT projects, which means that the projects collapse as soon as donors stop funding them due to lack of funds to sustain their continuing operation,
vii) The underdeveloped ICT infrastructures, dependence on a dial-up modem to access the Internet, and subscription to narrow bandwidth makes the cost of accessing information from electronic source expensive
viii) In addition to the costs and status of infrastructure, several hospitals fail to work together because of the incompatibility of equipment and software. Related to this is the presence and availability of experts in real time. In cases where consultations have to be made across continents, there is also the issue of time difference and presence of experts when they are required.
ix) The poor ICT infrastructure status in Uganda currently is unable to adequately support the potential benefits of ICTs in the health sector. Very few hospitals are computerized, and when they are, internet access is limited. Most hospitals, including big national hospitals like the Mulago hospital, still use manual systems of recording and storing patient information.

Impacts
ii) Electronic communications lets you combine numerous media - text, graphics sound, video, etc. - into a single message. That can result in far more meaningful communications tailored to the nature of your particular audience

iii) With the Internet you have the ability to transmit and receive large amounts of information quickly to and from individuals and workgroups around the world

iv) Notes can be written on screen using stylus and hand writing-recognition software converts ii in computer text data.

v) The emerging telemedicine and mobile phone-based health technologies will enable medical services to be provided remotely and more efficiently.

vi) Patient data can be shared easily between doctors, pharmacies and even other hospitals where they get services.

vii) Through heath care network, the hospital provides consultations and training courses for community, district, and provincial hospital to improve medical personnel's skills and knowledge in managing complicated conditions by themselves before deciding to refer patients

viii) Reducing the amount of paper work and simplifying patient referring process to improve the hospital efficiency.

ix) The patient administration system will be streamlined by taking the advantages of information technology. Patient screening and registration processes will reduce to a single step called "One-Stop Service". The hospital encouraged information technology and innovations to provide better medical services. Many processes such as patient appointment and referral could be done over the internet

x) 24-hrs. Consultation: the network hospitals can consult and send laboratory results including Electro cardiograph (ECG) via SMS or facsimile to increase accessing speed to medical services by reducing administrative steps, increase work flow efficiency, reduce cost of providing services.

xi) Internet registration: patients can make doctor appointments through internet to saves time and increase on the efficiency of the work.

xii) The use of ICTs for distance education to enhance the traditional face-to-face TOT (training of trainers) model, while fostering networks that trainees can rely on as a resource when they return to the field.

The facilities required

▪ Wide area networks (WANs) and local area networks (LANs) that link the operational systems within Hospital.

▪ Office space especially in the records office and resource centre

▪ The hardware e.g. desktop computers, printers, scanners, desk phones for every department and a Resource centre which is fully facilitated.

▪ Software systems e.g. email systems, applications and systems used for pathology reports and patient administration, websites with staff login portal to ease communication.

Recommendations

i) Adequate training for staffs, most of them have no idea about the use of new technologies in regard to communication. This could include: gain experience and knowledge of PCs using Microsoft Windows operating systems and Microsoft Office packages (including Word, Excel, Access, PowerPoint, Outlook and Internet Explorer), problem solving skills and be able to undertake PC installations and fault diagnosis/fixing and experience of working as a team and be able to work under pressure in an extremely busy environment.

ii) Project need to be planed for like 5 years above so as the beneficiaries could appreciate and own it and even able to service them for sustainability.

iii) Recommends for a resource centre for information storage, reading, teleconference, Skype.

iv) Provision of toll-free phones between the person on duty and the doctor, nurse, drivers, this helps to save patients' lives, because the phones are expensive to maintain and especially in time of emergency when there is no airtime, it's hard to communication.

v) There is need to have ICT support technical persons to oversee the project-support technicians assist in the implementation and commissioning of new equipment, participating in demonstrating the use of computer equipment to staff, assisting in the maintenance of computer equipment, keeping records of work

undertaken including entry of information into the computerized asset management system participating in demonstrating the use of computer equipment to staff

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vii) Provision of computers with big capability of storage

viii) Use of solar and backup storage devices to avoid loss of information due to unreliable power or theft

ix) Develop the hospital polices with borrowed ideas from developed countries to improve on the quality of care and established working team including clear objectives to achieve the quality improving purposes.

Stakeholder consultation record:

Name of agency/stakeholder/community: Bugiri Referral Hospital

Purpose of consultation (tick appropriate box):

Scoping:	Sensitisation:	Environmental Audit:	ESIA:	RAP:	Other (specify): Emod & DPP

Date: 27/02/2015

Project name: DCIP - Regional Communications Infrastructure project

Proponent: National Information Technology Authority (NITA-U)

Name of person	Designation	Contact	Sign/ Initial
1. ABANGA OUNDO	DMO	0772-468751	
2. NABULIME SARAH	Deuu Hosp - Adm	0772389923	
3. Atim JACKLINE	SNO	0772970735	
4. TOKERIRE HARIFA	STENO-SECRETARY	0782894618	
5. HAMMLA SIMON PETER	MLA	0774816060	
6. KAGOTA FARIDAH	MLA	0772-334919	

D) Entebbe Hospital

The use of ICT in hospitals is becoming more important as the demands upon hospital-based healthcare change. Identifying directions for development of future ICT for healthcare depends on understanding the context in which solutions are to be deployed. The information below reports on feasibility study, to obtain insights into ICT application in hospitals through interaction with Hospital administrators.

Application of ICT in health information access and dissemination

- Mainly communication is done in tradition way of typing and print out of documents and share with the respective personnel. A lot of printing is done, across all departments of the hospital
- The information is printed out and put on the shelves for users for both out and in-patients
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- Tele-medicine, programme provided by the Ministry of Health is not effective due to low internet. Therefore computers which were attached to the programme are used by staff for other official work.
- Register are picked form all departments, tallied and filled on the Health Information Management system-HIMF by the records officer and the hardcopies shelved
- Office space are small compared to the information storage and staff
- The Hospital have few cabinets to accommodate the information/ registries
- Communication is also through notes boards and suggestion box
- It was noted that a number of telemedicine project was initiated through donor funding but without much success due to the inability to sustain the projects when donors stop funding them

Departments that use ICT

- Surgical
- Medical
- Paediatrics
- Obstetrics and Gynaecology
- Diagnostics

Challenges

i) Funding of installed equipment is a challenge, because most projects exist for 1year and run out when staff have not owned and appreciated the project and even learnt to utilize the facilities then phases out.
ii) Standard of office space are small as compared the information to be stored especially the records office, procurement, production.
iii) There are not enough health-related databases; most databases do not have full-text articles. They give only abstracts and, therefore, one has to look around for the journal in which the article is published which may not be readily available
iv) There is high level of computer illiteracy among the majority of the staff and the population at large
v) The cost involved in acquiring and maintaining ICT facilities as the main bottleneck in health information access and dissemination.
vi) Increasing access to and dissemination of information using ICT; lack of skilled and qualified manpower to manage the operation and functioning of ICT facilities

vii) Too much reliance on donor funding, especially with respect to ICT projects, which means that the projects collapse as soon as donors stop funding them due to lack of funds to sustain their continuing operation,

viii) The underdeveloped ICT infrastructures, dependence on a dial-up modem to access the Internet, and subscription to narrow bandwidth makes the cost of accessing information from electronic source expensive

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Impacts

i) Electronic communications lets you combine numerous media - text, graphics sound, video, etc. - into a single message. That can result in far more meaningful communications tailored to the nature of your particular audience

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ix) 24-hrs. Consultation: the network hospitals can consult and send laboratory results including Electro cardiograph (ECG) via SMS or facsimile to increase accessing speed to medical services by reducing administrative steps, increase work flow efficiency, reduce cost of providing services.

x) Internet registration: patients can make doctor appointments through internet to saves time and increase on the efficiency of the work.

xi) The research: effectiveness of the health sector depends on the quality of research and the ability of health workers to transform the results of research into better health care services. This requires access to up-to-date scientific and biomedical information as well as opportunities to communicate and exchange information with other researchers, which is greatly facilitated by the application and use of ICT

xii) The use of ICTs for distance education to enhance the traditional face-to-face TOT (training of trainers) model, while fostering networks those trainees can rely on as a resource when they return to the field.

The facilities required

- Wide area networks (WANs) and Local Area Networks (LANs) that link the operational systems within Hospital.

- Office space especially in the records office
- The hardware e.g. desktop computers, printers, scanners, desk phones for every department and a Resource centre which is fully facilitated.
- Software systems e.g. email systems, applications and systems used for pathology reports and patient administration, websites with staff login portal to ease communication.

Recommendations

i) Adequate training for staffs, most of them have no idea about the use of new technologies in regard to communication. This could include: gain experience and knowledge of PCs using Microsoft Windows operating systems and Microsoft Office packages (including Word, Excel, Access, PowerPoint, Outlook and Internet Explorer), problem solving skills and be able to undertake PC installations and fault diagnosis/fixing and experience of working as a team and be able to work under pressure in an extremely busy environment.

ii) Project need to be planed for like 5 years above so as the beneficiaries could appreciate and own it and even able to service them for sustainability.

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viii) Provision of computers with big capability of storage

ix) Use of solar and backup storage devices to avoid loss of information due to unreliable power or theft

x) Develop the hospital polices with borrowed ideas from developed countries to improve on the quality of care and established working team including clear objectives to achieve the quality improving purposes.

xi) ICT systems must be responsive to the information needs of the health services at all levels, particularly at the service delivery level where data are generated and sent to coordinating centers.

Stakeholder consultation record:

Name of agency/stakeholder/community: ENTEBBE HOSPITAL

Purpose of consultation (tick appropriate box):

Scoping:	Sensitisation:	Environmental Audit:	ESIA:	RAP:	Other (specify): Esmf & RPF
	✓				

Date: 24/Feb/2015

Project name: REGIONAL COMMUNICATION INFRASTRUCTURE PROJECT (RCIP)

Proponent: NATIONAL INFORMATION TECHNOLOGY AUTHORITY (NITA-U)

Name of person	Designation	Contact	Sign/ Initial
KALIBWANI SANYU	SEN. HOSP. ADMIN	0835349223	RK
OKUBUNJA DEO	Records officer	0786732094	
MPONGI Robert	Hosp. Administrator	0772658768	

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E) Hoima School Of Nursing and Midwifery

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Meeting Record

Week	10		Meeting date	**2 March 2015**
			Recorded by	**MN, RK**
Meeting/subject	**Meeting with Hoima School of Nursing and Midwifery; Consultation on Environment and Social Management Framework (ESMF) and Resettlement Policy Framework (RPF) for Regional Communications Infrastructure Project (RCIP)**		Total pages	**03**

Present	Apology	Copy	Name	Organisation	Designation
☒	☐	☐	Angujeru Pacutho Betty	Hoima School of Nursing and Midwifery	Principal
☒	☐	☐	Madinah Namyalo (MN)	Air Water Earth	Ecologist
☒	☐	☐	Richard Kalyango (RK)	Air Water Earth	Sociologist
☒	☐	☐	Kabagambe Francis	Hoima School of Nursing and Midwifery	Accountant
☒	☐	☐	Byakagaba Wilson	Hoima School of Nursing and Midwifery	Deputy Principal
☒	☐	☐	Arora Jackline Susan	Hoima School of Nursing and Midwifery	Computer lab. Attendant
☒	☐	☐	Katali Loy	Hoima School of Nursing and Midwifery	Library Assistant

	Item
1.	**Introduction**
	The Principal welcomed the team to her office. There were self-introductions of AWE team members. The consultant representative explained the purpose of the visit and scope of the project; gave a brief description of the project and encouraged stakeholder to provide input the ESMF and RPF.
2.	**Question and Answer Session**
2.1.	**Current ICT status**

