



Republic of Uganda

**INTEGRATED WATER MANAGEMENT AND DEVELOPMENT PROJECT**

**UPDATED RESETTLEMENT ACTION PLAN FOR WATER SUPPLY PROJECTS IN MAJANJI,  
LUMINO, BUHEHE, MASAFU, MASABA, DABANI, BUTEBA, MASINYA and SIKUDA SUB-  
COUNTIES; BUSIA MUNICIPALITY, BUSIA DISTRICT.**

SUBMITTED BY:

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## LIST OF ACRONYMS

Art.	-	Article
CAO	-	Chief Administrative Officer
Cap.	-	Caption
CGV	-	Chief Government Valuer
DLB	-	District Land Board
FSTP	-	Fecal Sludge Treatment Plant
GOU	-	Government of Uganda
IDA	-	International Development Agency
IRP	-	Involuntary Resettlement Policy
LC	-	Local Council
MLHUD	-	Ministry of Lands Housing and Urban Development
MWE	-	Ministry of Water and Environment
NEMA	-	National Environment Management Authority
PAH	-	Project Affected Household
PAP	-	Project Affected Persons
PDH	-	Physically Displaced Households
RAP	-	Resettlement Action Plan
RDC	-	Resident District Commissioner
SEC.	-	Section
UNRA	-	Uganda National Roads Authority
NFA	-	National Forestry Authority
MOU	-	Memorandum of Understanding
MWT	-	Ministry of Works and Transport
TOR	-	Terms of Reference
UWA	-	Uganda Wildlife Authority
WTP	-	Water Treatment Plant
MICT	-	Ministry of Information and Communications Technology
REA	-	Rural Electrification Agency
UBOS	-	Uganda Bureau of Statistics
DWD	-	Directorate of Water Development
WB	-	World bank

O.P	-	Operational Policy
GRC	-	Grievance Resolution Committee
NWSC	-	National Water and Sewerage Corporation
TCs	-	Town Councils
MCs	-	Municipal Councils
LGs	-	Local Governments

## GLOSSARY

<b>Compensation</b>	Payment in cash or in kind to which the affected people are entitled, in order to replace lost asset, resource or income.
<b>Cut Off Date</b>	Final date of enumeration and assessment of property and persons, entities and/or households to be affected. This is to be published to the public.
<b>Economic Displacement</b>	Total disruption of means of economic livelihood for a household or entity
<b>Entitlement</b>	Range of measures comprising compensation, income restoration, transfer assistance, income substitution, and relocation which are due to affected people, depending on the nature of their losses, to restore their economic and social base.
<b>Entitlement Matrix</b>	The pre-appraisal inventory of assets as a preliminary record of affected or lost assets.
<b>Grievance Mechanism</b>	<b>Redress</b> Avenues through which disputes and grievances shall be resolved amicably before resorting to legal means.
<b>Income Restoration</b>	Re-establishing income sources and livelihoods of affected people. Restoration of incomes of all APs is one of the key objectives of the RAP.
<b>Land acquisition</b>	The process whereby a person is compelled by a public agency to alienate all or part of the land s/he owns or possesses, to the ownership and possession of that agency, for public purposes, in return for fair compensation.
<b>Livelihoods</b>	All the various ways of subsistence, the sum of ways of making a living of an individual or a group of people, such as a household.
<b>Project Affected Persons (PAPs)</b>	Any person, household, firm or private institution that, on account of changes resulting from the Project, will have its a) Standard of living adversely affected; b) Right, title or interest in any house, land (including residential, commercial, agricultural, forest, Stone mining and/or grazing land), water resources or any other moveable or fixed assets acquired, possessed, restricted or otherwise adversely affected, in full or in part, permanently or temporarily; and/or c) Business, occupation, place of work or residence or habitat adversely affected, with or without displacement.
<b>Replacement cost</b>	The method of valuing assets to replace the loss at market value, or its

	<p>nearest equivalent plus any transaction costs such as administrative charges, taxes, registration, and titling costs. Where national law does not meet this standard the replacement cost will be supplemented as necessary. Replacement cost is based on market value before the project or dispossession, whichever is higher. A compensation structure will be established that enables affected people to restore their livelihoods to levels at least equivalent to those maintained at the time of dispossession, displacement, or restricted access.</p>
<b>Resettlement</b>	<p>All social and economic impacts that are permanent or temporary and are caused by acquisition of land and other fixed assets, by change in the use of land, or; restrictions imposed on land, as a result of a project.</p>
<b>Resettlement Action Plan</b>	<p>A time-bound action plan with budget setting out resettlement strategy, objectives, entitlements, actions, responsibilities, monitoring and evaluation.</p>
<b>Stakeholders</b>	<p>Individuals, groups, or institutions that have an interest or stake in the outcome of a project. The term also applies to those potentially affected by a project. Stakeholders include land users, country, regional and local governments, implementing agencies, project executing agencies, groups contracted to conduct project activities at various stages of the project, and other groups in the civil society which may have an interest in the project.</p>
<b>Vulnerable persons</b>	<p>People who might suffer disproportionately or face the risk of being marginalized or impoverished, such as ethnic minorities, women, female-headed households, landless households, children and elderly people, without support structures, disabled persons or war invalids, people receiving social assistance from the Government, and people living below the poverty line.</p>



### 01 Introduction

The Government of Uganda (GoU) through the Ministry of Water and Environment (MWE), with financial assistance from the World Bank, under the proposed Integrated Water Management and Development Project (IWMMDP) is planning to undertake Water and Sanitation sub-projects in small towns and rural growth centres. The Project will focus on three strategic areas: (i) delivering necessary WSS infrastructure and catchment management measures in targeted areas; (ii) supporting water related institutions (MWE, local government, and service providers) establish and consolidate operational efficiency and service quality in small towns and rural areas; and (iii) strengthening national and regional capacity to improve IWRM.

The Project comprises four components here listed: Component 1 –WSS in Small Town & Rural Growth Centers which will cover Support to Small Town & Rural Growth Centers and Support to Refugee & Host Communities; Component 2 –WSS in Urban Large Towns; Component 3 – Water Resource Management and Component 4 – Project Implementation & Sector Support.

**Sub-components 1.1 - Support to Small Towns and Rural Growth Centers** will be implemented by a MWE team at central level through the Department of Urban WSS (UWSSD) and RWSSD, with close collaboration with staff in WSDFs as well as district local governments. Existing MOU signed with Busia Municipal Council will be adopted to provide a framework for cooperation and the Municipality fulfilling their roles of community mobilization, land acquisition and fecal sludge management including management and regulation of public sanitation facilities.

Busia and Mbale cluster (Butaleja, Busolwe, Budaka, Kadama, Tirinyi, Kibuku) including Namungalwe-Kaliro, Kyegegwa-Mpara-Ruyonza and Namasale will be financed under sub-component 1.1. The design review, feasibility study and detailed engineering design of Water Supply and Sanitation component for Busia was carried out under Water Management and Development Project.

Busia Town Water Supply System (TWSS) is one of the projects that was designed under the previous WMDP but it was not funded. It is planned to be financed under the IWMMDP. The RAP for Busia TWSS was done in 2015 with World Bank (WB) clearance secured in June 2016. However, three key changes in the components of the system [Water Intake, Water Treatment Plant (WTP) and the Faecal Sludge Treatment Facility (FSTF)] have since been made. The WTP is located in the same locality (Majanji Village) as the Water Intake. The new site for FSTF is in Okame-Abochet Village in Busia Municipality (land title is available). Given the above changes, it is therefore necessary to update the RAP of Busia TWSS to incorporate the new sites before its implementation under IWMMDP.

### 02 The Project, Affected Sites and Potential Impact

Broadly, the Water Management and Development Project will construct, improve and expand existing water supply infrastructure and sanitation/sewerage services in Busia Municipality, the Busia Water Supply and Sanitation Project will equally serve satellite towns in the Sub-counties of Majanji, Okame-Abochet Lumino, Buhehe, Masafu, Masaba, Dabani, Buteba, Masinya and Sikuda.

Overall, the project will affect **173** households and parcels of usable land will be affected by the installation of the pipelines and establishment of the water intake, faecal sludge treatment plant, treatment plant as well as the reservoir. For the 3 new sites that changed location (i.e FSTP, Water Tank Reservoir and Water intake), a total of **18** out the 173 households will be affected in Maduwa village, Majanji Parish. Out of these affected households, 148 will be impacted by the transmission line, 2 by the FSTP, 3 by the water tank reservoir and 20 by the water intake) with a total of approximately 1188 persons affected. Table below shows a breakdown of number of PAHs showing type of loss per village.

Table 0-1: Breakdown table of PAHS Affected, type of Loss per village

VILLAGE	CROPS (NO. PAHS)	STRUCTURES (NO. PAHS)	LAND (NO. PAHS)	BUDGET
Maduwa A	22	1	23	169,697,108
Bulwande	9	-	9	3,933,800
Mahombi	7	-	7	1,642,030
Bukemu	2	-	2	234,000
Buhenye - B	9	-	9	6,812,000
Buhenye - A	3	-	3	923,000
Bumala	5	-	5	1,773,200
Lumino - I	6	-	6	3,239,600
Lumino - II	4	-	4	910,000
Lusisira	15	-	15	3,509,623
Mundaya	3	-	3	2,031,900
Hutale	1	-	1	130,000
Sigalame - B	2	-	2	201,500
Busekira	6	-	6	7,398,300
Lwangosia	22	-	22	5,314,504
Buwambo	3	-	3	806,000
Sikobwe	1	-	1	1,443,000
Buwanda	4	-	4	3,316,586
Mirra	5	-	5	503,360
Busabale South	7	-	7	1,352,637
Busabale North	4	-	4	2,005,900
Dabani West	7	-	7	3,733,951
Dabani East	13	-	13	26,388,674
Buwuma	10	-	10	2,481,102
Busiwondo	1	-	1	455,000
Okame-Amagoro	1	-	1	26,000,000
<b>TOTAL</b>	<b>172</b>	<b>1</b>	<b>173</b>	<b>276,236,775</b>
Support to Vulnerable Group				2,400,000
Implementation, Monitoring & Evaluation				5,840,000
Sub Total				<b>283,276,775</b>
Contingency (15%)				42,491,516.25
<b>TOTAL</b>				<b>328,168,291.25</b>

### 03 Methodology and Approach

This RAP has been prepared in accordance with standard RAP practice and in line with Ugandan Policies, as well as social safeguard policies of the World Bank Group largely drawing its propositions from the Operational Policy (OP) 4.12 on involuntary displacement. In terms of stakeholder engagement, a participatory approach was employed. Throughout this process, the project-affected and affecting stakeholders were consulted and facilitated to actively participate in the process, utilising the existing social, administrative and information dissemination structures or mechanisms.

The more specific technical baseline data was collected based from field surveys using questionnaires, formal and informal interviews with project-affected persons and local council officials. In addition, resource data was obtained from reviews of concept planning data related to water supply requirements by different households and entities in the project area. Data on land and property affected was captured using instruments, documents and methodologies as approved by the relevant officials from the Ministry of Lands, Housing and Urban development.

Further still, there was a review of relevant documents on resettlement plans including the previous RAP document carried out in 2015, legal, institutional and policy guidelines in respect to the situation for Uganda. In a specific way, the National Water Policy and the National Development Plan were studied to give a more synchronized perspective and approach to mitigation of displacement or socio-economic disruption and benefit sharing.

Through all these processes, the potential direct and indirect impacts to the PAPs were reviewed and analysed and as such, compensation and benefit sharing options and strategies have been developed in a participatory manner.

#### **04 Institutional and Legal Framework**

This section provides the legislative, regulatory, and policy context in which the proposed MWE Busia Water and Sanitation RAP project should comply. It describes the national and international legislation and policies that have a bearing on national developments that are likely to cause displacement of property and livelihood activities. This section describes the existing land and property laws governing tenure, compensation, the valuation of assets and losses related to displacement and resettlement, the laws and regulations governing the agencies responsible for compensation and resettlement implementation, and the gaps between national legislations and the provisions of the World Bank Safeguard Policies on Involuntary Resettlement and Compensation.

An institutional framework showing agencies likely to be associated with the project and their roles has been elaborated in Section 2.1.

The agencies which will be involved in managing this RAP are:

This RAP study was sanctioned by the **Ministry of Water and Environment** under the **Directorate of Water Development** (DWD) an entity mandated to regulate the use of water as a resource in Uganda. Both the ministry and the directorate provide policy guidance on modes of extracting, treating and supplying water in an environmentally friendly manner.

The other Agencies that have greatly influenced the development of this project but more specifically influenced the preparation of the RAP include the following; **Ministry of Lands, Housing and Urban Development** whose mandate was utilized in the survey and valuation of affected land and property, **The Ministry of Local Government, The National Planning Authority**, and **The Uganda National Roads Authority**.

At a lower level, the agencies involved included; **Local Council 1** for more direct contact with affected populations, mobilization, sensitization and guidance of the project team on pertinent issues as well as witnessing the enumeration of property and resolving boundary conflicts.

#### **05 Objective of the RAP**

The purpose of the Resettlement Action Plan (RAP) is to provide policies, principles, institutional arrangements, schedules and funding mechanisms for any land acquisition and resettlement that may occur as a result of the Project. The operational objective of the RAP is to provide guidelines to stakeholders participating in mitigation of adverse social impacts of the project, including rehabilitation and resettlement to ensure that the social and economic well-being of project affected persons (PAPs) will not be worsened as a result of the project.

Objectives of this RAP were to:

- Raise awareness about the project and its impacts among affected communities, including through proper stakeholder consultations;
- Prepare a social profile of PAPs;
- Ensure that all displaced people receive equitable compensation;
- Establish the actual compensation costs necessary for resettlement and quantify land area to be acquired for the project;
- Prepare resettlement strategies including entitlement matrix and implementation arrangements that would mitigate adverse socio-economic impacts and grievances; and
- Prepare strategies to mitigate adverse impacts and grievances.

## **06 Community Participation and Consultation**

The approach to engage stakeholders took a Top –Down direction. The RAP team organised and participated in a number of consultative meetings and discussions that gathered approximately 87 various key stakeholders and PAPs including the district officials as well as sub county officials. Later, lower levels meetings were held with residents of villages and municipal zones that shall be traversed.

These meetings were held in order to:

- a. Introduce the objectives and proposed activities of the project to the stakeholders,
- b. To involve the stakeholders in planning and the development of the RAP,
- c. Establish a long-term relationship with the stakeholders during the study period and as well during the Implementation phase, and
- d. Document key concerns and sensitivities for consideration during the studies and RAP implementation.

The facilitation process between the RAP team and community was conducted in the local languages while the high-level meetings were conducted in English. The discussions centred on the potential disruption to be caused by the project during construction and after construction stages, other historical or legacy issues left by related projects and how the project will benefit the residents in terms of provision of clean water and sanitation services.

In all meetings, a question and answer session were included as a means of clarifying issues. The meetings and discussions were also used to gauge the attitude and feelings of the PAPs towards the project. Detailed issues emerging are presented in chapter two of the main report. Additionally, formal interviews were held with the project affected stakeholders where a questionnaire guide was administered to ascertain the nature of direct effect as well as consequential effects that shall arise out of displacement or restricted use of the land within the designated wayleaves.

## **07 Census**

A census was conducted to cover all potentially affected persons who will be affected by the proposed Busia Water supply and Sanitation Project. This was to establish their number, types and size/ quantity of affected assets. During the valuation and cadastral survey, it was estimated that a total of number of 173 PAHs will lose their assets to the project. The social economic baseline survey focused mainly on PAHs affected by the FSTP, WTP and water intake areas. The earlier RAP that was carried out in 2015 had a total number of 155 PAHs and the majority would be affected by the transmission line. This

updated RAP as earlier mentioned includes the 3 new sites which location changed as a result of the land owners not agreeing or allowing the MME to acquire their land. These 3 new sites will affect an additional 18 PAHs bringing the overall total to 173 PAHS.

## **08 Compensation Principles and Compensation strategy**

The compensation assessment procedures followed in this RAP is in line with the Land Act (Cap 227) which puts into operation the provisions of the Constitution of Uganda 1995 (under sections 43 and 78) and also complies with the provisions of the World Bank safeguard policies on involuntary resettlement. To ensure that, all affected persons are catered to and that some people are not disadvantaged in the process of development, MME will ensure financial compensation under the law is affected promptly and monitor this program for a period of six (6) months. The strategy adopted will be adequate to enable monetary compensation and resettlement assistance, including a disturbance allowance and specialised assistance to vulnerable groups.

Overall, the proposed project will cause minor resettlement impacts and these are related to those earning a living or residing in places where permanent land take will be required for the reservoirs, treatment plants and booster pump stations.

## **09 Cut-off date**

Because speculation is rampant in such cases, the eligibility criteria was therefore determined by a cut-off date. The cut-off date was considered by the surveying and valuation consultant as the last day of the census of affected people and properties, i.e. originally 31st of July 2015 and on 20th March 2018 for the three new sites. No structure or field established in the project-affected area after that date would be eligible for compensation. The cut-off date after which no settlers or developers are eligible for compensation was publicized among potentially affected people. This was explained during the census and valuation exercise to all stakeholders in the area, including: Project-affected people, and also during stakeholder consultations with district and Municipal Council officials.

It is worth noting that consultations with PAPs and Municipal officials during the RAP update suggest that no significant changes in the original sites have occurred. This will be confirmed and accordingly adjusted during RAP disclosure to PAPs after it has been cleared by the World Bank. Any changes made to the RAP after its clearance will follow the same approval and disclosure protocols.

The following categories are eligible for compensation:

- People who have been in the surveyed
- Landlords owning land affected by the infrastructure;
- People whose structures are to be affected by the development;
- People who rent land for cultivation (sharecroppers) and their crops or trees are to be removed or damaged due to land acquisition activities.
- Any other group of persons that has not been mentioned above but is entitled to compensation such as squatters and encroachers
- Public or community facilities such as churches, schools and water sources.

## **10 Grievance Management Procedure**

Projects of this nature inevitably give rise to complaints and conflicts and as such this RAP has recommended a complaints management mechanism to resolve such matters. The recommendation is to set up a Grievance Resolution Committee to mediate in disagreements over the compensation values payable and additionally, assist in resolving internal family conflicts arising out of receipt of compensation of options taken by the head of household. MME will constitute a dedicated committee and procedure to manage and close out grievances. While some grievances would be resolved by the committee, others might not, such as when claimants contest compensation rates developed by District Land Boards. In spite of the grievance procedure, if the aggrieved person is not satisfied with resolutions of the Grievance Committee at local level/village, he/she will have the choice of resorting to courts of law.

## 11 Implementation of RAP

MME shall be responsible for the implementation of the RAP as part of the project development process but has to implement this in a participatory manner involving the affected persons directly or indirectly through their representatives. MME shall set up a team to manage Resettlement, compensation and all ensuing issues.

In terms of compensation, in this RAP, we have recommended that an electronic funds transfer system through local banks be rolled out. The package will include training of PAPs in Banking as well as assisting them in opening accounts. The training will have added benefits of increasing awareness for banking and saving.

## 12 Monitoring and Evaluation

Monitoring and evaluation will be done by MME as well as an independent monitor like an NGO to ensure a complete and objective process. The monitor should not be in conflict of interest and can therefore not be hired from the organization that supports the RAP's implementation. Hence, independent monitoring role should be advertised along with terms of reference or job description and minimum requirements. The purpose of monitoring is to provide feedback on RAP implementation and to identify problems and successes as early as possible to allow timely adjustment of implementation arrangements. It also allows for verification of RAP implementation progress.

During resettlement, monitoring shall focus on resettlement issues such as:

- Number of families that have been compensated;
- Number of people who have acquired legal documents to new property,
- Number of business owners who have restored their businesses,
- Efficiency and effectiveness of grievance redress mechanism.

## 13 RAP Budget

The total compensation value for the RAP is approximately **328,168,291/=** (Uganda Shillings three hundred twenty-five million seven hundred sixty-eight thousand two hundred ninety-one only) and is presented in Table below.

Table 0-2: Breakdown per project zone

<b>Busia</b>	
<b>Activity/Item</b>	<b>Estimated Costs (UgX)</b>
Compensation for land	151,012,000
Compensation for Crops & Developments	61,477,827
Disturbance Allowance (30%)	63,746,948
Sub Total	<b>276,236,775</b>
Support to Vulnerable Group	2,400,000
Implementation, Monitoring & Evaluation	5,840,000
Sub Total	<b>283,276,775</b>
Contingency (15%)	42,491,516.25
<b>TOTAL</b>	<b>328,168,291.25</b>

# 1 INTRODUCTION AND BACKGROUND TO THE PROJECT

## 1.1 INTRODUCTION

The Government of Uganda (GoU) through the Ministry of Water and Environment (MWE), with financial assistance from the World Bank, is implementing the Integrated Water Management and Development Project (IWMMDP) in towns and rural growth centres. MWE is directly responsible for implementation of IWMMDP in small towns and rural growth centres whereas the National Water and Sewerage Corporation (NWSC) is responsible for the same in large towns.

The towns to be implemented include; Pallisa, Busia, Ngora-Nyero-Kumi, Rukungiri, Katwe-Kabatoro and Koboko. And this RAP will particularly focus on Busia town.

The proposed IWMMDP Project will support the GoU's Vision 2040, which aims to transform Uganda into a modern and prosperous economy. The Second National Development Plan (NDP II), which is aligned with Vision 2040, focuses on promoting inclusive economic growth and achieving the United Nation's Sustainable Development Goals (SDGs), including SDG #6: Ensure availability and sustainable management of water and sanitation for all. The NDP II also identifies the following priority actions: (i) increasing the stock and quality of strategic infrastructure to accelerate the country's competitiveness; (ii) engaging human capital development; (iii) strengthening mechanisms for quality, effective and efficient service delivery; and (iv) improving refugee management and host community development. Water is at the center of the NDP II, which highlights interventions focused on: (i) improving WSS services in priority, northern urban large towns envisioned as economic regional hubs; (ii) expanding WSS access to the poor and vulnerable in underserved areas, including refugee hosting districts; and (iii) strengthening water sector institutions to improve IWRM and service delivery. The Project will focus on three strategic areas: (i) delivering necessary WSS infrastructure and catchment management measures in targeted areas; (ii) supporting water related institutions (MWE, local government, and service providers) establish and consolidate operational efficiency and service quality in small towns and rural areas; and (iii) strengthening national and regional capacity to improve IWRM. The four components as described below.

### **Component 1-WSS in Small Town and Rural Growth Centers:**

This component will support small towns and rural growth centers that have met Project selection criteria and are located in various regions of the country and in refugee hosting districts located in the Northern Region (Yumbe, Arua, Adjumani, Moyo, Lamwo, and Kiryandongo).

### **Component 2 –WSS in Urban Large Towns:**

This component will finance Project activities designed to improve WSS services in the municipalities of Mbale (Eastern Region) and Gulu (Northern Region) as well as nearby small towns. The activities include: (i) construction and rehabilitation of WSS infrastructure investments in Mbale; (ii) construction of a new water supply scheme for Gulu; (iii) construction supervision consultancies; and (iv) environmental and social management activities, including water source protection and community mobilization and sensitization.

### **Component 3 – Water Resource Management:**

This component will finance Project activities designed to support implementation of catchment management measures in select sub-catchments as well as national efforts to mainstream IWRM into Uganda's water sector program. Specific activities include: (i) implementation of catchment management interventions, such as soil and water conservation measures, river bank protection and restoration, and alternative livelihood for affected communities; (ii) TA to prepare a Water Resources Strategy for the Albert WAZ, CMPs in identified "hotspot" sub-catchments, and a national groundwater management study; and (iii) provisions to strengthen water resource monitoring and information

systems, including implementation of the Water Information System (WIS 2.0) at the national level, installation of hydrologic monitoring systems, and rehabilitation of the National Water Quality Reference Laboratory. Apart from the national support to IWRM, this component will mainly support activities in the Upper Nile and Kyoga VMZs (where most of the WSS investments financed under this Project and the VMDP are located). This component will contribute to national, regional, and local stakeholder's capacity to apply an IWRM approach to infrastructure development.

#### **Component 4 – Project Implementation and Sector Support:**

This component will finance activities designed to ensure effective and efficient Project implementation and coordination as well as institutional strengthening to support WSS service delivery reforms. Project management activities will include: (i) overall coordination of planning, monitoring and reporting, supervision, and oversight of all Project activities; (ii) training on Bank procedures related to procurement, environmental and social safeguards, and financial management (FM), and (iii) hiring a project support team (PST) comprised of key technical specialists (e.g. safeguards, monitoring and evaluation (M&E) and fiduciary specialists) to assist the Project implementing agencies (IAs). This component will ensure that the implementing agencies (IAs) have adequate inputs for Project oversight, reporting and implementation. The component will also support the financial and technical sustainability of the infrastructure investments by investing in the ongoing WSS service delivery reforms and regulatory framework.

The proposed Busia WSS sub-project therefore falls under **Component 1 –WSS in Small Town and Rural Growth Centers**. Busia Town Water Supply System (TWSS) is one of the projects that was designed under the previous VMDP but it was not funded due to shortfall of funds. It is planned to be financed under the IVMDP. The RAP for Busia TWSS was undertaken in 2015 with World Bank (WB) clearance secured in June 2016. However, three key changes in the components of the system [Water Intake, Water Treatment Plant (WTP) and the Faecal Sludge Treatment Facility (FSTF)] have since been made. The WTP is located in the same locality (Majanja Village) as the Water Intake. The new site for FSTF is in Okame-Abochet Village in Busia Municipality (land title is available). Given the above changes, it is therefore necessary to update the RAP of Busia TWSS to incorporate the new sites before its implementation under IVMDP.

## **1.2 CURRENT WATER SUPPLY AND SANITATION IN BUSIA**

### **1.2.1 STATUS OF URBAN WATER SUPPLY**

The Water and Sanitation sector defines urban areas as those with population of 5,000 people and above (MWE, 2007). Busia Municipality, at a population of 55,958 (UBOS, 2014), can be categorized as a large town.

Constructed in the period 1999 - 2000 under the Small Towns Water and Sanitation Project, Phase IIB-IDA, and currently under the management of JOWA Engineering Services Limited, Busia piped water system consists of seven (7) national grid powered boreholes, two (2) sumps (each with chlorine dozers), transmission lines, and a water distribution network.

The sumps, each at 100 m<sup>3</sup> capacity, serve as suction for the high lift pumps that deliver water to the storage and distribution reservoirs. The sumps are basically ground level tanks constructed in reinforced concrete. Chlorination, the only water treatment provided, is carried out at the inlet to the sumps. Two storage and distribution reservoirs at 250 and 300 m<sup>3</sup> are provided. The reservoirs, constructed in pressed steel sections and elevated 12 m above ground, are securely fenced and provided with a gate.

The water distribution system consists of approximately 9.3 km of uPVC and HDPE piping network and serves only twelfth (12) out of the twenty-five (25) villages within the Municipality. These are mostly in the core of the Municipality. Furthermore, the boreholes are overstretched, particularly in the dry seasons, as they have to operate 24 hours a day and still do not meet demand as they are pumped dry



necessitating frequent rest periods for recharge. This is further aggravated by the fact that only five (5) boreholes are currently functional.

