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**LAND EXPROPRIATION
DATA ANALYSIS**

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A NNEX 1: Quantitative Results

1 General characteristics of the sample

Table 1: Characteristics of our sample

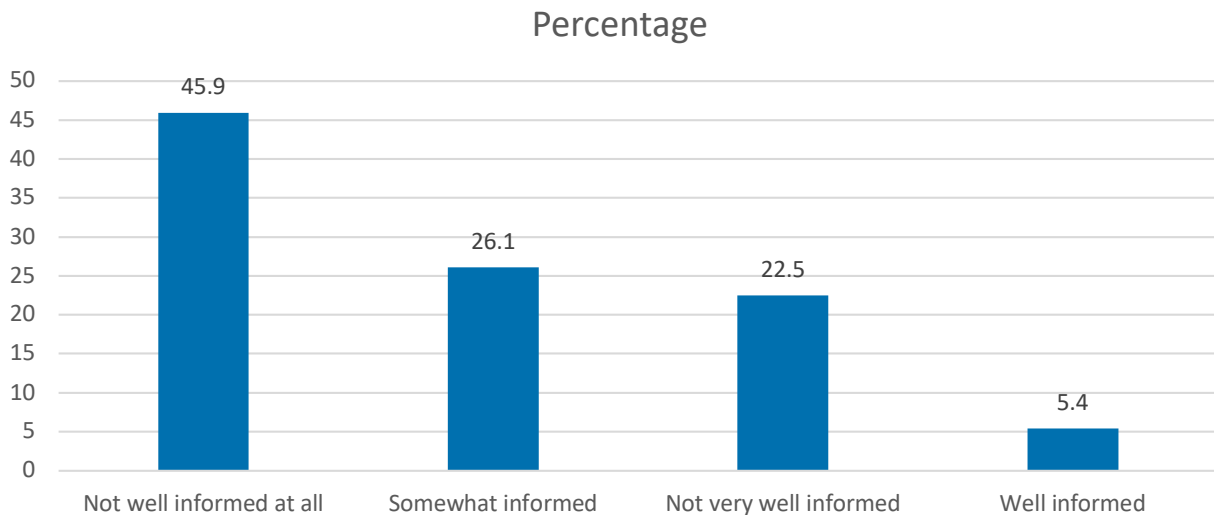
		Frequency	Percentage
Gender	Male	64	57.7
	Female	47	42.3
Age	16-25 Years	2	1.8
	26-35 years	12	10.8
	36-45 years	33	29.7
	46-55 years	22	19.8
	More than 55 years	42	37.8
Marital status	Single	2	1.8
	Married	88	79.3
	Divorced	2	1.8
	Separated	1	0.9
	Widower	18	16.2
Highest level of education	None, never been to school	26	23.4
	Primary	51	45.9
	Junior Secondary	17	15.3
	Advanced Secondary	10	9
	Vocational	1	0.9
	University	6	5.4
Main occupation	None	6	5.4
	Farmer (Agriculture and Livestock)	79	71.2
	Self Employed	6	5.4
	Trader	10	9
	Civil Servant	4	3.6
	Employee of a Non-government Organization	1	0.9
	Retired	2	1.8
	driver	2	1.8
	Constructor	1	0.9
Household income per month	< 30,000 Rwf	50	45
	30,000 -100,000 Rwf	24	21.6
	100,000-200,000 Rwf	7	6.3
	Above 200,000 Rwf	8	7.2
	Don't know	22	19.8
Ubudehe category	Category 1	15	13.5
	Category 2	49	44.1
	Category 3	46	41.4
	Don't know	1	0.9
Disabled	Yes	14	12.6
	No	97	87.4

Our sample represented by 111 respondents is mainly composed by married men (respectively 79.3% and 57.7%), aged more than 55 years (37.8%), with at least a primary education diploma (76.5%). They are mostly involved in farming activities (71.2%). The age difference can be explained by the fact that old individuals are more likely to own a land than younger individual. Most complainers belong to the second ubudehe category (44.1%) and their households earn less than 30,000 Rwf (45%). Our sample is constituted by 12.6% of persons living with a disability. Among which, 64.3% has physical disability, 21.4% a mental health condition and the rest have at an equal rate a vision impairment or are deaf and dumb (Both 7.1%).

2 Information on expropriation rights

2.1. Prior information on expropriation rights (Descriptive)

Figure 1: Level of awareness on expropriation rights (Percentage)



2.2. Level of awareness per respondent's characteristics

Table 2: Level of awareness on expropriation rights by characteristic

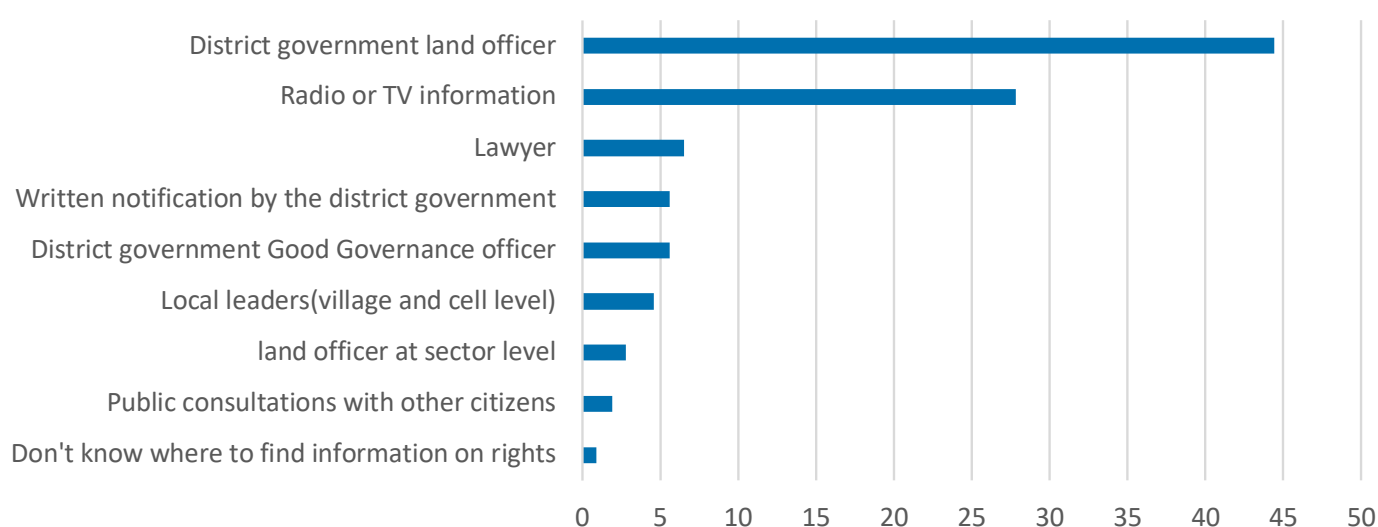
		All categories (Count)	Well informed	Somewhat informed	Not very well informed	Not well informed at all
Gender	Male	64	7.80%	28.10%	23.40%	40.60%
	Female	47	2.10%	23.40%	21.30%	53.20%
Age	16-25 Years	2	0.00%	0.00%	0.00%	100.00%
	26-35 years	12	0.00%	41.70%	8.30%	50.00%
	36-45 years	33	12.10%	24.20%	24.20%	39.40%
	46-55 years	22	4.50%	27.30%	22.70%	45.50%
	More than 55 years	42	2.40%	23.80%	26.20%	47.60%

Highest level of education	None, never been to school	26	0.00%	34.60%	19.20%	46.20%
	Primary	51	7.80%	17.60%	23.50%	51.00%
	Junior Secondary	17	5.90%	41.20%	17.60%	35.30%
	Advanced Secondary	10	0.00%	20.00%	40.00%	40.00%
	Vocational	1	0.00%	0.00%	0.00%	100.00%
	University	6	16.70%	33.30%	16.70%	33.30%
Main Occupation	None	6	16.70%	33.30%	0.00%	50.00%
	Farmer (Agriculture and Livestock)	79	2.50%	25.30%	26.60%	45.60%
	Self Employed	6	0.00%	33.30%	16.70%	50.00%
	Trader	10	10.00%	20.00%	20.00%	50.00%
	Civil Servant	4	25.00%	50.00%	0.00%	25.00%
	Employee of a Non-government Organization	1	0.00%	0.00%	0.00%	100.00%
	Retired	2	0.00%	0.00%	50.00%	50.00%
	driver	2	50.00%	0.00%	0.00%	50.00%
	Constructor	1	0.00%	100.00%	0.00%	0.00%

In general, complainants are not aware of their rights in expropriation process (68.4%) (i.e.: 45.9% assure to not be well informed at all while 22.5% to not be very well informed). When we disaggregate by characteristics, we found that men are slightly more aware of their rights in expropriation process (10 percentage point of difference with women). Moreover, awareness seems to decrease with age, it is the highest for people in their mid-twenties (41.7%) and lowest for people with more than 55 years (26.2%).

2.3 Source of information

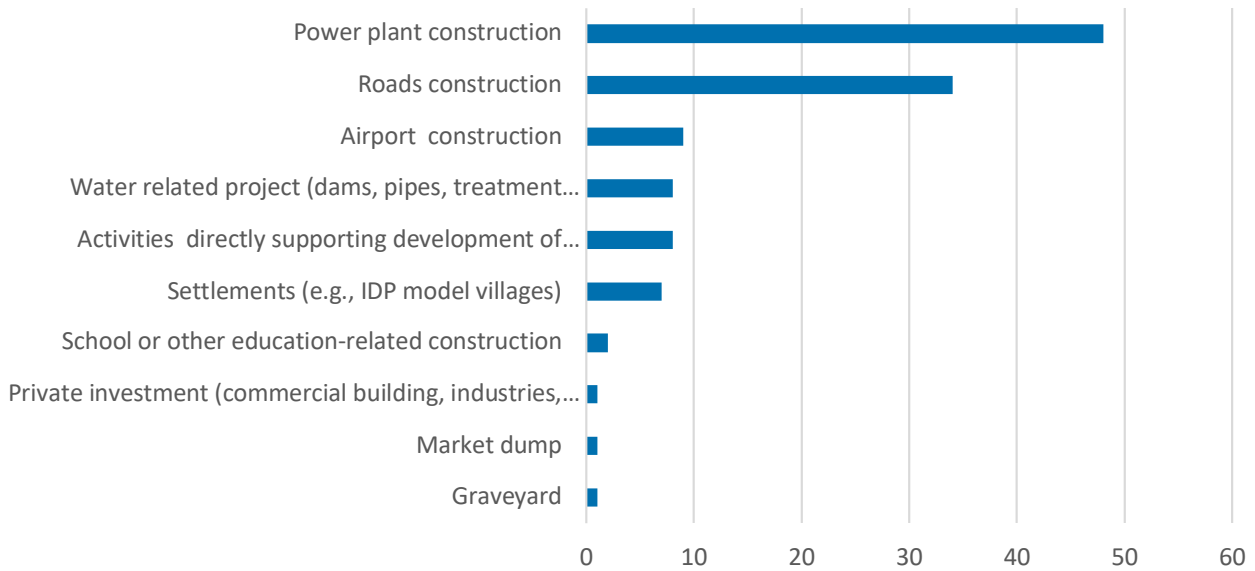
Figure 2: Source of information on expropriation process right (Frequency)



When complainants need information on expropriation processes, they mainly address their question to district land officers (44.4%) or listen to radio/TV (27.8%).

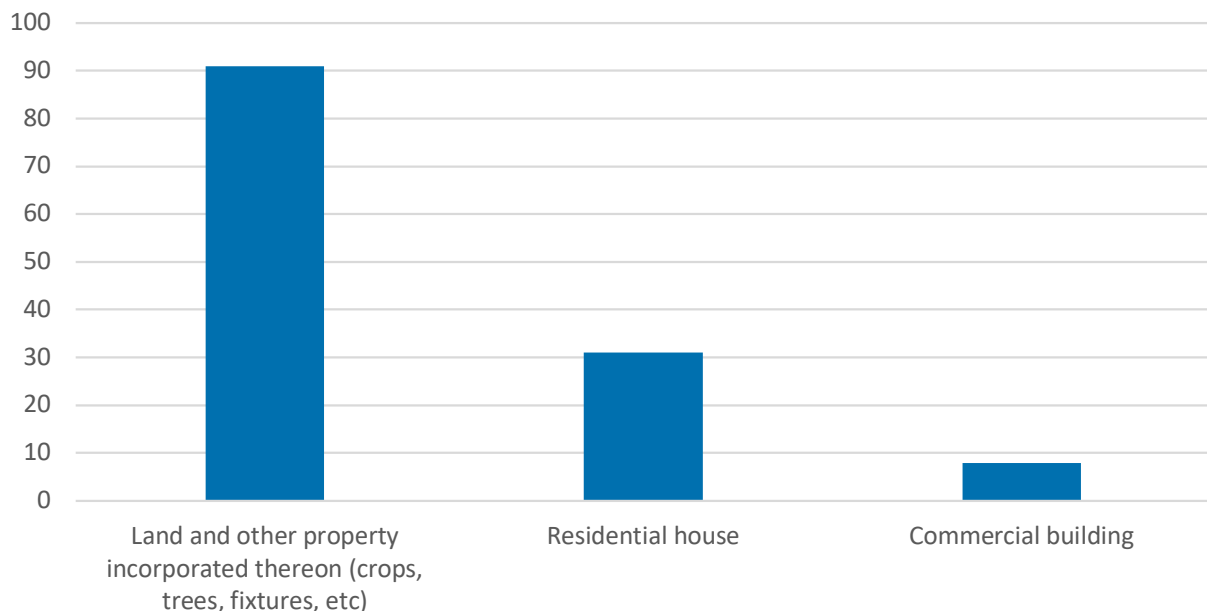
3 Expropriation motivations

Figure 3: Stated reason to expropriate (Frequency)



Complainers were expropriated mainly because their land was listed as a recipient of a power plant, road or an airport.