	Item
	- Small computer skills laboratory with 15 desktops donated by AMREF GIB; - Have internet connection by ULT; - Tutors use internet to sourcing for instruction material; - Students use internet to complete assignments; **Challenges** - Unreliable power supply ; - Slow data transfer; - High data cost; - Few computers **Needs/ suggestions** - More computers; - Affordable and reliable internet; - Staff will require training in e-service delivery; - e-library;
2.2.	**Current records keeping and procurement status**
	- Paper copies kept in filing cabinets; - Staff, students and any other official communication records are in hard copy paper form; - Applications to the college and results from the examination board are received in hard copy paper form; - Use chalk and chalkboard; - Use hard copy text book reference Challenges - Filing cabinets occupy a lot of space and retrieval of desired information takes a bit of time; - Some of the reference material is obsolete; - Most of the library space is occupied by book shelves;
2.3.	**Benefits**
	- E-learning would aid students learning; - E-library will enable tutors and students access recent material; - E-library will aid students in pre- and post-lesson reading; - Minus book shelves, more library space will be available for students' use; - E-cataloguing;
2.4.	**Other concerns**

	Item
	- No structure to house project equipment but have land for structures; - Ministry of education should avail teacher upgrading courses online;

Stakeholder consultation record:

Name of agency/stakeholder/community: HOIMA School OF NURSING & MIDWIFERY

Purpose of consultation (tick appropriate box):

Scoping:		ESIA:	
Sensitisation:		RAP:	
Environmental Audit:		Other (specify): ESMP & RPF	

Date: 2-03-2015

Project name: Regional Communications Infrastructure Project

Proponent: NATIONAL INFORMATION TECHNOLOGY AUTHORITY NITA-U

Name of person	Designation	Contact	Sign/ initial
ANGUSEN PAULINO BETTY	PRINCIPAL	0772543070 /0752110098	APB
KABAARUNGE FRANCIS	ACCOUNTANT	0775-281330	
BWINGALA WILSON	PRINCIPAL	0772310213	
AKENA JACKLINE SUSAN	COMPUTER LAB ATTENDANT	0773615785	Susan.
Nichola Loy	LIBRARY assistant	0185482601	
Namukwaya Madinah Kabuli	Agrastic Ecologist	0704165396 -	
KATJANGO RICHARD	SOCIOLOGIST	0705000425	

F) **Bishop Stuart College Kibingo In Mbarara District**

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Meeting Record

Week	09		Meeting date	**25 February 2015**
			Recorded by	**MN, RK**
Meeting/ subject	**Meeting with Bishop Stuart College Kibingo (Mbarara District); Consultation on Environment and Social Management Framework (ESMF) and Resettlement Policy Framework (RPF) for Regional Communications Infrastructure Project (RCIP)**		Total pages	**02**

Present	Apology	Copy	Name	Organisation	Designation
☒	☐	☐	Mpora Nathan (NM)	Bishop Stuart College	Deputy Principal
☒	☐	☐	Madinah Namyalo (MN)	Air Water Earth	Ecologist
☒	☐	☐	Richard Kalyango (RK)	Air Water Earth	Sociologist
☐	☐	☐	Tuwesigye Francis (FT)	Bishop Stuart College	DOS/ Tutor
☐	☐	☐	Agaba Patience(PA)	Bishop Stuart College	Computer Instructor
☐	☐	☐	Naturinda Catherine (CN)	Bishop Stuart College	Librarian

	Item
1.	**Introduction**
	The Deputy Principal welcomed the team to his office. There were self-introductions of AWE team members. The consultant representative explained the purpose of the visit and scope of the project; gave a brief description of the project and encouraged stakeholder to provide input the ESMF and RPF.
2.	**Question and Answer Session**
2.1.	**Current ICT status**

	Item
	- Have 45 desktops supplied by Uganda Communications Commission (UCC); - No internet connection; **Challenges** - Computers often get viruses and recovery software is very expensive; - Students not get enough hands on training during computer skills lessons; - The 45 computers are shared between 500 students and 25 tutors; - Manual cataloguing and filing is tedious; **Needs/ suggestions** - More computers; - Internet connection; - Access to recent publication; - Staff will require training in e-service delivery; - e-library; - Have land to construct structures to house project equipment;
2.2.	**Current records keeping and instruction method**
	- Staff, students and any other official communication records are in hard copy paper form; - Applications to the college and results from the examination board are received in hard copy paper form; - Have a small college library accommodating 30 of 500 students; - Use chalk and chalkboard; - Use hard copy text book reference; **Challenges** - Filing cabinets occupy a lot of space and retrieval of desired information takes a bit of time; - Some of the records get misplaced or destroyed; - Some of the reference material is obsolete; - Most of the library space is occurred by book shelves; - Analysis of students' performance requires the Director of Studies (DoS) to prepare an excel sheet from the hard copy results sheet from the examination board. It is a tedious and time consuming exercise;
2.3.	**Benefits**
	- Access to current study material by both tutors and students; - E-results for easy analysis and distribution; - No need of travelling to Kampala to collect results from the examination board; - Access online courses to upgrade; - E-cataloguing
2.4.	**Other concerns**
	Ministry needs to revisit the policy barring students to own and use mobile phones;

Stakeholder consultation record:

Name of agency/stakeholder/community: BISHOP STUART COLLEGE KIBINGO - MBARARA

Purpose of consultation (tick appropriate box):

Scoping:	Sensitisation:	Environmental Audit:	ESIA:	RAP:	Other (specify): ESMF & RPF

Date: 26-02-2015

Project name: REGIONAL COMMUNICATIONS INFRASTRUCTURE PROJECT (RCIP)

Proponent: NATIONAL INFORMATION TECHNOLOGY AUTHORITY (NITA)

Name of person	Designation	Contact	Sign/ Initial
MPORA NATHAN	DEPUTY PRINCIPAL	0772/0701-939357	Attachipora
TUMWESIGYE FRANCIS	DIRECTOR OF STUDIES	0782273404/0701273404	Tumwesigye
AGABA PATIENCE	COMPUTER INSTRUCTOR	0715889788/0701903576	
NATURINDA CATHERINE	COLLEGE LIBRARIAN	0777526963/0754	
MUJE DINAH	Senior Registrar Officer	0701969347	Muje
Namwgule Madinah K.	Aquatic Biologist	AWE 0704116395	
KALYALO RICHARD	SOCIOLOGIST	AWE 0705000425	Kalyaro

G) **Bulega Core Primary Teachers College (Hoima District)**

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Meeting Record

Week	10		Meeting date	**3 March 2015**
			Recorded by	**MN, RK**
Meeting/ subject	**Meeting with Bulega Core Primary Teachers College (Hoima District); Consultation on Environment and Social Management Framework (ESMF) and Resettlement Policy Framework (RPF) for Regional Communications Infrastructure Project (RCIP)**		Total pages	**02**

Name	Organisation	Designation
Kato Florence (FK)	Bulega C P T C	Deputy Principal
Madinah Namyalo (MN)	Air Water Earth	Ecologist
Richard Kalyango (RK)	Air Water Earth	Sociologist
Mukuye Dezzie (DM)	Bulega C P T C	Tutor
Tibaleka Anna (AT)	Bulega C P T C	Tutor

	Item
1.	**Introduction**
	The Deputy Principal welcomed the team to her office. There were self-introductions of AWE team members. The consultant representative explained the purpose of the visit and scope of the project; gave a brief description of the project and encouraged stakeholder to provide input the ESMF and RPF.
2.	**Question and Answer Session**
	Current ICT status

	▪ Internet connection provided by Orange Uganda; ▪ Three desktops connected; ▪ Communication is by traditional methods; print and pinup on notices board, and suggestion box ▪ Tutors use internet to sourcing for instruction material; ▪ Students use internet to complete assignments; **Challenges** ▪ Three computers serving population of 450 students and 25 tutors; ▪ Slow data transfer; ▪ Unreliable connection; ▪ High data cost; ▪ Unreliable power supply; ▪ Information gets destroyed or blown off before it is consumed by all intended users; **Needs/ suggestions** • Connection for more computers; • Access to recent publication; • Staff will require training in e-service delivery;
2	**Current records keeping, instruction methods and procurement status**
	▪ Paper copies kept in filing cabinets; ▪ Staff, students and any other official communication records are in hard copy paper form; ▪ Applications to the college and results from the examination board are received in hard copy paper form; ▪ Have a small college library accommodating 25 of 450 students; ▪ Use chalk and chalkboard; ▪ Use hard copy text book reference Challenges ▪ Filing cabinets occupy a lot of space and retrieval of desired information takes a bit of time; ▪ Some of the records get misplaced or destroyed; ▪ Some of the reference material is obsolete; ▪ Most of the library space is occurred by book shelves;
2	**Benefits**

	• Access to current study material by both tutors and students; • E-results for easy analysis and distribution; • No need of travelling to Kampala to collect results from the examination board; • Access online courses to upgrade; • Minus book shelves, more library space will available for students' use; • E-cataloguing; • E-library
2	**Other concerns**
	▪ Fear for e-waste accumulation; ▪ Ministry should come up with clear guidelines on e-waste disposal: recycling, reuse; ▪ Formulate a policy on computer training at all levels of learning, especially post primary learning institutions;

Stakeholder consultation record:

Name of agency/stakeholder/community: BULERA CORE PRIMARY TEACHER COLLEGE - HOIMA

Purpose of consultation (tick appropriate box):	Scoping:		Environmental Audit:		ESIA:		Other (specify): ESMF & RPF	
	Sensitisation:				RAP:			

Date: 3rd March 2015

Project name: REGIONAL Communications INFRASTRUCTURE PROJECT (RCIP)

Proponent: NATIONAL INFORMATION TECHNOLOGY AUTHORITY (NITA-U)

Name of person	Designation	Contact	Sign/ Initial
KATO FLORENCE	DEPUTY PRINCIPAL (P)	0772678619	[signature]
MUKUYE DESSIE	TUTOR	0776010982	[signature]
LIBMLEKA ANNA	TUTOR	0774685392	[signature]
Nlungalo Madinah	Aquatic Ecologist	0704160395	[signature]
KALYANGO RICHARD SOCIOLOGIST		0705000425	[signature]

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H) **Hoima Regional Referral Hospital (Hoima District)**

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Meeting Record

Week	09		Meeting date	25 February 2015
			Recorded by	MN, RK
Meeting/subject	**Meeting with Hoima Regional Referral Hospital; Consultation on Environment and Social Management Framework (ESMF) and Resettlement Policy Framework (RPF) for Regional Communications Infrastructure Project (RCIP)**		Total pages	**02**

Present	Apology	Copy	Name	Organisation	Designation
☒	☐	☐	Buliwa Sifura	Hoima RRH	Accountant
☒	☐	☐	Madinah Namyalo (MN)	Air Water Earth	Ecologist
☒	☐	☐	Richard Kalyango (RK)	Air Water Earth	Sociologist
☒	☐	☐	Kivijinja Salim	Hoima RRH	Principal Hosp. Admin.
☒	☐	☐	Were Mubaraka	Hoima RRH	Hosp. Admin.
☒	☐	☐	Dr Ediamu Tom	Hoima RRH	Hosp. Director
☒	☐	☐	Byarufu Habib	Hoima RRH	HRR HOSP
☒	☐	☐	Muyingo Edrisa	Hoima RRH	Records Ass.
☒	☐	☐	Ocen George	Hoima RRH	Lab. Technician