### 1.2.2 STATUS OF URBAN SANITATION FACILITIES

Sanitation facilities within Busia Municipality depend largely on the level of service of water supply. The Municipality has no sewer system; thus, the population is served by onsite sanitation facilities, including pit latrines and waterborne toilets that are connected to septic tanks. Furthermore, there is no excreta disposal system in Busia District in that households and institutions simply abandon filled-up pit latrines as new ones are built. There are only five (5) public sanitation facilities within the Municipality, including one (1) in the Main Market Place, one (1) at the Fish Market, two (2) at Sophia Wholesale Market, and one (1) at the Taxi Park. Most of these toilets are not in very good shape and inadequate to cope with the number of users, including vendors/traders, nearby local communities and visitors. They are supervised by caretakers who charge UGX 200 per user.

### 1.3 THE FEASIBILITY STUDY

The design review, feasibility study and detailed engineering design review, feasibility study and detailed engineering design of Busia Water Supply and Sanitation project have already been carried out.

From the feasibility study, there are a total of 1660 piped water connection in Busia Municipality of which 1512 are household level (private connections), 115 are institutional (offices, lodges, schools, Police and Banks), 31 public stand posts, and 2 non-functional kiosks. The current piped water system can supply up to a maximum of 500 m<sup>3</sup>/day. This is far below the current Municipality demand that is at 4,292 m<sup>3</sup>/day.

### 1.4 PROJECT LOCATION

The Busia Water Supply and Sanitation Project Facilities will be located in Busia District, south-eastern part of the Eastern region of Uganda (Figure 1-1). At 202 km by road from Kampala, and at an average elevation of 1,180 m AMSL, Busia is located approximately between 33°05' E 00°10' N and 34°01' E 00°35' N (Busia District Report, 2009; NEMA, 2004).

Covering 730.9 km<sup>2</sup> in land size, Busia District is bordered by Tororo District to the north, Kenya to the east, Lake Victoria to the south, Namayingo District to the southwest and Bugiri District to the west.

Administratively, Busia District is divided into three constituencies, each forming a representation in the Ugandan Parliament. These constituencies are Samia Bugwe North, Busia Municipality and Samia Bugwe South (FHRI, 2009). The Municipality, the administrative centre of Busia District, is divided into 2 Divisions (Local Council III offices) which in turn are divided into 8 Parishes (Local Council II offices). These parishes are further sub-divided into 25 villages (Local Council I). The Municipality consists of the district headquarters, municipal council offices, a hospital, health centres (grade III facilities), lodges, agro-processing plants, shops, schools (primary and secondary), fuel stations, banks, etc. (Fichtner and M&E, 2015a).

Planned with a focus on the Municipality, the Busia Water Supply and Sanitation Project will equally serve satellite towns in the Sub-counties of Majanji, Lumino, Buhehe, Masafu, Masaba, Dabani, Buteba, Masinya and Sikuda. The proposed satellite towns in the Sub-counties of Majanji, Lumino, Buhehe, Masafu, Masaba and Dabani are located between the proposed water source (Lake Victoria) and Busia Municipality. Meanwhile, the satellite towns in the Sub-counties of Masinya, Sikuda and Buteba border Busia Municipality to the North.

Three key changes in the components of the system [Water Intake, Water Treatment Plant (WTP) and the Faecal Sludge Treatment Facility (FSTF)] have since been made. The WTP is located in the same locality (Maduwa A Village) as the Water Intake. The new site for FSTF is in Okame-Abochet Village in Busia Municipality (land title is available).

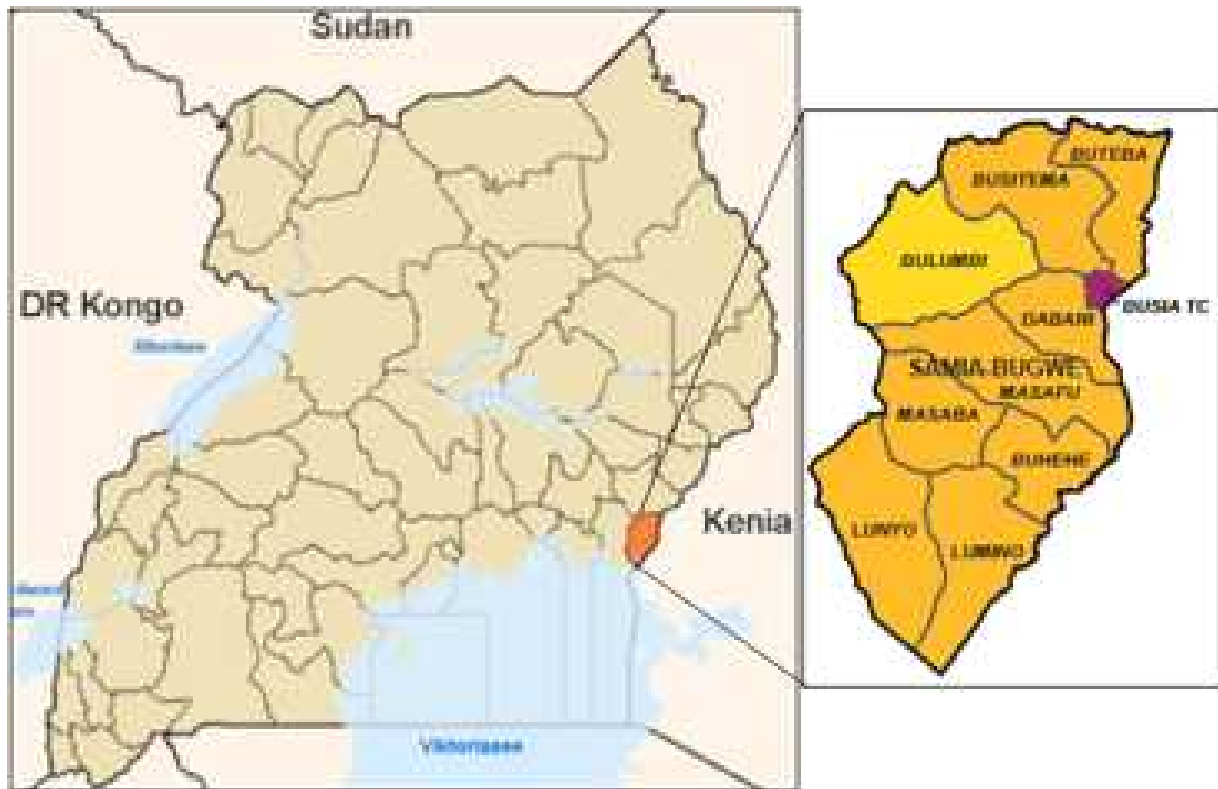


Figure 1-1: Map of Busia District, including the Town Centre and Sub Counties.

## 1.5 Objectives of the RAP

The purpose of the Resettlement Action Plan (RAP) is to provide policies, principles, institutional arrangements, schedules and funding mechanisms for any land acquisition and resettlement that may occur as a result of the Project. The operational objective of the RAP is to provide guidelines to stakeholders participating in mitigation of adverse social impacts of the project, including rehabilitation and resettlement to ensure that the social and economic well-being of project affected persons (PAPs) will not be worsened as a result of the project.

Objectives of this RAP were to:

- Raise awareness about the project and its impacts among affected communities;
- Ensure that PAPs are consulted on their rights and options pertaining to resettlement;
- Prepare a social profile of PAPs;
- Ensure that any displaced people receive equitable compensation;
- Establish the actual compensation costs necessary for resettlement and quantify land area to be acquired for the project;
- Prepare resettlement strategies including entitlement matrix and implementation arrangements that would mitigate adverse socio-economic impacts and grievances; and
- Prepare strategies to mitigate adverse impacts and grievances.

## 1.6 METHODOLOGY AND APPROACH

### 1.6.1 Introduction

The methodology adopted in preparing this updated RAP was consistent with the requirements of the Government of Uganda and World Bank. Affected persons and assets were established from field surveys and a census of affected persons. Social data of affected persons was obtained through interviews, meetings and a structured questionnaire. Property valuation entailed inspection and referencing of affected land. Perennial crops and annual and other assets thereon were valued based on rates set by Busia District Local Government.

This RAP is an update of the original 2015 version and adds elements regarding the impacts related to the three new sites of Water intake, WTP, FSTF and was strengthened based on comments received from the World Bank on the also newly updated Mbale RAP.

### 1.6.2 Consultations and Stakeholder Engagement

In the previous RAP carried out in 2015, a participatory and continuous approach in terms of stakeholder engagement was employed (Attached are minutes) and meetings and discussions that gathered approximately 87 various stakeholders whom were consulted and facilitated to actively participate in the process, utilising the existing social, administrative and information dissemination structures or mechanisms. The same approach was utilized for the updated RAP whereby during this study, stakeholder engagements comprised consultations with Busia District, Municipality, local leaders as well as with PAPs to be affected by construction of three key changes in the components of the system (i.e Water Intake, Water Treatment Plant and the Faecal Sludge Treatment Facility).

Meetings and consultations were undertaken with project-affected people (PAPs) and the Busia District and Municipal Council Administrations. A meeting was held with Busia Municipal Council Administration as part of stakeholder engagement and thereafter sensitization of the Majanji community and Okame-Abochet Village, who comprised the project affected persons, was carried out. Meeting with Busia and District Municipal Council officials was held on the 20th March 2018 while that with community was held on 19th February 2018. An attendance list is provided in Annex 1 and images below show some of consultation meetings held.



FGD with women at the proposed FSTP site in Okame-Abochet village



Meeting with PAPs at the proposed new intake site, Maduwa A village, Lumino sub-county

Figure 1-2: Community Engagements

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### 1.6.3 Baseline data and reviews

The more specific technical baseline data was collected based from field surveys using questionnaires, formal and informal interviews with Busia Municipal Council team, project-affected persons and local council officials. In addition, resource data was obtained from reviews of concept planning data related to water supply requirements by different households and entities in the project area. Data on land and property affected was captured using instruments, documents and methodologies as approved by the relevant officials from the Ministry of Lands, Housing and Urban development.

Further still, there was a review of relevant documents on resettlement plans, review of previous RAP, legal, institutional and policy guidelines in respect to the situation for Uganda. In a specific way, the National Water Policy and the National Development Plan were studied to give a more synchronized perspective and approach to mitigation of displacement or socio-economic disruption and benefit sharing.

Through all these processes, the potential direct and indirect impacts to the PAPs were reviewed and analysed and as such, compensation and benefit sharing options and strategies have been developed in a participatory manner.

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### 1.6.4 Social survey

A social survey that included the previous 155 PAHs was carried out as part of the original RAP. For this updated RAP, an additional social assessment and survey covering the additional 18 PAHs were conducted in February and March 2018 with the aim of sensitizing PAPs about new changes to the project (Water Intake, Water Treatment Plant (WTP) and the Faecal Sludge Treatment Facility) and to establish the profile of project affected people (PAPs) in accordance with Ugandan requirements and World Bank OP 4.12 for involuntary resettlement. In this case a census covering these new PAPs was conducted utilizing a questionnaire and information obtained from the social survey.

## 1.7 METHOD

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### 1.7.1 Criteria of identifying PAPs

The criterion for identifying project-affected people (PAPs) was that everybody whose property (crops, land) or income was to be affected in part or whole by the project would be compensated. Prior to undertaking detailed social survey, sensitization meetings were held with PAPs to explain the RAP surveys, valuation and compensation process and how it is conducted according to Ugandan and World Bank guidelines. In these meetings, cut-off date for compensation eligibility was explained and rights of PAPs and grievance procedures were outlined.

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### 1.7.2 Field work surveys and Data Analysis Tools

The surveys that was carried out for the three (3) new sites was undertaken on 21st March 2018 and this aimed to enumerate affected persons and register them according to locations. To develop a social profile of PAPs, a census questionnaire (see Appendix 8) was administered to all PAPs. Prior to administering the questionnaire to each PAP, its content was explained and purpose of requested information carefully explained. Social data collected in the questionnaires was cleaned up, coded, entered in a database then analysed.

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### 1.7.3 Data collection, entry and analysis

The census utilized a census questionnaire administered to all PAPs. Data collected in the census questionnaires was coded, entered in EpiData and exported to SPSS statistical software for analysis to provide social profiles of affected persons. The census for the additional PAPs was undertaken together with property valuation exercise on 21<sup>st</sup>-23<sup>rd</sup> of March 2018.

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### 1.7.4 Property valuation

Approaches used to derive compensation values of all 173 PAHs affected assets were:

#### **A. Crops and trees**

Crops and trees were assessed using the updated 2016 Busia District compensation rates developed by the District Land Boards. The crops and trees affected were determined through a process of manual counting while taking note of level of maturity and quality.

#### **B. Valuation assumptions**

The following assumptions were made during property valuation:

- The compensation assessed was for crops, structures, land and other assets as they existed at the time of inspection and valuation. Subsequent developments and structural improvements after cut-off date would not be eligible for compensation and this was communicated to PAPs.
- Property owners ordinarily should have been given a 3 to 6 months' quit notice, but since this has not been done, a 30% statutory disturbance allowance has been allowed in property values.

#### **C. Land**

Land to be secured for the transmission line areas will be acquired by the developer and there will be limited use (for example cultivation of crops) on it after the infrastructure developments have been done whereas for the FSTP, Water Tank Reservoir and Water intake, land will be permanently acquired and owned by MME and therefore any developments for example construction of any structures and growing of crops/trees will be prohibited.

#### **D. Disturbance allowance**

As guided by Section 77 (2) of The Land Act Cap 227 (Computation of Compensation), disturbance allowance of 30% shall be awarded on top of the assessed value if PAPs are to give up their interests in affected property with immediate effect (in less than 3 months).

## 2 LEGAL, POLICY AND INSTITUTIONAL FRAMEWORK

This RAP has been prepared in accordance with the Ugandan Laws and guidelines as well as following the OP 4.12 on involuntary displacement. The report indicates the framework under which the Client operates, including the Policy guidelines that steered the preparation of this Action Plan as well as the legal stipulations relevant to the land acquisition, compensation and benefit sharing with those affected by the project.

### 2.1 INSTITUTIONAL FRAMEWORK

This RAP study was sanctioned by the **Ministry of Water and Environment** under the **Directorate of Water Development** (DWD) an entity mandated to regulate the use of water as a resource in Uganda. Both the Ministry and the Directorate provide policy guidance on modes of extracting, treating and supplying water in an environmentally friendly manner.

Outside the Ministry, there are other Agencies that greatly influence the development of this project but more specifically influence the preparation of the RAP and these include the higher-level agencies responsible for policy guidelines as well as the middle and lower level agencies responsible for coordination, support, mobilization and trouble shooting. The relevant higher-level agencies include the following;

#### 2.1.1 MINISTRY OF LANDS, HOUSING AND URBAN DEVELOPMENT

Has the mandate over survey and valuation of affected land and properties in development projects. This gives guidelines on methodology, documentation and access to private or public land/property. The Valuation division within this ministry is responsible for approving the compensation awards.

#### 2.1.2 MINISTRY OF LOCAL GOVERNMENT

Provides policy direction to lower local governments at the district and sub county. The valuation component of this RAP relied on the compensation rates passed by the respective districts and also relied on the mobilization structures at the sub county and village level to inform the PAPs about the project. In addition, the local governments provided guidance on the planning of the municipalities and towns hosting the project, including anticipated distribution networks.

#### 2.1.3 THE NATIONAL PLANNING AUTHORITY

Documentation from the authority was reviewed for guidance on priority development areas especially in relation to clean water provision policy as well as synchronised development approaches and better coordination with other agencies.

#### 2.1.4 THE UGANDA NATIONAL ROADS AUTHORITY

This was approached for guidance on utilization of road reserves for other utilities like water supply lines and highway crossings. This was specifically in relation to requirements of user permissions of the corridor to be shared between water distributors and the roads authority.

#### 2.1.5 LOCAL COUNCIL 1

For more direct contact with affected populations, mobilization, sensitization and guidance of the project team on pertinent issues as well as witnessing the enumeration of property and resolving boundary conflicts.

## 2.2 NATIONAL POLICY FRAMEWORK

### 2.2.1 UGANDA VISION, 2040

Uganda Vision 2040 provides development paths and strategies to operationalize Uganda's Vision statement which is "A Transformed Ugandan Society from a Peasant to a Modern and Prosperous Country within 30 years" as approved by Cabinet in 2007. It aims at transforming Uganda from a predominantly peasant and low income country to a competitive upper middle income country.

It is indicated in Uganda Vision 2040 that urbanization plays a key role in the development process. Thus the Government is committed to make land reforms to facilitate faster acquisition of land for planned urbanisation, infrastructure development, among other developments. Land acquisition for this project is consistent with Uganda Vision 2040

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### 2.2.2 NATIONAL LAND POLICY, 2013

The policy rests of key premises which include equitable access to land for all citizens regardless of gender, age, disability or any other reason created by history, custom or tradition.

Among the key objectives of the policy include the following;

- a. Ensure sustainable utilisation, protection and management of environmental, natural and cultural resources on land for socio-economic development
- b. Ensure planned environmentally-friendly, affordable and orderly development of human settlements for both rural and urban areas, including infrastructure development
- c. Harmonise all land related policies and Laws and strengthen institutional capacity at all levels of Government and cultural institutions for sustainable management of land resources.

This RAP has related to this policy in terms of guidance on treating land owners with equity regardless of gender or disability or customs. This will also form part of the sensitization messages throughout the project lifecycle.

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### 2.2.3 WETLANDS POLICY, 1995

The National Policy on conservation and management of wetland resources aims at curtailing loss of wetland resources and ensuring that benefits from wetlands are equitably distributed to all people of Uganda. The wetlands policy calls for:

- i) Sustainable use to ensure that benefits of wetlands are maintained for the foreseeable future;
- ii) Environmentally sound management of wetlands to ensure that other aspects of the environment are not adversely affected;
- iii) Equitable distribution of wetland benefits;
- iv) Application of environmental impact assessment procedures on all activities to be carried out in a wetland to ensure that wetland development is well planned and managed.

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### 2.2.4 NATIONAL GENDER POLICY, 1997

The overall goal of the National Gender Policy 1997 is to mainstream gender concerns in the national development process in order to improve social, legal/civic, political, economic and cultural conditions of the people of Uganda, in particular women. Thus, in the context of the drainage improvement, it aims to redress the imbalances which arise from existing gender inequalities and promotes participation of women in all stages of the project cycle, equal access to and control over significant economic resources and benefits. This policy would especially apply to recruitment of project construction labour where women are expected to have equal opportunity as men for available jobs.

The policy requires proper resettlement planning which compels due attention to gender disparities and needs, starting with equitable access to resources and gender-sensitive decision making during resettlement (which is also provided for in S.40 of the Land Act, 1998 that provides for spouses' consent in property matters).

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### 2.2.5 HIV/AIDS POLICY, 2005

Historically efforts to combat HIV/AIDS in Uganda are characterized by a policy of openness by Government and this has, to a large extent, been emulated by civil society, political and social institutions, and households.

HIV Counselling and Testing (HCT) is the most important service in HIV/AIDS prevention and care strategies. Thus in 2005 Uganda developed the HCT Policy. Among the objectives of the HCT Policy are

- To make HCT services part of the wider health care system to help bring about positive behaviour change.
- To spell out different types of HCT available for different circumstances.

Main streaming HIV/AIDS prevention in all programs including infrastructure projects is an important aspect of a national overarching policy.

Implementation of this RAP should entail a deliberate effort to rekindle awareness among PAPs receiving payments of the need to live responsibly and utilise funds provided to restore their lives and sources of livelihood and avoiding the health risks associated with irresponsible sexual practices. This can be done by handing fliers to PAPs alongside payments at the time of compensation and continue it throughout the monitoring period. It is also possible to undertake these awareness campaigns in several meetings with PAPs even before the compensation exercise.

In addition past experience has indicated that the construction workers may be involved in risqué behaviour with a potential to be exposed to HIV.

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### 2.2.6 UGANDA RESETTLEMENT /LAND ACQUISITION POLICY FRAMEWORK, 2002

With regard to compensation and resettlement issues, the main pieces of legislation are the Constitution of the Republic of Uganda and the Land Act 1998 both of which require that:

- Compensation should be aimed at minimizing social disruption and assist those who have lost assets to quickly restore their livelihoods. According to Ugandan laws and standards, a disturbance allowance is to be provided to assist the project affected individual or family to cover costs of moving and relocating to a new holding. This disturbance allowance however might not be sufficient to cover income losses; and
- Community infrastructure must be replaced or improved when affected by the project. This includes installation of sanitary facilities, road links and provision of water.

Planning for resettlement caused by the project shall be based on the requirements of this policy.

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### 2.2.7 THE IDP POLICY (2009)

This provided reference material on policy guidelines for persons displaced voluntarily or involuntarily in Uganda. The proposals in this RAP have been aligned to the policy as passed in 2009.

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### 2.2.8 NATIONAL WATER POLICY, 1999

The objective of the policy is to provide guidance on development and management of the water resources of Uganda in an integrated and sustainable manner. Especially related to the project, the policy demands control of contamination that could affect nature watercourses. It also requires water abstraction (as would be required by workers camp during line construction) to be guided by permits issued by Directorate of Water Resources Management. Impact on community water sources, especially where no alternative sources exist, would pose long-term social impact of “water poverty” in affected communities. This policy allows for monitoring and controlling potential contamination of water for human consumption and associated risks.



## 2.3 LEGAL FRAMEWORK

This being a project involving land acquisition and possible movement of persons from their homesteads, the report relied on the legal provisions within the Ugandan Law that allow such to happen with no conflict or feeling of unfair treatment by both the project developer and the affected persons. The following were reviewed for purposes of aligning the report to the legal stipulations of Uganda.

### 2.3.1 THE CONSTITUTION OF THE REPUBLIC OF UGANDA (1995)

This is the overall guiding document and stipulates the rights enjoyable by every Ugandan, including the right to clean environment, right to own land and property and be compensated for any damages caused on such as well as the right to be protected. For this RAP other specific legal provisions that are relevant are outlined below;

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.

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

The Constitution also recognizes land tenure regimes and rights discussed below.

#### i) Land tenure regimes and transfer of land:

Article 237 of the Constitution, 1995, vests land in citizens of Uganda and identifies four land tenure systems, namely: customary; freehold; Mailo; and leasehold. For this project, the customary, freehold and leasehold tenure systems were encountered.

These systems are detailed under Section 4 of the Land Act (Cap 227) and outlined below.

- a. **Customary Tenure;** Land is owned in perpetuity and 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. It is a form under which the landlord of lesser 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) 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. No title deed is associated with kibanja purchase: In cases of compensation, an apportionment of land value of 70% and 30% share of the market value is given to the Kibanja and land owners respectively, regardless of any developments invested on the affected land. This is in line with national guidelines and requirement of the Chief Government Valuer.

This project did not encounter the mailo land tenure system and therefore limited the relevance of this legal stipulation to the Customary, Freehold and Leasehold interests with isolated cases of tenancy on those.

## **ii) Rights of spouse and children**

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.
  - 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 Area Land Committee;
  - 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).

### **2.3.2 THE LAND ACT (1998)**

The Act has stipulations on ownership of land in Uganda but more importantly, land is vested to the citizens of Uganda. 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:

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

For this project, the Land Act will govern all aspects related to land taken by the Water works systems by guiding on compensation issues either by replacement with physical land parcels or through cash payments and how various land uses and tenures systems shall be compensated

### 2.3.3 THE LAND ACQUISITION ACT (1965)

This has been referred to for purposes of elaborating land acquisition procedures for early entry into the delineated land as compensation matters are finalised. This is with the objective of timely project delivery. Reference to this Act has been made while proposing strategies for dealing with unreasonable speculative persons who may jeopardize the delivery of the project by demanding exorbitant compensation levels.

### 2.3.4 THE NATIONAL WATER AND SEWERAGE CORPORATION ACT (1995)

This was relied on in this RAP for guidance on the establishment and management of water supply systems especially in the municipalities and small towns.

### 2.3.5 THE NATIONAL ENVIRONMENT ACT CAP 153 (1995)

The National Environment Management Authority (NEMA) is under the Ministry of Water and environment and has cross sectoral mandate to review and approve EIA and also ensure that where a RAP is required, sustainable environment practices are integrated. In addition, extraction of water for domestic and industrial use from water bodies has to be done as per the regulations of NEMA. This was therefore referred to for purposes of ensuring compliance to social and Environmental stipulations.

### 2.3.6 THE UGANDA WATER ACTION PLAN (1995)

Which was referred to for guidance on the development plans for extraction, treatment and supply of water as well as management of water resources in a sustainable way including all the attendant requirements for players in the sector.

### 2.3.7 THE TOWN AND COUNTRY PLANNING ACT CAP 246

This Act was reviewed for purposes of obtaining guidance on planning parameters for the local governments especially in relation to infrastructure development for Service Delivery.

### 2.3.8 NATIONAL DEVELOPMENT PLAN (NDP), 2015-2010

In February 2010, the Government of Uganda finalized a new five-year National Development Plan (NDP) spanning FY2011-2015. The NDP's main theme is "Growth, Employment and Socio-Economic Transformation for Prosperity," with the aim to raise growth and living standards. The NDP is the first in a series of six plans intended to transform Uganda over 30 years into a modern and prosperous nation.

Based on economic forecasts, the GDP growth rate over the National Development Plan (NDP) period is projected at an average of 7.2 per cent per annum. At this GDP growth rate, nominal per capita income is projected to increase from USD 506 in 2008/09 to about USD 850 by 2014/15. During the same period, the proportion of people living below the poverty line is expected to decline from the level of 31 % in 2005/06 to about 24.5 % in 2014/2015, above the MDG target of 28 %. The NDP also addresses structural bottlenecks in the economy in order to accelerate socio-economic transformation for prosperity and key among these is low access to grid electricity which government plans to reduce by increasing expansion of the national transmission grid. The proposed project will contribute to implementation of the Plan, increasing power available to the Ugandan people, leading to improved economic development.

## 2.4 WORLD BANK POLICIES AND GUIDELINES

The World Bank safeguard policies are operational policies whose primary objective is to ensure that the Bank funded operations do not cause adverse social and environmental impacts and that they "do no harm". As all other World Bank funded operation, the Busia water and sanitation project must comply with the requirements of the World Bank Safeguard Policies.