Figure 4: Type of properties affected by the expropriation (Frequency)



The expropriation they were involved in affected mostly their land and other properties/activities incorporated to the land. This can be linked with the number of farmers in the sample and conclude that the complainers did complain because they did not only lose a place to live but also their subsistence.

4 Consultations

Table 3.1.: Level of consultation with citizens

		Frequency	Percentage
Consultation on expropriation plans	Yes	38	34.2
	No	73	65.8
Consultation on the expropriation implementation	Yes	40	36
	No	71	64
Notification mechanism (conditional on consultation)	Public Meeting/Forum (e.g. After umuganda, etc.)	30	75
	Announcement in a place of worship	1	2.5
	Verbal notification	8	20
	written notification	1	2.5

Overall, individuals affected by an expropriation were mostly not consulted by district government before the latter took a decision to expropriate (65.8%). Still, at implementation level, citizens were mainly not consulted (64%). For the 36% that was consulted, they were notified in a public meeting/forum (75%). When we disaggregate by district, we found that all the 4 district; except District D; follows the same trend. The latter seems to make consultations both on the planning and the implementation level and like other districts notify individuals during public meetings.

Table 3.2.: Level of consultation with citizens by district

		All district (Count)	District A	District B	District C	District D
Consultation on expropriation plans	Yes	38	29.60%	24.10%	26.70%	60.00%
	No	73	70.40%	75.90%	73.30%	40.00%
Consultation on the expropriation implementation	Yes	40	40.70%	24.10%	20.00%	64.00%
	No	71	59.30%	75.90%	80.00%	36.00%
Notification mechanism (conditional on consultation)	Public Meeting/ Forum	30	63.60%	85.70%	100.00%	68.80%
	Announcement in a place of worship	1	0.00%	0.00%	0.00%	6.20%
	Verbal notification	8	36.40%	14.30%	0.00%	18.80%
	written notification	1	0.00%	0.00%	0.00%	6.20%

5 Valuation

Table 4: Property valuation process

		Frequency	Percentage
Value negotiation opportunity	Yes	11	9.9
	No	100	90.1
Informed on the value outcome	Yes	61	55
	No	50	45
Notification mechanism	Public Meeting/Forum (e.g.: After umuganda, etc.)	11	18
	In writing	31	50.8
	Verbally	13	21.3
	Posting at public office (e.g. cell, sector, district offices)	6	9.8
Satisfaction with the value	Very satisfied	3	2.7
	Somewhat satisfied	16	14.4
	Neutral	21	18.9
	Somewhat dissatisfied	47	42.3
	Very dissatisfied	24	21.6

In our sample 90.1% of respondents did not have an opportunity to negotiate the value of their property with the developer. 55% were informed on the outcome of the property valuation process and were mainly notified in a written document (50.8%); which is incredibly important as a matter of documentation and individual rights. In terms of satisfaction with the outcome value, respondents affirmed that they were not satisfied with the given value (63.9%) among which 42.3% were somewhat dissatisfied and 21.6% were very dissatisfied with the value of their propriety.

6 Counter-valuation

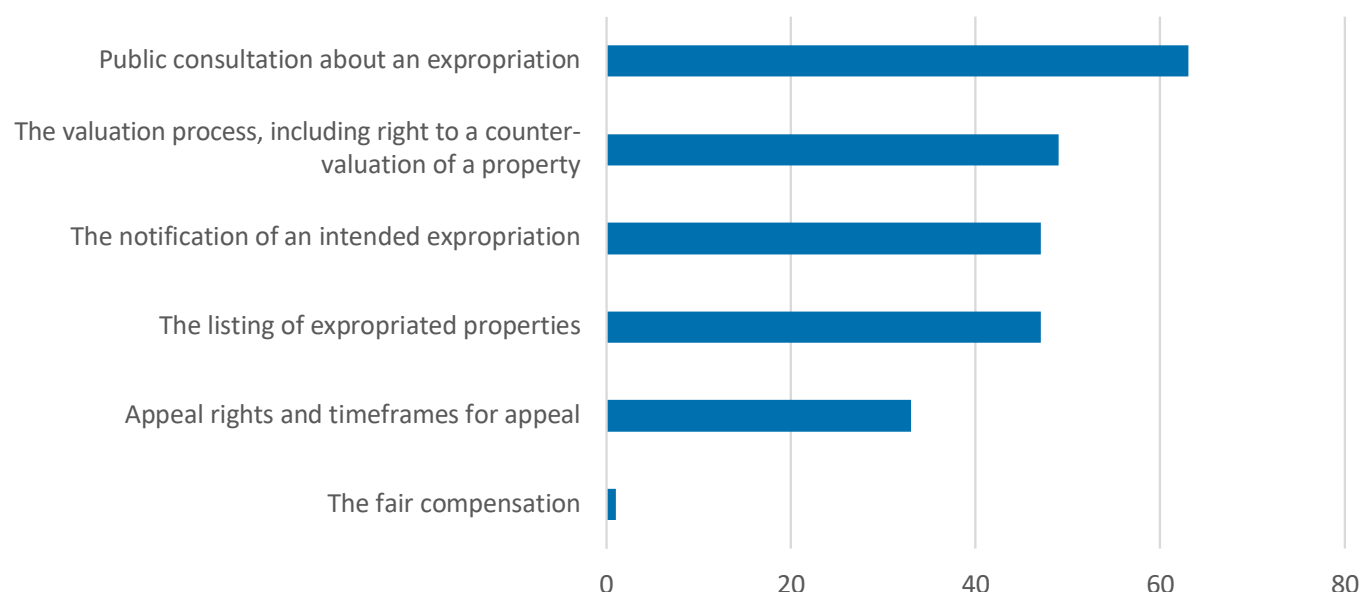
Table 5: Counter-valuation process

		Frequency	Percentage
Counter-valued with Independent Private Valuers (IPV)	Yes	11	9.9
	No	100	90.1
Consideration of the counter-valuation	Yes	7	63.6
	No	4	36.4
Reasons for not counter-value	The time provided by law was too short	1	1
	The counter valuation was too expensive	22	22
	You were unaware of the right to obtain a counter-valuation	68	68
	You did not believe that a counter-valuation would change the outcome	9	9

Although a number of complainers was not satisfied with the outcome value of their property, only 9.9% of our sample had the opportunity to pursue a counter-valuation with an independent private valuer (IPV). Mainly because they were unaware of the right to obtain a counter-valuation (68%). Meanwhile, those who pursued a counter-valuation; the report of the IPV was taken into consideration (63.6%) by the developer.

7 Additional information needed

Figure 5: Topic in which additional information is needed (frequency)



During the expropriation process, complainants needed more information on public consultations about an expropriation and on the valuation process, including the right to a counter-valuation of a property.

Table 6: Level of explanations on expropriation process issues

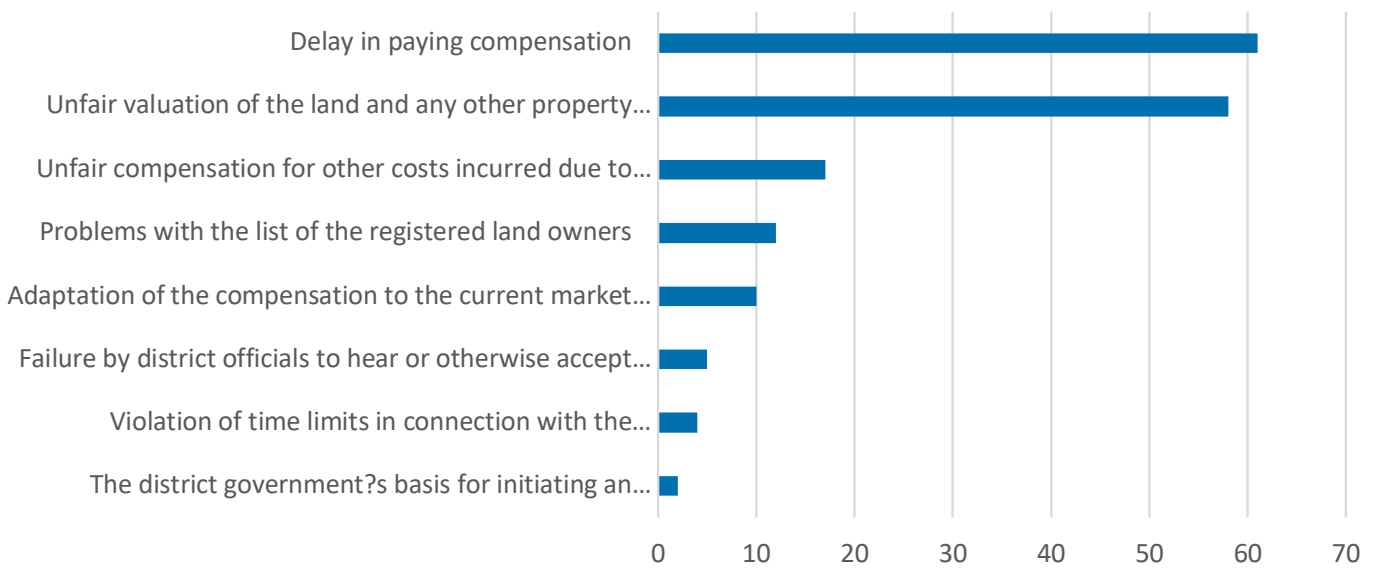
The notification of an intended expropriation		
If explained, How helpful was the explanations	Very helpful	40.00%
	Somewhat helpful	45.00%
	Not very helpful	15.00%
	Not at all helpful	0%
Public consultation about an expropriation		
If explained, How helpful was the explanations	Very helpful	35.30%
	Somewhat helpful	41.20%
	Not very helpful	23.50%
	Not at all helpful	0%
The listing of expropriated properties		
If explained, How helpful was the explanations	Very helpful	38.50%
	Somewhat helpful	53.80%
	Not very helpful	7.70%
	Not at all helpful	0%
Valuation process, including right to a counter-valuation of a property		
If explained, How helpful was the explanations	Very helpful	36.40%
	Somewhat helpful	54.50%
	Not very helpful	0%
	Not at all helpful	9.10%

Appeal rights and timeframes for appeal		
If explained, How helpful was the explanations	Very helpful	35.70%
	Somewhat helpful	57.10%
	Not very helpful	0%
	Not at all helpful	7.10%

When provided, district government’s explanations on issues related to expropriation process were in general helpful to citizen.

8 Dispute reason

Figure 6: Frequency of land expropriation-dispute reason

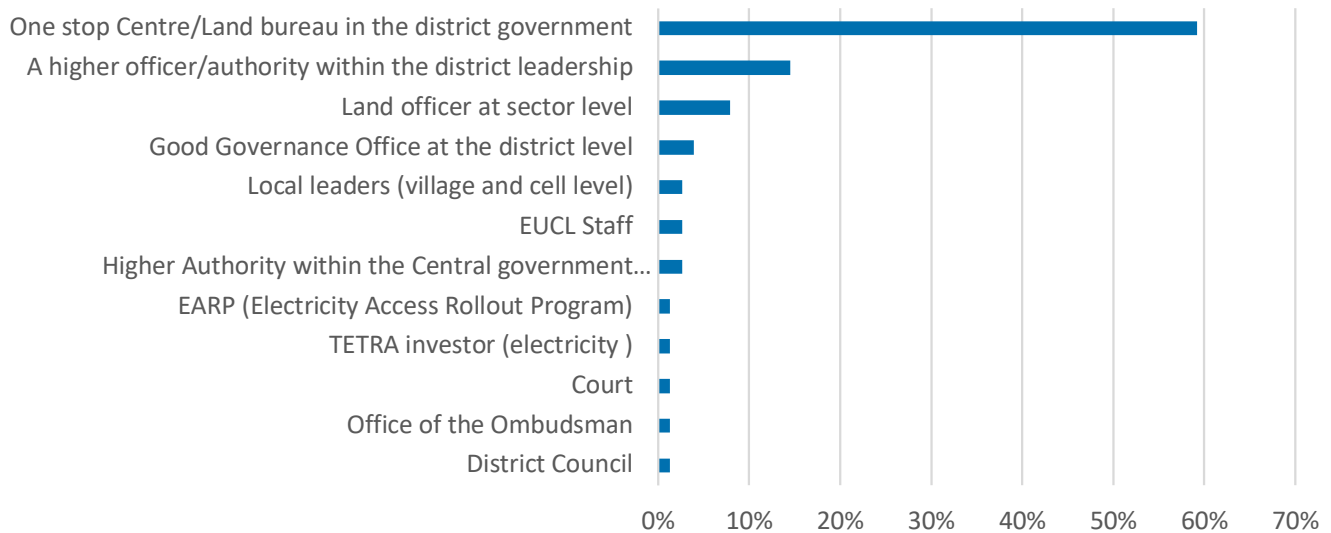


Regarding the dispute in which they were involved in, most disputes were related to delays in paying the compensation (61%) and complaints about unfair valuation (60%). The least frequent being about the district government’s basis for initiating an expropriation. Thus, the issue seems to be much more about the fairness of the process, not expropriation as such.

9 First Appeal

9.1 Institution appealed to for the first appeal

Figure 7: Distribution of institution appealed to for the first time (in percentage)



For their first appeal, complainers involved in the expropriation disputes appealed to a district one stop center (59%).

9.2 Reasons not to appeal

Individuals who did not pursue their complaint affirmed that it was mainly because they did not have sufficient information about how to appeal the earlier determination (37.9%)—which shows the need for information. And fully 20.7% did not know that a complaint was available to them.