	Item
1.	**Introduction**
	The Principal Hosp. Admin welcomed the team to his office. There were self-introductions of AWE team members. The consultant representative explained the purpose of the visit and scope of the project; gave a brief description of the project and encouraged stakeholder to provide input the ESMF and RPF.
2.	**Question and Answer Session**

	Item
2.1.	**Current ICT status**
	▪ Telemedicine equipment were supplied and installed but the project did not take off due to lack of connectivity ▪ The administration block has wireless internet connection, provided by Orange Uganda, accessible within 100m radius; ▪ HIV clinic connection is funded by Sustain; ▪ No ICT department/personnel for medical institutions; ▪ Do not have health management system linking in-patient department (IPD) and out-patient department (OPD); **Challenges** ▪ Internet connection is very expensive to maintain and therefore hospital relies on donor funding (Projects) which not always obvious to come by; ▪ Referral hospital is overwhelmed with minor cases which rather be handled at centre 4 clinic if telemedicine service were in place; ▪ Patients stay longer periods on hospital visits because the unnecessary movements and delays between reception areas, examination rooms, laboratory and scan; ▪ Patients take long in transition between OPD and IPD; ▪ Hospital departments are scattered and therefore sometimes staff to move and leave their work station to deliver documents/ information such HIV test results from laboratory to examinations rooms; ▪ Following patients history, which is every important in diagnostic medicine, is almost impossible; **Needs/ suggestions** • Reliable internet connection; • Standardised health management information system (HMIS); • ICT department/ personnel and technical support; • Training in e-medical service delivery;
2.2.	**Current records keeping**
	▪ At reception areas patients are recorded in form 031 which is a very big book; ▪ E-database project by M-jap collapsed; ▪ Records are manually filed and staked in shelves; **Challenges** ▪ Shelves occupy a lot of space and retrieval of desired information takes a bit of time; ▪ It tedious and time consuming to retrieve a patients file; ▪ Patients OPD don't have medical records kept, except for registration at the reception areas; ▪ Registration form 031 is very bulky and one entry covers several pages;
2.3.	**Benefits foreseen**

	Item
	• E-database; • Easy access and follow up on patients anywhere; • Reduced number of patients coming to referral hospital; more cases being handled at centre 4 level through tele-medical services and easy consultation between doctors at all levels.
2.4.	**Other concerns**
	▪ What is the timeline for project implementation? **Response:** These issues are noted and will be documented in the ESMF.

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Meeting Record

Week	09		Meeting date	**25 February 2015**
			Recorded by	**MN, RK**
Meeting/subject	**Meeting with Mbarara District Officials; Consultation on Environment and Social Management Framework (ESMF) and Resettlement Policy Framework (RPF) for Regional Communications Infrastructure Project (RCIP)**		Total pages	**03**

Present	Apology	Copy	Name	Organisation	Designation
☒	☐	☐	Byamukama Alfred(AB)	Mbarara District	Principal Ass. Secretary
☒	☐	☐	Madinah Namyalo (MN)	Air Water Earth	Aquatic Ecologist
☒	☐	☐	Richard Kalyango (RK)	Air Water Earth	Sociologist
☒	☐	☐	Tuhawe Cyril (CT)	Mbarara District	Sen. Information Scientist
☒	☐	☐	Kagaba Allan Rukira (AKR)	Mbarara District	Ag. Principal Human Resource
☒	☐	☐	Nimusiima D. Moreen (MND)	Mbarara District	Records Officer
☒	☐	☐	Katungye Francis I. (FKI)	Mbarara District	PSWO
☒	☐	☐	Isuba Edema Simon (SIE)	Mbarara District	DHO
☒	☐	☐	Mutungi Nathan (NM)	Mbarara District	DFO
☒	☐	☐	Baingana Benson (BB)	Mbarara District	HRO DSC
☒	☐	☐	Arinaitwe Patrick (PA)	Mbarara District	Wetlands Officer
☒	☐	☐	Tusiime Frank (FT)	Mbarara District	Sen. Forestry Officer
☒	☐	☐	Tumusiime Dez (DT)	Mbarara District	Sen. Educ. Officer
☒	☐	☐	Mwije Dinah (DM)	Mbarara District	Sen. Procurement Officer

	Item
1.	**Introduction**

|	
	Item
	The Principal Ass. Secretary welcomed the team to the council room. There were self-introductions of AWE team members. The consultant representative explained the purpose of the visit and scope of the project; gave a brief description of the project and encouraged stakeholder to provide input the ESMF and RPF.
2.	**Question and Answer Session**
2.1.	**Current ICT status**
	▪ Majority of heads of department are computer illiterate; Born Before Computer (BBC); ▪ Most district officers do not have desktops nor laptops; ▪ Have an operational district ICT policy; ▪ Optic fibre cable is laid up to the server room but not connected; ▪ District governing structure does include ICT department/ personnel; ▪ Internet connection is on individual basis or ministry for representative at district; ▪ Mainstream ministries have parallel reporting systems handed down to district officers to use; **Challenges** • Use of personal resources such as purchase of airtime and internet data to use for official duties pinches on ones resources; • Transport costs to and from ministries and other meeting places are high; • High cost of accessing internet data; low data transfer rates and unreliability of connection; • Absence of ICT expert makes ICT equipment maintenance very expensive; **Needs** • The district governing structure should include and cater for ICT expert/ personnel; • The reporting and accounting systems of the different ministries should be harmonised; • District officers should be provided with desktops; • District officer will require training on ICT application use; • District has room/ space to house project equipment but security will required **Response** Project components 2 & 3 will provide solutions to challenges of such natural;
2.2.	**Current records keeping and procurement status**

	Item
	▪ Staff and service providers' records and other records are hard copy form and kept in box and files which are staked in cabinets or shelves; ▪ Procurement process involves preparation of hard paper document which goes through a number of stages for approval and award of contract or tender; **Challenges** ▪ Retrieval of records is tedious and sometimes risky; ▪ Procurement process is too long that sometimes it stretches beyond project/ services usefulness/ applicable period **Response** Project component 3 will provide solutions to challenges of such natural;
2.3.	**Current Natural resources Monitoring Methods**
	• The resources monitored include; wetlands and forests; • Quarterly physical visits; **Challenges**; • Lack of facilitation; no vehicle and fuel; • Quarterly monitoring regime is not sufficient to keep up with pace of encroachment activities; **Needs** • Access to current remote sensed images; • Training in the analysis and use of remote sensing;
2.4.	**Benefits**
	• Reduced transport and operational costs; • Easy information sharing at office, district and national levels; • Improved service delivery; records and procurement; • Computerised planning and budgeting manuals; • Monitoring of natural resources using remote sensing.
2.5.	**Other concerns/ Social and Environment**
	• Implementation of project will reduce movement from one office to another and this might result into obesity and heart diseases; • Likely accumulation of e-waste; • Infrastructure installation is likely to have environmental (soil, soil organisms) impacts, though unable to assess impacts of underground installation at the moment;

Stakeholder consultation record:

Name of agency/stakeholder/community: MBARARA DISTRICT HEAD QUARTERS

Purpose of consultation (tick appropriate box):

Scoping:		Environmental Audit:		ESIA:		Other (specify): ESMF & RPF	
Sensitisation:				RAP:			

Date: 25 Feb 2015

Project name: REGIONAL COMMUNICATIONS INFRASTRUCTURE PROJECS (RCIP)

Proponent: NATIONAL INFORMATION TECHNOLOGY AUTHORITY (NITA)

Name of person	Designation	Contact	Sign/ Initial
BAMUKAMA ALFRED	Principate Ast Secretary	0712543837	
TUHAIWE CYRIL	Sen. Information Scientist	0701362945	
Kagaba Allan Rwira	Ag. Principal Human Resource Officer	0701374824	
Kimukwma D. Muteesa	Records Officer	0701547279	
Suboo Edona Simon	for PSWO	0772473891	
Mutungi Nathan	for DPO	0702476793	
BANGIRA Benson	HRO BSc	0772441150	
Arinaitwe Patricle	Wetlands Officer	0738270u	
Tusiime Frank	Service Forestry Officer	0772534194	
Tusiime Frank	Senior Education Officer	0772551151	
Tusiime Bez.	Senior Education Officer	0772887114	
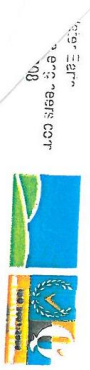
J) Mbarara University Of Science & Technology (MUST)

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Week	**09**		Meeting date	**26 February 2015**
			Recorded by	**MN, RK**
Meeting/subject	**Meeting with Mbarara University of Science and Technology; Consultation on Environment and Social Management Framework (ESMF) and Resettlement Policy Framework (RPF) for Regional Communications Infrastructure Project (RCIP)**		Total pages	**02**

Present	Apology	Copy	Name	Organisation	Designation
☒	☐	☐	Byaryashaba Amos(AB)	MUST	Head Computing Services
☒	☐	☐	Namyalo Madinah (MN)	AWE	Ecologist
☒	☐	☐	Kalyango Richard (RK)	AWE	Sociologist

	Item
1.	**Introduction**
	The Head of Computing Services welcomed the team to office. There were self-introductions of AWE team members. The consultant representative explained the purpose of the visit and scope of the project; gave a brief description of the project and encouraged stakeholder to provide input the ESMF and RPF.
2.	**Question and Answer Session**
2.1.	**Current ICT status**

		Item
		- Cable internet and ¾ wireless provided by UTL and RENU; - Using bandwidth 30MB; - UTL 1GB at $ 200 - MUST is trying to automat academic registry and transcript services with the help of CEMAS- Ug- finance for academic, finance and human resource records; **Challenges** - High cost of internet data; - Slow response of services provider in case of problem; - ICT department is under staffed; - Unreliable power supply; - Unauthorised access; **Response** Project components 2 & 3 will provide solutions to challenges of such natural;
	2.2.	**Current records keeping and procurement status**
		- Staff and students 'records and other records are 3/4 hard copy form and kept in box and files which are staked in cabinets or shelves; - Procurement process involves preparation of hard paper document which goes through a number of stages for approval and award of contract or tender; **Challenges** - Retrieval of records is tedious; - Procurement process is too long; **Response** Project component 3 will provide solutions to challenges of such natural;
	2.3.	**Needs**
		Suggestion: - Automate more university services; - Policy adjustment; - Strengthen ICT support; **Response** Project components 1 & 3 will provide for such needs;
	2.4.	**Benefits**
		- Automation of more university services; - Reduced transport and operational costs; - Easy information delivery to students; - Improved service delivery; records and procurement; - Online courses for students and lecturers
	2.5.	**Other concerns**

	Item
	Has the project provided for management of e-waste?