The objective of the World Bank's environmental and social safeguard policies is to prevent and mitigate undue harm to people and their environment during the development process. These policies provide guidelines for the Bank and borrower staff in the identification, preparation, and implementation of programs and projects. Safeguard policies provide a platform for the participation of stakeholders in project design, and are an important instrument for building ownership among local populations (World Bank, 2006). They consist of the following Operational Policies (OP):

- a. Environmental Assessment (OP 4.01)
- b. Natural Habitats (OP 4.04)
- c. Pest Management (OP 4.09)
- d. Indigenous People (OP 4.10)
- e. Physical Cultural Resources (OP 4.11)
- f. Involuntary Resettlement (OP 4.12)
- g. Forestry (OP 4.36)
- h. Safety of Dams (OP 4.37)
- i. Projects on International Waterways (OP 7.50)

Among the above listed above, the triggered safeguard policies relevant to the RAP include:

- a. OP 4.12-Involuntary Resettlement
- b. OP 4.11 Physical Cultural Resources

There are some stark gaps between Uganda and WB resettlement requirements. For example, while WB requires provision of resettlement assistance where needed and advocates preference to compensate replacement "land for land", according to Uganda's laws, project proponents are not legally bound to procure alternative land nor provide relocation assistance to affected people if they provided fair financial compensation based on a legally accepted valuation process. Additionally, World Bank OP 4.12 does not recognize "depreciated value" for replacement of assets while Uganda's Land Act Cap 227 (excerpted below) allows depreciated replacement cost in rural areas.

Table 2-1: Gaps between World Bank and Ugandan legislation applicable to each impact

Category of PAPs/ Type of Lost Assets / Impact	Ugandan Law	OP 4.12	Gap Analysis	Provisions for this RAP
<p><b>Land Owners</b></p>	<p>The Constitution of Uganda, 1995 recognizes four distinct land tenure systems, Customary tenure, Freehold tenure, Leasehold tenure and <i>Mailo</i> land tenure. Land is valued at open market value and a 15% to 30% disturbance allowance must be paid if six months or less notice is given to the owner. Cash compensation is the recommended option.</p>	<p>World Bank Policy recognises the rights of those affected people:</p> <ul style="list-style-type: none"> <li>• Who have formal legal rights to the land or assets they occupy or use</li> <li>• Who do not have formal legal rights to land or assets, but have a claim to land that is recognized or recognizable under national law</li> <li>• Who have no recognizable legal right or claim to the land or assets they occupy or use.</li> </ul> <p>Compensation of lost assets at full replacement costs. Cash compensation is recommended where there are active land markets and livelihoods are not land based.</p>	<p>The Ugandan law does not compensate those without legal right or claim to the land.</p> <p>WB OP 4.12 does not consider disturbance allowance. Uganda laws and the WB O.P 4.12 are consistent in compensation at full replacement cost and cash compensation.</p>	<p>Cash compensation at replacement value (based on market value + 15-30% disturbance allowance).</p> <p>All forms of tenancy based on formal or informal rights/ agreements between the land owner and tenant</p>
<p><b>Land Squatters / Land Tenants</b></p>	<p>Leasehold tenure is created either by contract or by operation of the law. The landlord grants the tenants or lease 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. Cash compensation is based upon market value of land and disturbance allowance (15-30%). Entitled to compensation based upon the amount of rights they hold upon land.</p>	<p>Must be compensated for assets other than land, whatever the legal recognition of their occupancy.</p>	<p>The Ugandan law does not compensate those without legal right or claim to the land or</p>	<p>Compensation for assets other than land for all forms of tenancy based on formal or informal rights/ agreements between the land owner and tenants + 30% disturbance allowance</p>

Category of PAPs/ Type of Lost Assets / Impact	Ugandan Law	OP 4.12	Gap Analysis	Provisions for this RAP
<b>Owners of non-permanent buildings</b>	Cash compensation based upon rates per m <sup>2</sup> established at District level, disturbance allowance (15% or 30%).	Recommends in-kind compensation or cash compensation at full replacement cost. Recommends resettlement assistance.	O.P 4.12 does not provide for the disturbance allowance. Ugandan law does not provide for resettlement assistance.	compensation at full replacement cost + 30% disturbance allowance. Cash compensation
<b>Owners of permanent buildings.</b>	Valuation based on replacement value and guidance from CGV & disturbance allowance (15% or 30%).	Compensation at full replacement cost.	The Ugandan laws are consistent with O.P 4.12 in regard to replacement cost. O.P 4.12 does not provide for the disturbance allowance.	Cash Compensation at replacement value + 30% disturbance allowance.
<b>Perennial Crops</b>	Cash compensation based upon rates per m <sup>2</sup> /bush/tree/plant established at District Level and disturbance allowance (15% or 30%).	Compensation at full replacement cost. Income restoration.	O.P 4.12 does not provide for the disturbance allowance.	Cash compensation using Arua and Yumbe District rates + 30% disturbance allowance
<b>Seasonal crops</b>	No compensation. 3-6 months' notice given to harvest crops.	No specific provision		No compensation. 3-6 months' notice given for harvesting.
<b>Loss of income</b>	No specific provision	Livelihoods and living standards are to be restored in real terms to pre-displacement levels or better	The Ugandan legislation does not provide for restoration of livelihoods.	In the context of this project, practical livelihood restoration measures have been proposed.
<b>Vulnerable groups</b>	The 1995 Uganda Constitution stipulates that: "the State shall take affirmative action in favour of groups marginalised on the basis of gender, age, disability or any other reason [...] for the purpose of redressing imbalances which exist against them". This regulation is not fully described in the context of resettlement and land acquisition.	Particular attention should be paid to the needs of vulnerable groups among those displaced such as those below the poverty line, landless, elderly; women and children and indigenous peoples and ethnic minorities.	Both the Ugandan Constitution and WB OP 4.12 favour vulnerable groups. However, the Ugandan law, vulnerable groups are not fully described in the context of resettlement and land acquisition.	Special attention will be paid to vulnerable persons affected.
<b>Relocation and Resettlement</b>	Both the Constitution, 1995 and The Land Act, 1998 give the government and local authorities, power to	Avoid or minimize involuntary resettlement and, where this is not feasible, assist displaced persons in	There is no requirement under the Ugandan law to minimize	Measures to minimise involuntary resettlement have been considered as shown in

Category of PAPs/ Type of Lost Assets / Impact	Ugandan Law	OP 4.12	Gap Analysis	Provisions for this RAP
	<p>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 is necessary “for public use or in the interest of defence, public safety, public order, public morality or public health.”</p>	<p>improving or at least restoring their livelihoods and standards of living in real terms relative to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher.</p>	<p>land acquisition.</p>	<p>Section 5. 1 of this RAP report. Measures to assist displaced persons in improving or at least restoring their livelihoods and standards of living in real terms relative to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher will apply.</p>

### 3 COMMUNITY AND STAKEHOLDER CONSULTATIONS

The approach to engage stakeholders took a Top –Down direction. The RAP team organised and participated in a number of consultative meetings and discussions that gathered approximately 87 key stakeholders and PAPs including the district officials as well as sub county officials. Later, lower levels meetings were held with residents of villages and municipal zones that shall be traversed. These meetings were held in order to:

- a. Introduce the objectives and proposed activities of the project to the stakeholders,
- b. To involve the stakeholders in planning and the development of the RAP.
- c. Establish a long-term relationship with the stakeholders during the study period and as well during the Implementation phase.
- d. Document key concerns and sensitivities for consideration during the studies and RAP implementation.

#### 3.1 TOP LEVEL CONSULTATIONS

This involved issuance of notices to the district and sub county officials communicating presence of the team for the various project activities and requesting for a meeting to enable further deliberations.

The top officials included the following;

- a. The Chief Administrative Officers (CAOs)
- b. District Water Engineers
- c. District Environment Officers
- d. District Community Development Officers
- e. The Resident District Commissioners (RDCs).

#### 3.2 LOWER LEVEL CONSULTATIONS

This level involved meeting the sub county/Town Council technical planners who are more attached to the project in terms of its implementation and later operation. The key stakeholders included the following;

- a. The Town Clerks/Sub County Chiefs
- b. The Community Development Officers
- c. Town Engineers
- d. Secretary for Environment
- e. Secretary for Production

For purposes of effective mobilisation and in the spirit of inclusive participation, the political offices were also consulted. These included the office of the LC 5/Mayor and the LC 3 chairpersons. Their views were also noted and incorporated in this RAP.

The facilitation process between the RAP team and community was conducted in the local languages while the high-level meetings were conducted in English. The discussions centred on the potential disruption to be caused by the project during construction and after construction stages, other historical or legacy issues left by related projects and how the project will benefit the residents in terms of provision of clean water and sanitation services.

In all meetings, a question and answer session were included as a means of clarifying issues. The meetings and discussions were also used to gauge the attitude and feelings of the PAPs towards the project. Detailed issues emerging are presented in chapter two of the main report. Details regarding consultations conducted (including details regarding attendance and issues raised) are attached in Annex 1.



Additionally, formal interviews were held with all the project affected persons and stakeholders where a questionnaire guide was administered to ascertain the nature of direct effect as well as consequential effects that shall arise out of displacement or restricted use of the land within the designated wayleaves.

### 3.3 SUMMARY OF PERTINENT ISSUES

From the consultations with PAPs and other key stakeholders, some issues came up and will need careful study in order to manage the expectations and anxiety of the PAPs and the public. These are bulleted below;

- a. All the proposed sites for faecal treatment have generated negative sentiments from host communities. More sensitisation on mitigation measures for pollution is needed.
- b. PAPs are concerned on whether they will be connected to the system and whether the rates shall be lowered. This matter needs to be discussed at length with MME and DWD in terms of benefit sharing for the communities affected.
- c. Due to the nature of land take, compensation levels are bound to be low but the communities expect high levels of compensation. More participatory engagement with PAPs through their representatives is needed more so on the technical aspects of the project. The feeling of unfair compensation can be balanced with other forms of benefit sharing.
- d. There are concerns related to pricing of water for household use. This needs to be included in the information package during group disclosures.
- e. The municipal and town officials are concerned about the management of the system and its sustainability. MME and DWD need to have clear procedures of takeover by the local governments with clearly outlined responsibilities.
- f. Communities demanded for Provision of taps/water kiosks in the communities affected to ease accessibility

Stakeholder	Issues of concern	Responses
Environment Officer, Busia Municipality	<ol style="list-style-type: none"> <li>1. Emphasize gender issues to contractors to give equal opportunities to women and men during construction phase.</li> <li>2. Need to liaise with UNRA to mark the road reserve where transmission pipes will pass enroute to Busia Municipality from the source.</li> <li>3. Regular sensitization of communities and workers on HIV/AIDS</li> <li>4. Distribution of condoms at strategic location during construction to reduce STIs.</li> <li>5. Need to establish artificial wetland near Okame stream to filter effluents from sewage before reaching the wetland.</li> </ol>	<p>These issues will be addressed under other studies, notably the project's Environmental and Social Impact Assessment (ESIA), which is currently being drafted and will be made public by the project. You are encouraged to review it and make suggestions if necessary.</p>

District Environment Officer, Busia	<ol style="list-style-type: none"> <li>1. Sewage should be completely treated before being released into Okame stream.</li> <li>2. Sewage treatment will reduce water borne diseases like cholera in Busia.</li> <li>3. Provide employment opportunities to the local community especially unskilled labour.</li> <li>4. PAPs should be properly compensated</li> <li>5. Provision of safety equipment to workers</li> <li>6. Increase in STIs due to migrant labour into the rural communities</li> </ol>	Same as above and the objective of this RAP is to ensure that PAPs are adequately and fairly compensated for their assets
Community members, Okame-Abochet village	<ol style="list-style-type: none"> <li>1. Unpleasant odour from the sewage treatment</li> <li>2. Need employment during construction phase</li> <li>3. Need to fence off the site to prevent children from accessing it</li> <li>4. Connect the village to the electricity line that will supply the facility.</li> <li>5. Increase of dust from the trucks felling sewage to the facility.</li> <li>6. Contractors' workers.</li> </ol>	<p>Again, all these issues and appropriate mitigation measure for these negative impacts will be addressed under the ESIA which is currently under formulation</p> <p>This report does not address issues of access to electricity but you are encouraged to bring this up to the village leadership for consideration</p>
Community members of Maduwa A village, WTP	<ol style="list-style-type: none"> <li>1. No construction should commence without compensation</li> <li>2. PAPs should also be connected to the piped water scheme as an incentive</li> <li>3. Disturbance of sources of income</li> <li>4. Employment to the local youth</li> <li>5. Extension of utilities like electricity, roads to the village.</li> <li>6. Increase in HIV/AIDS due to influx of new people into the area.</li> </ol>	<p>One of the principles under this RAP is that no construction should start without compensation and this will be strictly enforced</p> <p>Issues of access to water, electricity and other services should be addressed to local leadership</p> <p>Disturbance of source of income will be compensated as prescribed by this RAP</p> <p>Issues of employment of locals and HIV/AIDS will be addressed under the project's ESIA that is under formulation.</p>

All the meetings were documented with minutes and photographs by a designated rapporteur. These are attached as appendices to this report but a few are presented here;



*Figure 3-1: FGD with women at the proposed FSTP site in Okame-Abochet village.*



**Figure 3-2: Meeting at Midia Sub County**

To effectively manage the above issues, this RAP proposes a long-term approach to stakeholder engagement. This shall involve establishment of Water User Committees (WUCS) at the Sub County or Town Council and Municipal level to guide on Implementation issues, trouble shoot on matters that may hinder smooth project implementation as well as participate in the management and rehabilitation of the system in a sustainable way.

The above pertinent issues will need to be followed up and addressed during RAP implementation. Below is a matrix of the issues and responsible entities that will follow up. MME being the project proponent will take primary responsibility

## 4 SOCIO - ECONOMIC PROFILING FOR BUSIA

This chapter presents a description of the socio-economic characteristics of the Busia project area that will be traversed by the water and sanitation supply channels. The baseline is formed through a combination of primary survey data, secondary data and stakeholder consultations from project affected areas. The existing way of life of the people will potentially be disrupted during the construction period therefore the socio-economic profile of Project Affected Persons is important as it establishes a baseline for monitoring and evaluation during the RAP implementation process. Notably it will afford the project to identify particular PAPs that MME should pay special attention and/or provide additional assistance during implementation.

The social economic baseline survey covered all affected persons including those that will be impacted by the FSTP, WTP and water intake areas. The earlier RAP that was carried out in 2015 had a total number of 155 PAHs and the majority would be affected by the transmission line. This updated RAP as earlier mentioned provides additional information on 3 new sites whose location changed as a result of the land owners not agreeing or allowing the MME to acquire their land. The 3 new sites mentioned will affect an additional 18 PAHs, thus bringing the overall total to 173 PAHs.

### 4.1 BUSIA DISTRICT PROFILE

Busia District is located in the south-eastern part of the Republic of Uganda, north of Lake Victoria and west of the Republic of Kenya, approximately 196 km from Kampala the capital city of Uganda. The District lies approximately between longitudes 330 5' East and 340 1' East, and latitude 00 10' North and 00 35' North. Size of the district (Land area) The District has a total land area of 743 sq. km. and a perimeter of 156.3 km.

#### 4.1.1 Demographic Characteristics

According to the Uganda 2014 National Housing and Population Census, Busia's annual population growth is 2.7 and has a population of 325,527 people with the male comprising 48.3% (156,308), and females constituting 51.7% (169,219). 83% of the population live in the rural area and largely depend on subsistence farming. The land is predominantly used for agricultural production.

Table 4-1: Population of Busia District by Sex, Residence and Population Type 2014

District	Sex		Residence		Population Type		Total
	Male	Female	Urban	Rural	Household	Non-household	
Busia	156,308	169,219	55,958	269,569	322,512	3,015	325,527

Source: Census Report 2014

From available statistics, the population of Busia town is in the region of 45,700 (2010 Statistics). It is largely of urban characteristics but eases into peri-urban and semi-rural as one leaves the Municipality. Largely, the affected population is of Samia origin although a few other groups exist such as the Itesot in Okame village in Butebe sub-county due to the fluidity of the trading population and inter marriages.

#### 4.1.2 Administrative Units

The District has one County, 10 Sub-counties (including one urban area, Busia Town Council), 58 Parishes, and 534 villages. In Busia district the project is going to affect Maduwa A A in Majanji parish in Lumino sub-county and Okame village Amonikakinei parish, Buteba sub-county.

Table 4-2: Busia district Administrative Unit

Districts	No. Of Counties	No. Of Sub-Counties	No. Of Villages
Busia	1	10	534

Source: Busia district health department, 2009

#### 4.1.3 Ethnicity in the district

Ethnicity is one of the key considerations to be taken into account while designing social mitigation strategies. Busia district comprises of several ethnic groups due to migration trends including settlers from other countries such as Kenya and Tanzania. According to the district development plan (2009) had a number of ethnic groups. The largest ethnic group was that of the Basamia representing 46 percent of the population, followed by the Bagwe with 25 percent.

Table 4-3: Ethnicity in Busia district

Ethnicity	Percentage (%)
Basamia	44.9
Bagwe	24.2
Bagisu	13.1
Basoga	3.1
Other Ugandans	12.3
Kenyans	2.0
Tanzanians	0.1
Other non-Ugandans	0.3
Total	100

Source: Busia district health department, 2009

#### 4.1.4 Healthcare

Health refers to the availability and functionality of the health infrastructure. Health services are a key facilitating factor for socio-economic development. According to the district development report the performance of the health sector greatly depends on the availability of the necessary infrastructure. Below are the accessible health facilities in the district.

Table 4-4: Health Units in Busia

Indicator	Quantity
Number of health sub districts	1
Number of hospitals	2
Number of HC III	8
Number of HC II	15
Number of HC IV	2
Number of beds in health units	155
Number of staff houses	42
Number of registered private clinics and drug shops	69

Source: Busia district health department, 2009

#### 4.1.5 Accessibility of health services

The proportion of the district population with in a distance of 5 km or less to a health facility was 82 percent, slightly higher than the national figure of 73 percent with in the same distance. Only 11.4 percent of the households could access health facilities within a radius of less than ½ a Kilometer.

Table 4-5: Accessibility to Health services

Source of livelihood	District household (%)
Less than 0.5km	11.4
0.5 but less than 1km	19.2
1 but less than 5km	51.6
5km and above	17.8
<b>Total</b>	<b>100</b>

Source: Busia district health department, 2009

#### 4.1.6 Employment and Occupation

The Ugandan labour force consists of person's aged 14 to 64 who are either employed (in the paid employment, self- employment, and unpaid family workers) or unemployed (without work and available for work). The unemployment rate in the District was as high as 8 percent compared to the national rate of 4.5 percent of the total population that is economically active. Notably, in Mauda village the population is mainly engaged in fishing given its close proximity to Lake Victoria. However, it is supplemented by subsistence farming that is largely carried out in other parts of the district.

Table 4-6: Livelihood

Source of livelihood	Rural household (%)	Urban household (%)	District household (%)
Subsistence farming	82.3	9.53	68.02
Employment income	6.32	27.65	10.51
Business enterprise	3.95	35.27	10.11
Cottage industry	0.23	1.35	0.45
Property income	0.25	2.24	0.64
Family support	6.04	18.28	8.45
Organizational support	0.05	0.30	0.10
Other	0.83	5.38	1.72
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>

Busia District Planning Unit, June 2009

#### 4.1.7 Housing conditions

According to the UBOS (2002) census majority (80%) of the dwelling/ housing units are of a temporary nature, mainly mud and wattle. Wall Construction Materials. Eighty percent of all the households used mud and poles for the construction of their walls. Only 15percent used stabilized brick with cement. This is evinced by the affected structures in the project area.



Figure 4-1: Type of structures in project affected area

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#### 4.1.8 Education

The education system includes both formal and informal education. Formal education includes training at all levels of primary, secondary, and tertiary levels. Informal education trains beneficiaries in basic skills like reading, writing, and numeracy. Currently the district had a total of 124 primary schools, 9 Secondary Schools, 2 Technical Institutions, and 1 University

### 4.2 PROJECT AREA IN BUSIA MUNICIPALITY

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#### 4.2.1 Geographical location

Busia municipality is the border town between Kenya and Uganda and is the administrative centre of Busia district and is divided into 2 Divisions, 8 Parishes and 25 Villages/cells. The Municipal is the administration centre of the district and houses the District Headquarters, Municipal Council Offices, a major Hospital and grade III, lodges, milling plants, shops, secondary schools, primary schools, fuel stations and banks. On the peripherals of the municipality, there is also a fluid population that is mostly comprised of people in transit between Kenya and Uganda.

The current configuration of the proposed project is to utilize the shores of Lake Victoria at Maduwa A village, Majanji parish as the source of water and construct a new intake station, a new raw water pumping main and water treatment works, additional 1720m<sup>3</sup> elevated storage reservoir, and improvements in distribution network.

In addition, a mini sewerage system suitable for the high-density population where pit latrines are not appropriate due to high water table and reduced plot sizes will be constructed. Safeguard and source protection measures will also be included, as well as sanitation improvements encompassing sludge management.

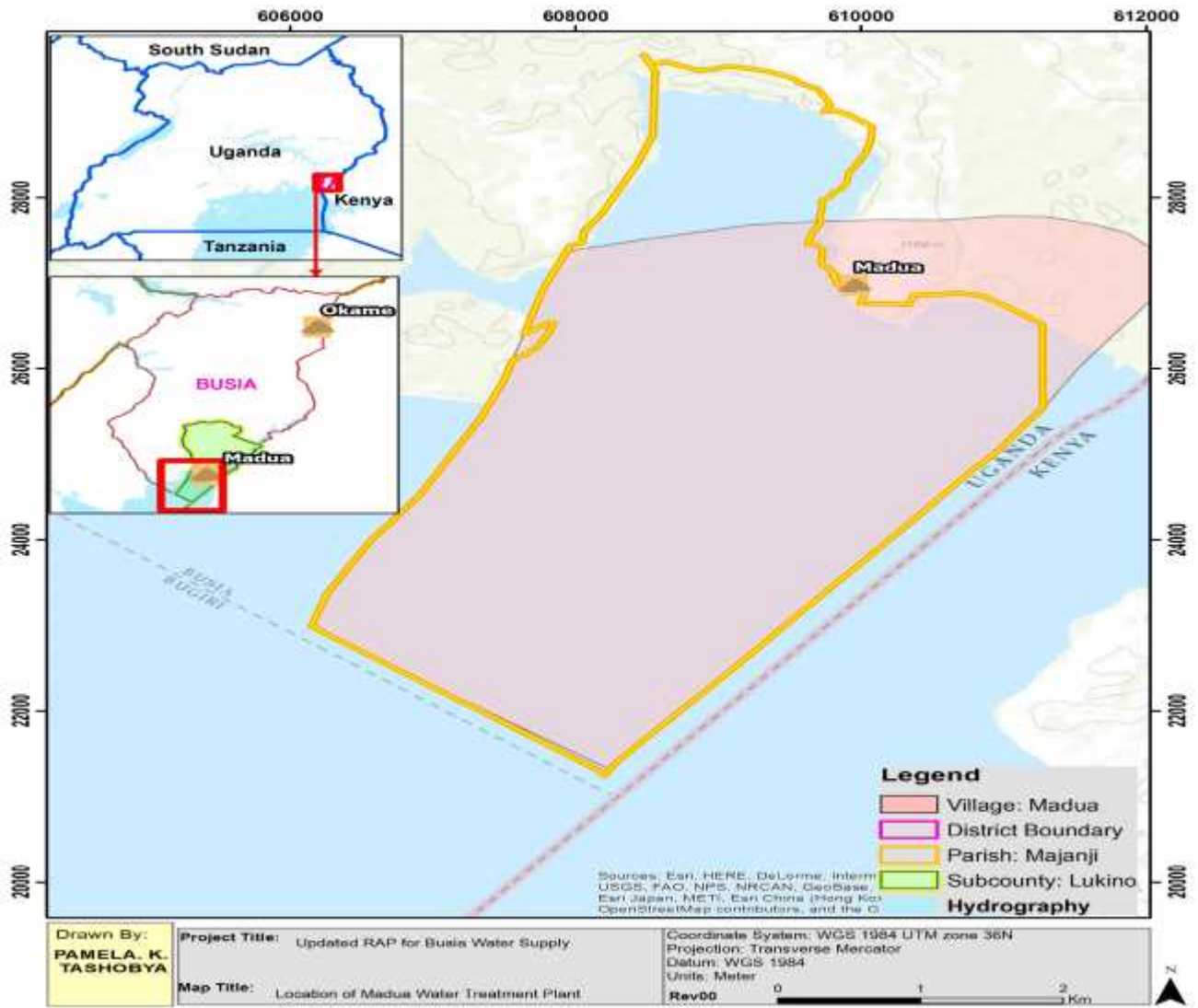
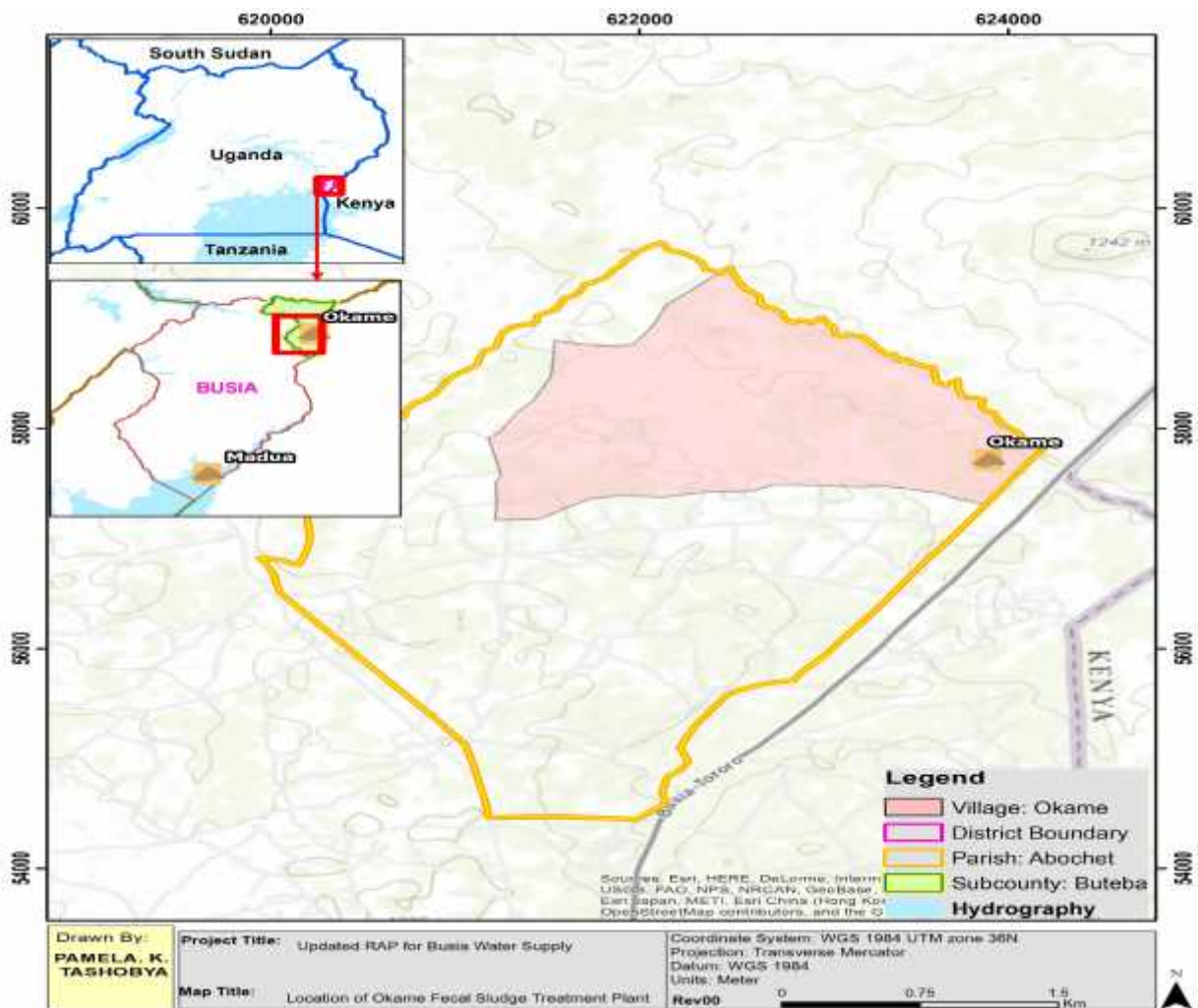


Figure 4-2: General project mapping: Water treatment Plant





### 4.3 SOCIO-ECONOMIC PROFILE OF PROJECT AREA

The Busia water supply and sanitation project activity implementation will directly affect 173 households (148 from transmission line, 2 FSTP, 3 by the water tank reservoir and 20 from water intake) with a total of approximately 1188 household members. Therefore, to have a clear understanding of the socio-economic profile and potential impacts of the project, a socio-economic census review was undertaken to establish baseline indicators of the communities that would potentially be affected by the project. The socio-economic census collected demographic information on personal characteristics of household heads (PAPs) such as gender, age, sex, nationality, livelihoods and education levels attained among others living within the water supply project area. It also collected information on household members including their age groups and number of people living in the household.