Figure 8: Main reasons for not complaining (in percentage)

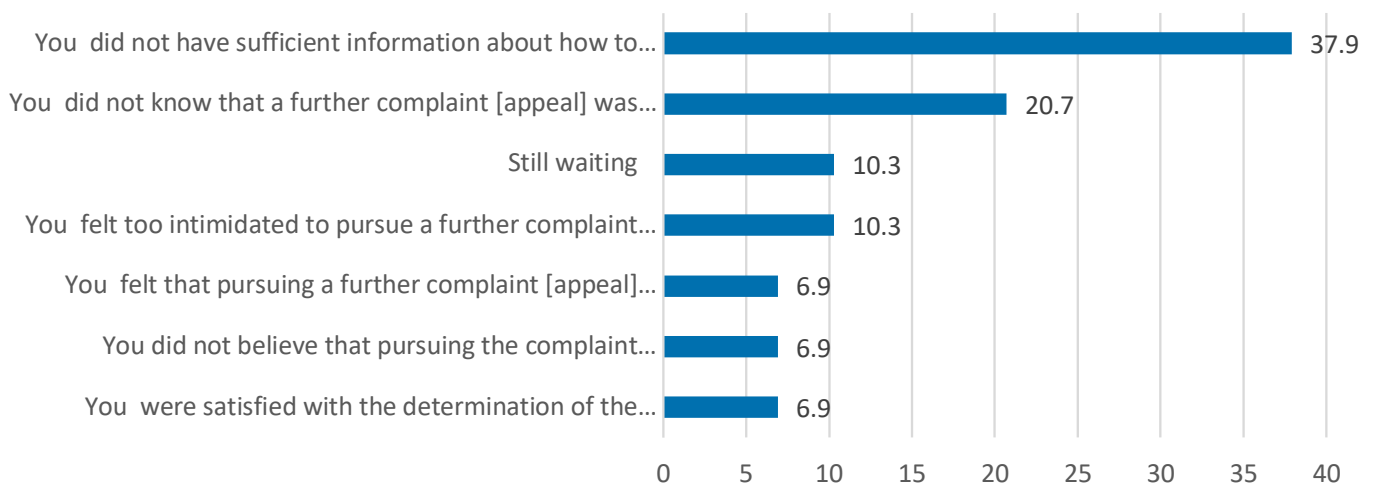


Table 7: Main reasons for not complaining per district

	Total	District A	District B	District C	District D
You were satisfied with the determination of the earlier institution	6.90%	10.00%	0.00%	11.10%	0.00%
You did not believe that pursuing the complaint [appeal] further would change the outcome of the earlier determination	6.90%	10.00%	0.00%	11.10%	0.00%
You did not have sufficient information about how to appeal the earlier determination	37.90%	20.00%	71.40%	44.40%	0.00%
You did not know that a further complaint [appeal] was available as an option	20.70%	20.00%	14.30%	11.10%	66.70%
You felt that pursuing a further complaint [appeal] would be too time-consuming	6.90%	10.00%	0.00%	11.10%	0.00%
You felt too intimidated to pursue a further complaint [appeal]	10.30%	10.00%	14.30%	0.00%	33.30%
Still waiting	20%	20.00%	0.00%	11.10%	0.00%

9.3 Institution appealed to per respondent's characteristics

Table 8: Selected Institution for the first appeal per respondent's characteristic

	All categories (Count)	One stop Center/Land bureau in the district government	Good Governance Office at the district level	A higher officer/authority in the district leadership	District Council	Higher Authority within the Central government	Office of the Ombudsman	Court	Didn't pursue a complaint [appeal]	Mayor of the district	Land officer at sector level	EUCL Staff	Local leaders (village and cell level)	TETRA investor (electricity)	EARP (Electricity Access Rollout Program)
Gender	Male	34.90%	4.80%	7.90%	1.60%	1.60%		1.60%	28.60%	7.90%	7.90%	1.60%			1.60%
	Female	48.90%		2.10%		2.10%	2.10%		34.00%		2.10%	2.10%	4.30%	2.10%	
Age	16-25 Years	50.00%			50.00%										
	26-35 years	25.00%				8.30%			25.00%	8.30%	8.30%	8.30%		8.30%	8.30%
	36-45 years	43.80%	6.20%					3.10%	28.10%	6.20%	6.20%	3.10%	3.10%		
	46-55 years	54.50%		9.10%					27.30%	4.50%	4.50%				
	More than 55 years	35.70%	2.40%	9.50%		2.40%	2.40%		38.10%	2.40%	4.80%		2.40%		
District	District A	37.00%		3.70%		3.70%	3.70%		40.70%	7.40%			3.70%		
	District B	55.20%		6.90%					27.60%			6.90%			3.40%
	District C	36.70%							40.00%		16.70%		3.30%	3.30%	
	District D	33.30%	12.50%	12.50%	4.20%	4.20%		4.20%	12.50%	12.50%	4.20%				
Highest level of education	None, never been to school	30.80%		3.80%		3.80%	3.80%		46.20%	3.80%	3.80%		3.80%		
	Primary	41.20%	2.00%	3.90%					35.30%	3.90%	7.80%	2.00%	2.00%		2.00%
	Junior Secondary	62.50%	12.50%	6.20%	6.20%				12.50%						

9.4 Reason for choosing the institution and feedback timeline

Table 9.1.: Reasons for choosing an institution and the timeline to receive a feedback for the first appeal

All institutions	One stop Center/ Land bureau in the district government	Good Governance Office at the district level	A higher officer/ authority within the district leadership	District Council	Higher Authority within the Central government	Office of the Ombudsman	Court	Mayor of the district	Land officer at sector level	EUCL Staff	Local leaders (village and cell level)	TETRA investor (electricity)	EARP (Electricity Access Rollout Program)
5	3	0	0	0	0	0	1	0	1	0	0	0	0
6.60%	6.70%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	16.70%	0.00%	0.00%	0.00%	0.00%
17	15	0	0	1	0	0	0	1	0	0	0	0	0
22.40%	33.30%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	20.00%	0.00%	0.00%	0.00%	0.00%	0.00%
48	26	2	6	0	2	1	0	4	4	2	1	0	0
63.20%	57.80%	66.70%	100.00%	0.00%	100.00%	100.00%	0.00%	80.00%	66.70%	100.00%	50.00%	0.00%	0.00%
4	1	1	0	0	0	0	0	0	0	0	1	1	0
5.30%	2.20%	33.30%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	50.00%	100.00%	0.00%
1	0	0	0	0	0	0	0	0	0	0	0	0	1
1.30%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%
1	0	0	0	0	0	0	0	0	1	0	0	0	0
1.30%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	16.70%	0.00%	0.00%	0.00%	0.00%



Time to receive feed-back	Less than 2 weeks	8	3	0	0	0	0	0	0	0	1	1	1	1	1	0	0
		10.30%	6.70%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	20.00%	16.70%	50.00%	50.00%	100.00%	0.00%	0.00%
	Less than 1 month	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		2.60%	4.40%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	1-3 Months	13	5	1	4	1	1	0	0	0	0	0	0	1	0	0	0
		16.70%	11.10%	33.30%	66.70%	100.00%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%
	4-6 Months	7	6	1	0	0	0	0	0	0	0	0	0	0	0	0	0
		9.00%	13.30%	33.30%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	6-12 Months	3	1	0	0	0	0	0	0	0	1	0	0	0	0	1	1
		3.80%	2.20%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	20.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%
	More than 12 months	7	2	0	0	0	0	0	0	1	1	2	1	0	0	0	0
		9.00%	4.40%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	20.00%	33.30%	50.00%	0.00%	0.00%	0.00%	0.00%
	Never received a response	38	26	1	2	0	1	1	0	0	2	3	0	0	0	0	0
		48.70%	57.80%	33.30%	33.30%	0.00%	50.00%	100.00%	0.00%	0.00%	40.00%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%

In general, complainants choose the institution they appealed to for the first time because they felt the institution would handle their dispute efficiently. They said to have mostly never received a response at the time of the interview (49.4%) and when they did receive a response it took less than 3 months (29.1%). Although for the one-stop shops, having a fair number of complaints take up to 3 months seems slower than it should be.

Table 9.2.: Reasons for choosing an institution and the timeline to receive a feedback for the first appeal per district

		All districts	District A	District B	District C	District C	
Reason for choosing this institution	You understood this to be required by law	5 6.60%	0 0.00%	1 4.80%	2 11.10%	2 9.50%	
	You felt this institution/unit had the necessary expertise	17 22.40%	4 25.00%	2 9.50%	9 50.00%	2 9.50%	
	You felt this institution/unit would handle your dispute efficiently	48 63.20%	12 75.00%	17 81.00%	4 22.20%	15 71.40%	
	It is convenient to where you live	4 5.30%	0 0.00%	0 0.00%	2 11.10%	2 9.50%	
	You know people at this institution/unit who could help you	1 1.30%	0 0.00%	1 4.80%	0 0.00%	0 0.00%	
	I was asked to go there	1 1.30%	0 0.00%	0 0.00%	1 5.60%	0 0.00%	
	Time to receive feedback	Less than 2 weeks	8 10.10%	1 5.60%	3 14.30%	3 16.70%	1 4.50%
		Less than 1 month	2 2.50%	0 0.00%	1 4.80%	1 5.60%	0 0.00%
		1-3 Months	13 16.50%	3 16.70%	4 19.00%	0 0.00%	6 27.30%
		4-6 Months	7 8.90%	0 0.00%	2 9.50%	0 0.00%	5 22.70%
6-12 Months		3 3.80%	0 0.00%	1 4.80%	0 0.00%	2 9.10%	
More than 12 months		7 8.90%	3 16.70%	1 4.80%	1 5.60%	2 9.10%	
Never received a response		39 49.40%	11 61.10%	9 42.90%	13 72.20%	6 27.30%	

9.5 Interaction experience with the institution

Table 10.1.: Quality of the interaction by institution the first appeal (In percentage)

	All institutions	One stop Center/ Land bureau in the district government	Good Governance Office at the district level	A higher officer/ authority within the district leadership	District Council	Higher Authority within the Central government	Office of the Ombudsman	Court	Mayor of the district	Land officer at sector level	EUCL Staff	Local leaders (village and cell level)	TETRA investor (electricity)	EARP (Electricity Access Rollout Program)	
The information provided was	Very helpful in providing the information	14 18.40%	0 0.00%	1 16.70%	0 0.00%	0 0.00%	1 100.00%	0 0.00%	3 60.00%	2 33.30%	0 0.00%	1 50.00%	0 0.00%	0 0.00%	
	Helpful in providing the information	14 18.40%	1 33.30%	1 16.70%	1 100.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	2 100.00%	0 0.00%	0 0.00%	0 0.00%	
	Unhelpful in providing the information	14 18.40%	1 33.30%	1 16.70%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	2 33.30%	0 0.00%	0 0.00%	1 100.00%	0 0.00%	
	Very unhelpful in providing the information	32 42.10%	1 42.20%	3 50.00%	0 0.00%	2 100.00%	0 0.00%	0 0.00%	1 100.00%	2 40.00%	0 0.00%	0 0.00%	1 50.00%	0 0.00%	1 100.00%
	Not applicable	2 2.60%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
How courteous was the institution	Very courteous	10 13.20%	0 0.00%	2 33.30%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	1 20.00%	1 16.70%	0 0.00%	1 50.00%	1 100.00%	1 100.00%	
	Courteous	40 52.60%	1 55.60%	2 33.30%	1 100.00%	0 0.00%	1 100.00%	1 100.00%	4 80.00%	3 50.00%	2 100.00%	0 0.00%	0 0.00%	0 0.00%	
	Discourteous	19 25.00%	2 24.40%	1 66.70%	0 0.00%	2 100.00%	0 0.00%	0 0.00%	0 0.00%	2 33.30%	0 0.00%	1 50.00%	0 0.00%	0 0.00%	
	Very discourteous	7 9.20%	0 13.30%	0 0.00%	1 16.70%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	

Listening		Rating													
		19	4	1	3	0	0	0	1	1	2	4	0	1	1
Very attentive when listening to your explanation of the case	25.00%	8.90%	33.30%	50.00%	0.00%	0.00%	100.00%	100.00%	100.00%	40.00%	66.70%	0.00%	50.00%	100.00%	100.00%
	29	23	0	1	1	0	0	0	2	2	0	2	0	0	0
Generally attentive in listening to your explanation of the case	38.20%	51.10%	0.00%	16.70%	100.00%	0.00%	0.00%	0.00%	40.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%
	13	7	2	1	0	2	0	0	1	0	0	0	0	0	0
Generally inattentive in listening to your explanation of the case	17.10%	15.60%	66.70%	16.70%	0.00%	100.00%	0.00%	0.00%	20.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	15	11	0	1	0	0	0	0	0	2	2	0	1	0	0
Very inattentive in listening to your explanation of the case	19.70%	24.40%	0.00%	16.70%	0.00%	0.00%	0.00%	0.00%	0.00%	33.30%	0.00%	50.00%	0.00%	0.00%	0.00%

Overall, during their interaction with complainers; institutions provide unhelpful information (60.5%), however were courteous (65.8%) and attentive when listening to complainer's explanation of their cases (63.2%).