Stakeholder consultation record:

Name of agency/stakeholder/community: MBARARA UNIVERSITY OF SCIENCE & TECHNOLOGY (MUST)

Purpose of consultation (tick appropriate box):

Scoping:		ESIA:	
Sensitisation:		RAP:	
Environmental Audit:		Other (specify): ESMF & RPF	

Date: 26-02-2015

Project name: REGIONAL COMMUNICATIONS INFRASTRUCTURE PROJECT (RCIP)

Proponent: NATIONAL INFORMATION TECHNOLOGY AUTHORITY (NITA)

Name of person	Designation	Contact	Sign/Initial
Amos Rwakishaija	Head Computing Services - MUST	0782 501454 amosbarya@must-ac.ug	Mbarara University

K) **Mbarara Regional Referral Hospital**

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Meeting Record

Week	09			Meeting date	**25 February 2015**
				Recorded by	**MN, RK**
Meeting/subject	**Meeting with Mbarara Regional Referral Hospital; Consultation on Environment and Social Management Framework (ESMF) and Resettlement Policy Framework (RPF) for Regional Communications Infrastructure Project (RCIP)**			Total pages	**02**

Present	Apology	Copy	Name	Organisation	Designation
☒	☐	☐	Dr Francis Oriokot	Mbarara RRH	Ag. Hospital Director
☒	☐	☐	Madinah Namyalo (MN)	Air Water Earth	Ecologist
☒	☐	☐	Richard Kalyango (RK)	Air Water Earth	Sociologist
☐	☐	☐			
☐	☐	☐			
☐	☐	☐			

	Item
	Introduction
	The Ag. Hospital Director welcomed the team to his office. There were self-introductions of AWE team members. The consultant representative explained the purpose of the visit and scope of the project; gave a brief description of the project and encouraged stakeholder to provide input the ESMF and RPF.
1.	**Question and Answer Session**
1.1.	**Current ICT status**

	Item
	▪ The hospital has two direct mobile telephone lines for use in case of emergency; ▪ Have internet provided by Uganda Telecom Limited (UTL). Its use is minimal because it is only connected to the Director's office and is very costly to maintain; ▪ The intercom system is down; ▪ The CTV is also down; ▪ Tele-medical facilities were installed but non-functional due to expensive and unreliable internet connection; ▪ No ICT staff at the hospital; **Challenges** ▪ internet connection is restricted to administration; it is slow, unreliable and expensive; ▪ computer maintenance/ replacement is very hard because of absence of ICT expert at the hospital and lack funds; **Response** Project component 3 will provide solutions to challenges of such natural;
1.2.	**Current records keeping and procurement status**
	▪ Patients' records and other records are hard copy form and kept in box and files which are staked in cabinets; ▪ Medical supplies are requisitioned from the National Drug Stores (NDS) with hard paper copy which needs to be prepared in Mbarara and sent to Kampala; **Challenges** ▪ patient's history is hard to follow because of poor retrieval mechanism of the current record keeping method; ▪ delayed medical supplies; ▪ Box and folder files, and cabinets occupy space; ▪ Some records get destroyed by water or termites; **Response** Project component 3 will provide solutions to challenges of such natural;
1.3.	**Needs**
	Suggestion: • The hospital should be provided with ward to wards, ward to administration and hospital to university medical school connection, and the required hardware and software; • The hospital should be supplied with at least two (2) LCDs the visual display of patients in Out-patient department (OPD) and in-patient department (IPD) and for X-ray result analysis; • The hospital should have ICT staff to maintain and service equipment; • Staff training in ICT applications will be required at all levels; • Hospital may not have room and security for the project equipment;

	Item
1.4.	**Benefits**
	• Tele-medical services will reduce movement of patients and number referral cases to the National Referral Hospital, Mulago; • E-patients' records keeping which are easy to retrieve any time anywhere; • Reduce patient visit stay time in hospital; reduced movement between examination room and laboratory and/ or scan; • E-medical supplies requisition will ensure timely supplies ;
1.5.	**Other concerns**
	▪ Hospital and University should agree on sharing modalities; ▪ Staff will be distracted by internet and easy communication for some time;

Stakeholder consultation record:

Name of agency/stakeholder/community:	MBARARA REGIONAL REFERRAL HOSPITAL			
Purpose of consultation (tick appropriate box):	Scoping:		ESIA:	Other (specify): ESMF & RPF
	Sensitisation:		RAP:	
	Environmental Audit:			
Date: 25-09-2015				
Project name: Regional Communications Infrastructure Project-(RCIP)				
Proponent: National Information Technology Authority (NITA-U)				

Name of person	Designation	Contact	Sign/ Initial
Dr. ORIOKST FRANCIS	Ag. HOSPITAL DIRECTOR	0772 431732 forciokot@yahoo.co.uk	
Nanyalo Malinah Kaala	Pediatric Ecologist	0774165335-	
Richard Kalyongo	Sociologist	0705000425-	Kalyis

L) **Nakasongola District**

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Meeting Record

Week	10			Meeting date	6 March 2015
				Recorded by	MN, RK
Meeting/ subject	Meeting with Nakasongola District; Consultation on Environment and Social Management Framework (ESMF) and Resettlement Policy Framework (RPF) for Regional Communications Infrastructure Project (RCIP)			Total pages	03

Present	Apology	Copy	Name	Organisation	Designation
☒	☐	☐	Byekwanso Fredrick	Nakasongola District	Ag. COA
☒	☐	☐	Madinah Namyalo (MN)	Air Water Earth	Ecologist
☒	☐	☐	Richard Kalyango (RK)	Air Water Earth	Sociologist
☒	☐	☐	Nawatti Madiinah	Nakasongola District	Ag. Records Officer
☒	☐	☐	Sanyu Damalie	Nakasongola District	Ass. Records Officer
☒	☐	☐	Semambo Sam Maxiwel	Nakasongola District	Ag. Head PDU

	Item
1.	**Introduction**
	The Ag. COA welcomed the team to his office. There were self-introductions of AWE team members. The consultant representative explained the purpose of the visit and scope of the project; gave a brief description of the project and encouraged stakeholder to provide input the ESMF and RPF.
2.	**Question and Answer Session**
2.1.	**Current ICT status**

	Item
	▪ Internet connection is down due to high subscription cost and yet it would be slow and unreliable; ▪ No ICT technical personnel; ▪ Most personnel have basic computer knowledge; ▪ No formal telecommunications facility; **Challenges** ▪ Unreliable power supply; ▪ High internet connection costs and ICT equipment service and maintenance; ▪ Lack ICT personnel and technical support; ▪ The district administration is scattered and often people absent themselves in pretence to have travelled to Kampala on official duties; ▪ Internet and telecommunications use is at individual basis making execution of duties sluggish; **Needs/ suggestions** ● Affordable and reliable internet; ● Training in ICT applications (e-service delivery); ● ICT personnel at the district; ● District departments interlink;
2.2.	**Current records keeping, reporting and procurement status**
	● Records are in hard paper format and filed in filing cabinets; ▪ Procurement process is long and tedious with lots of lags; **Challenges** ▪ Filing cabinets occupy a lot of space and retrieval of desired information takes a bit of time; ▪ Policy (Procurement)requires that records older than seven years may be disposed of; ▪ Records users sometimes mishandle or misplace documents; ▪ Paper work in procurement and records require space for storage; ▪ Paper work requires stationary which is often in short supply;
2.3.	**Benefits**

	Item
	- Reduced line of communication; - Reduced travel cost and time wastage; - Reduced absenteeism of officers; - ICT equipment, software and hardware and technical support; - Better communication within district administration and across the country; - E-database, easy to access and large storage; - Reduced procurement process period; improved unit's efficiency in service delivery; - Reduced paper work and storage bulk
2.4.	**Other concerns**
	Wish for project implementation in the shortest time possible.

Stakeholder consultation record:

Name of agency/stakeholder/community: NAKASONGOLA DISTRICT

Purpose of consultation (tick appropriate box):

Scoping:		ESIA:	
Sensitisation:		RAP:	
Environmental Audit:		Other (specify): ESMF SI RPF	

Date: 6ᵗʰ March 2015

Project name: REGIONAL COMMUNICATIONS INFRASTRUCTURE PROJECT

Proponent: NATIONAL INFORMATION TECHNOLOGY AUTHORITY

Name of person	Designation	Contact	Sign/ Initial
BYEKWASO FREDRICK	For CAO	0712 966324	
NAWEJI MADUINPA	AG. RECORDS OFFICER	0789-741959	
SANTY DOMAHE	ASSISTANT RECORDS	0778 08 9431	
Emmanuel STm MAXIWEL	For Hed PDU	0775-191983	
Namulabo Madinah	Aquahc Ecologist	0704465355	
Kryonao Richter Sekologust		0705300425	

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Meeting Record

Week	10	Meeting date	**5 March 2015**
		Recorded by	**MN, RK**
Meeting/subject	**Meeting with Gulu District Headquarters; Consultation on Environment and Social Management Framework (ESMF) and Resettlement Policy Framework (RPF) for Regional Communications Infrastructure Project (RCIP)**	Total pages	**03**

Present	Apology	Copy	Name	Organisation	Designation
☒	☐	☐	Amono Joyce	Gulu District	Records Officer
☒	☐	☐	Madinah Namyalo (MN)	Air Water Earth	Ecologist
☒	☐	☐	Richard Kalyango (RK)	Air Water Earth	Sociologist
☒	☐	☐	Uhuru Kibwoita Severino	Gulu District	Deputy COA
☒	☐	☐	Oboni Alfonse	Gulu District	PHRO
☒	☐	☐	Labongo Godfrey L.	Gulu District	PHRO/SEC DSC
☒	☐	☐	Oola Eugene	Gulu District	District Planner
☒	☐	☐	Kibwota Denis	Gulu District	Statistcian
☒	☐	☐	Alii George William	Gulu District	Information Management Scientist
☒	☐	☐	Ongom Robert	Gulu District	Ag. DHO
☒	☐	☐	Alobo Betty	Gulu District	Ag. HPAU
☒	☐	☐	Odwar Santa	Gulu District	ALCAO

	Item
1.	**Introduction**

	Item
	The Deputy CAO welcomed the team to the council room. There were self-introductions of AWE team members. The consultant representative explained the purpose of the visit and scope of the project; gave a brief description of the project and encouraged stakeholder to provide input the ESMF and RPF.
2.	**Question and Answer Session**
2.1.	**Current ICT status**
	▪ Most of districts officers do not have computers in their offices; ▪ Official communication is paper based; ▪ No formal internet connection; ▪ computer laboratory is inactive since ending of DFID project; ▪ No ICT personnel; ▪ **Challenges** ▪ Unreliable power supply ; ▪ Running costs and sustainability; ▪ Political wing; ▪ Ability engage with equipment; **Needs/ suggestions** • Provision with computers; • Affordable and reliable internet; • Training in ICT applications (e-service delivery); • ICT personnel and technical support; • Government should put strategy for sustainability of equipment software and hardware;
2.2.	**Current records keeping, reporting and procurement status**

	Item
	- The records office had an isolate database which collapsed with closure of DFID project; - Currently hard paper records keeping is being used; - Records department staff have knowledge capacity to implement the project however will need orientation training in networked database systems; - Planning, budgeting and reporting require to travel to Kampala; - Ministries over different reporting systems running parallel; - Procurement process is long and sometime longer by absenteeism of officers; **Challenges** - Filing cabinets occupy a lot of space and retrieval of desired information takes a bit of time; - Travelling to and fro Kampala is time costly, time consuming and risky; - Its tedious and sometimes confusing to operation more the one reporting system; - Awarding tenders/ contracts and payment to service providers sometimes take too long delay supply/ deliverables;
2.3.	**Benefits**
	- Reliable and affordable internet connection; - Improve performance and efficiency in service delivery; - ICT equipment, software and hardware; - ICT personnel and technical support; - Teleconference to reduce travel and absenteeism frequency; - E-planning and reporting; - Harmonised reporting systems; - Procurement and finance linked to make process shorter and transparent; **Response** Noted

Stakeholder consultation record:

Name of agency/stakeholder/community: GULU DISTRICT HEAD QUARTERS

Purpose of consultation (tick appropriate box):

Scoping:	ESIA:
Sensitisation:	RAP:
Environmental Audit:	Other (specify): ESMF ERPF

Date: 05-03-2015

Project name: REGIONAL COMMUNICATIONS INFRASTRUCTURE PROJECT (RCIP)

Proponent: NATIONAL INFORMATION TECHNOLOGY AUTHORITY (NITA-U)