The Water Intake, WTP and FSTF will be located at Maduwa A and Okame villages at GPS coordinates of the proposed site E: 0335917.2 N: 001438.4 and E: 0340648.1 N: 003119.4 respectively. The proposed site for Fecal Sludge treatment plant was owned by an individual in the names of Philip Odome who sold it to Busia Municipal Council (See attached title deed in appendix 3) while the Water Intake, WTP is on land is owned by various community members. At the intake in Maduwa A village, the land is largely a bush area and pockets of farm land used by the community while at Okame village, it was largely a bush with a stream running through it and parts of it served as a grazing area for livestock.

### 4.3.1 Demographic Information

#### a) Average size of the affected Household

In the ‘project affected’ area in Busia municipality, the census survey indicated that the average affected household in, Maduwa A village in Majanji sub-county, comprised 7-8 people per household (38.5%) which is far above the nation average 4.7 according to the 2016/17 UBOS household report . Census results further indicate that 9 and above persons (23.1%) 3-4 people (23.1%) and (5-6 people) 15.4 % live within the households in the project affected area. Table below shows average number of people in a household.

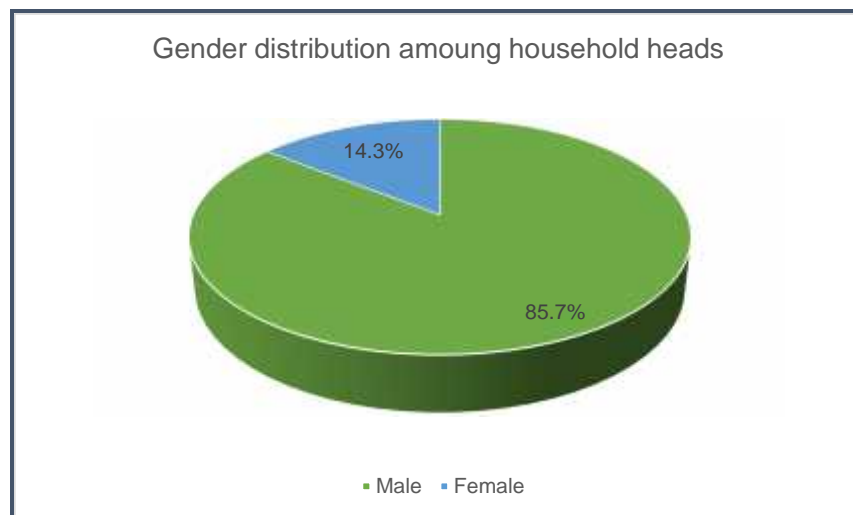
Table 4-7: Average number of people living within the household.

Gender	Average Number of people living within the household				Total
		3-4 people	5-6 people	7-8 people	
Male	%	15.4	15.4	38.5	84.6
Female	%	7.7			15.4
Total	%	23.1	15.4	38.5	23.1

Source: field data

### 4.3.2 Gender distribution of household heads

The socio-economic census of the households that will be potentially affected by the project revealed (85.7%) of the surveyed households were male headed compared to female (14.3%) household heads. Female headed households were headed by widows and many struggled to look after their household members given the subsistence nature of their economic activities such as agriculture, as shown in Figure below.



Source: field data

Figure 4-4: Gender distributions among affected household heads

Further analysis of marital status in affected households reveals that households headed by women were widowed (7.1%) as opposed to the males who in some cases re-married even after losing a spouse or had more than one wife as shown in the table below.

Table 4-8: Marital status by gender of the affected household.

Gender		Marital status		Total
		Married	Widowed	
Male	%	92.9	-	92.9
Female	%	-	7.1	7.1
Total	%	92.9	7.1	100

Source: field data

Table 4-9: Types of marriage in the project affected areas.

Gender		Type of marriage		Total
		Monogamous	Polygamous	
Male	%	84.6	15.4	100
Total	%	84.6	15.4	100

Source: field data

### 4.3.3 Age of respondent

Age is another important demographic characteristic which has a bearing on the employment and mobility. A study of distribution of heads of households by age throws some light on the type of strategies which may be helpful in raising their income, employment and planning resettlement. In the entire project affected area, the largest numbers of project affected household heads were male (92.9%) compared to females (7.1%). There was a significant number of male headed households (35.7%) (26-35) 35.7%) (36-45) years while there were no females headed households in that age-group. This younger age group could be well positioned to take advantage of new opportunities to address social inequities within their own village. However, it is imperative to note that the older age-group of 56 and above (21.4%) is less productive special consideration need to be given to them when implementation starts.

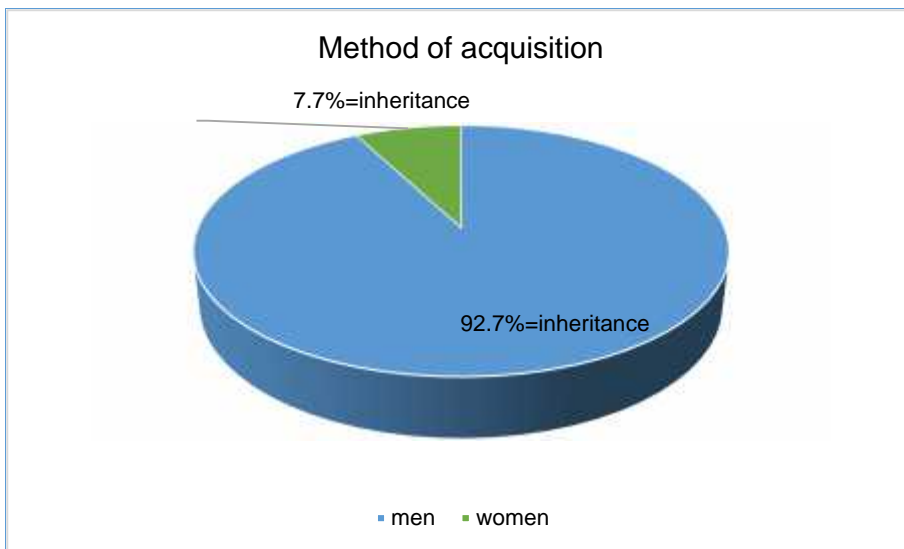
Table 4-10: Age of respondents

Gender		Age of respondent				Total
		26-35	36-45	46-55	56-and above	
Male	%	35.7	28.6	7.1	21.4	92.9
Female	%	-	7.1	-	-	7.1
Total	%	35.7	35.7	7.1	21.4	100

Source: Primary data

### 4.3.4 Land ownership and tenure

Land in the project affected areas is customary. Resettlement planning therefore, has to be cognizant of the indigenous people's right to the land, territories and resources which they have traditionally owned, occupied or otherwise used or acquired. It is Important to note that, the use of land was consistent with most rural settings where men (have more rights over land than women, given the patriarchal nature of our culture society more men inherit land (92.7%) from their parents in comparison to females (7.7%).



Source: Primary data

Figure 4-5: Land ownership

When asked on their preferred mode of compensation, all the PAPs (100%) indicated that they would prefer cash for land /property compensation.

The survey established the documentation and evidence of land ownership. Over 96.8% of affected landholdings reported to have no evidence of ownership of affected land in form of certificate of title. Only one household reported to have evidence of land ownership. In addition, all the affected households said they do not have a mortgage/lien on the owned land. It was also observed that in Busia, there were no claims on affected land (See Table 20 below). Lack of evidence of land ownership is likely to become a major deterrent during compensation. The only evidence of land ownership was in form of agreement with their parents and family members. However, this shall be mitigated by convening meetings comprising of the Local Council 1 Executive and Clan / Family members of which minutes shall be taken and signed and will be evidence of ownership of the land due for compensation.



Source: field data

Figure 4-6: Land ownership and tenure among the affected household

Survey data reveals that a significant proportion of men (92.3%) were found to own land compared to the women (7.7%) in the project-affected areas. Most of the women who owned land were either widows who inherited the land from their husbands or parents.

Table 4-11: Land ownership by gender

Gender	Land owners and Gender			Total
		Landowner	Co-owner	
Male	%	76.9	15.4	92.3
Female	%	7.7	-	7.7
<b>Total</b>	%	84.6	15.4	100

Source: field data

### 4.3.5 Livelihoods

#### 4.3.5.1 Occupation

Maduwa A is predominantly a fishing area (46.1%) given its proximity to Lake Victoria. The PAPs also carry out mixed farming of subsistence nature for both livestock and crop growing. Commonly grown crops include cassava and maize and some livestock keeping. Okame village where the fecal sludge will be located is also a livestock keeping and crop growing area. The wayleaves have a mix of petty road side kiosks extending all the way the centre of the Municipality. Along the road reserves within the municipality, there is a mixture of owner occupied residential houses and commercial rental premises as well as tenements commonly known as mizigo.



Picture 4-1: Rental premises in Maduwa village

Private subsistence agriculture (46.2%), in Maduwa A and Okame is characterized by crop farming and some livestock keeping. The livestock mainly consist of poultry and small ruminants such and goats and sheep, pigs and cattle .Crop farming is the major source of livelihood for about 38.6% and casual

labor (18.1%) of the PAPs. Agriculture is mainly carried out in the rain season and fishing during the dry season in order to sustain household welfare.

Table 4-12: Occupations of project-affected household heads

Main occupation	Percentage
Fishing	46.2
Private formal/service	7.7
Private Agriculture	46.1

Source: field data

#### 4.3.5.2 Agriculture

The major food crops grown within the project area are onions which are major source of income there are also other crops grown like, Maize (51.9%) cassava (34.5%), and beans (13.6%) as shown in **Error! Reference source not found.** below.

Table 4-13: Food crops grown in project affected district

Type of crop grown	Percentage
Beans	13.6
Cassava	34.5
Maize	51.9

Source: field data



Picture 4-2: Cassava garden at proposed WTP in Maduwa A Village

### 4.3.6 Incomes and spending patterns

#### 4.3.6.1 Income from Sources of Livelihood

Agriculture and fishing are the dominant economic activity in the project area. Farming and livestock rearing are the basic livelihood carried out by the PAPs. Since most of the PAPs are small holder farmers who make their living through traditional method of farming it is difficult to determine their source of income. They sell only some amount of crops for purchasing cloths and other consumer

goods such as kerosene, food oil, and salt among many household requirements. Agricultural production (57%) with some households being able to earn above one million shillings (29.1% and (17.9%), 600,000-1000,000) which contributes largely to annual household income of rural households in the project area. Therefore, the loss of income will largely be based on the loss of average land holding. Fishing also contributes to annual household income with (17%) and (22.5%) of PAPs earning (600,000-1000) and above 1000,000 Ugx respectively.

Table 4-14: Incomes from main sources of livelihood among PAPs

Type of activity	Incomes from main sources of livelihood			Total
	100,000-500,000	600,000-1000,000	Above 1000,000	
Agriculture	10	17.9	29.1	57
Fishing	3.5	17	22.5	43

Source: field data

#### 4.3.6.2 Spending Patterns

From interviews, potentially affected households spent their incomes mainly on school fees, food, healthcare, and airtime for communication, see table below.

Table 4-15: Spending patterns among affected households

Spending Patterns	Rank*
School fees (per term)	1
Healthcare/medical expenses	3
Food	2
Clothing	6
Transport	6
Dependants	5
Rent	6
Airtime	4

Source: field data (\* Rank 1= Item most spent on; 10= item least spent income on)

School fees and medical expenses were also reportedly high due to lack of adequate healthcare facilities (clinics and drug stores) found in the project area.

#### 4.3.7 Ethnicity and Religion

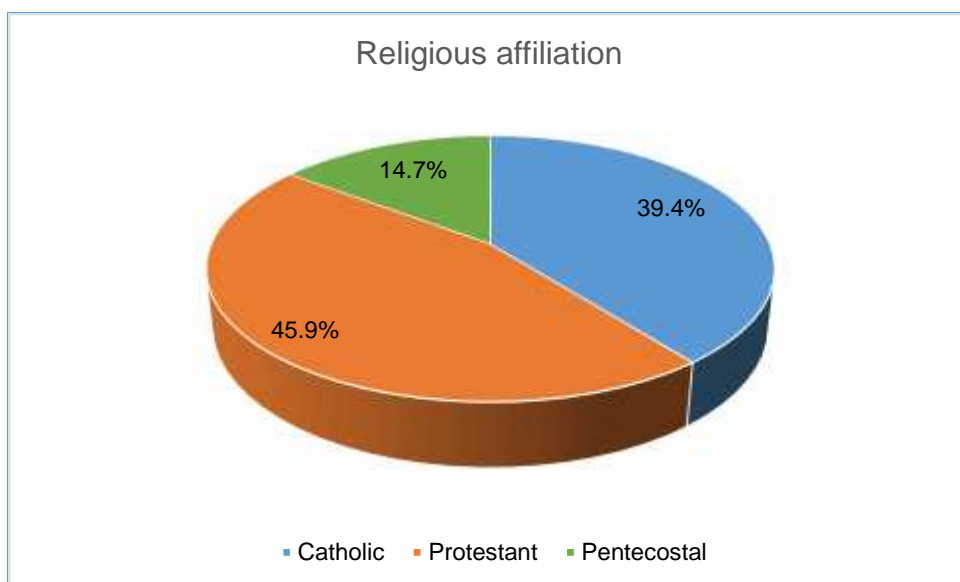
The persons in the project affected areas that were enumerated during the census were all Basamia.

Table 4-16: Tribal Affiliation in the project affected area

Tribal Affiliation	Valid Percentage
Basamia	100

Source: field data

The project area is characterized by a great deal of religious diversity. From the surveyed households in the project area, the biggest number of PAPs in households surveyed were Protestants (45.9%) followed by Catholics (39.4%), and Pentecostals at (14.7%).



Source: field data

Figure 4-7: Religion among PAPs along proposed line route

#### 4.3.8 Health and Sanitation

Prevalent diseases among PAPs along in the project affected area were malaria (73.4%), respiratory diseases such as cough and flu cough (4.3%) and intestinal worms (2.2%). More so the community members noted suffering from oral fecal diseases such as typhoid (9.5%) which is attributed to drinking unsafe water from the lake. Cases of Schistosomiasis commonly known as bilharzia (10.6%) have previously been noted and government came in to provide medical services to the community to help curb the spread of the disease.

Table 4-17: Most common diseases reported in the affected household

Most common diseases	Percentage
Malaria	73.4
Bilharzia	10.6
Typhoid	9.5
Intestinal worms	2.2
Respiratory infections	4.3

Source: field data





Picture 4-3: Majanji Health center II located about 2km from the proposed WTP at Maduwa A village

Distance travelled to a health facility has a strong direct positive or negative impact on accessing health care which in turn affects the outcome of any health complications. In the project affected area in Maduwa A and Okame villages in Busia district majority of PAPs travelled less than 5 kilometers (72.8 %) to access health facilities which lie within the recommended Ministry of Health standard of health facilities lying within 5km from a home. The majority of the PAPs used the Majanji health center II (31.3%) and private clinics within the area (18.8%).

Table 4-18: Distance travelled to Health center

Type of Health center		Type of HC and distance		Total
		Less than 5 kilometers	5-10km	
Health center 2	%	72.8	9.4	82.2
Private clinic	%	18.8		18.8
<b>Total</b>	<b>%</b>	<b>91.6</b>	<b>9.4</b>	<b>100</b>

Source: field data

Malaria is the commonest disease and 73.4 of the surveyed households spend various amounts on treating it throughout the year. Malaria is the most spent on with each household spending above 30,000 Ugandan shillings on treatment and procurement of drugs. The accessibility of healthcare as well as utilization of available healthcare facilities, especially in rural areas, continue to be poor in Uganda and specifically Busia given the diabolical state of these health center which largely exist in name and structure but lack basic health care services.

Table 4-19: Expenditure on most common diseases

Most common diseases	Annual expenditure on most common diseases(Ugx)				
	Below 10,000	11,000-20,000	20,000-30,000	Above 30,000	Total
Malaria	11.1	9.3	3.8	49.2	73.4
Intestinal worms	0.1			2.1	2.2
Typhoid	1.3	1.3	3.1	7.5	13.2
Respiratory infection	6.2	5			11.2

Total	18.7	15.6	6.9	58.8	100
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Source: field data

#### 4.3.9 Sources of Water in Project Area

In the entire project affected areas, within the project affected households, the most common sources of water for domestic use are communal borehole (55%), water from the lake (45%). Distance to the nearest water source fell within nationally recommended radius as majority of PAPs (97.5%) fetched their water from within 100 meters and other (2.5%) between 100-500 meters. In Okame village fetched their water from a nearby shallow well. Respondents also revealed that during the dry season water shortage and scarcity and have to fetch water from long distances. However, community members in Maduwa A complained about the salinity of water which compromises its' quality and makes it difficult for home consumption.

Table 4-20: Type of water source and distance

Source of water	Percentage
Communal borehole	55
Lake	45

Source: field data

Table 4-21: Distance to water source

Water source		100 metres	100-500 metres	Total
Communal borehole	%	54.5	0.5	55
Lake	%	43	2	45
<b>Total</b>	<b>%</b>	<b>97.5</b>	<b>2.5</b>	<b>100</b>

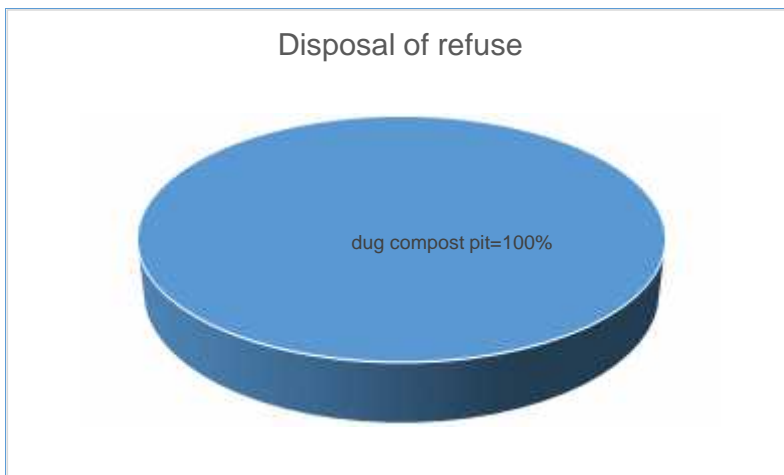
Source: field data



Picture 4-4: Source of water

#### 4.3.10 Waste Management

On management of waste, domestic refuse was disposed of in a compost pit (100%), in the backyard.



Source: field data

Figure 4-8: Disposal of refuse

#### 4.3.11 Method of disposing refuse

In relation to disposal of human waste, most respondents used pit latrines (100%). However, further probing of community members and local council leaders revealed that some community members and fishermen openly defecate in the lake especially when they are out fishing citing the distance to the lakeshore and primitive cultural beliefs related to getting a bad omen when one uses a pit latrine before heading out to the lake and those who do it are shunned in the fishing community.



Source: field data

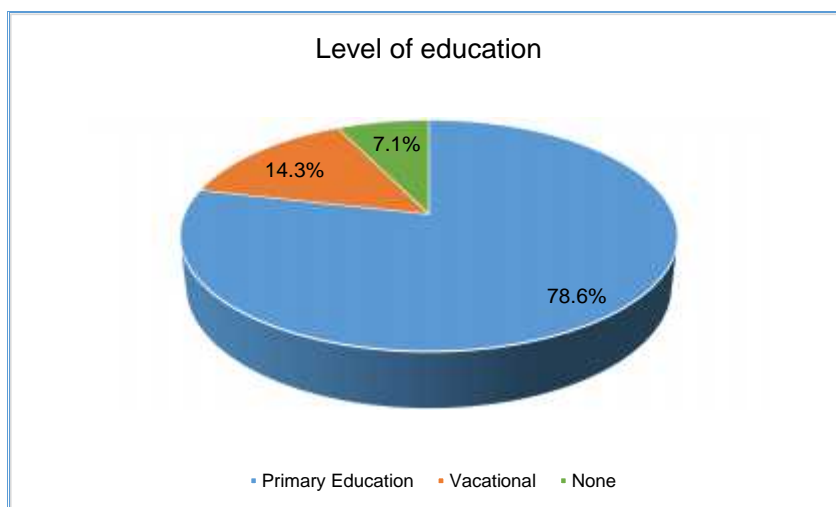
Figure 4-9: Disposal of human waste



Picture 4-5: Example of pit latrines in project area

#### 4.3.12 Level of Education

Literacy is very effective and important parameter of measuring social development of a society hence the need to establish educational level of potentially project affected persons. Field results of education level of respondent reveal that the majority were primary school drop outs (78.6%) while only (14.3%) had attained vocational education and 7.1% have never received any form of education. These can provide labour in casual labour at the stage of implementation and the rest can be given none technical or clerical jobs in order to seek the buy in and cultivate a sense of ownership within the local community.



Source: field data

Figure 4-10: Level of education

### 4.3.13 Energy Sources

From the field findings all the surveyed households used kerosene (100%) as a source of energy for lighting. Biomass was the exploited source of fuel for cooking with firewood at (100%). The use of biomass as source energy for cooking poses a great danger to the environment and needs to be curtailed avert further destruction and degradation of the environment.

Table 4-22: Sources of energy

Source	Percentage Usage
<b>Lighting</b>	
Kerosene	100
<b>Cooking</b>	
Firewood	100

Source: Primary data



Picture 4-6: Fuel wood used for cooking

### 4.3.14 Sites of Cultural or Religious Significance

Inquiries about sites of spiritual significance such as graves, caves, and trees were made in the project affected area. However, there were no graves or sites of spiritual value that were in close proximity with the proposed water intake site.

### 4.3.15 Vulnerable PAPs within project area.

Vulnerable groups, according to the World Bank definition, 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.

In the project affected in Maduwa A and Okame there were no PAPs that were found vulnerable. However, some household members had a variation of vulnerabilities as categorized in the below

- Child headed
- Disabled or seriously sick people
- Elderly
- Widows

Table 4-23: Vulnerability of Household members

District	Village	No. of vulnerable people	Vulnerable person	Type of Vulnerability
Busia	Maduwa A	2	Mother and Step Mother	Elderly
Busia	Maduwa A	1	Mother	Elderly
Busia	Maduwa A	1	Brother	Deaf-Mute
Busia	Maduwa A	1	Dependant	Elderly
Busia	Maduwa A	1	Dependant	Elderly
Busia	Maduwa A	1	Mother	Elderly
Busia	Maduwa A	1	Dependant	Elderly

## 5 IMPACTS AND MITIGATION MEASURES

Overall, the proposed Busia Town Water Supply System project will cause minor resettlement impacts and these are related to those earning a living or residing in places where permanent land take will be required for the reservoirs, treatment plants and booster pump stations. There are however several economic activities that will be disrupted as highlighted above, especially at the intake, treatment and reservoir areas. This Chapter presents the details of impacts both positive and negative and the proposed mitigation measures to minimise such minor impacts. In order to reduce the negative impacts, efforts will be towards avoiding or minimizing relocation and therefore resettlement and disturbances arising from land acquisition in line with the World Bank OP 4.12. The RAP covers the project impacts resulting from land acquisition during construction and from the permanent project operation. Other socio-economic impacts, that is, impacts from construction activities such as noise, vibrations, construction traffic, presence of a large number of workforce, population influx, are covered in a separate Environmental and Social Impact Assessment (ESIA) report.

In terms of geographical impact, the project affects areas of Maduwa Village A, Okame-Abochet, Ajanji, Lumino, Buhehe, Masafu, Masaba, Dabani, Buteba, Masinya and Sikuda Sub-Counties; Busia Municipality, Busia District.

In terms of number of households affected, the data gathered indicates that a total of **173** households and parcels of usable land will be affected by the installation of the pipelines and establishment of the water intake, faecal sludge treatment plant treatment plant as well as the reservoir. For the 3 new sites that changed location (i.e FSTP, Water Tank Reservoir and Water intake), a total of **18** households were affected in Maduwa Village in Majanji Parish. Table below shows a breakdown of number of PAHs showing type of loss per village.

Table 5-1: Breakdown table Of PAHS Affected, type of Loss per Village

VILLAGE	CROPS (NO. PAHS)	STRUCTURES (NO. PAHS)	LAND (NO. PAHS)	BUDGET
Maduwa A	22	1	23	169,697,108
Bulwande	9	-	9	3,933,800
Mahombi	7	-	7	1,642,030
Bukemu	2	-	2	234,000
Buhenye - B	9	-	9	6,812,000
Buhenye - A	3	-	3	923,000
Bumala	5	-	5	1,773,200
Lumino - I	6	-	6	3,239,600
Lumino – II	4	-	4	910,000
Lusisira	15	-	15	3,509,623
Mundaya	3	-	3	2,031,900
Hutale	1	-	1	130,000
Sigalame - B	2	-	2	201,500
Busekira	6	-	6	7,398,300
Lwangosia	22	-	22	5,314,504
Buwambo	3	-	3	806,000

Sikobwe	1	-	1	1,443,000
Buwanda	4	-	4	3,316,586
Mirra	5	-	5	503,360
Busabale South	7	-	7	1,352,637
Busabale North	4	-	4	2,005,900
Dabani West	7	-	7	3,733,951
Dabani East	13	-	13	26,388,674
Buwuma	10	-	10	2,481,102
Busiwondo	1	-	1	455,000
Okame-Amagoro	1	-	1	26,000,000
<b>TOTAL</b>	<b>172</b>	<b>1</b>	<b>173</b>	<b>276,236,775</b>
Support to Vulnerable Group				2,400,000
Implementation, Monitoring & Evaluation				5,840,000
Sub Total				<b>283,276,775</b>
Contingency (15%)				42,491,516.25
<b>TOTAL</b>				<b>328,168,291.25</b>

## 5.1 POSITIVE IMPACTS

Positively, the Busia Town Water Supply System project will facilitate extraction of water from the identified water sources, improve the treatment and supply system, including better storage for water security (reservoir) as well as provide better sanitation infrastructure in the targeted towns and municipalities. Other associated supply points are planned at strategic en route locations within the project areas and this will facilitate supply of cleaner and safer water that will lead to socio-economic transformation and meeting targets for the Millennium Development Goals.