Table 10.2.: Quality of the interaction by institution the first appeal per district

	All districts	District A	District B	District C	District D
The information provided was	Very helpful in providing the information	14	2	1	5
		18.20%	9.50%	5.60%	22.70%
Helpful in providing the information		14	4	5	4
		18.20%	19.00%	27.80%	18.20%
Unhelpful in providing the information		14	3	5	4
		18.20%	14.30%	27.80%	18.20%
Very unhelpful in providing the information		32	11	7	8
		41.60%	52.40%	38.90%	36.40%
Not applicable		3	1	0	1
		3.90%	4.80%	0.00%	4.50%

How courteous was the institution	Very courteous	10	2	4	2	2	13.00%	12.50%	19.00%	11.10%	9.10%	
	Courteous	40	9	7	11	13	51.90%	56.20%	33.30%	61.10%	59.10%	
	Discourteous	19	3	5	5	6	24.70%	18.80%	23.80%	27.80%	27.30%	
	Very discourteous	7	2	5	0	0	9.10%	12.50%	23.80%	0.00%	0.00%	
	Not applicable	1	0	0	0	1	1.30%	0.00%	0.00%	0.00%	4.50%	
	Listening	Very attentive when listening to your explanation of the case	19	5	4	4	6	24.70%	31.20%	19.00%	22.20%	27.30%
		Generally attentive in listening to your explanation of the case	29	7	5	9	8	37.70%	43.80%	23.80%	50.00%	36.40%
		Generally inattentive in listening to your explanation of the case	13	2	4	1	6	16.90%	12.50%	19.00%	5.60%	27.30%
		Very inattentive in listening to your explanation of the case	15	2	8	4	1	19.50%	12.50%	38.10%	22.20%	4.50%
		Not applicable	1	0	0	0	1	1.30%	0.00%	0.00%	0.00%	4.50%



Table 10.3.: Quality of support provided by institution the first appeal (In percentage)

	All institutions	One stop Center/Land bureau in the district government	Good Governance Office at the district level	A higher officer/ authority within the district leadership	District Council	Higher Authority within the Central government	Office of the Ombudsman	Court	Mayor of the district	Land officer at sector level	EUCL Staff	Local leaders (village and cell level)	TETRA investor (electricity)	EARP (Electricity Access Rollout Program)
Information was provided verbally or in writing about how the complaint process operated.	Yes	37	16	1	4	1	2	1	4	4	1	1	1	0
		48.70%	35.60%	33.30%	66.70%	100.00%	100.00%	100.00%	80.00%	66.70%	50.00%	50.00%	100.00%	0.00%
	No	39	29	2	2	0	0	0	1	2	1	1	0	1
You were given an opportunity to make your views known and to offer any evidence supporting my case verbally or in writing	Yes	29	12	1	3	1	0	1	3	3	1	2	1	0
		38.20%	26.70%	33.30%	50.00%	100.00%	0.00%	100.00%	60.00%	50.00%	50.00%	100.00%	100.00%	0.00%
	No	47	33	2	3	0	2	0	2	3	1	0	0	1
At the conclusion of the process, you were provided with a written decision	Yes	16	8	0	1	1	1	0	2	2	0	1	0	0
		21.10%	17.80%	0.00%	16.70%	100.00%	50.00%	0.00%	40.00%	33.30%	0.00%	50.00%	0.00%	0.00%
	No	60	37	3	5	0	1	1	3	4	2	1	1	1
The written decision was accompanied by an explanation with reasons for the decision	Yes	10	5	0	1	0	0	0	2	1	0	1	0	0
		13.20%	11.10%	0.00%	16.70%	0.00%	0.00%	0.00%	40.00%	16.70%	0.00%	50.00%	0.00%	0.00%
	No	66	40	3	5	1	2	1	3	5	2	1	1	1
	86.80%	88.90%	100.00%	83.30%	100.00%	100.00%	100.00%	100.00%	60.00%	83.30%	100.00%	50.00%	100.00%	100.00%



You were provided with information about how and where to further appeal your case if you were dissatisfied with the decision in this institution/unit	Yes	8	3	0	0	1	0	0	0	0	1	0	0	1	0
	No	68	42	3	6	0	2	1	0	1	0	1	2	0	2
		10.50%	6.70%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	16.70%	0.00%	0.00%	100.00%	0.00%
		89.50%	93.30%	100.00%	100.00%	0.00%	100.00%	100.00%	100.00%	83.30%	100.00%	100.00%	100.00%	0.00%	100.00%
You had help from a lawyer in presenting your complaint/appeal to this institution/unit	Yes	9	5	1	1	1	0	0	1	0	0	0	0	0	0
	No	67	40	2	5	0	2	1	0	6	2	2	2	1	1
		11.80%	11.10%	33.30%	16.70%	100.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
		88.20%	88.90%	66.70%	83.30%	0.00%	100.00%	100.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

When interacting with institutions they appealed to, complainants were not provided with a verbal or written information about how the complaint/appeal process operated (51.3 %), did not have an opportunity to make their views known and to offer any evidence supporting their case verbally or in writing (61.80%). At the conclusion of the process, complainants were not provided with a written decision (78.9%), and the decision was not accompanied by an explanation with reasons for the decision (86.8%). When the decision was not satisfying for them, they were not provided with information about how and where to further appeal their cases (89.5 %). Moreover, at this stage of appealing they were not represented by a lawyer (88.2%).

Table 10.4.: Quality of support provided by different institutions for the first appeal per district

		All districts	District A	District B	District C	District D
Information was provided verbally or in writing about how the complaint process operated.	Yes	37	10	6	8	13
		48.10%	62.50%	28.60%	44.40%	59.10%
	No	40	6	15	10	9
		51.90%	37.50%	71.40%	55.60%	40.90%
You were given an opportunity to make your views known and to offer any evidence supporting my case verbally or in writing	Yes	29	5	5	9	10
		37.70%	31.20%	23.80%	50.00%	45.50%
	No	48	11	16	9	12
		62.30%	68.80%	76.20%	50.00%	54.50%
At the conclusion of the process, you were provided with a written decision	Yes	16	4	3	1	8
		20.80%	25.00%	14.30%	5.60%	36.40%
	No	61	12	18	17	14
		79.20%	75.00%	85.70%	94.40%	63.60%
The written decision was accompanied by an explanation with reasons for the decision	Yes	10	3	2	0	5
		13.00%	18.80%	9.50%	0.00%	22.70%
	No	67	13	19	18	17
		87.00%	81.20%	90.50%	100.00%	77.30%
You were provided with information about how and where to further appeal your case if you were dissatisfied with the decision in this institution/unit	Yes	8	1	0	3	4
		10.40%	6.20%	0.00%	16.70%	18.20%
	No	69	15	21	15	18
		89.60%	93.80%	100.00%	83.30%	81.80%
You had help from a lawyer in presenting your complaint/appeal to this institution/unit	Yes	9	2	3	0	4
		11.70%	12.50%	14.30%	0.00%	18.20%
	No	68	14	18	18	18
		88.30%	87.50%	85.70%	100.00%	81.80%

Table 10.5.: Quality of support provided during the first appeal if the complainer had a lawyer

		Total	Had help from a lawyer	Did not had help from a lawyer
The information provided was	Very helpful in providing the information	14	1	13
		18.20%	11.10%	19.10%
	Helpful in providing the information	14	1	13
		18.20%	11.10%	19.10%
	Unhelpful in providing the information	14	2	12
		18.20%	22.20%	17.60%
	Very unhelpful in providing the information	32	5	27
		41.60%	55.60%	39.70%
	Not applicable	3	0	3
		3.90%	0.00%	4.40%

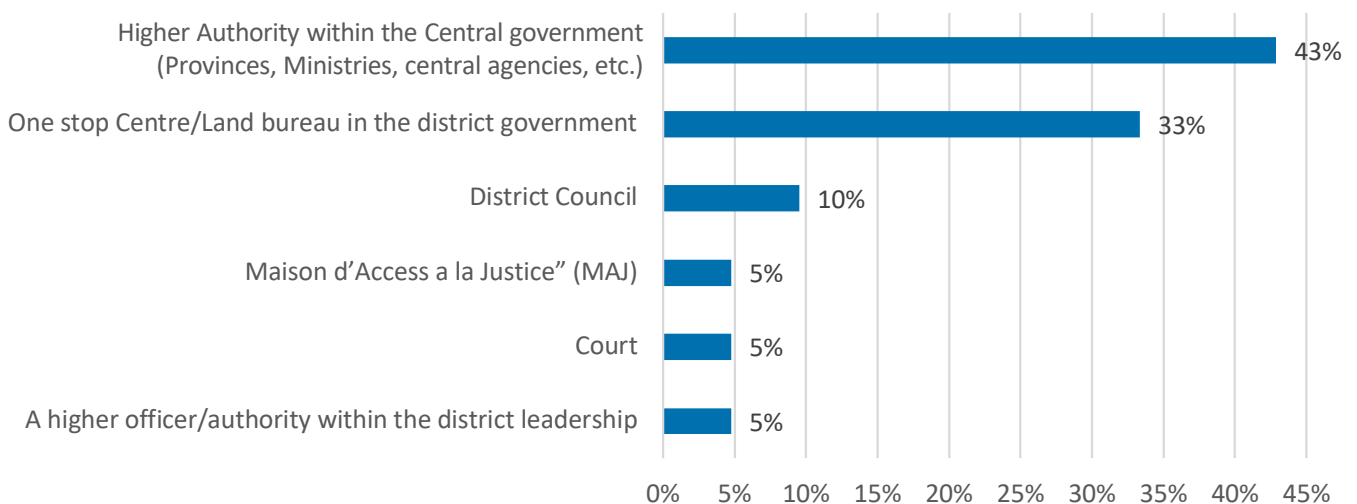
How courteous was the institution	Very courteous	10	1	9
		13.00%	11.10%	13.20%
	Courteous	40	3	37
		51.90%	33.30%	54.40%
	Discourteous	19	3	16
		24.70%	33.30%	23.50%
Very discourteous	7	2	5	
	9.10%	22.20%	7.40%	
Not applicable	1	0	1	
	1.30%	0.00%	1.50%	
Listening	Very attentive when listening to your explanation of the case	19	2	17
		24.70%	22.20%	25.00%
	Generally attentive in listening to your explanation of the case	29	2	27
		37.70%	22.20%	39.70%
	Generally inattentive in listening to your explanation of the case	13	4	9
		16.90%	44.40%	13.20%
Very inattentive in listening to your explanation of the case	15	1	14	
	19.50%	11.10%	20.60%	
Not applicable	1	0	1	
	1.30%	0.00%	1.50%	

From the table above, we can see for the first appeal that the presence a lawyer did not change the way complainers were received by institutions.

10 Second appeal

10.1 Institution appealed to for the second appeal

Figure 9: Distribution of institution appealed to for the Second appeal (in percentage)





For their second appeal, complainers mainly appealed at a higher authority within the central government (43%) and at a one stop center (33%).

Table 11: Matrix of the institution chosen for the second and first appeal

	Second appeal							Total
	Count One stop Center/ Land bureau in the district government	A higher officer/ the district leadership	District Council	Higher Authority within the Central government	Court	Didn't pursue a complaint/ appeal	Maison d'Access a la Justice' (MAJ)	
One stop Center/Land bureau in the district government	4	0	0	6	1	34	0	45
Good Governance Office at the district level	0	0	0	1	0	1	0	2
A higher officer/authority within the district leadership	0	1	0	2	0	3	0	6
District Council	0	0	1	0	0	0	0	1
Higher Authority within the Central government	0	0	0	0	0	2	0	2
Office of the Ombudsman	0	0	0	0	0	1	0	1
Court	1	0	0	0	0	0	0	1
Mayor of the district	0	0	0	0	0	4	1	5
Land officer at sector level	2	0	0	0	0	4	0	6
EUCL Staff	0	0	1	0	0	1	0	2
Local leaders (village and cell level)	0	0	0	0	0	2	0	2
TETRA investor (electricity)	0	0	0	0	0	1	0	1
EARP (Electricity Access Rollout Program)	0	0	0	0	0	1	0	1
Total	7	1	2	9	1	54	1	75



From those who pursued their complaint for the second appeal, 4 individuals returned to the one stop center while only one individual returned to a higher authority within the district leadership.

10.2 Institution appealed to for the second appeal per respondent's characteristics

Table 12: Selected Institution for the second appeal per characteristic

	All categories	One stop Center/ Land bureau in the district government	A higher officer/ authority within the district leadership	District Council	Higher Authority within the Central government	Court	Didn't pursue a complaint [appeal]	Maison d'Acces a la Justice' (MAJ)
Gender	Male	64	6.80%	2.30%	11.40%	2.30%	72.70%	2.30%
	Female	47	12.90%	3.20%	12.90%		71.00%	
Age	16-25 Years	2		50.00%			50.00%	
	26-35 years	12	11.10%	11.10%	11.10%		66.70%	
	36-45 years	33	13.60%		9.10%	4.50%	72.70%	
	46-55 years	22	6.20%		25.00%		62.50%	6.20%
	More than 55 years	42	7.70%		7.70%		80.80%	
Highest level of education	None, never been to school	26	7.10%		7.10%		85.70%	
	Primary	51	6.20%		15.60%	3.10%	75.00%	
	Junior Secondary	17	7.10%	7.10%	14.30%		71.40%	
	Advanced Secondary	10		11.10%	11.10%		66.70%	
	Vocational	1	100.00%					
	University	6	40.00%				40.00%	20.00%

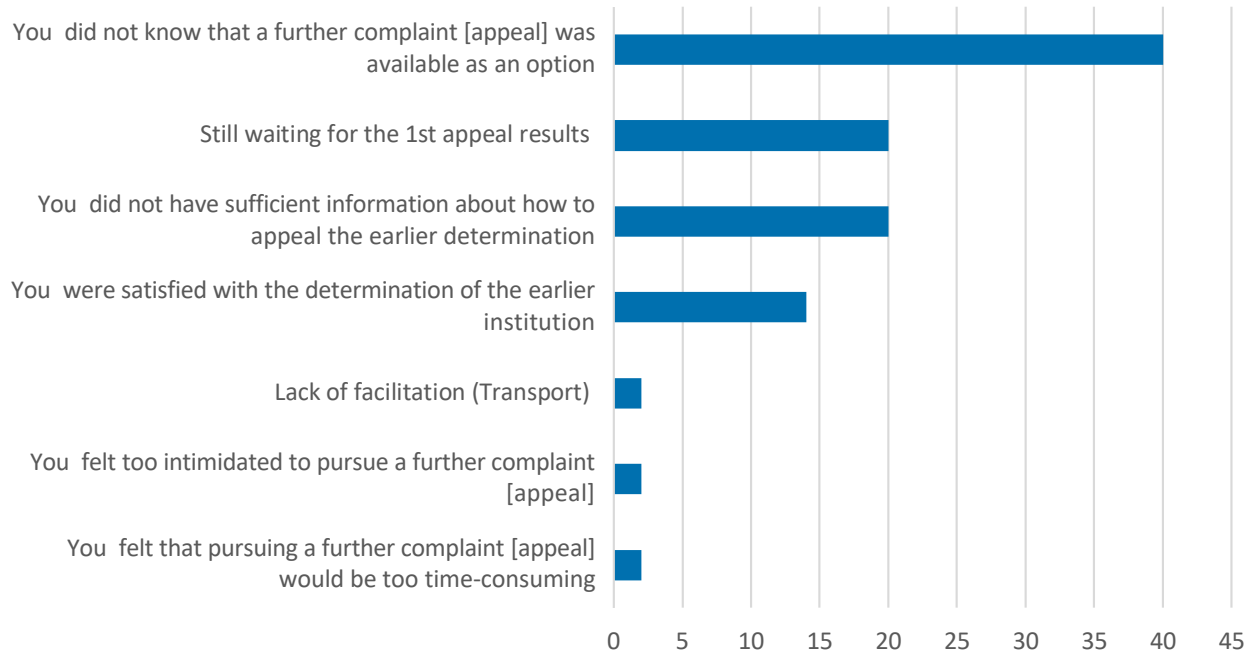


Main Occupation	None	6												
	Farmer (Agriculture and Livestock)	79	12.00%				4.00%	8.00%		2.00%		100.00%		
	Self Employed	6										100.00%		
	Trader	10						14.30%				85.70%		
	Civil Servant	4	33.30%			33.30%								33.30%
	Employee of an NGO	1						100.00%						
	Retired	2						50.00%				50.00%		
	driver	2						100.00%						
	Constructor	1										100.00%		
Ubudehe category	Category 1	15	10.00%			10.00%	10.00%	10.00%				60.00%		
	Category 2	49	10.00%					13.30%		3.30%		73.30%		
	Category 3	46	8.80%				2.90%	11.80%				73.50%		2.90%
	Do not know	1										100.00%		

10.3 Reasons not to appeal for the second appeal

Among the individuals who complained for the first time, 72% did not pursue their complaints further. Mainly because they were not aware that a further complaint was an option. Another compelling argument for a need of more information being provided by the government or NGOs to citizens.