Name of person	Designation	Contact	Sign/ initial
AMONO JOYCE	Records Officer	0773456989	
Ghumisa David	Deputy CAO	0772902468	
UHUKU KISWOTA GEERIO	SRKIEC	0772374814	
Deou Alfonse	PITRO	0772523806	
Labanya Geoffrey L.	PHOOfuchrc	0772580028	
OOLA EUGENE	DISTRICT PLANNER	0772358696	
KIBWOTT DENIS	STATISTICIAN	0757550832	
ALI GEORGE WILLIAM	INFORMATION MGT SPECIALIST	0787322224	
ONGOM ROBERT	Fw DHO	0774941543	
Ahoto Betty Moro	Fw HPPM	0772693563	
ocur Santa	AICIO	0725944299	

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Meeting Record

Week	10		
		Meeting date	**6 March 2015**
		Recorded by	**MN, RK**
Meeting/subject	**Meeting with Gulu Core Primary Teachers College; Consultation on Environment and Social Management Framework (ESMF) and Resettlement Policy Framework (RPF) for Regional Communications Infrastructure Project (RCIP)**	Total pages	**02**

Present	Apology	Copy	Name	Organisation	Designation
☒	☐	☐	Akwar C. Denis	Gulu Core PTC	Head of ICT Department
☒	☐	☐	Madinah Namyalo (MN)	Air Water Earth	Ecologist
☒	☐	☐	Richard Kalyango (RK)	Air Water Earth	Sociologist
☐	☐	☐	Akongo Jovannah Sabera	Gulu Core PTC	Librarian/ Tutor

	Item
1.	**Introduction**
	The HOD ICT welcomed the team to his office. There were self-introductions of AWE team members. The consultant representative explained the purpose of the visit and scope of the project; gave a brief description of the project and encouraged stakeholder to provide input the ESMF and RPF.
2.	**Question and Answer Session**
2.1.	**Current ICT status**

	Item
	- Computer laboratory with 40 desktops with 4 CPUs supplied by UCC; - No formal internet connection, once had internet sponsored by a USAID project; - Have a print book library; **Challenges** - Unreliable power supply; - High internet connection costs and ICT equipment service and maintenance; - Lack of funding; - Some of the reading material is obsolete in relation to new thematic curriculum; **Needs/ suggestions** - Affordable and reliable internet; - Training in ICT applications (e-service delivery); - E-library; - Develop ICT integrated curriculum;
2.2.	**Current records keeping, reporting and procurement status**
	- Records are in hard paper format and filed in filing cabinets; - Students college entry applications and registration are hard paper based; **Challenges** - Filing cabinets occupy a lot of space and retrieval of desired information takes a bit of time; - Retrieval of students records more than five years of completion takes some time;
2.3.	**Benefits**
	- Reliable and affordable internet connection; - Increased enrolment due to e-learning option; - ICT equipment, software and hardware and technical support; - Easy access to e-books and recent publication/ instruction and learning material; - Better communication within the college and between college and ministry;
2.4.	**Other concerns**
	Underground installation might not have significant impact on environment, except where it crosses crop fields and development; In long-time e-waste will accumulate and its final disposal may be a problem;

Stakeholder consultation record:

Name of agency/stakeholder/community: GULU CORE PRIMARY TEACHERS COLLAGE

Purpose of consultation (tick appropriate box):

Scoping:		Environmental Audit:	
Sensitisation:		ESIA:	
		RAP:	
		Other (specify):	

Date: 4th – March 2015

Project name: REGIONAL COMMUNICATIONS INFRASTRUCTURE PROJECT

Proponent: NATIONAL INFORMATION TECHNOLOGY AUTHORITY (NITA-U)

Name of person	Designation	Contact	Sign/ Initial
DENIS C. AKWAR	TUTOR/H.O.D-ICT	0772-003100/dkcakwar@gmail.com	
Along Johannah Saba	Tutor/Librarian	0757793324/alongjohannah@gmail.com	
Namgalo Madrush	Arabic tutor	0794156235	
KAFANGO RICHRD	Sociologist	0705000425	Kaly

O) **Gulu Regional Referral Hospital**

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Meeting Record

Week	10		Meeting date	**5 March 2015**
			Recorded by	**MN, RK**
Meeting/subject	**Meeting with Gulu Regional Referral Hospital; Consultation on Environment and Social Management Framework (ESMF) and Resettlement Policy Framework (RPF) for Regional Communications Infrastructure Project (RCIP)**		Total pages	**03**

Present	Apology	Copy	Name	Organisation	Designation
☒	☐	☐	Dr Apiyo Paska	Gulu RRH	Deputy Director/ Physician
☒	☐	☐	Madinah Namyalo (MN)	Air Water Earth	Ecologist
☒	☐	☐	Richard Kalyango (RK)	Air Water Earth	Sociologist
☐	☐	☐	Omara Julius	Gulu RRH	Med. Records Officer

	Item
1.	**Introduction**
	The Deputy Director welcomed the team to her office. There were self-introductions of AWE team members. The consultant representative explained the purpose of the visit and scope of the project; gave a brief description of the project and encouraged stakeholder to provide input the ESMF and RPF.
2.	**Question and Answer Session**
2.1.	**Current ICT status**

	Item
	- No formal internet connection and telecommunication facility; - HIV clinic has internet connection support but its use is restricted; - Tele-medicine equipment were installed in 2012 but did not work due to poor/ no internet connection; - Most of staff used personal Orange Uganda modems; - No ICT personnel; - Have a print book and e-library resource centre, for medical students, which has two computers with internet connection; **Challenges** - Unreliable power supply; - Internet is slow and unreliable; - Running costs and sustainability of internet connection to resource centre; - Formal communication is done on individual expense basis; - Acquisition of print books is very expensive and delivery is often slow; - Have collaborating organisations that are have pledged to provide eBooks but internet connection is poor; **Needs/ suggestions** - Affordable and reliable internet; - Training in ICT applications (e-service delivery); - ICT personnel and technical support; - E-library; **Response** Noted;
2.2.	**Current records keeping, reporting and procurement status**
	- Records are in hard paper format and filed in filing cabinets; - Patients are registered at reception areas in the Form 031, - Medical supplies are ordered for using paper requisition forms; **Challenges** - Filing cabinets occupy a lot of space and retrieval of desired information takes a bit of time; - Sending medical supply requests and delivery of supplies take a bit of time; - Retrieval of patients medical records is almost impossible; Response Noted;
2.3.	**Benefits**

	Item
	• Reliable and affordable internet connection; • Tele-medical services applicability improved and Teleconference to reduce travel and absenteeism; • ICT equipment, software and hardware, personnel and technical support; • Easy access to e-books and e-learning; • Easy resource and research sharing between universities at national, regional and international levels; • Harmonisation of payrolls; **Response** Noted

Stakeholder consultation record:

Name of agency/stakeholder/community: GULU MUNICIPAL REGIONAL REFERRAL HOSPITAL

Purpose of consultation (tick appropriate box):

Scoping:		ESIA:	
Sensitisation:		RAP:	
Environmental Audit:		Other (specify): ESMF & RPF	

Date: 5th March 2015

Project name: REGIONAL COMMUNICATIONS INFRASTRUCTURE PROJECT (RCIP)

Proponent: NATIONAL INFORMATION TECHNOLOGY AUTHORITY (NITA-U)

Name of person	Designation	Contact	Sign/ initial
Dr. Pasika APIYO	Physician (Dept @ director)	apiyo Pasika @ yahoo.com 0777748 74162	
OMARA Julius	Meth. Records officer	Omarajulius @ gmail.com 0705000425	
KITEYONGO RACHAEL	sociologist		
Namyalo Madoragh	Aquatic Ecologist	AWE 0705000425 kalag AIR WATER EARTH 0704166336	

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Week	10	Meeting date	**4 March 2015**
		Recorded by	**MN, RK**
Meeting/subject	**Meeting with Gulu University; Consultation on Environment and Social Management Framework (ESMF) and Resettlement Policy Framework (RPF) for Regional Communications Infrastructure Project (RCIP)**	Total pages	**03**

Present	Apology	Copy	Name	Organisation	Designation
☒	☐	☐	Ojera Adad Ogira	Gulu University	Head PDU
☒	☐	☐	Madinah Namyalo (MN)	Air Water Earth	Ecologist
☒	☐	☐	Richard Kalyango (RK)	Air Water Earth	Sociologist
☐	☐	☐			
☐	☐	☐			
☐	☐	☐			

	Item
3.	**Introduction**
	The Head PDU welcomed the team to his office. There were self-introductions of AWE team members. The consultant representative explained the purpose of the visit and scope of the project; gave a brief description of the project and encouraged stakeholder to provide input the ESMF and RPF.
4.	**Question and Answer Session**
4.1.	**Current ICT status**

	Item
	- Have internet connection provided by private service provider; - Internet connection is not distributed to all departments; wireless is weak; - Information sharing is through print and pinup, telephone call and email; - The library is most print book based with limited e-library access; **Challenges** - Unreliable power supply ; - Running costs and sustainability; - Ability engage with equipment; **Needs/ suggestions** - Provision with computers; - Affordable and reliable internet; - Training in ICT applications (e-service delivery); - ICT personnel and technical support; - Government should put strategy for sustainability of equipment software and hardware;
4.2.	**Current records keeping, reporting and procurement status**
	- The University Academic Registrar's office has e-database and to some extent departments have partial databases; - Currently hard paper records keeping also is being used; - Procurement requires advert in paper media; - Procurement protocol is long with some lags; **Challenges** - Filing cabinets occupy a lot of space and retrieval of desired information takes a bit of time; - Bidding document are usually bulk and require space for storage; - User, budgeting and planning departments do not direct link during procurement process, causing unnecessary delays; - Awarding tenders/ contracts and payment to service providers sometimes take too long delay supply/ deliverables;
4.3.	**Benefits**

	Item
	- Reliable and affordable internet connection; - Improve performance and efficiency in service delivery; - ICT equipment, software and hardware; - ICT personnel and technical support; - E-planning, budgeting and reporting; - Improved business to business and business to consumer transaction; - Reduced transaction cost; no media adverts and purchase of bid document; - Reduced operation cycle; bottlenecks sorted out; - Easy monitoring of budgets against planning and controlling expenditure on different lines; - Timely payment to service providers;

Stakeholder consultation record:

Name of agency/stakeholder/community: GULU UNIVERSITY

Purpose of consultation (tick appropriate box):	Scoping:		ESIA:	
	Sensitisation:		RAP:	
	Environmental Audit:		Other (specify): ESMF & RPF	

Date: 4-MARCH 2015

Project name: REGIONAL COMMUNICATIONS INFRASTRUCTURE PROJECT

Proponent: NATIONAL INFORMATION TECHNOLOGY AUTHORITY

Name of person	Designation	Contact	Sign/ Initial
OJERA DAVID OCEN	Prof. MAK GULU UNIVERSITY	adenigunde@yahoo.com 0752370162	
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NAMWARO MANDARE	AQUATIC ECOLOGIST	0704165375	Namwf

Photographs of consultation meetings

Consultation with Mbarara District Principal Assistant Secretary office of the CAO.

Consultation with Mbarara District Technical Team.

Consultation with Gulu District Technical Team.

Consultations with Hoima District Technical Team.

Consultation with Deputy director Gulu National Referral Hospital.

Consultation at Resource Centre, Gulu School of Medicine.