Additionally, there will be direct employment opportunities for the locals during the construction phase. During construction, there would be work opportunities for skilled and unskilled labour especially youth in the project areas, thereby providing an opportunity for supplementing their income. Skilled labour will include artisans such as plumbers, carpenters, masons while unskilled labour will include trench excavation. In addition, during the operation of the sewage treatment system and expanded water supply system, additional long-term technical and non-technical job opportunities for professionals, casual labourers, etc. will be available.

Other resultant effects may include changes in land use from cash crop and commercial tree farming to subsistence within the wayleaves as restrictions are imposed by DWD on usage of land in the way leaves of water pipelines as well as permanent land take for permanent installations. Such impacts have been separately assessed in detail in the ESIA.

Nonetheless, this RAP proposes mechanisms of compensating those who have been using the affected land.

To ensure that some people are not disadvantaged in the process of development, MME will ensure financial compensation under the law is effected promptly and monitor this program for a period of six (6) months. Special attention will be given to the vulnerable group identified in all the project zones. It is our recommendation that the client puts more efforts in assisting this group to access their compensation and benefits from the RAP scheme but more specifically to educate them on public health and sanitation issues to avoid a spill over of diseases to the water system.



## 5.2 NEGATIVE IMPACTS

Below is a summary of the possible losses that need mitigation measures:

**Table 3 General Summary of Impacts**

Type of Impact	Mitigation Measures
<p>Loss of productive assets, including land, businesses, income and livelihood</p>	<p><b>AGRICULTURAL LAND (RURAL):</b> Farmer/title holder Cash compensation for affected property equivalent to market value No displacement: Cash compensation for affected land equivalent to market value. If less than 20% of land holding affected, the remaining land remains economically viable Tenant/ lease holder Cash compensation for the harvest of the affected land equivalent to average market value of last 5 years, or market value of the crop for the remaining period of tenancy/ lease agreement, whichever is greater. Farmer/title holder Land for land replacement where feasible, or compensation in cash for the entire landholding according to PAP's choice. Land for land replacement will be in terms of a new parcel of land of equivalent size and productivity with a secure 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 &amp; other costs.</p> <p>Relocation assistance (costs of shifting + assistance in reestablishing economic trees + allowance up to a maximum of 12 months while short-term crops mature)</p> <p>Relocation assistance (costs of shifting + assistance in reestablishing economic trees + allowance up to a maximum of 12 months while short-term crops mature).</p> <p>Displacement: More than 20% of land holding lost OR Less than 20% of land holding lost but remaining land not economically viable.</p> <p>Tenant/ lease holder Cash compensation equivalent to average of last 5 years' market value for the mature and harvested crop, or market value of the crop for the remaining period of tenancy/lease agreement, whichever is greater.</p> <p>Relocation assistance (costs of shifting + allowance). Cash compensation equivalent to local average of 6 months' salary Relocation assistance (costs of shifting + allowance) Assistance in getting alternative employment.</p> <p><b>RESIDENTIAL LAND (URBAN):</b> Title holder Cash compensation for affected land. No displacement: Land used for residence partially affected, limited loss, and the remaining land remains viable for present use.</p> <p>Rental/lease holder Cash compensation equivalent to 10% of lease/rental fee for the remaining period of rental/lease agreement (written or verbal). Displacement: Premise used for residence severely affected, remaining area insufficient for continued use or becomes smaller than minimally accepted under zoning law/s.</p> <p>Rental/lease holder: Cash compensation equivalent to 3 months of lease/rental fee. Assistance in rental/lease of alternative land/property and relocation assistance (costs of shifting + allowance).</p>

Type of Impact	Mitigation Measures
	<p><b>COMMERCIAL LAND (URBAN &amp; RURAL):</b> No displacement: Land used for business partially affected, limited loss.</p> <p>Title holder/business owner Cash compensation 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). 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).</p> <p>Title holder/business owner Land for land replacement or compensation in cash 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 &amp; other costs.</p> <p>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).</p> <p>Displacement: Premise used for business severely affected, remaining area insufficient for continued use Business owner 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.</p> <p>Relocation assistance (costs of shifting) Assistance in rental/lease of alternative land/property (for a maximum of 6 months) to re-establish the business</p>
Loss of other assets like buildings (commercial etc)	<p><b>Owner Occupied:</b> Cash compensation for affected building and other fixed assets Cash assistance to cover costs of restoration of the remaining structure. No displacement: Structure partially affected but the remaining structure remains viable for continued use.</p> <p><b>Rental/lease holder;</b> Cash compensation for affected assets (verifiable improvements to the property by the tenant – e.g. a fence) Disturbance compensation equivalent to two months rental costs.</p> <p>Option of alternative structure of equal or better size and quality in an available location which is acceptable to the PAP. Right to salvage materials without deduction from compensation Relocation assistance (costs of shifting + allowance). Rehabilitation assistance if required (assistance with job placement, skills training)</p> <p><b>Squatter/ Informal dwellers:</b> Cash compensation for affected structure without depreciation 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 through involvement of the project CBO. Alternatively, assistance to find accommodation in rental housing or in a squatter settlement scheme, if available).</p> <p>Rehabilitation assistance if required (assistance with job placement, skills training) Street vendor (informal without title or lease to the stall or shop) Opportunity cost</p>

Type of Impact	Mitigation Measures
	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.
Loss of community resources, habitat, Forests, cultural sites, grave yards and goods	Replacement, if possible, or compensation at replacement, rates and or restoration measures may be considered under the works contract
Loss of crops/trees	Crops affected by land acquisition or temporary acquisition , whether owner, tenant, or squatter: Cash compensation equivalent to average of last 3 years market value for the mature and harvested crop TREES: Trees lost Title Holder Cash compensation based on type, age and productive value of affected trees PLUS 10% premium NW&SC should consider funding environmental enhancement initiatives under the community development plan for replacement of tree cover
Disruption of social networks	Not anticipated at the permanent land take zones but Relocation within the same vicinity and supporting PAPs to create new support systems for those impacted by the reservoir is prudent.
Anxiety due to perceived project benefits	Comprehensive information campaign, continuous stakeholder engagement and harnessing opportunities for employment on non-technical jobs.

### 5.3 COMPENSATION AND RESETTLEMENT STRATEGY

The proposed project will provide compensation to all eligible affected people based on nature or category of their losses (e.g. physical assets or income) as discussed below.

#### 5.3.1 COMPENSATION FRAMEWORK

Following international best practice and current legal stipulations, PAPs, irrespective of their status, are eligible for some kind of assistance if they occupied the land or properties, before the entitlement cut-off. This RAP has assumed the position of the World Bank and as such has enumerated all persons, households and entities falling with wayleaves and water works sites as eligible for compensation provided they present proof of ownership, usage or representation at the time of verification.

Specifically, the following categories will be eligible for compensation:

- a. Those with formal legal rights to land (including customary and traditional rights recognized under the laws of Uganda) and can produce satisfactory evidence of this;
- b. Those who do not have formal legal rights to land but have a claim to such land or assets provided that such claims are lawfully recognized in Uganda or become recognized through a process identified during the RAP.
- c. They have no legal or traditional claim to the land, but are occupying or using the land prior to the cut-off date and can be consented to by community consensus
- d. Those licensed by holders/owners to use the land either for cropping or for brick making or for clay mining.
- e. People who lose productive assets, including land and permanent crops;
- f. People whose houses/structures will be delineated as being in the proposed project area and therefore need to be demolished before the implementation of the project.

For all the above categories mentioned above, evidence acceptable within the laws of Uganda and acceptable by community consensus can be adduced, provided that the person has not assumed this ownership or occupancy in a speculative fashion.

Determination of the legibility of the bona fide occupants of the properties to be compensated shall be done through a transparent and legal process, taking into consideration all the existing laws of Uganda and policies, of the World Bank, and local customs. For tenants, criteria shall follow section 34 of the Land Act while for family property; criteria shall follow section 39 of the Land Act.

As a principle, exercising transparency and garnering the confidence of affected persons must be upheld. Affected persons must be invited to participate throughout the various stages of the planning and implementation of the resettlement activities. Particular care must be taken to ensure that the interests of vulnerable groups such as women and children, the disabled, the elderly and the sick are appropriately addressed.

### 5.3.2 SUPPORT TO THE VULNERABLE GROUP

The vulnerable group of 8 PAPs identified in the entire project area will need special assistance to access their compensation and also restore their petty businesses or livelihood activities. The project foot print has minimal impacts in terms of land take but will have disruptions of economic activities during construction, especially for the distribution network. From the socio-economic profiling, the following are the proposed interventions;

- a. Each vulnerable case shall be entitled to additional 300,000 UGX to assist in re-establishing activities during and after the disruption. The funds can either be channelled to boosting business ventures, buying improved seeds, farm implements or tools as well as assisting in medicare. The final allocation will depend on the extreme needs as shall be identified by the households. This figure was arrived at after consultations and assessments of household expenditure streams.
- b. Each PAP has been allowed 2,500 UGX for Bank charges when opening accounts or drawing compensation money from their accounts.
- c. Special efforts shall be made by the implementing agency to reach out to the vulnerable group for purposes of disclosures of compensation options and banking services. This will be in form of transportation means and specialised advice on use of compensation funds.

### 5.3.3 ELIGIBILITY FOR COMPENSATION AND “CUT-OFF” DATE

For the original RAP that was carried out in 2015, the date of final consultations with and enumeration of the affected persons and property was established as the cut off-date (31st of July 2015). It is however worth noting that this cut- off date was not enforced because the RAP and project were not implemented. For this updated RAP which includes the 3 new sites, the cut-off date was set for 21<sup>st</sup> March 2018. Any person who occupies the land after the completion of inventory of affected households and assets will not be eligible for compensation for the lost assets and /or any form of assistance from the project. This will be deemed speculative. Prior to commencement of RAP implementation, the cut-off date shall be published in all media and at all points of information reference including the local leaders. It is however recommended that MME and NWSC inbuilds a mechanism of handling genuine cases that may arise. This should be done on merit and case by case.

The following PAP categories are eligible for compensation:

- ✓ Landlords owning land to be affected by the infrastructure project.
- ✓ People whose structures are to be affected.
- ✓ People who rent land for cultivation (sharecroppers) and their crops or trees are to be removed or damaged due to land acquisition activities;

### 5.3.4 Speculative Structures

Opportunistic structures established after the cut-off date shall not be compensated. During RAP implementation, these will be established by:

- ✓ Comparing claimant structures/ assets with property surveying/ valuation records.
- ✓ Consultation with LC Chairpersons to ascertain whether claimant structures existed at the time of the cut-off date and whether it was established in good faith or for opportunistic compensation purposes.

### 5.3.5 Compensation and resettlement measures

Two main resettlement packages, the details of which are provided in the section below, have been designed to ensure satisfactory compensation for PAPs who lose assets or livelihoods when the project is implemented. These packages have been developed in consultation with PAPs. Each PAP will have the opportunity to choose the option that best suits their circumstance.

Entitlement measures were developed basing on the fact that the majority of PAPs expressed a strong preference for cash compensation rather than replacement of assets.

Some of the PAPs to be affected by the water treatment plant, reservoir, FSTL and transmission line will lose sections of land while others will lose crops, and some will be permanent or temporary.

#### **A. Modality 1: Primary Entitlement Measures**

These measures are designed to be appropriate for the majority of PAPs, who are likely to only lose a small portion of land, some permanent or temporary structures (including housing). The measures include a mix of cash compensation for lost assets (including land and crops), other assistance measures such as relocation assistance, and where appropriate, measures to cover any short-term changes in livelihood. For the Busia water and sanitation project, PAPs will mainly lose land, crops and trees and all the PAPs preferred cash compensation to replace lost assets (crops, trees) by purchasing new land.

#### **B. Modality 2: Other Entitlement Measures**

These measures have been developed to assist vulnerable groups, or those who would prefer to receive replacement assets rather than cash compensation. In this scenario, land would be replaced (with the same tenure as in pre-resettlement condition), and assistance would be provided to move the household or business goods. No cash compensation would be provided if physical assets are replaced, but a disturbance allowance shall be provided to overcome any short-term changes in livelihood.

For vulnerable persons without structures, assistance to be provided will be determined at the time of compensation based on their prevailing condition and needs indicated.

#### **C. Measures common to both modalities**

Under both scenarios, graves will be compensated and relocated according to district rates in compliance with Ugandan law. It should be noted however that compensation for graves does not support replacement value, since it excludes transport costs to relocation destination. Therefore transport costs associated with any case of relocation of graves shall be provided on a case-by-case basis for each affected person, depending on travel distance involved. For the Busia water and sanitation project, no graves will be affected.

Taxes and charges associated with purchase of new land will be paid directly by the Project. PAPs choosing cash compensation will receive money in their bank account opened by the Project (if a PAP does not have one) covering all associated bank fees and charges associated with opening a new account.

For PAPs losing crops or trees that will cost small amounts of money (below UGX 100,000), arrangements will be made for their payments to be made at the sub-county offices in the presence of MVE of NWSC representative and LC 1 chairperson.

Sections below provide a description of each entitlement measures for loss of assets and loss of livelihoods.

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### **5.3.6 Compensation Modalities**

All compensation will be paid using Bank transfers.

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### **5.3.7 Entitlement Matrix**

Entitlement matrix is a major integrated part of any resettlement plan. It describes compensation for loss of properties and related assistance for each category of affected PAP. The Entitlement matrix for PAPs is presented in table below.

Table 5-2: Entitlement Matrix

CATEGORY		ENTITLED PERSON <sup>1</sup>	<i>Modality 1: PRIMARY ENTITLEMENT MEASURES</i>	<i>Modality 2: OTHER ENTITLEMENT MEASURES (FOR VULNERABLE GROUPS AND FAMILIES)</i>
1	Loss of land	<ul style="list-style-type: none"> <li>Landlords/ legal title holders</li> <li>Kibanja owners</li> <li>State/ local government Institutions (various)</li> </ul>	<ul style="list-style-type: none"> <li>For households who can continue current land use (on adjacent land): Cash compensation based on government rates that are approved by the chief government valuer-CGV (equal to replacement value).</li> <li>Disturbance allowance (30% or 15%).</li> <li>Relocation assistance on a case by case basis.</li> </ul>	<ul style="list-style-type: none"> <li>For households who will lose all their land, or for those who can't continue current activities on remaining land: Cash compensation based on government rates (equal to replacement value) OR replacement land of similar size, quality and tenure OR assistance from the project to identify new site.</li> <li>Security of tenure: where land for land options are chosen by households, similar tenure will be provided (i.e. kibanja ownership, or mailo ownership papers).</li> <li>Relocation assistance in cash or services on a case-by-case basis as is sought.</li> </ul>
2	Loss of perennial crops	<ul style="list-style-type: none"> <li>Landlords/ legal title holders</li> <li>Kibanja owners</li> </ul>	<ul style="list-style-type: none"> <li>Compensation of perennial crops at district rates (replacement value).</li> </ul>	As for Modality 1

<sup>1</sup> Note that no squatters were identified in the project area during the census. If any that have been missed during the exercise are found during RAP implementation, they'll be compensated as prescribed in table 2-1;

CATEGORY	ENTITLED PERSON <sup>1</sup>	<i>Modality 1: PRIMARY ENTITLEMENT MEASURES</i>	<i>Modality 2: OTHER ENTITLEMENT MEASURES (FOR VULNERABLE GROUPS AND FAMILIES)</i>
3	Loss of annual (seasonal) crops	<ul style="list-style-type: none"> <li>• Landlords/ legal title holders</li> <li>• Kibanja owners</li> </ul>	<ul style="list-style-type: none"> <li>• Timing of project to enable the harvesting of annual (seasonal) crops.</li> <li>• Transitional allowance of 5% of value of crops per household which loses perennial crops to cover for income loss.</li> </ul> <p>As for Modality 1</p>
4	Loss of permanent structure (residence, business, or other structures such as agriculture shed, fencing, latrine)	<ul style="list-style-type: none"> <li>• Landlords/ legal title holders</li> <li>• Kibanja owners</li> <li>• Tenants (if any identified)</li> </ul>	<ul style="list-style-type: none"> <li>• Compensation at government rates, disturbance allowance and top up equal to inflation for increase in cost of construction materials (equal to replacement cost).</li> <li>• Assistance in the procurement of construction materials.</li> <li>• Building materials maybe salvaged from old housing to be utilised in new structures (transport at owner's cost).</li> <li>• For those moving to a new settlement, or non-adjacent land, transport assistance to move households or business goods.</li> </ul> <ul style="list-style-type: none"> <li>• Construction of replacement permanent structure</li> <li>• For those moving to a new settlement, or non-adjacent land, transport and labor assistance to move households or business goods.</li> <li>• For those moving to adjacent land, labor to move household of business good, determined on a case by case basis.</li> <li>• Building materials maybe salvaged from old housing (transport at their own cost).</li> </ul>



CATEGORY		ENTITLED PERSON <sup>1</sup>	<i>Modality 1: PRIMARY ENTITLEMENT MEASURES</i>	<i>Modality 2: OTHER ENTITLEMENT MEASURES (FOR VULNERABLE GROUPS AND FAMILIES)</i>
			<ul style="list-style-type: none"> <li>• Cash for fixed assets (if any, based on approved district rates).</li> <li>• For those moving to non-adjacent land, transport assistance to move households or business goods.</li> <li>• The tenants should be given enough notice to relocate.</li> <li>• Special limited time concessions in from taxes and fees will be given to them during the transition period to allow them to resettle.</li> </ul>	<ul style="list-style-type: none"> <li>• Cash for fixed assets (if any, based on approved district rates).</li> <li>• Assistance to find alternative rental property (business or residence).</li> <li>• Arrange formal lease with similar conditions to previous lease, and provide formal tenancy agreement.</li> </ul>
5	Loss of temporary structure (e.g. agricultural structure, latrines, fence etc)	<ul style="list-style-type: none"> <li>• Landlords/ legal title holders</li> <li>• Kibanja owners</li> <li>• Tenants</li> </ul>	<ul style="list-style-type: none"> <li>• Compensation at government rates, disturbance allowance and top up equal to inflation for increase in cost of construction materials (equal to replacement cost).</li> <li>• Assistance in the procurement of construction materials.</li> <li>• Building materials maybe salvaged from old housing (transport at their own cost).</li> <li>• For those moving to a new settlement, or non-adjacent land, transport assistance to move households or business goods.</li> </ul>	<ul style="list-style-type: none"> <li>• Construction of replacement permanent structure</li> <li>• For those moving to a new settlement, or non-adjacent land, transport and labor assistance to move households or business goods.</li> <li>• For those moving to adjacent land, labor to move household of business good, on a case by case basis.</li> <li>• Building materials maybe salvaged from old housing (transport at their own cost).</li> </ul>

CATEGORY		ENTITLED PERSON <sup>1</sup>	<i>Modality 1: PRIMARY ENTITLEMENT MEASURES</i>	<i>Modality 2: OTHER ENTITLEMENT MEASURES (FOR VULNERABLE GROUPS AND FAMILIES)</i>
6	Loss of business	<ul style="list-style-type: none"> <li>Landlords/ legal title holders</li> <li>Kibanja owners</li> <li>Tenants</li> </ul>	<ul style="list-style-type: none"> <li>For those moving to a new settlement, or non-adjacent land, transport assistance to move business goods.</li> <li>Temporary tax waivers and concessions to help them recover.</li> <li>The business owners will be given ample time (6months) to plan for transition.</li> </ul>	As for Modality 1
7	Loss of employment	<ul style="list-style-type: none"> <li>Workers in businesses</li> </ul>	<ul style="list-style-type: none"> <li>Assist in livelihood training, skills and support for workers in businesses. Link them to other potential economic activities like Youth Livelihood programs (YLPs), Community Driven Development (CDD) and Uganda Women Entrepreneurship programs (UWEP).</li> </ul>	As for Modality 1
8	Displacement of graves, physical cultural resources or cultural sites		<ul style="list-style-type: none"> <li>Compensation as per approved district rates.</li> <li>Provide transport assistance.</li> <li>Provide financial assistance for rituals / ceremonies involved in relocation of cultural resources.</li> </ul>	As for Modality 1
9	Payment of banking fees	<ul style="list-style-type: none"> <li>Landlords/ legal title holders</li> <li>Kibanja owners</li> <li>Tenants</li> </ul>	<ul style="list-style-type: none"> <li>Opening of bank accounts: All households who do not currently have a bank account but who have to receive compensation payment into an account will have to open up an account.</li> </ul>	As for Modality 1

CATEGORY	ENTITLED PERSON <sup>1</sup>	<i>Modality 1: PRIMARY ENTITLEMENT MEASURES</i>	<i>Modality 2: OTHER ENTITLEMENT MEASURES (FOR VULNERABLE GROUPS AND FAMILIES)</i>
10	Vulnerable groups	<ul style="list-style-type: none"> <li>• Elderly, disabled, female-headed, child-headed, sick &amp; infirm</li> </ul>	<ul style="list-style-type: none"> <li>• Compensation at government rates, disturbance allowance and top up equal to inflation for increase in cost of construction materials (equal to replacement cost).</li> <li>• Assistance in the procurement of construction materials.</li> </ul>

**Note:** There were no squatters identified during the census survey.

## 5.4 ENTITLEMENT MEASURES

### 5.4.1 COMPENSATION FOR LOSS OF LAND

Compensation for the loss of land will be provided to all PAPs who currently own land (whether kibanja or Mailo) regardless of land size, current use or legality of tenure. Under the Primary Entitlement Measures, cash compensation will be provided, based on government valuation amount, and disturbance allowance of 30%. This is considered adequate for replacement value.

In cases of compensation for Kibanja on Mailo land, an apportionment of land value of 70% and 30% share of the market value will be given to kibanja owners and landlord respectively, regardless of any development on that land. In project areas with such tenure interests, valuation for land compensation apportioned 70% of cash payment to kibanja owner and 30% to Mailo owner. This is in line with national guidelines and requirement of the Chief Government Valuer. It should be noted that structures and crops on such land are valued separately from land and full compensation is awarded to the owner of affected assets without sharing.

### 5.4.2 COMPENSATION FOR LOSS OF CROPS

#### a. Perennial Crops

Cash compensation will be provided for the 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 any loss of livelihood during the period between the loss of crops and the availability of income from new crops.

#### b. Annual (seasonal) Crops

The project will provide all compensation under the entitlement matrix six months prior to the commencement of construction. At the time of payment, the timing of the project will be made clear and instruction provided as to how crops will be managed during this time. This timeframe provides adequate opportunity for all seasonal (or “annual”) crops to be harvested, and thus there is no impact to annual crops. As such, no direct compensation will be paid for annual crops.

#### c. Unintentional Damage to Crops

If there is unintentional damage to crops during line construction whether owned by PAPs or not, compensation will be paid for both annual and perennial crops, based on approved district rates.

### 5.4.3 COMPENSATION FOR LOSS OF STRUCTURES

#### a. Owners of Permanent Structures (Residential and Commercial)

For current owners (Mailo/Freehold/Leasehold and kibanja), under the primary entitlement measures (Option 1), cash compensation for permanent structures will be provided, calculated based on replacement value and a disturbance allowance of 30% added (as required by Uganda Government).

#### b. Tenants of Permanent Structures (Residential and Commercial)

Under the primary entitlement measures tenants of permanent affected structures will be provided with cash compensation for any fixed assets that cannot be relocated. It is however unlikely that these will exist since tenants are not usually allowed to develop permanent assets on rented premises. They will also be assisted to find alternative rental premises. This will be of similar size and condition to the current premises. MVE will also facilitate the negotiation of a similar lease (both in terms of cost and timeframe).

For renting persons, transport will be provided to move households or business goods and if necessary. This will be provided on a case-by-case basis to tenants found in rented premises for the reason that by the date of compensation payment, tenants met during RAP preparation might have moved and replaced by other people. Budget for this is provided in the 15% contingency to RAP implementation budget.

**c. Owners and Tenants of Temporary Structures**

Here, building materials may be salvaged from old structures to be utilised again, at their own cost. Also, for people moving to a new settlement, or non-adjacent land, transport assistance will be provided for households or business goods.

**d. Damage to Structures (Permanent and Temporary)**

If there is unintentional damage to structures during construction, compensation will be paid for all losses. This will be calculated on the basis replacement value for structures, or district rates for crops.

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#### **5.4.4 COMPENSATION FOR LOSS OF BUSINESS (OWNERS AND TENANTS)**

Here, compensation will be paid to business owners and tenants for the potential loss of business income using the income approach and investment approach to both owners and tenants respectively.

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#### **5.4.5 COMPENSATION FOR LOSS OF COMMUNAL FACILITIES**

Compensation for affected schools or places of worship (church land, mosques, etc) will be to the board of trustees overseeing the worship facility or school administration. For cases that need management committees to sit, MME shall facilitate such sittings to authorise the recipient of funds and transfer of interests.

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#### **5.4.6 COMPENSATION FOR LOSS OF GRAVES OR CULTURAL SITES**

If graves are required to be relocated, cash compensation will be paid on the basis of approved Uganda's district rates. Facilitation shall also be offered for transportation of remains and appeasement of spirits. The amount shall be determined on a case by case basis, and in consultation with the affected households.

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### **5.5 LIVELIHOOD RESTORATION AND OTHER ASSISTANCES**

#### **5.5.1 Introduction**

The RAP is entirely designed to meet the provisions of Ugandan Law as well as the requirements of WB OP 4.12., in the context of the Project's anticipated impacts. In this respect, livelihood restoration measures provide a wide range of support measures to affected populations in addition to compensation (see measures in 7.6 below).

The livelihood restoration measures aim to ensure that no PAP suffers hardship due to the Project as set out in the International Requirements. Therefore, the overall purpose is to achieve the restoration of affected livelihoods at least to the level prior to the Project or even the improvement of affected livelihoods and the special consideration of affected vulnerable groups.

The livelihood restoration measures have been developed under consideration of the results of consultations of PAP and of other stakeholders performed during stakeholder consultations

Resettlement assistance and livelihood development, sustenance and restoration programmes are included in resettlement planning when affected households stand to lose a significant portion of their livelihood resources (e.g. subsistence agricultural plots, access to important natural resources, etc.) as a result of land acquisition or resettlement. Such programs are intended to offset the effects of those losses that cannot adequately be compensated for through monetary payments or replacement of assets – e.g. the disruption of social support networks, reduced access to markets, decreased soil productivity, the time required to reinstate agricultural plots to their former productivity, etc. – so as to ensure that resettled/ compensated households are not worse off after the project than they were before. Livelihood restoration is particularly important where a project affects the livelihoods of vulnerable households (i.e. households who, because of their social or economic status, may be more adversely affected than others by a temporary or permanent loss of part of their asset base).