Figure 10: Reasons for not complaining (Frequency)



10.4 Reason for choosing the institution and feedback timeline

For their second appeal complainers' choice in terms of institution was driven by expertise of the institution (19%). Moreover, after their appeal they would receive a feedback from the institution in less than 6 months (60.8%).

Table 13.1.: Reasons for choosing an institution and the timeline to receive a feedback for the second appeal

	Total	One stop Centre/ Land bureau in the district	A higher officer/ authority within the district	District Council	Higher Authority within the Central government	Court	Maison d'Access a la Justice" (MAJ)
Reason for choosing this institution	2	1	0	0	1	0	0
	9.50%	14.30%	0.00%	0.00%	11.10%	0.00%	0.00%
	4	1	0	0	2	1	0
	19.00%	14.30%	0.00%	0.00%	22.20%	100.00%	0.00%
	14	5	1	2	6	0	0
	66.70%	71.40%	100.00%	100.00%	66.70%	0.00%	0.00%
	1	0	0	0	0	0	1
4.80%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	
Time to receive feedback	5	2	0	1	2	0	0
	23.80%	28.60%	0.00%	50.00%	22.20%	0.00%	0.00%
	6	1	1	1	3	0	0
	28.60%	14.30%	100.00%	50.00%	33.30%	0.00%	0.00%
	3	2	0	0	1	0	0
	14.30%	28.60%	0.00%	0.00%	11.10%	0.00%	0.00%
	2	0	0	0	2	0	0
	9.50%	0.00%	0.00%	0.00%	22.20%	0.00%	0.00%
	2	2	0	0	0	0	0
	9.50%	28.60%	0.00%	0.00%	0.00%	0.00%	0.00%
3	0	0	0	1	1	1	
14.30%	0.00%	0.00%	0.00%	11.10%	100.00%	100.00%	



Table 13.2: Reasons for choosing an institution and the timeline to receive a feedback for the second appeal per district

	Total	District A	District B	District C	District D	
Reason for choosing this institution	You understood this to be required by law	2 9.50%	0 0.00%	1 14.30%	0 0.00%	1 10.00%
	You felt this institution/unit had the necessary expertise	4 19.00%	0 0.00%	2 28.60%	0 0.00%	2 20.00%
	You felt this institution/unit would handle your dispute efficiently	14 66.70%	2 100.00%	4 57.10%	2 100.00%	6 60.00%
	You know people at this institution/unit who could help you	1 4.80%	0 0.00%	0 0.00%	0 0.00%	1 10.00%
Time to receive feedback	Less than 2 weeks	5 21.70%	1 50.00%	3 42.90%	0 0.00%	1 8.30%
	1-3 Months	6 26.10%	0 0.00%	2 28.60%	0 0.00%	4 33.30%
	4-6 Months	3 13.00%	0 0.00%	1 14.30%	1 50.00%	1 8.30%
	6-12 Months	2 8.70%	1 50.00%	1 14.30%	0 0.00%	0 0.00%
	More than 12 months	2 8.70%	0 0.00%	0 0.00%	1 50.00%	1 8.30%
	Never received a re-sponse	5 21.70%	0 0.00%	0 0.00%	0 0.00%	5 41.70%

10.5 Interaction experience with the institution

Table 14.1.: Quality of the interaction by institution for the second appeal

	All institutions	One stop Center/ Land bureau in the district government	A higher officer/ authority within the district leadership	District Council	Higher Authority within the Central government	Court	Maison d'Access a la Justice" (MAJ)	
The information provided was	5	3	0	0	2	0	0	
	23.80%	42.90%	0.00%	0.00%	22.20%	0.00%	0.00%	
	6	3	0	2	1	0	0	
	28.60%	42.90%	0.00%	100.00%	11.10%	0.00%	0.00%	
	2	0	1	0	1	0	0	
	9.50%	0.00%	100.00%	0.00%	11.10%	0.00%	0.00%	
	8	1	0	0	5	1	1	
	38.10%	14.30%	0.00%	0.00%	55.60%	100.00%	100.00%	
	3	1	0	0	2	0	0	
	14.30%	14.30%	0.00%	0.00%	22.20%	0.00%	0.00%	
How courteous was the institution	12	6	0	2	2	1	1	
	57.10%	85.70%	0.00%	100.00%	22.20%	100.00%	100.00%	
	6	0	1	0	5	0	0	
	28.60%	0.00%	100.00%	0.00%	55.60%	0.00%	0.00%	
	7	2	0	1	3	0	1	
	33.30%	28.60%	0.00%	50.00%	33.30%	0.00%	100.00%	
	Listening	8	5	0	1	1	1	0
		38.10%	71.40%	0.00%	50.00%	11.10%	100.00%	0.00%
		5	0	1	0	4	0	0
		23.80%	0.00%	100.00%	0.00%	44.40%	0.00%	0.00%
1		0	0	0	1	0	0	
4.80%		0.00%	0.00%	0.00%	11.10%	0.00%	0.00%	

For the second appeal, complainants felt that institutions they appealed to, provided them with helpful information related to their case (52.4%), were courteous (71.4%) and attentive in listening to their explanation of the case (71.4%). In general, the land office helpfulness is fairly high, while the higher authority within the central government is quite low. This also replicated in part in the courtesy and listening questions.

Table 14.2.: Quality of the interaction by different institutions for the second appeal per district

	All districts	District A	District B	District C	
The information provided was	Very helpful in providing the information	5	0	1	3
		21.70%	0.00%	14.30%	50.00%
	Helpful in providing the information	6	1	2	3
		26.10%	50.00%	28.60%	0.00%
	Unhelpful in providing the information	2	0	1	0
		8.70%	0.00%	14.30%	0.00%
	Very unhelpful in providing the information	8	1	3	1
		34.80%	50.00%	42.90%	50.00%
	Not applicable	2	0	0	0
		8.70%	0.00%	0.00%	0.00%
How courteous was the institution	Very courteous	3	0	2	0
		13.00%	0.00%	28.60%	0.00%
	Courteous	12	1	2	2
		52.20%	50.00%	28.60%	100.00%
	Discourteous	6	1	3	0
		26.10%	50.00%	42.90%	0.00%
Listening	Not applicable	2	0	0	0
		8.70%	0.00%	0.00%	0.00%
	Very attentive when listening to your explanation of the case	7	0	2	0
		30.40%	0.00%	28.60%	0.00%
	Generally attentive in listening to your explanation of the case	8	1	2	2
		34.80%	50.00%	28.60%	100.00%
	Generally inattentive in listening to your explanation of the case	5	0	3	0
		21.70%	0.00%	42.90%	0.00%

Very inattentive in listening to your explanation of the case	1	1	0	0	0
	4.30%	50.00%	0.00%	0.00%	0.00%
Not applicable	2	0	0	0	2
	8.70%	0.00%	0.00%	0.00%	16.70%

Table 14.3.: Quality of support provided by institution for the second appeal

	All institutions	One stop Center/Land bureau in the district government	A higher officer/ authority within the district leadership	District Council	Higher Authority within the Central government	Court	Maison d'Access a la Justice" (MAJ)
Information was provided verbally or in writing about how the complaint process operated.	Yes	6	0	1	2	1	1
	No	85.70%	0.00%	50.00%	22.20%	100.00%	100.00%
You were given an opportunity to make your views known and to offer any evidence supporting my case verbally or in writing	Yes	1	1	1	7	0	0
	No	14.30%	100.00%	50.00%	77.80%	0.00%	0.00%
At the conclusion of the process, you were provided with a written decision	Yes	5	0	1	4	1	1
	No	71.40%	0.00%	50.00%	44.40%	100.00%	100.00%
The written decision was accompanied by an explanation with reasons for the decision	Yes	2	1	1	5	0	0
	No	28.60%	100.00%	50.00%	55.60%	0.00%	0.00%
You were provided with information about how and where to further appeal your case if you were dissatisfied with the decision in this institution/ unit	Yes	5	0	0	1	0	0
	No	28.60%	0.00%	0.00%	11.10%	0.00%	0.00%
The written decision was accompanied by an explanation with reasons for the decision	Yes	2	1	2	8	1	1
	No	71.40%	100.00%	100.00%	88.90%	100.00%	100.00%
You were provided with information about how and where to further appeal your case if you were dissatisfied with the decision in this institution/ unit	Yes	3	0	1	1	0	0
	No	42.90%	0.00%	50.00%	11.10%	0.00%	0.00%
You were provided with information about how and where to further appeal your case if you were dissatisfied with the decision in this institution/ unit	Yes	4	1	1	8	1	1
	No	57.10%	100.00%	50.00%	88.90%	100.00%	100.00%
You were provided with information about how and where to further appeal your case if you were dissatisfied with the decision in this institution/ unit	Yes	1	0	1	1	0	0
	No	14.30%	0.00%	50.00%	11.10%	0.00%	0.00%
You were provided with information about how and where to further appeal your case if you were dissatisfied with the decision in this institution/ unit	Yes	6	1	1	8	1	1
	No	85.70%	100.00%	50.00%	88.90%	100.00%	100.00%



You had help from a lawyer in presenting your complaint/appeal to this institution/unit	Yes		No		0	2	0	0	0
	3	1	0	1					
	14.30%	14.30%	0.00%		0.00%	22.20%		0.00%	0.00%
	18	6	1		2	7		1	1
	85.70%	85.70%	100.00%		100.00%	77.80%		100.00%	100.00%

When interacting with institutions they appealed to, complainers were not provided with a verbal or written information about how the complaint/appeal process operated (52.4 %). They had an opportunity to make their views known and to offer any evidence supporting their case verbally or in writing (57.1%). At the conclusion of the process, complainers were not provided with a written decision (71.4%), and the decision was not accompanied by an explanation with reasons for the decision (76.2%). When the decision was not satisfying for them, they were not provided with information about how and where to further appeal their cases (85.7%). Moreover, at this stage of appealing they were not represented by a lawyer (85.7%).

Table 14.4.: Quality of support provided by different institutions for the second appeal per district

	All district	District A	District B	District C	District D	
Information was provided verbally or in writing about how the complaint process operated.	Yes	11	1	1	1	8
	No	47.80%	50.00%	14.30%	50.00%	66.70%
You were given an opportunity to make your views known and to offer any evidence supporting my case verbally or in writing	Yes	12	1	6	1	4
	No	52.20%	50.00%	85.70%	50.00%	33.30%
At the conclusion of the process, you were provided with a written decision	Yes	12	1	3	1	7
	No	52.20%	50.00%	42.90%	50.00%	58.30%
The written decision was accompanied by an explanation with reasons for the decision	Yes	11	1	4	1	5
	No	47.80%	50.00%	57.10%	50.00%	41.70%
	Yes	6	1	1	0	4
	No	26.10%	50.00%	14.30%	0.00%	33.30%
	Yes	17	1	6	2	8
	No	73.90%	50.00%	85.70%	100.00%	66.70%
	Yes	5	1	1	0	3
	No	21.70%	50.00%	14.30%	0.00%	25.00%
	Yes	18	1	6	2	9
	No	78.30%	50.00%	85.70%	100.00%	75.00%

You were provided with information about how and where to further appeal your case if you were dissatisfied with the decision in this institution/unit	Yes					No				
	3	0	1	2	3	20	2	6	2	10
	13.00%	0.00%	14.30%	0.00%	16.70%	87.00%	100.00%	85.70%	100.00%	83.30%
You had help from a lawyer in presenting your complaint/appeal to this institution/unit	Yes					No				
	3	1	1	0	1	20	1	6	2	11
	13.00%	50.00%	14.30%	0.00%	8.30%	87.00%	50.00%	85.70%	100.00%	91.70%

Table 14.5.: Quality of support provided by different institutions for the second appeal if the complainant had a lawyer

	Had help from a lawyer		Did not have help from a lawyer	
	Total		Total	
The information provided was	5	2	3	
	100.00%	40.00%	60.00%	
	6	0	6	
	100.00%	0.00%	100.00%	
	2	0	2	
Unhelpful in providing the information	100.00%	0.00%	100.00%	
	8	1	7	
Very unhelpful in providing the information	100.00%	12.50%	87.50%	
	2	0	2	
Not applicable	100.00%	0.00%	100.00%	
	3	2	1	
Very courteous	100.00%	66.70%	33.30%	
	12	0	12	
Courteous	100.00%	0.00%	100.00%	
	6	1	5	
Discourteous	100.00%	16.70%	83.30%	
	2	0	2	
Not applicable	100.00%	0.00%	100.00%	