Q) National Stakeholders (Ministries, Departments and Agencies – MDAS)

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Week	14			Meeting date	**31 March 2015**
				Recorded by	**LK, MN**
Meeting/subject	**Meeting with National Stakeholders; Consultation on ESMF and RPF for Regional Communications Infrastructure Project (RCIP)-5**			Total pages	**03**

Present	Apology	Copy	Name	Organisation	Designation
☒	☐	☐	Madinah Namyalo	Air Water Earth	Ecologist
☒	☐	☐	Hajj Abdul Nsubuga	NITA	Project Manager
☒	☐	☐	Julian Rweju	NITA	BA
☒	☐	☐	Elizabeth Aisu	Social Consultant	Social Specialist Development
☒	☐	☐	Stephen Mugabi David	MWE	Assistant Commissioner
☒	☐	☐	Charles Kalule (MEng.)	UNBS	Senior Materials Engineer
☒	☐	☐	Julius Mughuma Masereka	MoLG	Principal Urban Officer
☒	☐	☐	Rukundo Tom Ndamira	NFA	EIA Specialist
☒	☐	☐	Kahuuta Godwin J	MoICT	SITO
☒	☐	☐	Eng.Lammeck Kajubi	Air Water Earth	ESMF, RPF Team Leader
☒	☐	☐	John Kyazze	UNBS	Senior Standards Officer
☒	☐	☐	Willie Epalitai	Social Consultant	
☒	☐	☐	Dr. Kitoogo Fredrick	NITA	
☒	☐	☐	Stella Alibateese	NITA	Director, Regulation & Legal Services
☒	☐	☐	Edwin Kiyaga	UNRA	
☒	☐	☐	Justine Namara	UWA	Senior Planning & EIA Officer, SPEA
☒	☐	☐	John Makombo	UWA	Director Conservation
☒	☐	☐	Annet Nannyonga	MoES	SIS/CIM

Item	Update

Item	Update
1.	**Introduction**
	NITA-U representative at the meeting opened the meeting with a welcoming note.
	There were self-introductions of all members.
	The consultant presented the ESMF and RPF.
2.	**Question and Answer Session**
	Regulations
2.1.	**Information:** • MICT hired a consultant to prepare regulations, guidelines and standards for e-waste management in Uganda and these are expected to be in place in August 2015; • MICT and Ministry of Public Service are developing a policy to institutionalise ICT in all ministries, local governments, departments and agencies. This will streamline interagency cooperation and communication.
	Operational Status
2.2.	**Inquiry:** Does it mean that areas covered by Phases I & II are already accessing ICT services proposed by this project? **NITA response:** They have infrastructure installed but not yet connected.
2.3.	**Inquiry:** Why is it called "regional" communication infrastructure when it is connecting sites only in Uganda? **NITA response:** This project is part of one that has seen communication infrastructure developed in countries around Uganda. It will also have board connection to neighbouring countries;
2.4.	**Inquiry:** Will internet connection in district local government offices come with cost? **NITA response:** • Government departments and institutions will have to include connection budgets in their financial plans; • In future budget for ICT services will be centrally paid by the Ministry of Finance.
2.5.	**Suggestion:** In national e-Waste regulations, data safety and proof of destruction should be a legal requirement.
	Location of ICT infrastructure

Item	Update
2.6.	**Comment** - The legality and demarcation of road reserves in Uganda is often in dispute, this will cause numerous grievances or legal suits for the project unless compensation is provided in such cases. - If roads along which infrastructure is laid are expand in future, what would happen to project infrastructure? - It is highly recommended that Government plans for communal ducts for all infrastructure along roads which can be used/ rented by any entity wishing to lay lines along or across roads. This will avoid prevalent and never-ending destruction of roads by different infrastructure developers. **Response** - UNRA is demarcating all road reserves of highways in the country.
2.7.	**Recommendations made:** - Development of a permanent duct through all linear infrastructure is past at hire basis; - MoLG is suggesting a forum for urban infrastructure services which will require all infrastructure crossing roads to be approved by a committee; - WMD has a policy for fragile environment (wetlands) that require works crossing such environment to use bridges so that continuity of a given wetland ecosystem is not effected.
2.8.	**Information:** UNRA is formulating a policy that will require any entity using road reserves to pay a fee. **Response:** NITA-U will discuss this issue with UNRA.
2.9.	**Challenges:** There are some places in Uganda that are "hard to reach", "hard to work", "hard to live in" and have no internet networks. These may not benefit as much from such a project due to poor/low cellular network strength.
	e-waste
2.10.	**Inquiry:** Does the project plan to establish regional e-Waste collection and dismantling centres; for re-use, recycle & disposal? **Response:** EU has earmarked Euro 70 million for global management of e-waste and East African states can access this funding as a bloc, to enable development of facilities for proper e-waste management.
2.11.	**Information:** In Uganda , UCC and MICT are taking lead in development of e-waste regulations and standards; Standards on e-waste have been developed by major equipment manufacturers: DELL, HP, MICROSOFT and ones for Uganda just need to bench mark those already developed.

Item	Update
2.12.	**Suggestions:** Government through NITA-U, MICT should provide site for collection of e-waste.
	Stakeholders
2.13.	The following should be involved among project stakeholders; • Uganda Cleaner Production Center because they were the first to collect data on e-waste; • Uganda Investment Authority and indeed Ministry of Trade, Tourism and Industry (MTTI) aid development of facilitation in e-waste management investment; • Ministry of Works and Transport, MoWT • Ministry of Education and Sports Science and Technology • Public Procurement and Disposal of Public assets Authority, PPDA
	Other concerns
2.14.	• NITA-U should have plan for end-of-life for ICT equipment which certainly will turn to e-waster and requiring proper disposal. • There is currently no proper coordination between ministries and MICT for connectivity and ICT systems upgrading but this is essential. • How will the project continue beyond donor funding?

Stakeholder consultation record:

Name of agency/stakeholder/community:	NATIONAL STAKEHOLDERS			

Purpose of consultation (tick appropriate box):	Scoping:		ESIA:	
	Sensitisation:		RAP:	
	Environmental Audit:		Other (specify): ESMF & RPF	

Date: 31-08-2015

Project name: REGIONAL COMMUNICATIONS INFRASTRUCTURE PROJECT

Proponent: NATIONAL INFORMATION TECHNOLOGY AUTHORITY

Name of person	Designation	Contact	Sign/ Initial
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Julius Bigeyu	NITA-V	0774242872	[signature]
Mwagabi Stephen David	NRA-Const / MWE	0782057296	[signature]
Kabule Charles (MEnv)	S/Mokinde Engineer (UNBS)	0752391576(UNBS)	[signature]
Julius Mughuma Masereka	Principal Clean Officer (MoE) 0772506345/0702-		[signature]
RUKUNDO Tom Ndamira	GIA SPECIALIST / NIRA	0772571205	Rukundo.
KATWITA GODWIN J	S/TO - MoICT	0701180/834	[signature]
KYAZZE JOHN	SENIOR STANDARDS OFFICER (UNBS)	0772446399	[signature]
Willie Opolion	Social Govt Specialist	0782-444953	[signature]
Elizabeth Aley	Social Dev't Specialist	0772-616485	[signature]

Stakeholder consultation record:

Name of agency/stakeholder/community: NATIONAL STAKEHOLDERS

Purpose of consultation (tick appropriate box):	Scoping:		ESIA:	
	Sensitisation:	✓	RAP:	
	Environmental Audit:		Other (specify): ESMF & RPF	

Date: 31-03-2022

Project name: REGIONAL COMMUNICATIONS INFRASTRUCTURE PROJECT

Proponent: NATIONAL INFORMATION TECHNOLOGY AUTHORITY

Name of person	Designation	Contact	Sign/ Initial
Kyaga Edwin	UNRA	0712886266	E.R.
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John Makombo	DC-UWA	John.makombo@ugandawildlife.org	
Annet Nannyonga	SISCIM-MOES	anannyonga@education.go.ug	
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R) Record of Consultation with Roadside Businesses and Vulnerable Groups

Roadside market	A roadside discussion was held with a group of vendors along Kampala-Masaka Highway with aim to obtain views about perceived impacts if optic fiber cables were to be laid through their market. Views outlined below were aired by vendors: a) Such markets are commonly the only source of livelihood for most family heads you see among these traders and any loss of working time directly implies lack of food for that day in the home. Therefore contractors should be aware of this and inform vendors well in advance when and for how long construction works would commence. b) It is recommended that contractors trench at night through roadside markets to avoid disrupting trading activities during day time. While this is a good plan it has the risk of construction workers stealing or vandalizing merchandise left overnight in markets and where such effects occur, due compensation should be provided to any affected trader. c) Construction activities will provide vendors short-term benefit of higher sales when workers buy produce/ other goods from roadside markets. d) Trenches should be quickly covered up to avoid injury to traders and customers stopping by the roadside markets. e) Construction workers often use vulgar language at work and this should not happen because in markets you may find children working alongside their parents and this language can be both repulsive and embarrassing. f) Earth dug up should be carried away and not spread in markets to avoid dust emissions. g) Contactors should have portable toilets to avoid unsanitary conditions near markets which would turn away customers, hence loss of income to traders. *Plate 1: A market at Kabale-Bugonzi along Kampala-Masaka Highway that could be temporarily displaced or disrupted by laying fibre optical cables in road reserves*
Property tenants at Corner Kamudini along Gulu Road (preferred anonymity)	A discussion was held with tenants of a building at Corner Kamudini along Gulu Highway where trenching (not related to this project) had been recently done by a private telecommunications company and views were expressed: i) "We fault Government for not instilling enough discipline and responsible behaviour in contractors who have no regard to value of property or livelihood of the common man". When left open for a long time, trenches sever access to shops and this means loss if business. Contracts should know this and quickly cover up trenches as soon as possible. ii) It is also difficult for women, children disabled persons and elderly people to jump over

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trenches to access their homes, shops, markets, schools, places of worship or health clinics.

iii) It is common for contractors to damage verandas or driveways of buildings inroad reserves but fail to reconstruct them to the original quality. Often such reinstatement is done in a rush and with cheap materials to leave an ugly finish hence reduced property value.

iv) It is also not unusual for crops to be damaged by trenching yet no compensation is ever provided to owners. There has to be a channel of communicating to NITA and the contractor for such complaints to be known and solved to amicably. A lot of people in this region have no financial means to seek legal redress from courts and would pfrefer the easiest way to solve such complaints.

Plate 2: Trenching can damage private property and crops (case of Corner Kamudini along Gulu Highway)

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Tepeth Community members

Akariwon Village Tapac sub-county

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The elders command a lot of authority in matters that affect the community in these communities. They are the gate keepers of all community access ventures. During all the consultative meetings with the Tepeth, the Elders, Council of Elders and Local Council Officials were present and they gave consent for the meeting to take place.

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<tr><td>Women Group</td><td>

The Tepeth women group, pointed out that they are still considered and taken as beasts of burden and therefore responsible for the production of food and other household requirements for the family. They burn and sell charcoal, trade in jerry cans and firewood. This is a burden that the men have put on the women from time immemorial. They think they paid dowry and so the women have a duty to provide all the labor needed in the family. Their only duty is to wait and ask for food to be brought to table by the women. While they are busy telling and fending for the family, the men folk rest and relax in groups, usually drinking.

The men only occasionally step in during times of scarcity when they contribute by selling an animal in order to buy food. Men have a low attitude towards women. They are not respected and given the status they deserve in the community.
Women do not have any control over resources and the phones inclusive at both individual and community levels. This is worsened by the fact that most of them are not literate and are challenged in the use of phones.

Gender Considerations
The Tepeth community is highly patrilineal societies where women and their views are generally not considered. Majority of the Tepeth still hold to the traditional misconception that women cannot make decisions and thus women are under-represented in property ownership, education, and political leadership among others.