Where displacement is unavoidable, the developer should plan and execute resettlement as a development initiative that provides displaced persons with opportunities to participate in planning and implementing resettlement activities as well as to restore and improve their livelihoods. WB recommends that project sponsors undertake the following actions on behalf of all affected people, including members of the host communities in which displaced people will be settled:

- Inform affected people of their options and rights concerning resettlement; provide technically and economically feasible options for resettlement based on consultation with affected people and assessment of resettlement alternatives;
- Whether physical relocation is required or not, provide affected people with prompt and effective compensation at full replacement value for loss of assets due to project activities;
- Where necessary, provide affected people with development assistance in addition to compensation for lost assets described above such as land preparation, agricultural inputs, and credit facilities and for training and employment opportunities.
- Where physical relocation is necessary, provide assistance with relocation expenses (moving allowances, transportation, special assistance and health care for vulnerable groups);
- Provide affected people with transitional financial support (such as short-term employment, subsistence support, or salary maintenance); and

The developer is expected to undertake all land acquisition, provide compensation for lost assets, and initiate resettlement related to a specific project before that project commences. It is recommended that the implementation of resettlement activities be linked to the schedule of disbursements for project financing. In doing so, this will ensure that displacement does not occur before the sponsor has carried out the necessary measures for the resettlement of the affected people. In particular, the acquisition of land and other assets should not take place until compensation is paid and, where applicable, resettlement sites and moving allowances are provided to displaced persons.

The developer must be sensitive to the special needs of women and other vulnerable groups in the planning and implementation of resettlement and livelihood restoration. Men and women have different needs and opportunities for access to land, resources, employment, and markets.

Resettlement is complex and success depends, in part, on getting the details right, including; negotiation with every household; compensation payments made on time; and complaints resolved in a fair and timely manner. This requires resources and adherence to administrative processes. Success in resettlement also comes from an awareness of the “human effects” of the process. It can be very stressful and emotional for people as they come to terms with leaving land and households, and uncertainty over their future. Employees and communities practitioners can also experience stress as they deal with communities under stress and internal pressures to complete the resettlement. Most importantly, resettlement should only be undertaken with the direct involvement of competent professionals who have on ground and project management experience in resettlement.

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### **5.5.2 Relocation assistance**

In case of relocation, the PAPs that will be physically relocated will be provided with relocation assistance (e.g. assistance to identify new sites, transaction costs and transport allowance) on top of the compensation that will have been given to them.

Where salvaging of materials is necessary, PAPs will be allowed to salvage any material from the structures they currently own. These materials such as iron sheets, poles and others will be transported by PAPs at their own cost.

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### **5.5.3 Livelihood Restoration Measures**

The nature of displacement is such that at times cash compensation and other short-term mitigation measures may not be effective to ensure that affected persons get back to their original status or better in terms of their earnings and productivity.

Therefore designing an income and livelihood restoration plan is essential. The main objective of income and livelihood restoration strategy is the restoration of living standard to pre-displacement level at minimum and includes strategies which would improve future income and living standard. Following are some of the options for livelihood restoration measures:

- Provision of employment (e.g. Project construction worker)
- Assistance to re-establish business/ enterprise
- Provision of alternative income generating sources (e.g. poultry, piggyery)
- Provision of training opportunities (e.g. farming skills, animal husbandry)
- Agricultural enhancement,
- Improved livestock keeping
- Provision of access to income generating activities: small business development;
- A micro-credit program available for affected households is connected to the livelihood restoration programs
- In addition, all affected households will have access to a financial training program to enhance the sustainable use of cash compensation.

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#### **5.5.4 Assistance for vulnerable people**

The RAP Implementation Team in conjunction with PAP committee must design appropriate assistance measures to ensure that the vulnerable people are catered for during resettlement process and should be provided priority for any livelihood restoration measures. Vulnerable people among others may include:

- Female-headed households (with no additional able-bodied persons);
- Pregnant and lactating women;
- Mentally and physically challenged (including amputees);
- Orphans;
- Infirm; and sick
- Elderly.

### **5.6 GRIEVANCES MANAGEMENT SYSTEM AND PROCEDURE**

This section outlines the Concerns and Grievance Mechanism for the development and implementation of this Busia RAP Project. It 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.

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#### **5.6.1 Purpose**

The purpose of the Concerns and Grievance Mechanism is to create a systematic process for recording, processing and resolving grievances raised during the resettlement planning by PAPs and other stakeholders. The mechanisms were communicated to all stakeholders from the early stages of the resettlement process and referenced throughout the lifetime of the project to ensure that stakeholders understand the process but also provide feedback and comments on whether it is effective and fit for purpose. This is so as to minimise and avoid the risk that in environments with

limited avenues to resolve grievances, affected communities may exploit other means to manifest their frustrations and increase the risk to the resettlement process and compromise the Busia water and sanitation project objectives.

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### 5.6.2 Scope

The Mechanism applies to all concerns and grievances, perceived or actual, related to all activities linked to the resettlement planning and implementation processes, including (but not limited to):

- Disclosure of resettlement activities and schedule;
- The eligibility and entitlement framework;
- The identification of affected properties within the project area and associated ownership rights;
- The identification of individual households;
- The valuation of land, assets or levels of assistance;
- The implementation of the eligibility framework and compensation process;
- Time and manner of compensation payments; and

Sections below outline the proposed grievance management process that utilizes easily accessible local structures through which communities can channel their concerns to the project proponent (MME). Use of local leadership structures would ensure that aggrieved persons, especially vulnerable groups easily have their concerns resolved without undue delay or expenses associated with formal legal channels (courts).

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### 5.6.3 The Overall Grievance Mechanism

MME will form a grievance committee comprising its staff, local leaders and members of a local NGO. The Grievance committee will receive information from three main sources:

- Directly from affected persons.
- From the implementation team executing the resettlement.
- From the Monitoring and Evaluation Officer (MME staff)
- From the local government offices at the sub-county/divisional level since these are as close to the community as possible.

All grievances will be recorded with a grievance log which will be held by the Grievance Officer who will be a MME staff. The log would indicate grievances, date lodged, actions taken to address or reasons the grievance was not acted on (i.e. the grievance was not related to the resettlement process); information provided to complainant and date the grievance was closed. Grievances can be lodged at any time, either directly or through a grievance committee member. MME implementation office will also have a grievance log book where communities will also be able to lodge their complaints

The process for lodging a complaint is outlined below:

- A Grievance Officer will receive the complaint which may be verbal or in writing addressed to chair of the Grievance Committee housed at the sub-county.
- The Grievance Officer will ask claimant questions in their local language write the answers in English and enter the answers in English onto the Grievance Form.
- A local leader (LC1) will witness translation of the grievance into English.
- The LC1 and Complainant will both sign the Grievance Form after they confirm accuracy of the grievance.
- The Grievance Officer lodges the complaint in the Grievance Log.



Grievances shall be resolved and status reported back to complainants within 2 weeks. If more time is required this shall be communicated clearly and in advance to the aggrieved person.

Once the Grievance Committee has determined its approach to the lodged grievance, this will be communicated to the grievance officer, who will communicate this to the complainant. If satisfied, the complainant signs to acknowledge that the issue has been resolved satisfactorily. If the complainant is not satisfied however, the complainant notes the outstanding issues, which may be re-lodged with the Grievance Committee or the complainant may proceed with judicial proceedings.

Sections below provide key people involved in the grievance redress mechanism and associated actions.

**a) *Grievance Officer***

A Grievance Officer (GO), who will be a staff of MWE, and a member of the implementation team, will lead the grievance mechanism. Principal responsibilities of the GO will include:

- Recording the grievances, both written and oral, of the affected people, categorising and prioritizing them and providing solutions within a specified time period.
- Discussing grievances on a regular basis with the Working Group and coming up with decision/actions for issues that can be resolved at that level.
- Informing the Steering Committee of serious cases within an appropriate time frame.
- Reporting to the aggrieved parties about developments regarding their grievances and decisions of the Steering Committee.
- Providing inputs into the Monitoring and Evaluation process

It will be important that all PAPs have access to the grievance process.

**b) *Specific Tasks of the GO***

- i) Set up a systematic process of recording grievances in a register (“Grievance Book”) as well as electronically. The register should be located in the implementation team office and should be accessible to residents.
- ii) Both written and verbally communicated grievances should be recorded.
- iii) Categorise issues in 3-4 broad categories in order to review and resolve them more efficiently.
- iv) The Grievance Officer (GO) will lead the Grievance management committee.

Suggested categories are grievances regarding:

- Replacement structure or land, and procurement of construction materials;
  - Agriculture and crops;
  - Livelihoods; and
  - Valuation process and payment of compensation.
- v) Prepare a database for recording and keeping track of the grievances and how they were resolved. The database should be a ‘living’ document, updated weekly. It should also record the status of each grievance. Access to making entries into the database should be restricted to the implementation team, but the general community should be able to use “Grievance Book”/ register to see the status of their complaints.
  - vi) Communicate the grievance procedure to the people, the process for recording their complaints and the timelines for redress. Communication should be done through a community meeting

involving the resettled community. Pamphlets outlining the procedures and commitments of the grievance mechanism should be distributed to all households.

- vii) Raise grievances at the regular implementation team meeting for discussion. Some resolutions will require coordination/ interaction with the local authorities, which the GO should follow up, while some would require intervention from MME.
- viii) Provide a regular update on the status of grievances via the database, including reasons for delay, if any. This update needs to be provided on a weekly basis. Also clearly define grievances that will not be entertained by the GO. These could be related to issues other than those linked to the resettlement and rehabilitation process.

Table 5-3: Proposed grievance committee

Entity	Department	Responsible person
MME Implementation office	Urban Water Supply and Sewerage Services Department	Commissioner
	Social Safeguards team	Social Specialist
	Environment Safeguards team	Environmental Specialist
Sub county	Public Health & Environment	Environment Officer( Of representative Division)
	Gender and community	Community Development Officer
Local Council		LC 1 chairperson
Representative of PAPs from each division		To be elected by the PAPs

### Valuation Grievance Decision Making Procedures

While some grievances would be resolved by the committee, others might not, such as when the claimant contests District compensation rates. Therefore the Grievance Officer (“GO”) will determine whether a complaint can be resolved by the committee or be referred to the Chief Government Valuer (“CGV”).

- If yes, the GO refers the complaint to the CGV.
- If the complaint concerns the contractor, the Grievance Officer refers such a complaint to NWSC Management.

The Grievance Process to be followed is depicted in Figure 10.

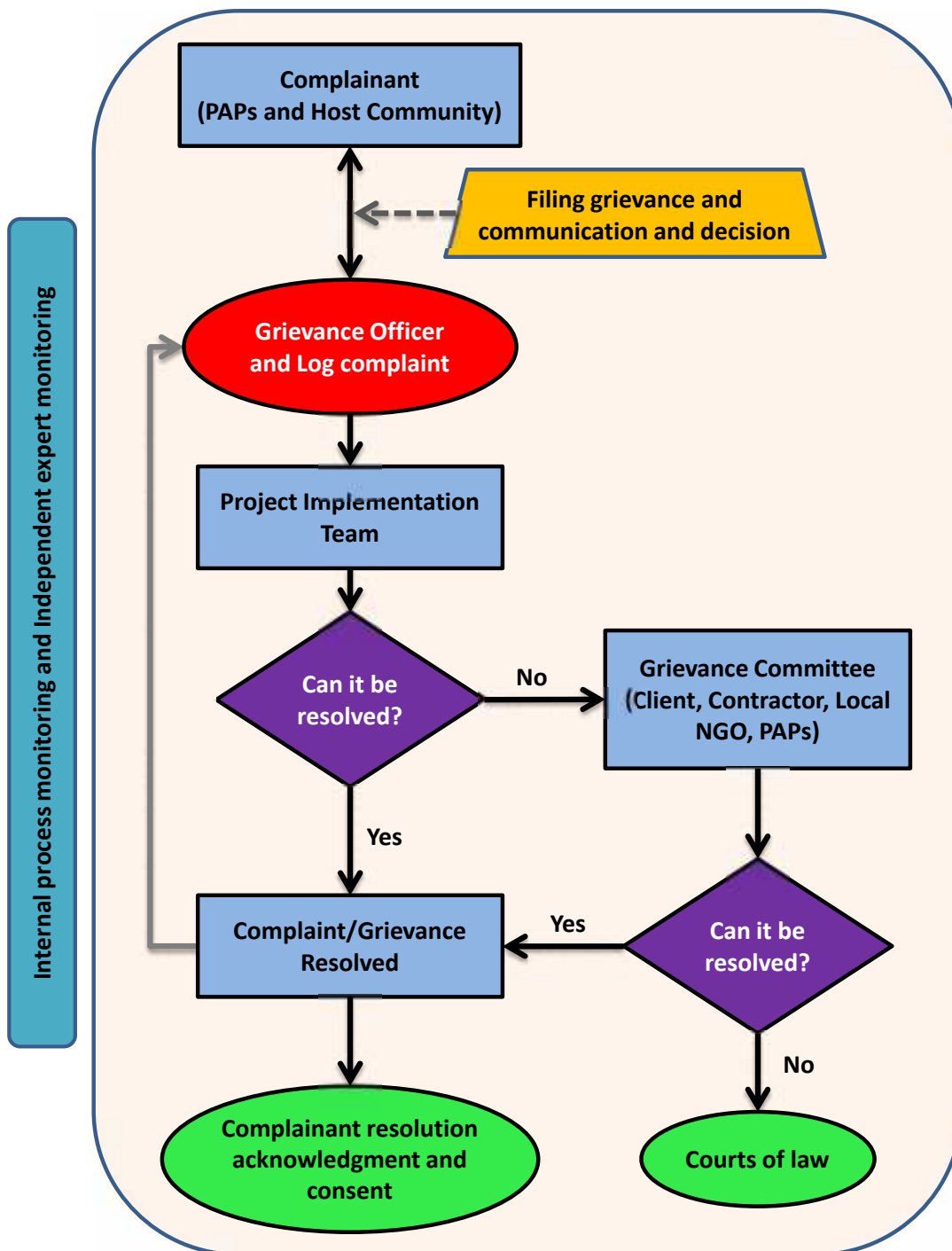


Figure 5-1: Grievance Redress Procedure

#### 5.6.4 Capacity building for the Grievance Officer and Grievance Committee

All persons engaged in management of grievances shall be oriented in the process as well as conflict management procedures. There is need to build capacity of the Grievance Officer and the Grievance Committee in areas below for them to effectively execute their roles:

- Communication and interpersonal skills
- Conflict arbitration
- Grievance redress process comprised in this RAP report.

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### 5.6.5 RESORT TO COURTS OF LAW

If MME and a complaint fail to reach a consensus, the grievance will be resolved by a competent court of law in Uganda. However to establish an effective grievance redress mechanism, there will need to be an *Advisory Committee* that can arbitrate prior to litigation.

The Advisory committee shall constitute:

- District Land Officer;
- Representative of the Valuer;
- Civil society representative;
- 2 PAP representatives-one male and one female; and
- District Chief Administrative Officer, CAO.

## 6 IMPLEMENTATION OF THE RAP

### 6.1 RAP IMPLEMENTATION ARRANGEMENTS

#### 6.1.1 RAP Implementation Team

For any construction works to commence, people who are affected and are entitled to compensation must be compensated before taking their land, property or demolishing structures. Working together with local council officials, division officials and councilors, MME should put in place a dedicated unit headed by one of its managers, to implement this RAP. The unit should be responsible for ensuring that affected persons have succeeded in restoring their livelihoods after relocation. The groups that will be involved in implementation of the RAP are:

- a) MME (project proponent)
- b) Sub County representatives, Busia Municipality and District administrations with representation of both political and technical offices, as follows:
  - Political representative of the LC5 Office (District Council Representative)
  - Technical representative of the Town Clerks Office (District Council Representative)

Note that both these offices would be represented as witnesses to implementation process

- c) Local council leaders (LC1, LC2 and LC3) of affected villages.

A senior MME management committee will oversee the resettlement process and guide its day to day activities. Before resettlement, the groups will be responsible for planning the RAP implementation, communicating compensation measures/ entitlements to PAPs and dealing with the day-to-day activities associated with grievances. After the RAP, the unit will be responsible for monitoring grievance process and ensuring that the PAPs are assisted in restoring their lives.

The day to day unit should comprise of the following members:

- Representatives from the resettlement community
- Representatives from the local government
- Representatives from MME (Social Development Specialist, Sociologist, Project Coordinator).
- The three permanent members of the implementation unit who would undertake specific roles, which include the Implementation Officer, Grievance Officer, Monitoring Officer

In addition, administrative support may be required to support this team.

#### 6.1.2 Role of the Implementation Officer

The Implementation Officer will be responsible for the whole RAP implementation process and his key responsibilities will include:

- Coordinating and planning to payment of cash compensation.
- Coordinating with the construction contractors on replacement structures.
- Organizing and implementing non-cash compensation measures such as assistance to move.
- Sensitizing the Contractors about the resettlement process and setting up mutually acceptable clear guidelines on do's and don'ts.
- Consultation with the community on a regular basis.
- Establishing a resettlement database, to be regularly updated and accessible by the community.
- Assisting in external and internal monitoring and evaluation of the resettlement process.

## 6.2 PAYMENT PROCEDURE

### 6.2.1 Notification of Compensation

One month in advance of receiving their compensation, each PAP will receive an individual household entitlement matrix, which will be presented to each household. The household entitlement matrix will indicate the details of the final valuation and compensation, including the following:

- Confirmation of the choice of options by the PAP.
- The amount approved by the Chief Government Valuer.
- A description of the methods used, including specifics of the valuation of structures, crops and land.
- The additional measures to be paid by the project, such as transitional or transport allowance, and also detail the other support offered by the Project, such as relocation assistance.
- The total cash compensation payable.
- Information on the grievance procedure.
- Information regarding the documents required to claim compensation (such as original documentation or passport photos).
- Confirmation that of the PAP chooses to open a bank account to receive compensation, how, where and when this can be done, and that all charges associated with this will be paid by the Project.
- Upon receiving the individual entitlement matrix, the PAP must sign acceptance of the compensation prior to receiving cash. In addition, the claimant will be asked for identification.
- When claimant consents to all information presented, a cash or cheque payment should be made.

### 6.2.2 RAP Payment Tasks and Threshold

The payment procedure will be divided into five tasks/aspects. MME will consider a threshold of Ug.Shs 100,000 during cash compensation. Beyond this threshold, all compensation payments will be made through designated bank accounts of PAPs. PAPs without bank accounts will be assisted and encouraged to open up bank accounts. The compensation payment procedure will involve the following tasks:

- Sensitisation of the PAPs (beneficiaries).
- Reviewing and updating the valuation report.
- Verification and identification of beneficiaries.
- Payment of compensation.
- Recording and tracking grievances and appeals.
- Land expropriation and titling.
- Report-writing and accountability.

### 6.2.3 Payment Logistics

Payment days: The days on which PAPs receive payment will be communicated by MME. MME will ensure payment is at the weighted center of the affected population to minimize travel distance and transport cost.

Entities to be present at payment location: The following representatives will be present at the payment/disbursement Location:

- MME representative
- LC1 (these will need a facilitation payment)
- Municipal/District representative
- Sub-county representative

#### Exceptional Situations

- i) **Deceased Owners:** Up-to-date documentation must be obtained prior to payment of compensation. All charges for this will be reimbursed by the Project upon receipt of adequate proof of such costs. PAPs will be informed of the documentation required during disclosure, so as to prepare them in adequate advance.
- ii) **Joint Owners:** Before compensation is affected to one of joint owners, a signed letter must be presented showing that the other parties have consented that the said person receives payment on their behalf.
- iii) **Disputed Ownership:** In case of disputes during RAP implementation, ownership of a property has to be verified by a letter from the local village council (LC1) and this letter is one of requirements on compensation day. Ownership of a disputed property is resolved by a land committee (at division/sub-country level) together with local council (LC) leadership of the village in which the property is located. The structure for resolving such disputes are already in place within the local government administration system. If these free structures fail, a person resorts to courts of law.

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#### **6.2.4 Mutation of Compensated Land**

Upon payment, mutation forms will be filled and Letters of Surrender issued to Title Deed holders. From the title deeds, land compensated by the project will be mutated and its ownership henceforth reverts to Uganda Government for use as a line corridor. Upon payment PAPs shall be served with vacation notice to leave the project area within three or six months depending on when MME plans to commence work.

#### **6.3 SCHEDULE OF IMPLEMENTATION**

The project foot print in all the highlighted areas is reasonably small with minimal impacts. Additionally, the numbers involved are few and therefore RAP implementation should ideally take a short time that is over a period of 6 months followed by another 1 year.

The RAP will be approved and cleared by the Government of Uganda and the World Bank and disclosed in the World Bank website and locally to stakeholders and PAPs in a language and method culturally appropriate

The RAP implementation unit and local committees would be informed shortly after approval of RAP by CGV and the World Bank.

Compensation payments and resettlement assistance are expected to start at about the same time and extend over 6 months after which construction would commence. A schedule of RAP activities in relation to the timetable of project implementation is provided in Table 6-1.

After the RAP has been approved by the Chief Government Valuer in the first month, the second month will have activities of the RAP disclosure and display for three months to avail ample time for the PAPs to view their compensation prices. Verification of vulnerable PAPs as part of the RAP implementation will also be carried out and compensation will commence thereafter. PAPs with grievances will have their issues addressed and this will be handled concurrently with compensation process. Two months will be put in place to compensate the PAPs and four (4) months set to address complaints for household heads for 173 PAHs for the project area.

It is important to note that the proposed schedule is subject to change depending on when RAP approval is obtained, finances secured and relevant implementation structures established.



**Table 6-1: RAP Implementation Schedule**

Month	1	2	3	4	5	6	7	8	9	10	12	13	14	15
<b>Activity</b>														
<b>RAP approval</b>														
RAP approval by Chief Government Valuer and funder	◆													
RAP disclosure & display of valuation lists		■	■											
Verification of PAPs (including vulnerable people) by MVE.			■											
<b>RAP implementation</b>														
Procurement of RAP implementation consultant			◆	■										
Formation and mobilization of RAP unit & committees				◆										
Compensation payment & grievance management			■	■										
Grievance Management		■	■	■	■									
Approval from funding agency to commence project		◆												
Notice to vacate compensated assets				◆										
<b>Commencement of construction</b>						◆								
<b>Monitoring &amp; evaluation</b>		■	■	■	■	■	■	■	■	■	■	■	■	■

## 6.4 RAP BUDGET

### 6.4.1 OVERALL RAP BUDGET

The total compensation value for the RAP is approximately **328,168,291/=** (Uganda Shillings three hundred twenty-five million seven hundred sixty-eight thousand two hundred ninety one only) and is presented in Table below.

Table 6-2: Breakdown per project zone

<b>Busia</b>	
<b>Activity/Item</b>	<b>Estimated Costs (UgX)</b>
Compensation for land	151,012,000
Compensation for Crops & Developments	61,477,827
Disturbance Allowance (30%)	63,746,948
Sub Total	<b>276,236,775</b>
Support to Vulnerable Group	2,400,000
Implementation, Monitoring & Evaluation	5,840,000
Sub Total	<b>283,276,775</b>
Contingency (15%)	42,491,516.25
<b>TOTAL</b>	<b>328,168,291.3</b>

## 6.5 MONITORING AND EVALUATION

Monitoring and evaluation of the programme will be carried out in order to assess the effectiveness of the RAP. Monitoring will cover disbursement of compensation, settlement of disputes and support to the vulnerable group and inclusion of the marginalised in decision making and benefit sharing. Evaluation on the other hand will cover livelihood restoration as well as the ultimate objective of the project which is to improve access to clean water and better sanitation facilities.

Consistent with the requirements of the WB and requirements of Uganda, the Resettlement Team in collaboration with MME will establish and implement a monitoring and evaluation (M&E) system based on two levels.

### 6.5.1 Internal Monitoring

The internal monitoring has the objective of informing the Project Management Team of the progress in the implementation of the RAP Project to identify corrective actions, modify procedures and additional resources. It comprises monitoring the day-to-day resettlement activities and tracking the progress in meeting predicted or scheduled resettlement milestones. Overall objectives and tasks of the internal monitoring are:

- Tracking progress of RAP implementation including number of PAPs compensated, relocated and assistance to vulnerable.
- Identification of suitable indicators;
- Measurement of indicators at appropriate intervals;
- Creation of a mechanism to analyse M&E data against a pre-resettlement baseline;
- Set up a system to regularly respond to M&E findings by adapting existing measures or by modifying implementation processes.

Key activities and responsibilities are outlines below:

- i) **Set up a System:** The M&E officer at each location should develop a common system for monitoring the implementation process which should be based on the resettlement schedule for each location.
- ii) **On-going Monitoring:** The M&E Officer for each location will be in-charge of regular monitoring of the implementation process. This will involve:
  - a) Feedback and inputs from the Implementation and Rehabilitation Officers.
  - b) Reviewing of the resettlement database.
  - c) Receiving reports from Grievance Officer and of the grievance database.
  - d) Receiving information from local representatives.
- iii) **Monthly Reports:** Consolidated monthly reports with key findings from the on-going monitoring should be submitted to the implementation team and discussed every month and action points determined. This monthly progress review should aim to ensure that important issues are immediately rectified.
- iv) **Baseline review:** Every 6 months, a limited review of all households should be conducted, which should involve collection of data such as number of people in the household, births, deaths etc. This will ensure that the baseline is up-to date.
- v) **Vulnerability assessment:** It is essential that vulnerability is closely monitored in order to provide timely support to susceptible households. A vulnerability assessment should occur as part of quarterly auditing of all households, and those households that are most vulnerable should be prioritized for monthly auditing and targeted assistance. This may be undertaken by the implementation/ Rehabilitation Officer. Key activities are:
  - a) Develop a set of criteria to identify vulnerable households.
  - b) Every three months visit vulnerable households to assess key needs/ issues (e.g. unemployment) with the rehabilitation process.
  - c) Develop a plan to address these issues in conjunction with the members of the household.

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### 6.5.2 External Monitoring

The external monitoring will be undertaken to obtain an independent assessment of the effectiveness of the RAP implementation. External assessment of the resettlement process should be undertaken through an external monitoring agency to be appointed by MME. The external evaluation process will be informed by internal monitoring reports prepared by MME, and also through independent surveys and consultation conducted by the evaluation agency.

Upon conclusion of the resettlement, a Completion Audit is to be prepared by an external specialist. The overall aim of the audit will be to verify that resettlement and livelihood restoration activities have been undertaken in line with the requirements of the WB OP 4.12.

The evaluation system will be based on:

- a) Process indicators that measure effectiveness of processes (consultation, grievance) and inputs like people, equipment and materials and identify areas where improvements to existing processes are required. These may include the following:
  - Transparency of the implementation process.
  - Adequacy of staff and capacity of the implementation agencies.
  - Compliance of the resettlement process with Ugandan law.
  - Effectiveness of the grievance process.
  - Adequacy and effectiveness of public consultation process.
  - Effectiveness of the internal monitoring mechanism.