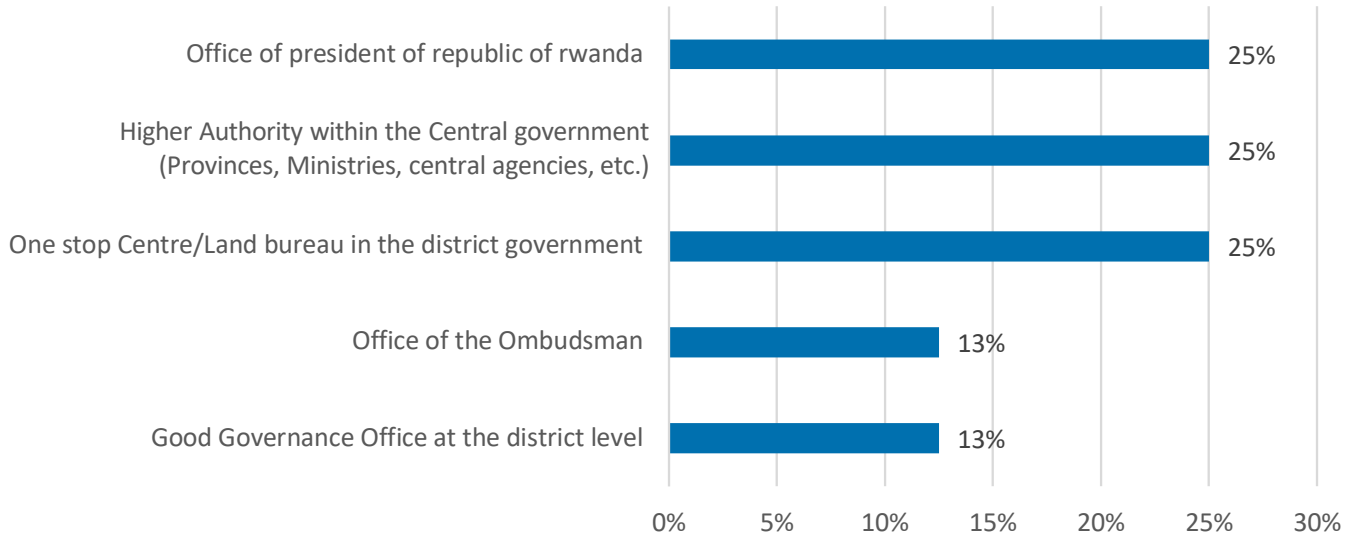


Listening	7	2	5	7	
				100.00%	71.40%
Very attentive when listening to your explanation of the case	8	0	8	100.00%	71.40%
Generally attentive in listening to your explanation of the case	5	0	5	100.00%	100.00%
Generally inattentive in listening to your explanation of the case	1	1	0	100.00%	100.00%
Very inattentive in listening to your explanation of the case	2	0	2	100.00%	0.00%
Not applicable	100.00%	0.00%	100.00%	100.00%	100.00%

11 Third appeal

11.1. Institution appealed to for the third appeal

Figure 11: Distribution of institution appealed to for the third appeal (in percentage)



For their third appeal, complainers in expropriation related dispute appealed equally in the office of the president, to a higher authority within the central government and at a one stop center (25%). The rest appealed in the office of the ombudsman and at the good governance office at district level (both 13%).



11.2. Institution appealed to for the third appeal per respondent's characteristics

Table 15.1.: Selected Institution for the third appeal per respondent's characteristic

	All categories	One stop Center/ Land bureau in the district government	Good Governance Office at the district level	Higher Authority within the Central government	Office of the Ombudsman	Didn't pursue a complaint [appeal]	Office of President of Republic of Rwanda
Gender	Male	8.30%	8.30%	16.70%	8.30%	50.00%	8.30%
	Female	11.10%				77.80%	11.10%
Marital status	Single					100.00%	
	Married	12.50%		6.20%	6.20%	62.50%	12.50%
	Divorced		50.00%	50.00%			
	Widower					100.00%	
Age	16-25 Years		100.00%				
	26-35 years					100.00%	
	36-45 years	33.30%		16.70%		50.00%	
	46-55 years				16.70%	66.70%	16.70%
	More than 55 years			20.00%		60.00%	20.00%
Highest level of education	None, never been to school	50.00%					50.00%
	Primary					87.50%	12.50%
	Junior Secondary		25.00%	25.00%	25.00%	25.00%	
	Advanced Secondary					100.00%	
	Vocational					100.00%	
	University	33.30%		33.30%		33.30%	



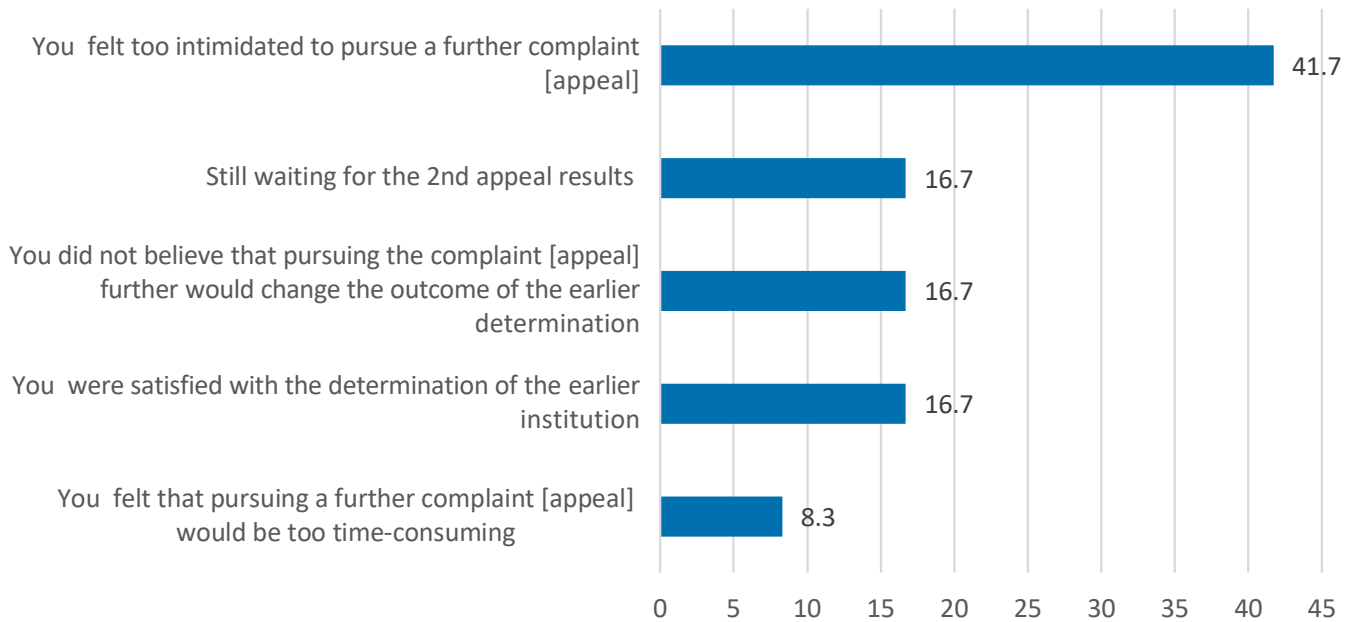
Main Occupation	Farmer (Agriculture and Livestock)	4	15.40%	7.70%			61.50%	15.40%
	Trader	1					100.00%	
	Civil Servant	2		33.30%			66.70%	
	Employee of an NGO	2				100.00%		
	Retired	1		100.00%				
	driver	15					100.00%	
Ubudehe category	Category 1	49	25.00%				75.00%	
	Category 2	46				12.50%	62.50%	25.00%
	Category 3	1	11.10%	11.10%		22.20%	55.60%	

Table 15.2.: Matrix of the institution chosen for the second and third appeal

	Third complaint							Total
	One stop Center/ Land bureau in the district government	Good Governance Office at the district level	Higher Authority within the Central government	Office of the Ombudsman	Didn't pursue a complaint [appeal]	office of president of republic of Rwanda		
One stop Center/Land bureau in the district government	2	0	1	0	4	0	7	
A higher officer/authority within the district leadership	0	0	0	0	1	0	1	
District Council	0	1	0	0	1	0	2	
Higher Authority within the Central government	0	0	1	1	5	2	9	
Court	0	0	0	0	1	0	1	
Maison d'Access a la Justice" (MAJ)	0	0	0	0	1	0	1	
Total	2	1	2	1	13	2	21	

11.3. Reasons not to appeal for the third appeal

Figure 12: Reasons for not complaining (Frequency)



Among those who appealed for the second time 61.9% did not appeal for the third time; mainly because they felt too intimidated to pursue a further complaint (41.7%) and only 16.7% of them were satisfied with the determination of the earlier institution.

11.4. Reason for choosing the institution and feedback timeline for the third appeal

Table 16.1.: Reasons for choosing an institution and the timeline to receive a feedback for the third appeal

	All institutions	One stop Center/ Land bureau in the district government	Good Governance Office at the district level	Higher Authority within the Central government	Office of the Ombudsman	Didn't pursue a complaint [appeal]	office of president of republic of Rwanda
Reason for choosing this institution	1	1	0	0	0	0	0
	11.10%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	2	1	0	0	0	0	1
	22.20%	50.00%	0.00%	0.00%	0.00%	0.00%	50.00%
	5	0	1	1	1	1	1
	55.60%	0.00%	100.00%	50.00%	100.00%	100.00%	50.00%
Time to receive feedback	1	0	0	1	0	0	0
	11.10%	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%
	3	2	0	0	0	0	1
	33.30%	100.00%	0.00%	0.00%	0.00%	0.00%	50.00%
	4	0	1	1	1	0	1
	44.40%	0.00%	100.00%	50.00%	100.00%	0.00%	50.00%
	1	0	0	0	0	1	0
	11.10%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%
	1	0	0	1	0	0	0
	11.10%	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%

The reason behind the choice of complainers to go to a particular institution was because they felt that the chosen institution would handle their dispute efficiently (55.6%).

Table 16.2.: Reasons for choosing an institution and the timeline to receive a feedback for the third appeal per district

	Total	District A	District B	District D
Reason for choosing this institution	1	0	0	1
	11.10%	0.00%	0.00%	25.00%
	2	1	1	0
	22.20%	50.00%	33.30%	0.00%
	5	1	2	2
	55.60%	50.00%	66.70%	50.00%
Time to receive feedback	1	0	0	1
	11.10%	0.00%	0.00%	25.00%
	3	1	1	1
	27.30%	50.00%	33.30%	16.70%
	4	1	1	2
	36.40%	50.00%	33.30%	33.30%
	1	0	1	0
	9.10%	0.00%	33.30%	0.00%
	1	0	0	1
	9.10%	0.00%	0.00%	16.70%
2	0	0	2	
18.20%	0.00%	0.00%	33.30%	

11.5. Interaction experience with the institution

Table 17.1.: Quality of the interaction by institution for the third appeal

	All institutions	One stop Center/ Land bureau in the district government	Good Governance Office at the district level	Higher Authority within the Central government	Office of the	Didn't pursue a complaint [appeal]	office of president of republic of Rwanda
The information provided was	Very helpful in providing the information	4	1	0	0	0	2
	Helpful in providing the information	44.40%	50.00%	100.00%	0.00%	0.00%	100.00%
	Unhelpful in providing the information	3	1	0	1	0	0
	Not applicable	33.30%	50.00%	0.00%	50.00%	0.00%	0.00%
		1	0	0	0	1	0
		11.10%	0.00%	0.00%	0.00%	100.00%	0.00%
How courteous was the institution	Very courteous	1	0	0	1	0	0
	Courteous	11.10%	0.00%	0.00%	50.00%	0.00%	0.00%
	Very discourteous	5	2	0	1	0	2
		55.60%	100.00%	0.00%	50.00%	0.00%	100.00%
		3	0	1	1	0	0
		33.30%	0.00%	100.00%	50.00%	0.00%	0.00%
Listening	Very attentive when listening to your explanation of the case	1	0	0	0	1	0
	Generally attentive in listening to your explanation of the case	11.10%	0.00%	0.00%	0.00%	100.00%	0.00%
	Very attentive when listening to your explanation of the case	5	2	0	1	0	2
	Generally inattentive in listening to your explanation of the case	55.60%	100.00%	0.00%	50.00%	0.00%	100.00%
		3	0	1	1	0	0
		33.30%	0.00%	100.00%	50.00%	0.00%	0.00%
	1	0	0	0	1	0	
	11.10%	0.00%	0.00%	0.00%	100.00%	0.00%	



When appealing for the third time, complainants felt that the institutions they interacted with; provided them with helpful information related to their cases (77.7%), were courteous (88.9%) and were attentive in listening to their explanation on their cases (88.9%).