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	This situation is the outcome of the interplay of a myriad of factors ranging from discriminatory property ownership laws and practices to deep seated cultural biases that relegate the female gender to subordinate status in the local communities.
	Project Support The Tepeth were asked whether they support the Project or otherwise. According to the Tepeth culture, the Council of Elders including the Tepeth Elders wields great influence as representatives of the community on matters of culture and tradition. All matters of tradition and culture, including ceremonies and rituals are first reviewed by the Council of Elders that, thereafter, offers guidance to the community on the action and or direction to take based on the laid down traditions and culture. In almost all cases, the decision or advice of Council of Elders is supported by the entire community. They reiterated the issue of consultation both before and during the implementation of the project. *"For us if the project is bringing development to area we do not mind we can even offer our land for free"* (Tepeth Elder)
The Tepeth Youth	The youth in Tepeth in particular raised the issue of none involvement during the consultation process where they have lost out on employment when the implementation starts. They said that in the past they have witness scenarios where project implementers come with people from outside the community, leaving them to be onlookers of the entire process.
The Batwa	The level of literacy among the Batwa is very high. There is need to design a special program for them. They don't have any ICT skills. The whole community has only 6 mobile phones. They do not know about mobile money. They also want to own more phones, television sets and internet after a lot of education. It was also noted that Uganda Wildlife Authority (UWA) says that they are conserving as part of the forest community and they are a tourist attraction. And also the tourists want them to continue in that state to conserve their culture. Enough has got to be done in order to understand their culture. However, there is a MoU between Uganda Wildlife Authority and Batwa to improve their livelihood through access to resources, collecting of firewood, building materials medicinal plants, secret sites, etc. to improve on their well-being. Through the Batwa Cultural project, the guides were trained to so that they can take guests into the forest to see secret sites.
The Batwa Communities	Most Batwa adults are uneducated and illiterate and need Functional Adult Literacy (FAL). FAL can play a big role in the lives of the Batwa in according them new skills that can enable them have meaningful and sustainable livelihoods outside the forest. "The Batwa transformation is a process that must be handled carefully because people who have been living in the forest for many years cannot be brought out and expected to start socializing with others. It takes some time and patience until a time when these people can be able to freely mix with others and the quicker one tries to change them, the more endangered they become. Therefore since the Batwa are out of the forests, they need integration and not isolation and or giving handouts. Prior to BDP intervention, the Batwa were slowly integrating in the wider community, digging and having their own gardens but since BDP activities, they are now on the receiving end expecting handouts all the time. There are many people who came from the Batwa or were Batwa but have changed their way of life and are NOT Batwa anymore, at least in terms of their way of life."

Recommendations from Stakeholder Consultations

1) Government needs to design a special program to integrate the Batwa, Tepeth and other marginalized groups. The government of Uganda is obliged under its Constitution to protect the Batwa and ensure their equal treatment in all areas of development.

2) Identify employment opportunities for Batwa like in neighbouring countries of Rwanda and DRC who have brought the Batwa on board in their Wildlife Authorities where the Batwa communities in those countries are engaged.

3) Prepare and develop information, education and communication materials for use in the Batwa communities training and sensitization sessions. Due to their high level of illiteracy, visual aids, including charts, video and documentaries, music, drama should be used.

4) Promote human rights awareness among the Batwa communities though community mobilization and sensitization.

5) Advocate and lobby government to formulate policies that promote human rights among the Batwa ethnic minority group, affirmative action to enable the Batwa benefit from the existing government programs such as NAADS, SACCOs, UPE, and USE among others.

6) Training should be conducted as a means of addressing some of the challenges that the Batwa currently face and will cover areas like functional adult literacy, enterprise skills, development and communication.

7) Interact with the Batwa community representatives; bee keeping, animal husbandry, vegetable growing and crafts making be identified as some of the enterprises that the Batwa could be interested in underrating.

8) Radio connection for awareness creation for government programs like immunization and Family Planning. Because of the terrain and the state of the roads, the community workers are most times not able to reach these areas for direct awareness creation programs. The easiest method of passing on information to the communities there would be the radio and other related media.

9) Government has crime preventers in Karamoja. These should be tapped into in attempts to cub cases of lawlessness where individuals or groups may come up and misuse the communication gargets for unlawful acts

10) Proper and effective communication would serve as a medium for alleviating the current injustices mated on some vulnerable members of the community through the practicing of undesirable cultural practices like FGM. Place where victims could get assistance will be popularized through radio and other means of communication. For example, there is a shelter at Moroto Hospital for counseling the FGM victims but due to inadequate communication about its existence some sections of the community may not seek its services.

11) Capacity Building at Technical Level: There is need to build the capacity of district level staff, especially the office of the ICT focal persons to liaise with other departments on issues to do with ICT development and utilization in the district. This capacity building efforts should also target the health and the education sectors that are supposed to be the major consumers of ICT services yet they currently have no or limited capacity.

12) Capacity Building at community level: There is need to build the capacity of the community leaders in aspects of public speaking like how to deliver the message and correctly as such, targeting particular groups

e.g. women and not generalizing. This could target the offices of the Information Officers, DHEs and the Community Officers who interact with the community on a day-to-day basis. This also applies to the politicians as they are the people's representatives and are often in regular engagement with the community.

13) Most officers are also not conversant with the computer packages that they are supposed to use in collecting and synthesizing information that they pass on to the community.

14) Internet connectivity as a major challenge should be improved as it is a medium of transmission of the information that the community needs for its development.

Lists of Attendances

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NATIONAL INFORMATION AND TECHNOLOY AUTHORITY-UGANDA

DATE: 18/2/2015

DISTRICT: KASESE

NGO: DISTRICT OFFICIALS

Sr. No.	NAME	DESIGNATION	CONTACT	SIGNATURE
1.	VANYEHEYE William	CAO	0772424623	
2.	Birungi Ben Henry	DCDO	0772605579	
3.	Buonmbale Mtiwocen	Vol. ICT Office	0773955040	
4.	Baluku Shem	LC 5's Office	0781552315	
5.	Tumwine Jasin	Director		
6.		National youth org for Dev.	0772893997	
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STAKEHOLDER CONSULTATION   DATE: 22/01/2015
DISTRICT: BUNDIBUGYO NGO/CBO

NO	NAME	DESIGNATION	CONTACT	SIGNITURE
1	MAISARA EDMOND	SENIOR CDO	0772395975	
2	Matte Charles	S.E.O	0772966257	
3	Mwesige A. Juma	Ag CFO	0772364216	
4	BYAMUKAMA JOHN	D.I.S	0772446484	mg
5	BYASALYA CHARLES	Ag. IOS	0783490281	
6	BIRUNGI PRISCA	OFFICE TYPIST	0975400389	
7	Kobusinge Jackline	For SEC. DSC	0772-690659	
8	MWESIGA SIMON	SPSWO	0702338310	
9	KAHIISA HERBERT	A.C.A.O	0772358541	
10	SSENYONDO. F.	PARO	0782741795	

UWA - NTANDI PARK HQ SEMILIKI

Richard Muhabwe	Warden Incharge	0772367215	
AGGREY OUNDO	WARDEN Tourism	0772686010	
Mbambu M. Lavyreh	Cultural Values conservation coordinator.	0782147512 layyrahmbambu@yahoo.com	

DISTRICT: BUNDIBUGYO.   DATE: 23/01/2015
COMMUNITY/VILLAGE: BUNDIMASOU

No.	NAME	CONTACT TEL NO.	SIGNITURE.
1	King Nzito Jofutey		
2	Kainta Kliilson		
3	Dingoto Edeleda		
4	Manga Muzei		
5	Balyebulya Julius		
6	Masika Joromina		
7	Kabanaku Sofuroza		
8	Akumenya Yolamu		
9	Tababa James		
10			

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NATIONAL INFORMATION AND TECHNOLOY AUTHORITY-UGANDA
DATE: 10/02/015

DISTRICT: KABALE

DISTRICT OFFICIALS
NGO:

Sr. No.	NAME	DESIGNATION	CONTACT	SIGNATURE
1.	Nawelinda Denis	RDC	0783932332	
2.	Businrye W. Mbonzne	DCDO	0772673898	
3.	Kicona Immaculate	PS (CAO)	0782549820	
4.	Beelwayuba May	DW/el Reba	0782772293	
5.	IWEBAZE Immanuel	AICO UGANDA NGO PRESIDENT	0782769906	
6.	TUSHABE FAITH	AICM E.A	0772557551	
7.	Asimwe Edona Nerafign	AICM community	0775726118	
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NATIONAL INFORMATION AND TECHNOLOY AUTHORITY-UGANDA

DATE: 17|2|2015

DISTRICT: Kabale   SUB-COUNTY: Muko   VILLAGE: Rwamuhondo

Sr. No.	NAME	CONTACT	SIGNATURE
1.	BANAGE VANANSIO	0756374243	Banage.V
2.	IUMUHEIRWE EPAPHRAS	0754119248	
3.	TUMANWRESSBA FRANK	0778362528	Frank,
4.	TUMWEBAZE CONFIDENCE	0787568063	
5.	ATNEMBABAZI JONIA	070.231993	
6.	kanusu John		KAUSU John
7.	Nyirakaruca Norah		
8.	Lydia Hope		
9.	mukyezi Happy		·MUCEZI
10.	kyabazaga Norah		NOra
11.	Simako Amos		
12.	kabara maria		MTVQ
13.	kosabaranye Pierce		
14.	Kamubwera Binareta		
15.	Biraro Yohan		BIRRRO
16.	kayeye Lauben		KAyeeye
17.	Twizeyi Lauben		Twizeyi
18.	Rujojo Jitakudeye		BuJoJo
19.	Tuhleyi		Twizeyi
20.	Byarugaba Robert		·ROBATI
21.	Bayenda Ambruse		Byenda
22.	Rabecca Bikyenyere		
23.	kabara Ednase		ANOM
24.	Joseline Nyirabushogi		
25.	Amos Tugumisirize	0775426331	

NATIONAL INFORMATION AND TECHNOLOY AUTHORITY-UGANDA

DATE: 17/2/2015

DISTRICT: Kabale SUB-COUNTY: BUFUMBI VILLAGE: KINYAMISHANGE

Sr. No.	NAME	CONTACT	SIGNATURE
1.	Ruhakana Gael	0755975520	hula.
2.	Rwakasore		
3.	Kataama Edward		KATAMA
4.	Kacori Robert	0750872700	KAKYCRI
5.	KIANI Jockson		KIUBNI
6.	Melanifito Justus		
7.	Gebatware William		
8.	Bakahebwa mebula		
9.	mulu Medadi	0779762150	mulurur
10.	Musimento Provia		PoroUia
11.	Kasori Robert		
12.	Nyirawagori James		
13.	Rwebishaka Peter		
14.	Myiraliza Roy		
15.	Tukaliffawa Scovia		Scovia
16.	Juliet modila		
17.	Bizeyimana scovia		
18.	wensheshifasia		WENSI
19.	Nyabuhari Grace		
20.	Biryo mumeso		BIWOMUNESDN
21.	Nyahwezi Charity		
22.	Kayuni		
23.	mukaielori Gradic.		
24.	Hirari Jemet		

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NATIONAL INFORMATION AND TECHNOLOY AUTHORITY-UGANDA
DATE: 17|2|45

DISTRICT: KABALE SUB-COUNTY: BUFUMBI VILLAGE: Kinyamishargz

Sr. No.	NAME	CONTACT	SIGNATURE
1.	Mukyeshimana Sarah		SALAH
2.	Myirabazungu		
3.	Barqh raa Gaeli		
4.	Boy Payson		RBog
5.	Birago Jurerous		
6.	Myawishawa		
7.	Robina Molly		
8.	Burahenela shallon		
9.	Tumwetize xyakabwa		ryakabwa
10.	Rwigyemera John		
11.	Ntakarimaze Jack		
12.	Kinkuhwere		Kinkuheire
13.	Myiraweliku Scovia		SCOVIA
14.	Owomugabi Ronarel		Ronarl
15.	ANNAH		Annah
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NATIONAL INFORMATION AND TECHNOLOY AUTHORITY-UGANDA
DATE: 17/2/2015

DISTRICT: Kabale .... SUB-COUNTY: BUTANDA .... VILLAGE: MURAMBO ....