- a) Outcome indicators that assess the effectiveness of the resettlement and changes have occurred to the communities' standard of living. Key indicators are given table below.

Table 6-3: Outcome Indicators

Category	Indicator
Assets	Change in housing size/no of rooms
	Change in housing quality
	Change in house ownership
	Change in number/access/size of outbuildings
	Change in access to distant land plots/ homestead land
Employment	Change in number of people employed
	Change in the number of 'vulnerable' people unemployed
	Change in the stability of income (e.g. from full-time to part time employment)
Income	Change in the average income per person, per household
	Change in source of income
Expenditure	Change in expenditure/ time spent on travel (to work, healthcare, markets, extracurricular activities, cultural sites, kindergarten )
	Change in expenditure on healthcare, kindergarten, household goods, livestock produce)
Infrastructure	Changes in access to entertainment/ community facilities
	Change in access to/ quality of healthcare, education, kindergarten, markets, transportation
	Availability of extracurricular activities at school
Health	Change in frequency/ type of health problems, frequency of accessing healthcare
Education	Change in no of children attending kindergarten/ <i>boarding school</i>
Community	Change in type/ frequency of interactions
Networks	Change in support received within the community

### 6.5.3 Organisational Responsibilities

MVE will undertake internal monitoring, as part of their internal performance monitoring system. The needed systems and resources will be established to ensure that internal monitoring is effectively performed. Where deemed necessary. MVE may appoint an external expert to support the monitoring process.

MVE will appoint an independent and competent specialist to undertake the external monitoring and the final Completion Audit.

### 6.5.4 Schedule

Internal monitoring of the progress of implementing the RAP will be undertaken monthly and quarterly from the establishment of the cut-off date/moratorium until the conclusion of the relocation of PAPs, replacement of land and payment of compensation, and conclusion of the construction defects liability period on buildings.

### 6.5.5 Evaluation and Reporting

Once the monitoring & evaluation management system is set-up and implemented, the RAP Project team will prepare monthly and quarterly internal reports which will be distributed to senior management

for evaluation and review as well as summarised and provided to the MWE for consultation and input. The aim and objective of review will be:

- To confirm that due process has been followed in the implementation of the RAP;
- To track performance/progress against the RAP requirements and timeframes;
- To highlight key non-compliances/issues that need to be resolved; and
- To recommend solutions with respect to non-compliance/issues.

#### 6.5.6 RAP AUDIT AND COMPLETION REPORT

At the end of the implementation phase, there will be need to conduct an audit of the processes and outcome to majorly document lessons learnt and add to the general body of Knowledge in the management of displacement.

Table 6-4: The matrix below presents the issues to analyse at the closing stage.

Activity	Required Data	Source	Responsibility
Performance Monitoring	Measurement of Input indicators Against proposed implementation schedule and budget including procurement and physical delivery of goods.	M&E Reports, Quarterly Reports, On spot checks	MWE Implementation Unit
Activity	Required Data	Source	Responsibility
Impact monitoring	Tracking effectiveness of Inputs against baseline indicators. Assessment of PAP satisfaction with inputs	Quarterly quantitative and qualitative surveys Regular public meetings and other consultation with people affected by the project, review of grievance mechanism outputs	MWE Implementation Unit
Evaluation	Measurement of output indicators such as income levels, livelihood restoration, availability of shelter and replacement of infrastructure affected by the project	Assessment report based on performance and impact monitoring reports, independent surveys and consultations with affected PAPs	Contracted external evaluation agency

## 7 ANNEX 1: STAKEHOLDER CONSULTATIONS

### COMMUNITY SENSITISATION MEETINGS FOR STAKEHOLDERS OF MADUWA A VILLAGE IN MAJANJI SUB COUNTY, BUSIA DISTRICT HELD ON 19<sup>th</sup>/02/2018.

#### Agenda

1. Opening prayer
2. Introduction
3. Project Description
4. Questions and Responses

MINUTE1	PRAYER	ACTION BY
Minute 2	The meeting was opened with a word of prayer.	LC1 Chairman Maduwa A
Minute 3	Introductions The members present introduced themselves and each talked about their role on the project	PAPs/Consultants
Minute 3	<p>Communication from consultants/project description. Being an update of the RAP, the community members knew about the project however the consultant,</p> <ol style="list-style-type: none"> <li>a. Explained to community members present that the team had come to sensitize the people at all levels about the water project.</li> <li>b. The purpose of the sensitization meetings was to create awareness from district level down to village level about the changes that had been made.</li> <li>c. Notably all properties had been assessed and valued and these included, crops and trees that will be damaged by the activities of the project.</li> <li>d. After, the collected data will be valued according to Busia District compensation rates.</li> <li>e. An assessment of PAPs was done within the community to establish vulnerable groups and their social- economic status. These included, widows, women, children vulnerable and people living with HIV will be identified.</li> <li>f. All community members welcomed the project as they anticipate improving the welfare especially access to safe and clean water.</li> <li>g. Members were informed that the water is from Lake Majanji in Majanji Sub County. This water pipeline will pass through the villages of Majanji ,lumino, masaba, masafu, dabani and it will proceed to Busia town.</li> <li>h. Members were informed that the 3 new sites that changed location i.e FSTP, water intake as well as water tank reservoir were in Maduwa Village in Mijanji Parish and an assessment for the PAPs was going to done.</li> </ol>	Mugyenyi Francis Sam Segawa

<b>MINUTE 4</b>	<b>Reactions/ Responses</b>	
<b>Question 1</b>	Whom do we consult in case this pipe gets a damage?	Baresa Albert
<b>Response</b>	When this project is completed, they will form committees from village level up to the district that people will consult. It's an additional system.	Mugenyi Francis
<b>Question 2</b>	Where do people apply for jobs?	Alexander Ojambo
<b>Response</b>	They will introduce an engineer before the kick-off which is called ground opening and introduce him to the community who will give an explanation of the skills needed for one to be employed.  The contractor will also use the Local leadership to get men and women who can work. Recommendations will be made by the LC 1 chairperson in this village.	Segawa Samuel
<b>Question 3</b>	Will this water be for fee?	Auma Miriam
<b>Response</b>	The water will be paid for because it requires money to implement it, but the charges will be lower.	Mugenyi Francis Owino Steven
<b>Question 4</b>	What if someone wants water supply, is he or she eligible?	Segawa Samuel
<b>Response</b>	Yes, he is eligible and has to apply to NWSC.	
<b>Question 5</b>	Do they compensate the land in case the water pipe exceeds the road reserve?	Oguttu Wycliff
<b>Response</b>	In case it exceeds the road reserve, that piece of land is measured and valued but in this case the pipe will strictly follow the road reserve.	Segawa Samuel
<b>Question 6</b>	Shall we be given enough time to relocate?	Osiya Odera
<b>Response</b>	Yes, the project will give the project affected persons enough time to relocate. A notice of 3 months will be given to all PAPs and will be communicated before project works commence.	Segawa Samuel.
<b>MINUTE 5</b>	<b>CLOSING REMARK</b> The chairperson thanked everybody that attended the meeting, he further requested all the chairpersons and stakeholders to provide maximum cooperation.	

**CONSULTATION MINUTES AT BUSIA MUNICIPAL COUNCIL AND BUSIA DISTRICT LOCAL GOVERNMENT 20/03/18-UPDATING THE RESETTLEMENT ACTION PLAN FOR BUSIA**

<b>MINUTE1</b>	<b>PRAYER</b>	<b>ACTION BY</b>
<b>MINUTE 2</b>	The meeting was opened with introductions by the consultants' team composed of a Valuer-Ian Kakuru and Sociologist- Segawa Samuel. The members all introduced themselves.	All
<b>MINUTE 3</b>	The members present introduced themselves and each talked about their role on the project.	Consultants
<b>MINUTE 4</b>	The host Mr Kataba Godfrey welcomed the Team and informed them that land for the fecal sludge and main water supply system had already been acquired and title deed certificates are in possession of the Town council authorities	Town clerk
<b>MINUTE 5</b>	The land was acquired from Mr Philip Odome who is a resident of Okame village and whose main occupation is farming. The size of land is approximately 2.81 acres.	Town clerk
<b>MINUTE 6</b>	Mr Nadiupe Bernard also noted that a team of district officials visited the Maduwa A project site in Majanji sub-county to conduct a verification exercise of the Project Affected persons.  A booster pump site has been secured by the Town council and it measures (30mx30m) which translates into 0.22acres. This land was previously owned by the former Chief Justice (Benjamin Odoki) The distribution point is at Dabani sub-county headquarters and this land is owned by government.	Engineer  Town council engineer
<b>MINUTE 7</b>	Mr Wandera Geoffrey also noted that there are no environmental concerns at the inlet and they're happy to be beneficiary district of the MME water supply project being implemented by NWSC.  He also noted that this project has been embraced by the communities as access to safe water is a challenge in the entire districts and it's characterized by frequent outages.  More importantly the project has got political blessing and support as it is frequently popularized by politicians from both sides of the political divide. These have taken the lead on sensitizing the masses about the upcoming water supply civil works related impacts and benefits.	Assistant district water officer  Assistant district water officer  Assistant district water officer
<b>2</b>	We reached an agreement with the Town council who paid me for the land (2.81) acres. The land was largely a bush area and had a stream running through it. I hardly used the land as my main occupation is Fishing.	Philip Odome, former land owner (land accommodating fecal sludge at okame village, Amonikakinei parish, Buteba sub-county ,Busia district



**List of Persons/Institutions Consulted**

No	Name	Date	Organization/ Institution	Position	Tel contact	Signature
01	Katherine Gwofu	20/03/18	Busia M/C	Treasurer	0772-996726	
02	Nabwire Benson	20-3-18	BMC	MGR	0772457972	
03	Wandera Jeffrey	20-3-018	BdLG	ADWO	0772518426	
04	Wandera Fred Ojor	20-3-018	BdLG	Dir of	0782266014	

Notes: Ministry of Water & Environment Consultation

**ATTENDANCE LIST**

Project Name: BUSIA WATER SUPPLY AND SANITATION PROJECT

Location: Busia Date: 19/2/2018  
MAGWAJI PARISH LOCAL COUNCIL MEMBERS

Sr no	Name	Description	Contact	Email	Signature
1	Ericson Juma	SEC	077280721	ericsonjuma@gmail.com	
2	MALOGA A MOTA	CHIEF SAC/SUB CHAIR	0782572873	maloga@magwa.ac.ke	
3	BENSON YAMBO	SEC. I.P.C III	0782466770	benyambo@magwa.ac.ke	
4	BETHE BICKSON	LCI	0772702361	-	
5	Ouma Humphrey		074264281	-	
6	Okoro Ben		0753642211	-	
7	BARASA ALBERT		0751099272	-	
8	OSINYI RONALD		-	-	
9	MUNA MUMUN		0782432542	-	
10	ALIMAMU FIDEMPE		0753948544	-	

ATTENDANCE LIST

Project Name: BUSIA WATER SUPPLY AND SANITATION PROJECT

Location: MANDUWA VILLAGE MAINST. PARISI

Date: 19/02/2018

Sr no	Name	Designation	Contact	Email	Signature
1	Ojumba Samson	President	0772486537		[Signature]
2	Saman Stephen Wasse	Resident	0751720033		[Signature]
3	Ojumba Samson OBER	Resident	0783980375		[Signature]
4	Bosco OBER	Resident	075399682		[Signature]
5	Kamara Stephen	Resident	0772689970		[Signature]
6	Oluoch Wanjiku	Resident	0789658277		[Signature]
7	Barasa Anthony	Wanjiku OBER	0755693319		[Signature]
8	Bosco OBER	Resident	077650225		[Signature]
9	Moses MUSA		0778629440		[Signature]
10	Walter DAVID I	Resident	0763990954		[Signature]

ATTENDANCE LIST

Project Name: BUSIA WATER SUPPLY AND SANITATION PROJECT

Location: MANDUWA VILLAGE MAINST. PARISI

Date: 19/02/2018

Sr no	Name	Designation	Contact	Email	Signature
1	Wanjiku Wanjiku	Resident	077828772		[Signature]
2	OBER OBER	Resident			[Signature]
3	KOCHI	OBER	0785994443		[Signature]
4	OHINO Stephen	Resident	0775062445		[Signature]
5	MURAGI MOSES				[Signature]
6	Ouma Amungu				[Signature]
7					
8					
9					
10					

ATTENDANCE LIST

Project Name: BUSIA WATER SUPPLY AND SANITATION PROJECT

Location: BUSIA MUNICIPALITY

Date: 17/02/08

Sr no	Name	Designation	Contact	Email	Signature
1.	TEOPISTA NAMAJA	ENVIRONMENT OFFICER, BUSIA	+256 772660 205	teopistajna@gmail.com	
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					

## CONSULTATIONS CARRIED OUT IN PREVIOUS RAP STUDY IN 2015

### COMMUNITY SENSITISATION MEETINGS FOR STAKEHOLDERS OF NAMUNDILI BULWANDE MAHOMBI, BUKEMU, BUHENYE B & AVILLAGES IN MAJANJI SUB COUNTRY HELD ON 16<sup>th</sup>/07/2015.

#### Agenda

5. Opening prayer
6. Introduction
7. Project Description
8. Questions and Responses

MINUTE1	PRAYER	ACTION BY
	The meeting was opened with a word of prayer	Oundo steven
Minute 2	Introductions The members present introduced themselves and each talked about their role on the project	All members
Minute 3	Communication from consultants/project description. <ol style="list-style-type: none"> <li>1 She explained to members present that the team had come to sensitize the people at all levels about the water project</li> <li>2 The purpose of the sensitization meetings is to create awareness from district level down to village level</li> <li>3 The surveyor will later come to peg out the corridor of the water pipeline.</li> <li>4 The valuer will go through assessing the property, crops and trees that will be damaged by the activities of the project</li> <li>5 After, the collected data will be valued according to Busia District compensation rates.</li> <li>6 There will come a sociologist to carry out interviews with the project affected persons assessing their social- economic status. In this case, widows, women, children vulnerable and people living with HIV will be identified</li> <li>7 The project has come to improve people's livelihoods by providing safe and clean water.</li> <li>8 This water is from Lake Majanji in majanji sub county. This water pipeline will pass through the villages of Majanji ,lumino, masaba, masafu, dabani and it will proceed to Busia town.</li> </ol>	Irene Busingye
<b>MINUTE 4</b>	Reactions/ Responses	Action by
<b>Question 1</b>	Whom do we consult incase this pipe gets a damage?	Ogute Guma
Response	When this project is completed, they will form committees from village level up to the district that people will consult .Its an additional system.  Where do people apply for jobs?	Teddy Gwoyazika
<b>Question 2</b>	They will introduce an engineer before the kickoff which is called ground opening and introduce him to the community	Moses
Response	Will this water be for fee?	
<b>Question 3</b>	The water will be paid for because it requires money to emplement it, but the charges will be lower.	Onyango wabwere

Response	What if someone wants water supply, is he or she eligible? Yes, he is eligible and has to apply to NWSC.	Nasasira Daina
<b>Question 4</b>	Do they compensate the land in case the water pipe exceeds the road reserve?	Joyce Wandera
Response	In case it exceeds the road reserve ,that piece of land is measured and valued but in this case the pipe will strictly follow the road reserve	Solomon Rweya
<b>Question 5</b>		Maureen Kunihira.
Response		
<b>MINUTE 5</b>	<b>CLOSING REMARK</b> The chairperson thanked everybody that attended the meeting , he further requested all the chairpersons and stake holders to provide maximum corporation	

**COMMUNITY SENSITIZATION MEETING FOR STAKEHOLDERS OF  
BUMAALA LUMINO I, LUMINO II AND LUSISIRA VILLAGES HELD ON 16<sup>TH</sup>  
/07/2015 AT LUMINO SUBCOUNTY**

**Agenda**

9. Opening prayer
10. Introduction
11. Project Description
12. Questions and Responses
13. Closing remarks

<b>MINUTE 1</b>	<b>PRAYER</b>	<b>ACTION BY</b>
	The meeting was opened with a word of prayer	Oundo steven
Minute 2	Introductions The members present introduced themselves and each talked about their role on the project	All members
Minute 3	Communication from consultants/project description. 1 She explained to members present that the team had come to sensitize the people at all levels about the water project 2 The purpose of the sensitization meetings is to create awareness from district level down to village level	Irene Busingye

	<p>3 The surveyor will later come to peg out the corridor of the water pipeline.</p> <p>4 The valuer will go through assessing the property, crops and trees that will be damaged by the activities of the project</p> <p>5 After, the collected data will be valued according to Busia District compensation rates.</p> <p>6 There will come a sociologist to carry out interviews with the project affected persons assessing their social- economic status. In this case, widows, women, children vulnerable and people living with HIV will be identified</p> <p>7 The project has come to improve people's livelihoods by providing safe and clean water.</p> <p>8 This water is from Lake Majanji in majanji sub county. This water pipeline will pass through the villages of majanji, lumino, masaba, masafu, dabani and it will proceed to Busia town.</p>	
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MINUTE 4	Reactions /responses	
<b>Question 1</b>	How distant will this water kiosk be?	Oundo James
Response	It will depend on the number of homes in the area	Teddy Gwoyazika
<b>Question 2</b>	What are the procedures to follow for those who want private connections?	Wandera Moses
Response	<p>When the project is completed then NWSC will take over the authority, then people will hand in their applications. Those who will apply first will be connected at discount</p> <p>When is the project beginning?</p>	Teddy Gwoyazika
<b>Question 3</b>	The ministry of water and environment is trying to procure a contractor, so by December the engineer will be on the ground.	Oundo silas
Response	<p>Will this water be safe for consumption without boiling?</p> <p>However much this water is being treated, people are advised to boil it before drinking because it is not 100% clean.</p>	Naureen kunihira.
<b>Question 4</b>	Will the local be given chance to provide labor?	Majabi Obayi
Response	<p>The locals will be given a chance to provide unskilled labour</p> <p>CLOSING REMARK</p>	Teddy Gwoyazika
<b>Question 5</b>	The sub-county chief thanked the consultant for the sensitizing people first and promised to cooperate during the implementation	Wandera Tom
Response		

MINUTE 5

**COMMUNITY SENSITISATION MEETING FOR STAKEHOLDERS OF  
MUNDAYA, HUTALE, BUSEKURA AND LWANGOSIA VILLAGES HELD ON  
17<sup>TH</sup>/07/2015 AT KUMUSANVU CENTER**

**Agenda**

14. Opening prayer
15. Introduction
16. Project Description
17. Questions and Responses
18. Closing remarks

<b>MINUTE1</b>	<b>PRAYER</b>	<b>ACTION BY</b>
	The meeting was opened with a word of prayer	Teddy Gwoyazika
Minute 2	Introductions The members present introduced themselves and each talked about their role on the project	All members
Minute 3	Communication from consultants/project description. <ol style="list-style-type: none"><li>1 She explained to members present that the team had come to sensitize the people at all levels about the water project</li><li>2 The purpose of the sensitization meetings is to create awareness from district level down to village level</li><li>3 The surveyor will later come to peg out the corridor of the water pipeline.</li><li>4 The valuer will go through assessing the property, crops and trees that will be damaged by the activities of the project.</li><li>5 After, the collected data will be valued according to Busia District compensation rates.</li><li>6 There will come a sociologist to carry out interviews with the project affected</li></ol>	Irene Busingye



	<p>persons assessing their social- economic status. In this case, widows, women, children vulnerable and people living with HIV will be identified.</p> <p>7 The project has come to improve people's livelihoods by providing safe and clean water.</p> <p>8 This water is from Lake Majanji in Majanji sub-county. The pipeline will go through the villages of Namundiri. Bulwande, Buhenye, Lumino, Masaba, Dabani and it will proceed to Busia.</p>	
<b>MINUTE 4</b>	Reactions/responses	<b>ACTION BY</b>
QTN 1	Will this water be given for free?	Colonel Wandera
Response	This water will be paid for because it requires money to implement it, but the costs will be low	Maureen Kunihira
<b>Question 2</b>	In case the pipe encroaches on a house, do they demolish it or they divert the pipe.	Osinya vicent
Response	This water pipe follows the road reserve so if the structure is in the road reserve then it has to be removed.	Teddy Irene Busingye
<b>Question 3</b>	Will there be private connections?	
Response	Some discount will be offered to those who will apply first meaning there won't be free connections.	Lawrence Baguya Teddy Gwoyazika
<b>Question 4</b>	Will this water be treated?	
Response	This water is treated first from a treatment plant which will be constructed in Majanji near L. Majanji before it goes to the reservoir tanks	
<b>Question 5</b>	Do they compensate the whole house where for example one room of a commercial house is affected?	Nabweire Juliet
Response	The whole building is valued and compensated if one room is affected because the whole structure has to be removed	Maureen Kunihira
<b>MINUTE 5</b>	<b>CLOSING REMARK</b> The chairperson thanked everyone that attended the meeting. He urged the local chairpersons to provide the necessary help during the exercise.	

**COMMUNITY SENSITIZATION MEETING FOR STAKEHOLDERS OF  
BUWAMBO, SIKOHWE, BUSABALE, DABANI, BUWUMA AND BUSIWONDO  
VILLAGES HELD ON 17<sup>TH</sup>/07/2015**

**Agenda**

19. Opening prayer
20. Introduction
21. Project Description
22. Questions and Responses
23. Closing remarks

<b>MINUTE 1</b>	<b>PRAYER</b>	<b>ACTION BY</b>
	The meeting was opened with a word of prayer	Irene Busingye
Minute 2	<p>Introductions</p> <p>The members present introduced themselves and each talked about their role on the project.</p>	All members
Minute 3	<p>Communication from consultant/project description.</p> <ol style="list-style-type: none"> <li>1 She explained to members present that the team had come to sensitize the people at all levels about the water project</li> <li>2 The purpose of the sensitization meetings is to create awareness from district level down to village level.</li> <li>3 The surveyor will later come to peg out the corridor of the water pipeline.</li> <li>4 The valuer will go through assessing the property, crops and trees that will be damaged by the activities of the project.</li> <li>5 After, the collected data will be valued according to Busia District compensation rates.</li> <li>6 There will come a sociologist to carry out interviews with the project affected persons assessing their social-economic status. In this case, widows, women, children vulnerable and people living with HIV will be identified.</li> <li>7 The project has come to improve people's livelihoods by providing safe and clean water.</li> <li>8 This water is from Lake Majanji in majanji sub-county. The pipeline will pass through the villages of namundiri, bulwande, buhenye, bukemu, lumino, buwambo, sikohwe, lumino, masafu, dabani and then will proceed to Busia town.</li> </ol>	Irene Busingye
<b>MINUTE 4</b>	Reaction /responses	Action by
<b>Question 1</b>	Which side of the road will this pipe take?	Okello Ferdrick
Response	The water pipe will take the left side of the road from Majanji up to Dabani. Why don't they compensate bare land?	Maureen
<b>Question 2</b>	They do not compensate bare land because this pipe will follow the road reserve. Besides the normal activities still take place because the pipe will be put deep down and covered with soil	Mugeyi Kenneth.
Response		Irene Busingye

<b>Question 3</b> Response	When is the project starting?  The ministry of water is procuring contractors, so by December of this year the engineer will be on ground.	Wandera Kenneth  Teddy Gwoyazika
<b>Question 4</b> Response	Will this water be given for free?  The water will be paid for because it requires money to implement it though the charges will be low.	
<b>Question 5</b> Response	Will there be water provision in these areas where the pipe is to pass?  There will be provision of public or water kiosks in these areas.	Nakulo Samuel.  Irene Busingye
<b>MINUTE 5</b>	<b>CLOSING REMARK</b> The chairperson appreciated the consultant team for the meeting and promised to corporate	

## **SENSITISATION MEETING OF BUSIA HELD ON 15<sup>TH</sup> JULY 2015 HELD AT BUSIA TOWN COUNCIL**

### **Agenda**

1. Opening prayer
2. Introduction
3. Project Description
4. Questions and Responses
5. Closing remarks

<b>MINUTE1</b>	<b>PRAYER</b>	<b>ACTION BY</b>
	The meeting was opened with a word of prayer	Maureen kunihira
Minute 2	Introductions  The members present introduced themselves and each talked about their role on the project	All members
Minute 3	Communication from consultants/project description.	Irene Busingye

	<ol style="list-style-type: none"> <li>1 She explained to members present that the team had come to sensitize the people at all levels about the water project</li> <li>2 The purpose of the sensitization meetings is to create awareness from district level down to village level</li> <li>3 The surveyor will later come to peg out the corridor of the water pipeline.</li> <li>4 The valuer will go through assessing the property, crops and trees that will be damaged by the activities of the project</li> <li>5 After, the collected data will be valued according to Busia District compensation rates.</li> <li>6 There will come a sociologist to carry out interviews with the project affected persons assessing their social- economic status. In this case, widows, women, children vulnerable and people living with HIV will be identified</li> <li>7 The project has come to improve people's livelihoods by providing safe and clean water.</li> <li>8 This water is from Lake Majanji in majanji sub county, and it will be treated in majanji near the lake. The pipeline will pass through the villages of namundili, bulwande, mahombi, bukemu, buhenye, bumaala, lumino, it will go through villages of masaba, masafu, dabani and proceeds to Busia town.</li> </ol>	
Minute 5	<p>Closing remark</p> <p>The CAO welcomed the team and promised to cooperate.</p>	

**COMMUNITY SENSITISATION MEETINGS OF MAJANJI, LUMINO, MASABA AND DABANI SUBCOUNTIES HELD ON 15 JULY 2015 HELD AT**

Agenda

1. Opening prayer
2. Introduction
3. Project Description
4. Questions and Responses
5. Closing remarks

MINUTE1	PRAYER	ACTION BY
	The meeting was opened with a word of prayer	Irene Busingye

Minute 2	<p>Introductions</p> <p>The members present introduced themselves and each talked about their role on the project</p>	All members
Minute 3	<p>Communication from consultants/project description.</p> <ol style="list-style-type: none"> <li>1 She explained to members present that the team had come to sensitize the people at all levels about the water project</li> <li>2 The purpose of the sensitization meetings is to create awareness from district level down to village level</li> <li>3 The surveyor will later come to peg out the corridor of the water pipeline.</li> <li>4 The valuer will go through assessing the property, crops and trees that will be damaged by the activities of the project</li> <li>5 After, the collected data will be valued according to Busia District compensation rates.</li> <li>6 There will come a sociologist to carry out interviews with the project affected persons assessing their social- economic status. In this case, widows, women, children vulnerable and people living with HIV will be identified</li> <li>7 The project has come to improve people's livelihoods by providing safe and clean water.</li> <li>8 This water is from Lake Majanji in majanji sub county. The pipeline will pass through the villages of namundiri, mahombi, bukemu, buhenye, bumaala, lumino, masaba, masafu, da bani and it will proceed to Busia town.</li> </ol>	Irene Busingye





MINISTRY OF WATER AND ENVIRONMENT



CONSULTANCY SERVICES FOR ENVIRONMENTAL AND SOCIAL  
IMPACT ASSESSMENT(ESIA) AND RESETTLEMENT ACTION PLAN(RAP) FOR PALLISA,  
BUSIA,NGORA-NYERO-KUMI, RUKUNGIRI, KATWE-KABATORO AND KOBOKO TOWN WATER SUPPLY  
AND SANITATION SYSTEMS

ATTENDANCE LIST FOR MEETINGS

Held at: Majajji Trading Centre Date: 16.7.2015

NO	NAME	ORGANISATION VILLAGE	OCCUPATION	TEL NO.	EMAIL ADDRESS
1	Bwire Moses	Bulwande	Peasant	0775573531	
2	Bwire Pascal	Bulwande	Peasant	0788265733	
3	Torson Sumo	Bulwande	Peasant	-	
4	Bwire Julius	Bulwande	Peasant	-	
5	Lumale Clement	Magimbwe		0783068031	

6	BWIRE BENSON PAMBA	MAJANI SIC	CP. L. W	0782462870	
7	ROSE WANDERA	BULWANDE		0785225150	
8	OGUSU JACKSON	MALOMBI	PEASANI	0771824185	
9	OGENGO MILION	MALOMBI	PEASANI	0786921541	
10	AUMA FELESTA	BULWANDE	PEASANI	—	
11	ANUYANGA SUSANI	BULWANDE	PEASANI	—	
12	OGUTU MAMANI	MAJANI	Juma	0776123070	
13	MASUMBUKO TALI	BULWANDE	PEASANI	0785-002205	



MINISTRY OF WATER AND ENVIRONMENT








CONSULTANCY SERVICES FOR ENVIRONMENTAL AND SOCIAL  
IMPACT ASSESSMENT(ESIA) AND RESETTLEMENT ACTION PLAN(RAP) FOR PALLISA,  
BUSIA,NGORA-NYERO-KUMI, RUKUNGIRI, KATWE-KABATORO AND KOBOKO TOWN WATER SUPPLY  
AND SANITATION SYSTEMS

ATTENDANCE LIST FOR MEETINGS

Held at: Luwero subcounty date: 16/07/2015

NO	NAME	ORGANISATION	OCCUPATION	TEL NO.	EMAIL ADDRESS
1	Felby Awanyaka	ESO/MUC/WSB	ESO	0789773207	sham.clara@yashoo.com
2	Masiga Stephen	Lusisira	Peasant	0774556359	
3	SANDE KOSIM	Lusisira	ESO	078750998	
4	MYOTA GREGORY	LUSISIRA	PPA-DCU	0783304116	
5	MANGENI PETER	LUSISIRA	Peasant	07525653	Mangeni



6	WANDER RICHARD	BUMALA	PEASANT		Wander
7	Nemuyanga Kifabo	LUSIRA	PEASANT	0775338496	SARA
8	ORIMU NGENDO	LUMINO II	PEASANT	0700901572	
9	OSIARBO MATATO	TRAMDAWA	FARMER	0786434551	
10	OGUTTU PATRICK	LUMINO II	farmer	0782243240	
11	WANDERA DOMINIC	LUSIRA	farmer	0782547504	Duma
12	NYGENTE CHARLES	LUSIRA	farmer	0779966090	conyeg.
13	Klanyama Peter	Bumala	Peasant	0752529583	
14	Juma Stephen	LUSIRA	farmer	0777054085	
15	Mangan Tom	LUSIRA	peasant	0785245545	ti.