Table 17.2.: Quality of the interaction by different institutions for the third appeal per district

	Total	District A	District B	District D
The information provided was	Very helpful in providing the information	4 36.40%	2 66.70%	2 33.30%
	Helpful in providing the information	3 27.30%	0 0.00%	1 16.70%
	Unhelpful in providing the information	1 9.10%	0 0.00%	0 0.00%
	Not applicable	3 27.30%	0 0.00%	3 50.00%
	Very courteous	5 45.50%	1 50.00%	2 66.70%
How courteous was the institution	Courteous	3 27.30%	0 0.00%	2 33.30%
	Very discourteous	1 9.10%	1 33.30%	0 0.00%
	Not applicable	2 18.20%	0 0.00%	2 33.30%
	Very attentive when listening to your explanation of the case	5 45.50%	1 50.00%	2 66.70%
	Generally attentive in listening to your explanation of the case	3 27.30%	1 50.00%	2 33.30%
Listening	Generally inattentive in listening to your explanation of the case	1 9.10%	1 33.30%	0 0.00%
	Not applicable	2 18.20%	0 0.00%	2 33.30%



Table 17.3.: Support provided by institution for the third appeal

	All institutions	One stop Center/ Land bureau in the district government	Good Governance Office at the district level	Higher Authority within the Central government	Office of the Ombudsman	Didn't pursue a complaint [appeal]	office of president of republic of Rwanda
Information was provided verbally or in writing about how the complaint process operated.	Yes	4 2	1	1	0	0	0
	No	44.40% 100.00%	100.00%	50.00%	0.00%	0.00%	0.00%
You were given an opportunity to make your views known and to offer any evidence supporting my case verbally or in writing	Yes	5 0	0	1	1	1	2
	No	55.60% 0.00%	0.00%	50.00%	100.00%	100.00%	100.00%
At the conclusion of the process, you were provided with a written decision	Yes	6 2	1	1	1	0	1
	No	66.70% 100.00%	100.00%	50.00%	100.00%	0.00%	50.00%
The written decision was accompanied by an explanation with reasons for the decision	Yes	3 0	0	1	0	1	1
	No	33.30% 0.00%	0.00%	50.00%	0.00%	100.00%	50.00%
You were provided with information about how and where to further appeal your case if you were dissatisfied with the decision in this institution/unit	Yes	4 2	1	0	0	0	1
	No	44.40% 100.00%	100.00%	0.00%	0.00%	0.00%	50.00%
You had help from a lawyer in presenting your complaint/appeal to this institution/unit	Yes	5 0	0	2	1	1	1
	No	55.60% 0.00%	0.00%	100.00%	100.00%	100.00%	50.00%
You had help from a lawyer in presenting your complaint/appeal to this institution/unit	Yes	4 2	1	0	0	0	1
	No	44.40% 100.00%	100.00%	0.00%	0.00%	0.00%	50.00%
You had help from a lawyer in presenting your complaint/appeal to this institution/unit	Yes	5 0	0	2	1	1	1
	No	55.60% 0.00%	0.00%	100.00%	100.00%	100.00%	50.00%
You had help from a lawyer in presenting your complaint/appeal to this institution/unit	Yes	7 2	1	1	1	1	1
	No	77.80% 100.00%	100.00%	50.00%	100.00%	100.00%	50.00%
You had help from a lawyer in presenting your complaint/appeal to this institution/unit	Yes	2 0	0	1	0	0	1
	No	22.20% 0.00%	0.00%	50.00%	0.00%	0.00%	50.00%

When interacting with institutions they appealed to, complainants were not provided with a verbal or written information about how the complaint/appeal process operated (55.6%), they had an opportunity to make their views known and to offer any evidence supporting their case verbally or in writing (66.7%). At the conclusion of the process, complainants were not provided with a written decision (55.6%), and the decision was not accompanied by an explanation with reasons for the decision (55.6%). When the decision was not satisfying for them, they were not provided with information about how and where to further appeal their cases (44.4%). Moreover, at this stage of appealing they were represented by a lawyer (77.8%).

Table 17.4.: Support provided by different institutions for the third appeal per district

	Total	District A	District B	District D
Information was provided verbally or in writing about how the complaint process operated.	Yes	1	0	3
	No	50.00%	0.00%	50.00%
You were given an opportunity to make your views known and to offer any evidence supporting my case verbally or in writing	Yes	1	3	3
	No	50.00%	100.00%	50.00%
At the conclusion of the process, you were provided with a written decision	Yes	2	1	3
	No	100.00%	33.30%	50.00%
The written decision was accompanied by an explanation with reasons for the decision	Yes	0	2	3
	No	0.00%	66.70%	50.00%
You were provided with information about how and where to further appeal your case if you were dissatisfied with the decision in this institution/unit	Yes	1	1	2
	No	50.00%	33.30%	33.30%
You had help from a lawyer in presenting your complaint/appeal to this institution/unit	Yes	1	2	4
	No	50.00%	66.70%	66.70%
Total	4	1	0	3
	36.40%	50.00%	0.00%	50.00%
Information was provided verbally or in writing about how the complaint process operated.	Yes	1	3	3
	No	50.00%	100.00%	50.00%
You were given an opportunity to make your views known and to offer any evidence supporting my case verbally or in writing	Yes	2	1	3
	No	100.00%	33.30%	50.00%
At the conclusion of the process, you were provided with a written decision	Yes	0	2	3
	No	0.00%	66.70%	50.00%
The written decision was accompanied by an explanation with reasons for the decision	Yes	1	1	2
	No	50.00%	33.30%	33.30%
You were provided with information about how and where to further appeal your case if you were dissatisfied with the decision in this institution/unit	Yes	1	2	4
	No	50.00%	66.70%	66.70%
You had help from a lawyer in presenting your complaint/appeal to this institution/unit	Yes	1	2	3
	No	0	1	3
Total	4	0	1	3
	36.40%	0.00%	33.30%	50.00%

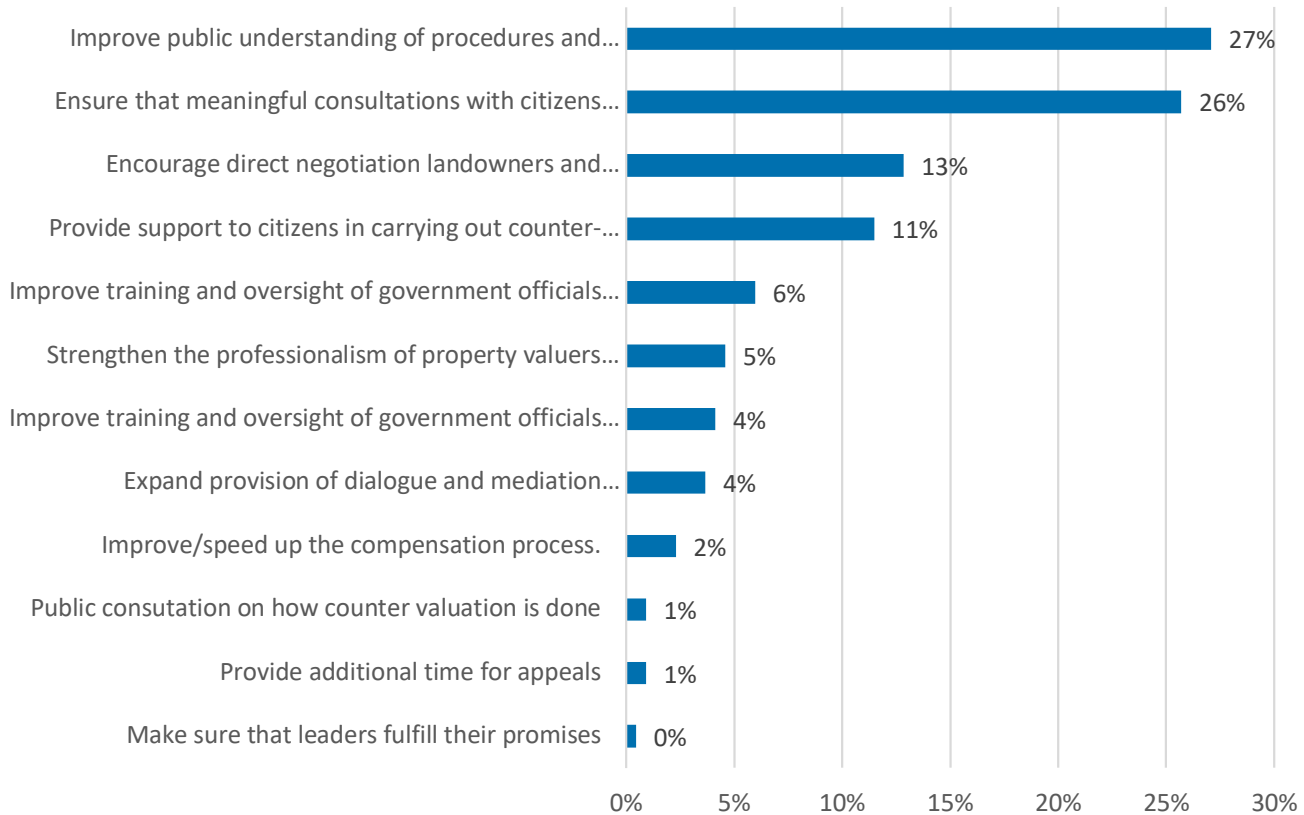
Table 17.5.: Support provided by different institutions for the third appeal if the complainant had a lawyer

	Total	Had help from a lawyer	Did not have help from a lawyer		
The information provided was	Very helpful in providing the information	4 100.00%	3 75.00%	1 25.00%	
	Helpful in providing the information	3 100.00%	2 66.70%	1 33.30%	
	Unhelpful in providing the information	1 100.00%	1 100.00%	0 0.00%	
	Not applicable	3 100.00%	1 33.30%	2 66.70%	
	Very courteous	5 100.00%	4 80.00%	1 20.00%	
	Courteous	3 100.00%	2 66.70%	1 33.30%	
	Very discourteous	1 100.00%	1 100.00%	0 0.00%	
	Not applicable	2 100.00%	0 0.00%	2 100.00%	
	Listening	Very attentive when listening to your explanation of the case	5 100.00%	4 80.00%	1 20.00%
		Generally attentive in listening to your explanation of the case	3 100.00%	2 66.70%	1 33.30%
Generally inattentive in listening to your explanation of the case		1 100.00%	1 100.00%	0 0.00%	
Not applicable		2 100.00%	0 0.00%	2 100.00%	

For the third appeal the presence of a lawyer influences the support provided by institutions.

12 Recommendations

Figure 13: Recommendation



As recommendation to how best to improve administrative justice in land expropriation disputes complainers recommended to improve public understanding of procedures and citizen rights in the expropriation process (27%) and to ensure that meaningful consultations with citizens take place with regard to an announced expropriation (26%).

A NNEX 2: Land Expropriation Survey

Consent statement:

Your decision to participate in this research is entirely voluntary. You may choose not to participate or you may withdraw from the study for any reason without penalty of any kind. **Do we have your consent to proceed?**

1. Yes
2. No

Section 1: Demographic identification

Q 1.1. Gender	<ol style="list-style-type: none"> 1. Male 2. Female
Q 1.2. Marital status	<ol style="list-style-type: none"> 1. Single 2. Married 3. Divorced 4. Separated 5. Widow(er)
Q 1.3. Age	Indicate years _____
Q 1.4. Highest level of education	<ol style="list-style-type: none"> 1. None, never been to school 2. Primary 3. Junior Secondary 4. Advanced Secondary 5. Vocational 6. University
Q 1.5. Are you a person with a disability?	<ol style="list-style-type: none"> 1. Yes 2. No
Q 1.5.1. If yes, Q.1.5 what kind of disability do you have?	<ol style="list-style-type: none"> 1. Physical disability 2. Vision impairment 3. Deaf and dumb 4. Mental health condition 5. Other (Specify)
Q 1.6. Main Occupation	<ol style="list-style-type: none"> 1. None 2. Student 3. Farmer (Agriculture and Livestock) 4. Self Employed 5. Trader 6. Civil servant 7. Employee of a Non-Government Organization 8. Retired 9. Other (Specify)
Q 1.7. Ubudehe category	<ol style="list-style-type: none"> 1. Category 1 2. Category 2 3. Category 3 4. Category 4 5. Do not know
Q 1.8. Household Income per month	<ol style="list-style-type: none"> 1. < 30,000 2. 30,000-100,000 3. 100,000-200,000 4. Above 200,000 5. Don't know

Section 2: Land expropriation related questions

Q 2.1. Before the land expropriation took place, to what extent would you say that you were informed about your rights as a citizen in the expropriation process in which you were involved?

1. Very well informed
2. Well informed
3. Not very well informed
4. Not well informed at all

Q 2.2. How would you find information about your rights in the expropriation process if you need to?

1. District government land officer
2. District government Good Governance officer
3. Written notification by the district government?
4. Radio or TV information
5. Lawyer
6. Other (specify)

Q 2.3. In the case of expropriation in which you were involved, what were the stated reasons for the expropriation? (Select all that applies)

1. Roads construction
2. Water related project (dams, pipes, treatment plants, etc.)
3. Power plant construction
4. Airport construction
5. Telecommunication lines
6. Hospital or other public health related construction
7. School or other education-related construction
8. Activities directly supporting implementation of master plans
9. Mineral or other natural resource extraction (incl. gas and oil pipelines, etc.)
10. Private investment (commercial building, industries, etc.)
11. Settlements (e.g., IDP model villages)
12. Other (Specify)

Q 2.4. Which types of your properties were affected by expropriation? (Circle all that applies).

1. Residential house
2. Commercial building
3. Land and other property incorporated thereon (crops, trees, fixtures, etc.)
4. Other (Specify).....

Q 2.5. Did the district government where your property is located discuss the expropriation plans with you in some way prior to taking a decision on expropriation?

1. Yes
2. No

Q 2.6. Were you and other land owners notified in some way about the decision approving the expropriation prior to its implementation?

1. Yes
2. No

Q 2.7. How were you notified?

1. Public meeting/forum
2. Announcement in a place of worship
3. Verbal notification
4. Written notification
5. Radio announcement
6. Television announcement
7. Newspaper
8. Other (Specify)_____

Q 2.8. How soon before your property was listed for expropriation did you receive some notification of a decision to expropriate by the district government?

1. Less than 1 week
2. Less than 2 weeks
3. Less than 1 month
4. Less than 3 months
5. Less than 6 months

Q 2.9. Were you given the opportunity to first negotiate with the developer on the value of the land and/or any property incorporated thereon?

1. Yes
2. No

Q 2.10. Were you informed about the outcome of the property valuation process?

3. Yes
4. No

Q 2.11. How were you informed?

1. Public Meeting/Forum (e.g., after *umuganda*, etc.)
2. In writing
3. Verbally
4. Posting at public office (e.g. cell, sector, district offices)
5. Radio announcement
6. Publication in newspaper
7. Property valuer
8. Other (Specify)_____

Q 2.12. How satisfied were you with the outcome of the property valuation?

1. Very satisfied
2. Somewhat satisfied
3. Neutral
4. Somewhat dissatisfied
5. Very dissatisfied

Q 2.13. Did you pursue a counter-valuation through an independent property valuer?

1. Yes
2. No

Q 2.14. Was the counter-assessment report considered?

1. Yes
2. No

Q 2.15. What was the outcome of the counter-valuation report?

1. Initial value increased
2. Initial value decreased
3. No change

Q 2.16. What was the reason that you did not have your property assessed by someone else?