Sr. No.	NAME	CONTACT	SIGNATURE
1.	Rurabinumi Nicodemus	0781193873	Rurabinumi
2.	AICM Agriculture Extension Worker		
3.	AKONDWONETTO BOSCO	Murombo	Bosco
4.	MUGABO	''	MUGABO
5.	MANIRITTO MARIYUI	''	MANIRIHO
6.	MUNKa	''	MUNKa
7.	PROVIA CHARITY	''	
8.	FLORANCE MUDEDEYI	''	
9.	macari BUSINGYE		Businggye
10.	PRECIOUS BETTY	''	
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NATIONAL INFORMATION AND TECHNOLOY AUTHORITY-UGANDA
DATE: 18/02/2018

DISTRICT: MOROTO - CAO .   NGO:

Sr. No.	NAME	DESIGNATION	CONTACT	SIGNATURE
1.	MULONDO ROBERT	CAO	072-521556	
2.	Putan Daniel Klinter	Technical Officer SAGE	0783929597	
3.	Margie Lolem	SCDO Gender	0751800237	
4.	LOGIEL ANTHONY	CDO-MOROTO	0778047544	
5.	Olimaria Lawrence	SDSWO_KOT.DO	0782126207	
6.	FR. KAMUNTU ROLAND HAF	Parish Priest / Tapac	0789128639	
7.	Puhukol Hellen	DEPUTY/RdC	0772-9799411	
8.	AYEPA COSMAS	LCV Vice-Chair	0772-313750	
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NATIONAL INFORMATION AND TECHNOLOY AUTHORITY-UGANDA
DATE: 18/02/2015

DISTRICT: MOROTO SUB-COUNTY: TAPAC VILLAGE: AKARIWON.

Sr. No.	NAME	CONTACT	SIGNATURE
1.	LOUMO ANDREW		
2.	AWIAKUN MARIA		
3.	ADEKE MARGRET		
4.	NADUM NAKIRU		
5.	LOTUKEI MAGRET		
6.	ANWOLE NATUWA		
7.	LOKWAWA MARIA		
8.	NATAG ALICE		
9.	NAMEL REGINA		
10.	AMUGE VERONICA		
11.	AMULEN ESTHER		
12.	OKOU KOKI		
13.	LOMONYANG ROBERT		
14.	TALEP APALOWAKA		
15.	KALIO BAULDE		
16.	LOUSE TIZIANO		
17.	LOLI RUBEN		
18.	LOTEP EMMANUEL		
19.	LOKIRU LOBIKIR		
20.	ILUKOL ROBERT		
21.	LOTEE EMERIESE		
22.	NAKIDON LORUMU		
23.	LOMER ENGURARENG		
24.	LOLTUN LOMILO		

NATIONAL INFORMATION AND TECHNOLOY AUTHORITY-UGANDA

DATE: 17|02|2015

DISTRICT: MOROTO SUB-COUNTY: TAPAC VILLAGE: AKARIWON

Sr. No.	NAME	CONTACT	SIGNATURE
1.	NALIWDI BNYWGARANGA		
2.	ASIWA ECHIMERI		
3.	LOCHAP EPUCHINGURA		
4.	LODUK EKORINGURA		
5.	NACHAI ANGELLA		
6.	AJIM PAULINA		
7.	EJULI JOHN STEPHEN		
8.	ACHENG WINNIE		
9.	LOKWANG PETER		
10.	TUKOI LOKIM		
11.	LOMILO ENGORIADONO		
12.	OKILIN MARK	0787353598	MAROHUGE
13.	LOGWEE LORINGWHANG	0	
14.	LIMAW PAUL	0733466246	Funful
15.	LOTUKEI CHARLES		Stefa
16.	AWAS SAMSON		
17.	LOKERIS FRANCIS	0774125955	dutiefias
18.	MARUK APAPOBERE		
19.	NAKORU TIAI		
20.	AJEKO Grace	0776441666	A.G.
21.	LOWLOK ANNA		
22.	NADUK ALICE		
23.	NAWONLHA LOMOKOL		
24.			

ANNEX 8: Grievance Form

PROJECT PUBLIC GRIEVANCE FORM	
REFERENCE NUMBER:	
NAME OF COMPLAINANT:	
CONTACT INFORMATION: *(Please mark how you would like to be contacted: mail, telephone, email, in person)*	By Post: *Please provide mailing address* _____ By Telephone: _____ By Email: _____
TYPE OF GRIEVANCE:	Individual: ☐ Group: ☐ Cultural: ☐
DESCRIPTION OF INCIDENCE OR GRIEVANCE:	*What happened? Where did it happen? Who did it happen to? What is the result of the problem?*
HAS THIS GRIEVANCE BEEN RAISED PREVIOUSLY BY YOU OR ANYONE ELSE?	No ☐ Yes ☐ Details:
DATE OF INCIDENCE GRIEVANCE:	One time incidence/grievance (date …) Happened more than once (how many times …) On-going (currently experiencing problem)
WHAT WOULD YOU LIKE TO SEE HAPPEN TO RESOLVE THE PROBLEM?	
Signature: Date: Please return this form to: Grievance Manager *[Add details of contact]*	
ASSESSMENT CATEGORY	
GRIEVANCE ACCEPTED Yes / No	
RESPONSE/ FOLLOW UP (SUMMARY OF RESPONSE AND CORRECTIVE ACTIONS TAKEN)	
RESPONSE TO APPLICATION Date: Person: Observations:	
CORRECTIVE ACTION AND SIGN-OFF Applicant satisfied with corrective action: Yes / No (Details) Is further action required: No / Yes (Details) If Yes, date sign-off received from Application:	

ANNEX 9: Community Engagement Strategy

Community Engagement Strategy is made up of one or more of three strategies:

- Inform
- Consult
- Involve

Each has a specific goal, an accompanying promise to the community and a set of methodologies. An overview follows.

Strategy 1: Inform

Goal

To provide the community with appropriate information on the project, on it execution and decision making mechanisms and project schedules.

Promise to the Community

We will keep you informed.

Methodology – how, when, who, evaluation

The methodology includes:

- understanding of how the community prefers to receive information
- provision of up-to-date information
- use of media
- in-house publications, and
- on-line information provision – website, email lists, social networks, open data

Strategy 2: Consult

Goal

To capture community input on projects activities, grievances and suggestions

Promise to the Community

We will listen to you, consider your ideas and concerns and keep you informed.

Methodology – how, when, who, evaluation

The methodology includes:

- Community meetings
- Surveys/questionnaires
- Focus groups meetings
- Interviews
- Consultative workshops
- On-line comment – active listening, blogs, forums and other participatory sites

Strategy 3: Involve

Goal

To work on an ongoing basis with the community to ensure that community ideas, concerns and aspirations are listened to and understood.

Promise to the Community

We will work with you on an ongoing basis to ensure that your ideas, concerns and aspirations are considered. We will provide feedback on Council's decisions.

Methodology – how, when, who, evaluation

The methodology includes:

- Consultative groups
- Working groups
- User groups
- Volunteer groups
- Liaison groups, and
- On-line involvement – Wikis, open data, blogs, social networks etc.

ANNEX 10: World Bank Guide on Resettlement Policy Framework (RPF)

[Excerpt from the World Bank OP4.12 Involuntary Resettlement, Revised April 2004]

*These policies were prepared for use by World Bank staff and are not necessarily a complete treatment of the subject. OP 4.12 (Revised April 2004) applies only to projects that are governed by OP / BP 6.00,*Bank Financing - *that is, those in countries with approved country financing parameters. Other operational policy statements governing Bank financing that have been amended to reflect OP/BP 6.00 also apply to these projects.*

Projects in countries without approved country financing parameters continue to be subject to other operational policy statements governing Bank financing.

Resettlement Policy Framework

For sector investment operations that may involve involuntary resettlement, the Bank requires that the project implementing agency screen subprojects to be financed by the Bank to ensure their consistency with this OP. For these operations, the borrower submits, prior to appraisal, a resettlement policy framework that conforms to this policy . The framework also estimates, to the extent feasible, the total population to be displaced, and the overall resettlement costs.

For financial intermediary operations that may involve involuntary resettlement, the Bank requires that the financial intermediary (FI) screen subprojects to be financed by the Bank to ensure their consistency with this OP. For these operations, the Bank requires that before appraisal the borrower or the FI submit to the Bank a resettlement policy framework conforming to this policy . In addition, the framework includes an assessment of the institutional capacity and procedures of each of the FIs that will be responsible for subproject financing. When, in the assessment of the Bank, no resettlement is envisaged in the subprojects to be financed by the FI, a resettlement policy framework is not required. Instead, the legal agreements specify the obligation of the FIs to obtain from the potential sub-borrowers a resettlement plan consistent with this policy if a subproject gives rise to resettlement. For all subprojects involving resettlement, the resettlement plan is provided to the Bank for approval before the subproject is accepted for Bank financing.

For other Bank-assisted project with multiple subprojects that may involve involuntary resettlement, the Bank requires that a draft resettlement plan conforming to this policy be submitted to the Bank before appraisal of the project unless, because of the nature and design of the project or of a specific subproject or subprojects (a) the zone of impact of subprojects cannot be determined, or (b) the zone of impact is known but precise sitting alignments cannot be determined. In such cases, the borrower submits a resettlement policy framework consistent with this policy prior to appraisal . For other subprojects that do not fall within the above criteria, a resettlement plan conforming to this policy is required prior to appraisal.

For each subproject included in a project described in paragraphs 26, 27, or 28 that may involve resettlement, the Bank requires that a satisfactory resettlement plan or an abbreviated resettlement plan that is consistent with the provisions of the policy framework be submitted to the Bank for approval before the subproject is accepted for Bank financing.

For projects described in paragraphs 26-28 above, the Bank may agree, in writing, that sub-project resettlement plans may be 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. Any such delegation, and appropriate remedies for the entity's approval of resettlement plans found not to comply with Bank policy, is provided for in the legal agreements for the project. In all such cases, implementation of the resettlement plans is subject to ex post review by the Bank.

ANNEX 11: RAP implementation monitoring guide/

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1. Verify internal RAP implementation reports by a field check of the following:

- Payment of compensation including its levels and timing
- Settlement of land/resource access claims
- Preparation and adequacy of resettlement sites
- Housing construction
- Provision of employment, its adequacy and income levels
- Adequacy of training and other developmental inputs
- Rehabilitation of vulnerable groups
- Infrastructure repair, relocation or replacement
- Enterprise relocation, compensation and its adequacy
- Transition allowances

2. **Interview a random sample of affected people** in open-ended discussion to assess their knowledge and concerns regarding the resettlement process, their entitlements and rehabilitation measures.

3. **Observe public consultations** with affected people at the village or town level.

4. **Observe the function of the resettlement operation** at all levels to assess its effectiveness and compliance with the RAP.

5. **Check the type of grievance issues** and the functioning of grievance redress mechanisms by reviewing the processing of appeals at all levels and interviewing aggrieved affected people.

6. **Survey the standards of living of the affected people** (and of an unaffected control group where feasible) before and after implementation of resettlement to assess whether the standards of living of the affected people have improved or been maintained.

7. **Advise project management** regarding necessary improvements in the implementation of the RAP, if any.

Adapted from: The World Bank Resettlement Source Book.