MINISTRY OF WATER AND ENVIRONMENT



CONSULTANCY SERVICES FOR ENVIRONMENTAL AND SOCIAL  
IMPACT ASSESSMENT(ESIA) AND RESETTLEMENT ACTION PLAN(RAP) FOR PALLISA,  
BUSIA,NGORA-NYERO-KUMI, RUKUNGIRI, KATWE-KABATORO AND KOBOKO TOWN WATER SUPPLY  
AND SANITATION SYSTEMS

ATTENDANCE LIST FOR MEETINGS

Held at: Lumino Subcounty Date: 16/07/2015

NO	NAME	ORGANISATION Village	OCCUPATION	TEL NO.	EMAIL ADDRESS
1	Mugati MOSES	Bugati	Artist	0759154114	
2	OKOCHI ISAAC	MULUKO	STUDENT	0762503101	
3	SIDA JAMES	LUMIRO I	PLEASANT	0785272500	
4	DUMA MOSES	LUSIRISA	PLEASANT	0703565792	
5	Henry Egesa	LUSIRISA	Peasant	0785004025	

6	AUMA MARGENT	LUSIGIRA	Peasant	-	AUMA MARGENT
7	NANYANGA MUGREAU	LUSISIRA	Peasant	0784874674	NANYANGA
8	ACHIANO BETTY T	BUMALI	Peasant	078570483	Betty
9	JENAT OPONDO	LUSIGIRA	peasant		J. O
10	OJAMBA HENRY SINDA	LUSIRA	PEASANT	0775427537	Henry
11	JAMES IABV SIVUB	LUSISIRA	Peasant	077848966	JAMES
12	MAGALE CHARLES	LUSISIRA	peasant	0757389078	MAGALE
13	BADIRE SITH EKOLLA	LUMINI T	"	0782507885	BADIRE

UPDATED RESETTLEMENT ACTION PLAN (RAP) QUESTIONNAIRE FOR  
BUSIA TOWN WATER SUPPLY AND SANITATION SYSTEMS



**Census Questionnaire**



March 2018

## AFFECTED HOUSEHOLD: SOCIO-ECONOMIC SURVEY FORM

Name of interviewer \_\_\_\_\_  
 Date of interview: \_\_\_\_/\_\_\_\_/2013

Village: \_\_\_\_\_  
 District \_\_\_\_\_  
 Sub-County: \_\_\_\_\_

## SECTION 1: FAMILY INFORMATION

1. Household Head (Surname, First Name) \_\_\_\_\_

2. Gender \_\_\_\_\_ (M/F) Nationality \_\_\_\_\_

3. Age of respondent: \_\_\_\_\_

- |                                     |  |
|-------------------------------------|--|
| 1. (15-25) <input type="checkbox"/> | 4. (46-55) <input type="checkbox"/>        |
| 2. (26-35) <input type="checkbox"/> | 5. (56 and above) <input type="checkbox"/> |
| 3. (36-45) <input type="checkbox"/> |  |

4. Tribe: \_\_\_\_\_

- |            |                          |
|------------|--------------------------|
| 1. Basamia | 4. Basoga                |
| 2. Bagwe   | 5. Other (specify) _____ |
| 3. Bagisu  |                          |

5. How long have you lived in this village? \_\_\_\_\_

- |                                     |  |
|-------------------------------------|--|
| 1. since childhood go to question 4 | 4. 5 - 9 years go to question 7            |
| 2. over 25 years go to question 8   | 5. 5 years - 3 months go to question 7     |
| 3. 10 - 24 years go to question 8   | 6. just here for a season go to question 7 |

6. a. What was your reason for moving here?

- |                   |                           |
|-------------------|---------------------------|
| 1 = Mariage       | 5 = For education         |
| 2 = Grazing land  | 6 = Internal Displacement |
| 3 = Farming       | 7 = Trade                 |
| 4 = To find a job | 8 = Other (specify)       |

b. Where did you move from (district, country) \_\_\_\_\_

7. Marital status (tick appropriate response):

- |                             |                          |
|-----------------------------|--------------------------|
| 1. Single                   | <input type="checkbox"/> |
| 2. Married (No. of spouse): | <input type="checkbox"/> |
| 3. Divorced                 | <input type="checkbox"/> |
| 4. Widowed                  | <input type="checkbox"/> |

8. Of what religious affiliation is your HH?

- |               |                          |                     |                          |
|---------------|--------------------------|---------------------|--------------------------|
| 1. Catholic   | <input type="checkbox"/> | 4. Pentecostal      | <input type="checkbox"/> |
| 2. Protestant | <input type="checkbox"/> | 5. SDA              | <input type="checkbox"/> |
| 3. Islam      | <input type="checkbox"/> | 6. Others (specify) | <input type="checkbox"/> |

9. Have you ever attended any form of school?

1. Yes  (If Yes, go to 11)  
 2. No  (If No, go to 12)

10. What is the highest level of education you/ attained/currently in?

1. Primary Education  4. Vocational   
 2. Ordinary level  5. University   
 3. A' level  6. None

11a. Main occupation of head of household: \_\_\_\_\_

1. Private formal/manufacturing  5. Private Agriculture   
 2. Fishing  6. Public Government   
 3. Private formal/service  7. Student   
 4. Private informal retail  8. others

12. How far is your workplace (or school for students) from here?

1. Record as stated \_\_\_\_\_  
 2. Not Applicable \_\_\_\_\_

13. How do you get to work?

1. No need to travel (I work at home)  4. By Bicycle/motorcycle   
 2. By public means  5. By foot   
 3. By personal vehicle  6. Others (specify)

14. In what capacity do you live on this land? (Tick appropriate response)

1. Landowner  4. Squatter   
 2. Tenant (Kibanja)  5. Licencee   
 3. Co-owner

15. How long have you lived on / used this land? ..... (Years)

16. How did you acquire this land?

1. Bought   
 2. Inherited from parents   
 3. Renting

17. Describe tenureship of this land:

1. Public land  4. Customary   
 2. Private mailo land  5. Communal land   
 3. Freehold

18. If your land was to be acquired/taken from you: What mode of compensation would you want?

- Cash   
 • Another similar property

19. OTHER HOUSEHOLD MEMBERS:

How many people live within this HH? \_\_\_\_\_

How many children above 18 years live within the HH? \_\_\_\_\_

How many children below 18 years live within the HH? \_\_\_\_\_

QUESTIONS ABOUT HOUSEHOLD (HH) AND FAMILY MEMBERS AT PERMANENT HOME ADDRESS														
	How many people live at your household? (permanent and temporary, however excluding visitors)							PLEASE LIST THE DETAILS OF THESE PEOPLE BELOW:						
1. First name	2. Relationship to household head	3. Residential status	4. Marital Status	5. Gender	6. Age	7. Disabled	8. Chronic illness	9. Highest Attainment	10. Ethnicity (Can't do false race)	11. Skills	12. Employed	13. Cash Income	14. Economic activity (Primary)	15. Economic activity (Secondary)
	Head of HH													
Child (in under 18 years)														

## Codes specific to this table: codes....

1. First name begin with a code and then the code name throughout....
2. Relationship to Household. Household Head = 1, Spouse of Household Head = 2, Child of Household Head = 3, Parent of Household Head = 4, Grandchild of Household Head = 5, Other RELATIVES of Household Head = 6, NOT RELATED in Household Head (7)
3. Residential status: Permanent (under normal circumstances sleep 4 nights (or more) a week at this homestead) = 1; Temporary (under normal circumstances sleep less than 4 nights a week at this homestead) = 2
4. Marital status: Single = 1; Married = 2; Divorced = 3; Widowed = 4; Not married but Living Together = 5
5. Gender: \_\_\_\_\_ Male = 1; Female = 2
6. Age (write age in absolute numbers)
7. Disabled \_\_\_\_\_ Yes=1 Go to a, b, c, d; No=2
  - a. Physical disability
  - b. Hearing impairment
  - c. Visual impairment
  - d. Mental impairment
8. Chronic illness: \_\_\_\_\_ Yes=1 Go to a, b, c, d; No=2
  - a. Diabetes
  - b. Heart disease
  - c. Sickle cell anaemia
  - d. Other, specify
9. Highest education: Never attended school = 1; Kindergarten = 2; Lower primary (p1-4) = 3; Upper primary = (p5-7); O Level = 5, A Level = 6, University Degree = 7, Other = 8, Does not know = 9
10. Literacy: easily = 1; with difficulty = 2; can't read = 3; Don't know = 4
11. Skills: Carpentry = 1; Construction = 2; Brick making = 3; Lumberjack & Board making = 4; Drivers licence (light vehicle) = 5; Drivers licence (heavy vehicle) = 6; Mechanic = 7; Welding & Ironworks = 8; Fishnet Weaver = 9; Arts & Crafts = 10; Canoe & boat makers = 11. Hunter = \_\_\_\_\_ none = 13....
12. Employed: Yes = 1; No = 2; Not fit for employment = 3
13. Cash income: Yes = 1; No = 2
14. Economic activity primary:
  1. Going to school
  2. Subsistence farming
  3. Housework
  4. Regular paid public employee
  5. Regular paid private employee
  6. Own account worker e.g., petty trade, business
 (not subsistence farming)
  7. Casual labourer
  8. Other (specify).....
  9. Unemployed
  10. Don't know
15. Economic activity secondary:
  1. Going to school
  2. Subsistence farming
  3. Housework
  4. Regular paid public employee
  5. Regular paid private employee
  6. Own account worker e.g., petty trade, business
 (not subsistence farming)
  7. Casual labourer
  8. Other (specify)
  9. Unemployed
  10. None



**20. Information on Education**

How many children are going to school? Girls \_\_\_\_\_ Boys \_\_\_\_\_

Do you have any school age children not going to school? Y / N

If yes how many are they? Boys \_\_\_\_\_ Girls \_\_\_\_\_

If children do not go to school, give reason why?

- |                               |                          |                             |                          |
|-------------------------------|--------------------------|-----------------------------|--------------------------|
| 1. Lack school fees           | <input type="checkbox"/> | 3. Not interested in school | <input type="checkbox"/> |
| 2. Schools very far from home | <input type="checkbox"/> | 4. Others (specify)         | <input type="checkbox"/> |

If some or all members of your household dropped out of school, what was the most common reason for this?

- |                                       |                          |  |                          |
|---------------------------------------|--------------------------|--|--------------------------|
| 1. Unwanted pregnancy/early pregnancy | <input type="checkbox"/> | 4. Distance of the school from homestead | <input type="checkbox"/> |
| 2. Preferred looking for jobs         | <input type="checkbox"/> | 5. Other _____                           | <input type="checkbox"/> |
| 3. There was no money for school fees | <input type="checkbox"/> |  |                          |

How many Primary schools do you have in your village? \_\_\_\_\_

What is the distance to the nearest Primary school? \_\_\_\_\_

- |                   |                          |
|-------------------|--------------------------|
| 1. 100 metres     | <input type="checkbox"/> |
| 2. 100-500 metres | <input type="checkbox"/> |
| 3. 1-1.5km        | <input type="checkbox"/> |
| 4. Over 5km       | <input type="checkbox"/> |

How many Secondary schools do you have in your village? \_\_\_\_\_

What is the distance to the nearest secondary school? \_\_\_\_\_

- |                   |                          |
|-------------------|--------------------------|
| 1. 100 metres     | <input type="checkbox"/> |
| 2. 100-500 metres | <input type="checkbox"/> |
| 3. 1-1.5km        | <input type="checkbox"/> |
| 4. Over 5km       | <input type="checkbox"/> |

By what means do the children go to school?

- |                     |                          |
|---------------------|--------------------------|
| 1. Walk             | <input type="checkbox"/> |
| 2. By public means  | <input type="checkbox"/> |
| 3. By private means | <input type="checkbox"/> |
| 4. others           | <input type="checkbox"/> |

**21. Nature of impact on household**

How is your household going to be impacted? (Tick appropriate)

Description of Impact	Yes	No	Description of loss (e.g. dwelling, shop fence)	Permanent (P) / temporary loss (T)
Loss of structures				
Loss of land				
Loss of <u>annual</u> crops				
Loss of <u>perennial</u> crops				
Loss of income				

**23. Information about structures on land that will be affected by the project:**

a) Is this structure/building yours? Yes  No

b) What is the use of the affected building?

Use of Building (e.g. commercial/residential)	Materials (Bricks, clay, wood etc)	Condition (Good, fair, poor)	No. of storeys	No. of rooms	Has grid power supply? (Y/N)	Has piped water supply? (Y/N)

**24. Information about crops grown**

What are common types of food crops grown in the h/h?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What crops have you grown that will be affected?

\_\_\_\_\_

\_\_\_\_\_

What is the approximate distance to the market from your homestead?

1. Less than 5km
2. 5-10km
3. 10 or more

Do you fertilize your land to improve yields? Yes  No

If yes, indicate what kind of fertilizer used: 1. Organic manure 2. Artificial fertilizers

Does the household keep any animals? 1. Yes  2. No

If yes, how many of the following animals does the household have?

Animals	Nos.
1) Cattle	
2) Goats	
3) Sheep	
4) Chicken	
5) Ducks	
6) Pigs	
7) Others (specify)	

How does the household graze their animals?

1. Free range (common property)
2. Grazing on private/household property
3. Others (specify) .....

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<b>SECTIONS 2: LIVELIHOOD IN AFFECTED HOUSEHOLDS</b>
--

Item Description	Cash for year 2014 (Ug. Shillings)	In kind/ barter* e.g. Cow/Labor/Grain
<b>Income from household enterprises</b> <i>(Note: Together with a PAP, you can make calculations from a person's description of sold goods.)</i>		
Crop farming (name key crops):		
Other agricultural income (e.g. livestock, poultry)		
Non-agricultural income		
<b>Property income</b>		
Rent received from rented property (land, housing)		
<b>Benefits</b>		
Family allowances/social security benefits		
Remittances and assistance received from others		
Other (inheritance, alimony, scholarships, etc)		
<b>Employment</b>		
Formal employment income		
<b>TOTAL</b>	_____	_____

Do you have a bank account? Yes/No

If yes, where? (E.g. bank name, location, distance): \_\_\_\_\_

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<b>SECTIONS 3: Income of Targeted Household</b>
---

What is the main source of income of HH?

- |                                      |   |
|--------------------------------------|---|
| 1. Salary                            | 6. Rent collected elsewhere               |
| 2. Husbands salary                   | 7. Agriculture activity on affected land  |
| 3. Business or land                  | 8. Agriculture activity on land elsewhere |
| 4. Business located elsewhere        | 9. Fishing                                |
| 5. Rent collected from affected land | 10. Others specify                        |

What other activities generate income from this HH?

1. Fishing
2. Poultry
3. Retail shop
4. Other (specify) \_\_\_\_\_

How much is your monthly income? (Specify amount).....

- |                      |                          |
|----------------------|--------------------------|
| 1. Below 100,000     | 5. 400,001 - 500,000     |
| 2. 100,001-200,000   | 6. 500,001 - 1,000,000   |
| 3. 200,001 - 300,000 | 7. 1,000,001 - 1,500,000 |
| 4. 300,001 - 400,000 |                          |
| 8. Over 1,500,00     |                          |

What is your monthly expenditure levels? (Specify amount).....

- |                      |                          |
|----------------------|--------------------------|
| 1. Below 100,000     | 5. 400,001 - 500,000     |
| 2. 100,001-200,000   | 6. 500,001 - 1,000,000   |
| 3. 200,001 - 300,000 | 7. 1,000,001 - 1,500,000 |
| 4. 300,001 - 400,000 | 8. Over 1,500,000        |

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## SECTION 4. HEALTH, INFANT MORTALITY &amp; VULNERABILITY

Are there chronically ill people in the household? YES  NO

If YES: Type of illness: \_\_\_\_\_

Number of births and deaths in the household over the last 12 months:

Births: \_\_\_\_\_

Deaths: \_\_\_\_\_ Cause: \_\_\_\_\_

Has a child under age of 5 died in the household in last 3 years? YES  NO

If YES, Cause: \_\_\_\_\_

What are the 3 commonest diseases that affect the household?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

How much do you spend on treating the above commonest diseases? \_\_\_\_\_

Where do you usually seek medical attention from?

- |                       |  |
|-----------------------|--|
| 1. Home treatment     | 5. Hospital  |
| 2. Pharmacy/drug shop | 6. Traditional doctor (including traditional birth attendants) |
| 3. Clinic             | 7. Others (specify)  |
| 4. Health Centre      |  |

Is there a health centre in this sub-county? YES  NO

What is the nearest health facility known to the family? (Give the name and type)

- |   |   |
|---|---|
| 1. District hospital <input type="checkbox"/> | 4. Health centre 2 <input type="checkbox"/> |
| 2. Health centre 4 <input type="checkbox"/>   | 5. Health centre 1 <input type="checkbox"/> |
| 3. Health centre 3 <input type="checkbox"/>   | 6. Private clinic <input type="checkbox"/>  |

If yes, how far is it from your place?

- |   |
|---|
| 4. Less than 5km <input type="checkbox"/> |
| 5. 5-10km <input type="checkbox"/>        |
| 6. 10 or more <input type="checkbox"/>    |

What means of transport do you use to the health facility

- |                                      |                                 |
|--------------------------------------|---------------------------------|
| 1. Walk <input type="checkbox"/>     | 4. Car <input type="checkbox"/> |
| 2. Bicycle <input type="checkbox"/>  | 5. Other, specify _____         |
| 3. Bodaboda <input type="checkbox"/> |                                 |

Does your household have vulnerable people? (HIV/AIDS, very old, orphans, lame etc) YES  NO

If Yes, How many.....

Who in the household is Vulnerable?

1. Head of Household
2. Spouse
3. Child
4. Dependant

## Nature of Vulnerability

1. Sick & Infirm
2. Disabled
3. Child Headed
4. Elderly above 78

Do you practice family planning? YES  NO

Have you heard of HIV/AIDS? YES  NO

Do you know how HIV is contracted? YES  NO  (verify knowledge if YES response given)

Do you know how HIV is avoided? YES  NO  (verify knowledge if YES response given)

## According to you what are some of the STDs common in your area?

1. HIV/AIDS
2. Gonorrhoea
3. Syphilis
4. Others

Do you have a member in the family suffering from HIV/AIDS? 1. Yes  2. No

If Yes, who? 1. Head of House  2. Spouse  3. Child  4. Dependant

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## SECTION 5: SOURCES OF WATER &amp; ELECTRICITY

## What are the sources of water for domestic use? (Tick appropriate response)

- |                       |                          |                         |                          |
|-----------------------|--------------------------|-------------------------|--------------------------|
| 1. Communal borehole  | <input type="checkbox"/> | 5. Fiped water in house | <input type="checkbox"/> |
| 2. Protected spring   | <input type="checkbox"/> | 6. Open stand pipes     | <input type="checkbox"/> |
| 3. Unprotected spring | <input type="checkbox"/> | 7. Fiped water          | <input type="checkbox"/> |
| 4. River              | <input type="checkbox"/> | 8. Rain water           | <input type="checkbox"/> |

## What is the distance to the nearest source of safe drinking water?

- |                   |                          |             |                          |
|-------------------|--------------------------|-------------|--------------------------|
| 1. 100 metres     | <input type="checkbox"/> | 3. 1-1.5km  | <input type="checkbox"/> |
| 2. 100-500 metres | <input type="checkbox"/> | 4. Over 5km | <input type="checkbox"/> |

## What fuel do you use in the household for cooking?

- |             |                          |                |                          |
|-------------|--------------------------|----------------|--------------------------|
| 1. Firewood | <input type="checkbox"/> | 5. Kerosene    | <input type="checkbox"/> |
| 2. Gas      | <input type="checkbox"/> | 6. Biogas      | <input type="checkbox"/> |
| 3. Charcoal | <input type="checkbox"/> | 7. Electricity | <input type="checkbox"/> |
| 4. Solar    | <input type="checkbox"/> | 8. Other       | <input type="checkbox"/> |

## What fuel do you use in the household for lighting?

- |             |                          |                |                          |
|-------------|--------------------------|----------------|--------------------------|
| 1. Firewood | <input type="checkbox"/> | 5. Kerosene    | <input type="checkbox"/> |
| 2. Gas      | <input type="checkbox"/> | 6. Biogas      | <input type="checkbox"/> |
| 3. Charcoal | <input type="checkbox"/> | 7. Electricity | <input type="checkbox"/> |
| 4. Solar    | <input type="checkbox"/> | 8. Other       | <input type="checkbox"/> |

## Where does the household dispose of refuse?

- 1. in a landfill
- 2. in a dumpsite
- 3. Burn
- 4. Dig a compost pit
- 5.

What is the common facility of disposing human waste by household members?

- 1. Toilet
- 2. Pit latrine
- 3. Community Latrine
- 4. Bush
- 5. others

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**SECTION 6: Community ties, Cultural/ religious resources:**

Are there graves on the land to be affected? YES  NO

If Yes, how many \_\_\_\_\_

Are there any areas of spiritual significance on your affected property? YES  NO

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**SECTION 7: EXPENDITURE PATTERNS**

Rank the following items according to which you spend most money on per month (1= Most spent on, 7= least spent on)

Item	Amount (shs)	Rank
School fees (per term)		
Healthcare/medical expenses		
Food		
Clothing		
Transport		
Dependants		
Rent		
Airtime		

THANK YOU




Community meeting at Maduwa AA village




Meeting women of Okame village

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: <i>Please provide mailing address</i> _____ By Telephone: _____ By Email: _____
TYPE OF GRIEVANCE:	Individual: <input type="checkbox"/> Group: <input type="checkbox"/> Cultural: <input type="checkbox"/>
DESCRIPTION OF INCIDENCE OR GRIEVANCE:	<i>What happened? Where did it happen? Who did it happen to? What is the result of the problem?</i>
HAS THIS GRIEVANCE BEEN RAISED PREVIOUSLY BY YOU OR ANYONE ELSE?	No <input type="checkbox"/> Yes <input type="checkbox"/> Details:
DATE OF INCIDENCE OR 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 <i>[Add details of contact]</i>	
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:	





1000000875992



BL/1570/15

THE REPUBLIC OF UGANDA

REGISTRATION OF TITLES ACT

## Certificate of Title

FREEHOLD REGISTER, VOLUME HQT1185 FOLIO 13

### DESCRIPTION OF LAND

*ALL THIS piece* of land delineated and edged red on the plan hereto annexed containing the following area or thereabouts and situate as follows:


Area	County	District
1.1870 hectares	Serua District	Busia

and known as: **Block(Road) 8 Plot 724 at OKAME ABOCHET VILLAGE**  
(Subject to conditions herein)

**OWNERSHIP**

**BUSIA MUNICIPAL COUNCIL OF P.O. BOX 177,  
BUSIA**

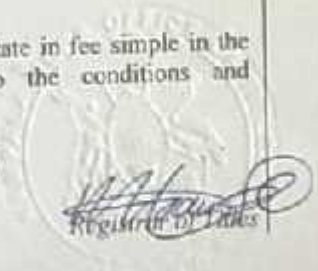
Signature of Registrar



Registrar

Is /are now the proprietors of an estate in fee simple in the land above described subject to the conditions and incumbrances herein after set out.

Dated this 20th day of April 2017



**Owner's Copy**

Volume HQT1185 Folio 13

ML/ISO/10284

BUSIA DISTRICT  
SAMIA BUCWE  
BLOCK 8 PLOT 724  
SHEET 64/3/23  
SCALE 1 : 10,000  
T/S 3/2/0884



Samia Bucwe  
Block 8

*[Handwritten signature]*

DR. YAFESI OYIA  
FOR COMMISSIONER OF SURVEYS AND MAPPING  
19/05/2016



Samia Bucwe  
Block 8