1. The time provided by law was too short
2. The counter valuation is expensive
3. Unaware of the right to obtain a counter-valuation
4. Did not believe that a counter-valuation would change the outcome
5. Other(specify)

Q 2.17. As to which of the following issues did you feel you needed additional information during the expropriation process? (check all that apply)

1. The notification of an intended expropriation
2. Public consultation about an expropriation
3. The listing of expropriated properties
4. Valuation process, including right to a counter-valuation of a property
5. Appeal rights and timeframes for appeal
6. Other (specify).....

Q 2.18.1.A. Did district government representatives help explain the notification of an intended expropriation, you did not understand?

1. Yes
2. No

Q 2.18.1.B If Yes Q 2.18.1.A. how helpful were the explanations?

1. Very helpful
2. Somewhat helpful
3. Not very helpful
4. Not at all helpful

Q 2.18.2.A Did district government representatives help explain the public consultation about an expropriation, you did not understand?

1. Yes
2. No

Q 2.18.2.B If Yes Q 2.18.2.A., how helpful were the explanations?

1. Very helpful
2. Somewhat helpful
3. Not very helpful
4. Not at all helpful

Q 2.18.3.A Did district government representatives help explain the listing of expropriated properties, you did not understand?

1. Yes
2. No

Q 2.18.3.B If Yes Q 2.18.3.A., how helpful were the explanations?

1. Very helpful
2. Somewhat helpful
3. Not very helpful
4. Not at all helpful

Q 2.18.4.A. Did district government representatives help explain the valuation process, including right to a counter-valuation of a property, you did not understand?

1. Yes
2. No

Q 2.18.4.B If Yes Q 2.18.4.A., how helpful were the explanations?

1. Very helpful
2. Somewhat helpful
3. Not very helpful
4. Not at all helpful

Q 2.18.5.A Did district government representatives help explain the appeal rights and timeframes for appeal, you did not understand?

1. Yes
2. No

Q 2.18.5.B If Yes Q 2.18.5.A., how helpful were the explanations?

1. Very helpful
2. Somewhat helpful
3. Not very helpful
4. Not at all helpful

Q 2.18.6.A Other (Specify)

Q 2.18.6.B Did district government representatives help explain any other procedural issues or rights, was it explained? you did not understand?

1. Yes
2. No

Q 2.18.6.C If Yes Q 2.18.6.B., how helpful were the explanations?

1. Very helpful
2. Somewhat helpful
3. Not very helpful
4. Not at all helpful

Q 2.19. According to the information we have, you've had at least one expropriation-related dispute at the district level during the past four years. What was the dispute about? [IF THE INDIVIDUAL HAD MORE THAN ONE EXPROPRIATION-RELATED DISPUTE, REQUEST THAT THE RESPONDENT ADDRESS ONLY THE MOST RECENT DISPUTE WITHIN THE PAST FOUR YEARS]

1. The district government's basis for initiating an expropriation
2. Problems with the list of the holders of rights registered on land
3. Unfair valuation of the land and any other property incorporated thereon
4. Unfair compensation for other costs incurred due to expropriation (e.g., disruption of business, etc.)
5. Delay in paying compensation
6. Adaptation of the compensation to the current market value due to the delayed compensation payment
7. Violation of time limits in connection with the expropriation process
8. Failure by district officials to hear or otherwise accept evidence supporting my case
9. Other (Specify)

Q 2.20. For this dispute, where did you go to complain/appeal first?

1. One stop Center/Land bureau in the district government
2. Good Governance Office at the district level
3. A higher officer/authority within the district leadership
4. District Council
5. Security organs (e.g., Rwanda Investigation Bureau, RIB, Police, etc.)
6. Higher Authority within the Central government (Provinces, Ministries, central agencies, etc.)
7. Office of the Ombudsman
8. Court
9. Didn't pursue a complaint/appeal
10. Other(specify) _____

Q 2.21. Why did you choose to go to this institution first?

1. You understood this to be required by law
2. You felt this institution/unit had the necessary expertise
3. You felt this institution/unit would handle my dispute efficiently
4. It is convenient to where I live
5. You know people at this institution/unit who could help me
6. Other (specify)_____

Q 2.22. If you decided not to pursue a complaint/appeal of some kind, what was the most important reason for not doing so?

1. You were satisfied with the administrative decision
2. You did not believe that pursuing a complaint/appeal would change the outcome of the decision
3. You did not have sufficient information about how to pursue a complaint/appeal
4. You did not know that a complaint/appeal was available as an option
5. You felt that pursuing a complaint/appeal would be too time-consuming.

6. You felt too intimidated to pursue a complaint/appeal
7. Other (Specify).....

Q 2.23. After complaining/appealing to the individual or institution/unit identified in Q 2.20, how long did it take to receive some response about the substance of your complaint/appeal?

1. Less than 2 Weeks
2. Less than 1 Month
3. 1-3 Months
4. 4-6 Months
5. 6-12 Months
6. More than 12 Months

Q 2.24. When you think about your experience with the institution or individual identified in Q 2.20, would you say that:

- a. The representative(s) I interacted with were:
 1. Very helpful in providing information relevant to your case
 2. Helpful in providing information relevant to your case
 3. Unhelpful in providing information relevant to your case
 4. Very unhelpful in providing information relevant to your case
 5. Not applicable
- b. The representative(s) I interacted with were:
 1. Very courteous
 2. Courteous
 3. Discourteous
 4. Very discourteous
 5. Not applicable
- c. The representative(s) I interacted with:
 1. Was very attentive when listening to my explanation of the case
 2. Was generally attentive in listening to my explanation of the case
 3. Was generally inattentive in listening to my explanation of the case
 4. Was very inattentive in listening to my explanation of the case
 5. Not applicable

Q 2.25. When you think about your experience with the institution identified in Q 2.20, would you say that:

1. Information was provided verbally or in writing about how the complaint/appeal process operated.
 1. Yes
 2. No
2. You were given an opportunity to make my views known and to offer any evidence supporting my case verbally or in writing
 1. Yes
 2. No
3. At the conclusion of the process, I was provided with a written decision
 1. Yes
 2. No

4. The written decision was accompanied by an explanation with reasons for the decision
 1. Yes
 2. No
5. You were provided with information about how and where to further appeal my case if I was dissatisfied with the decision in this institution/unit
 1. Yes
 2. No
6. You had help from a lawyer in presenting my complaint/appeal to this institution/unit
 1. Yes
 2. No
7. You would have used a free lawyer/paralegal if I could have had one
 1. Yes
 2. No

Q 2.26. If you are a person with disability, when you think about your experience with the institution identified in Q 2.20, would you say that: the representatives of the institution you interacted with gave you an equitable treatment?

- 1) Yes
- 2) No

Q 2.26.1. If not Q 2.26, what was the problem?

- 1) I couldn't read the documents presented
- 2) I couldn't hear what they were saying
- 3) I couldn't reach their offices (Stairs)
- 4) I couldn't communicate verbally
- 5) Other (Specify)

SECOND APPEAL

Q 2.27. If you pursued your complaint further, to what institution did you take such complaint/appeal?

1. One stop Center/Land bureau in the district government
2. Good Governance Office at the district level
3. A higher officer/authority within the district leadership
4. District Council
5. Security organs (e.g., Rwanda Investigation Bureau, RIB, Police, etc.) Higher Authority within the Central government (Provinces, Ministries, central agencies, etc.)
6. Office of the Ombudsman
7. Court
8. Didn't pursue a complaint/appeal
9. Other(specify)

Q 2.28. What was the main reason to go to next to this institution or individual?

1. You understood this to be required by law

2. You felt this institution/unit had the necessary expertise
3. You felt this institution/unit would handle my dispute efficiently
4. It is convenient to where I live
5. You know people at this institution/unit who could help me
6. Other (specify) _____

Q 2.29. If you decided not to pursue a complaint/appeal of some kind, what was the most important reason for not doing so?

1. You were satisfied with the administrative decision
2. You did not believe that pursuing a complaint/appeal would change the outcome of the decision
3. You did not have sufficient information about how to pursue a complaint/appeal
4. You did not know that a complaint/appeal was available as an option
5. You felt that pursuing a complaint/appeal would be too time-consuming
6. You felt too intimidated to pursue a complaint/appeal
7. Other (Specify)

Q 2.30. If you pursued a complaint/appeal to another institution, how long did it take to receive some response about the substance of your complaint/appeal?

1. Less than 2 Weeks
2. Less than 1 Month
3. 1-3 Months
4. 4-6 Months
5. 6-12 Months
6. More than 12 Months

Q 2.31. When you think about your experience with the institution or individual identified in Q 2.27, would you say that:

- a. The representative(s) I interacted with were:
 1. Very helpful in providing information relevant to your case
 2. Helpful in providing information relevant to your case
 3. Unhelpful in providing information relevant to your case
 4. Very unhelpful in providing information relevant to your case
 5. Not applicable
- b. The representative(s) I interacted with were:
 1. Very courteous
 2. Courteous
 3. Discourteous
 4. Very discourteous
 5. Not applicable
- c. The representative(s) I interacted with:
 1. Was very attentive when listening to my explanation of the case
 2. Was generally attentive in listening to my explanation of the case
 3. Was generally inattentive in listening to my explanation of the case

4. Was very inattentive in listening to my explanation of the case
5. Not applicable

Q 2.32. When you think about your experience with the institution identified in Q 2.27, would you say that:

1. Information was provided verbally or in writing about how the complaint/appeal process operated.
 1. Yes
 2. No
2. You were given an opportunity to make my views known and to offer any evidence supporting my case verbally or in writing
 1. Yes
 2. No
3. At the conclusion of the process, I was provided with a written decision
 1. Yes
 2. No
4. The written decision was accompanied by an explanation with reasons for the decision
 1. Yes
 2. No
5. You were provided with information about how and where to further appeal my case if I was dissatisfied with the decision in this institution/unit.
 1. Yes
 2. No
6. You had help from a lawyer in presenting my complaint/appeal to this institution/unit
 1. Yes
 2. No
7. You would have used a free lawyer if I could have had one
 1. Yes
 2. No

Q 2.33. If you are a person with disability, when you think about your experience with the institution identified in Q 2.27., would you say that: the representatives of the institution you interacted with gave you an equitable treatment?

- 1) Yes
- 2) No

Q 2.33.1. If not Q 2.32., what was the problem?

- 1) I couldn't read the documents presented
- 2) I couldn't hear what they were saying
- 3) I couldn't reach their offices (Stairs)
- 4) I couldn't communicate verbally
- 5) Other (Specify)

THIRD APPEAL

Q 2.34. If you pursued your complaint further, to what institution did you take such complaint/appeal?

1. One stop Center/Land bureau in the district government
2. Good Governance Office at the district level
3. A higher officer/authority within the district leadership
4. District Council
5. Security organs (e.g., Rwanda Investigation Bureau, RIB, Police, etc.)
6. Higher Authority within the Central government (Provinces, Ministries, central agencies, etc.)
7. Office of the Ombudsman
8. Court
9. Didn't pursue a complaint/appeal
10. Other (specify)

Q 2.35. What was the main reason to go to next to this institution or individual?

1. You understood this to be required by law
2. You felt this institution/unit had the necessary expertise
3. You felt this institution/unit would handle my dispute efficiently
4. It is convenient to where I live
5. You know people at this institution/unit who could help me
6. Other (specify) _____

Q 2.36. If you decided not to pursue a complaint/appeal of some kind, what was the most important reason for not doing so?

1. You were satisfied with the administrative decision
2. You did not believe that pursuing a complaint/appeal would change the outcome of the decision
3. You did not have sufficient information about how to pursue a complaint/appeal
4. You did not know that a complaint/appeal was available as an option
5. You felt that pursuing a complaint/appeal would be too time-consuming
6. You felt too intimidated to pursue a complaint/appeal
7. Other (Specify)

Q 2.37. If you pursued a complaint/appeal to another institution, how long did it take to receive some response about the substance of your complaint/appeal?

1. Less than 2 Weeks
2. Less than 1 Month
3. 1-3 Months
4. 4-6 Months
5. 6-12 Months
6. More than 12 Months

Q 2.38. When you think about your experience with the institution or individual identified in Q 2.34, would you say that:

- a. The representative(s) I interacted with were:
 1. Very helpful in providing information relevant to your case
 2. Helpful in providing information relevant to your case
 3. Unhelpful in providing information relevant to your case
 4. Very unhelpful in providing information relevant to your case
 5. Not applicable
- b. The representative(s) I interacted with were:
 1. Very courteous
 2. Courteous
 3. Discourteous
 4. Very discourteous
 5. Not applicable
- c. The representative(s) I interacted with:
 1. Was very attentive when listening to my explanation of the case
 2. Was generally attentive in listening to my explanation of the case
 3. Was generally inattentive in listening to my explanation of the case
 4. Was very inattentive in listening to my explanation of the case
 5. Not applicable

Q 2.39. When you think about your experience with the institution identified in Q 2.34, would you say that:

1. Information was provided verbally or in writing about how the complaint/appeal process operated.
 1. Yes
 2. No
2. You were given an opportunity to make my views known and to offer any evidence supporting my case verbally or in writing
 1. Yes
 2. No
3. At the conclusion of the process, I was provided with a written decision
 1. Yes
 2. No
4. The written decision was accompanied by an explanation with reasons for the decision
 1. Yes
 2. No
5. You were provided with information about how and where to further appeal my case if I was dissatisfied with the decision in this institution/unit/.
 1. Yes
 2. No
6. You had help from a lawyer in presenting my complaint/appeal to this institution/unit
 1. Yes
 2. No
7. You would have used a free lawyer if I could have had one
 1. Yes

2. No

Q 2.40. If you are a person with disability, when you think about your experience with the institution identified in Q 2.34., would you say that: the representatives of the institution you interacted with gave you an equitable treatment?

- 1) Yes
- 2) No

Q 2.40.1. If not Q 2.40., what was the problem?

- 1) I couldn't read the documents presented
- 2) I couldn't hear what they were saying
- 3) I couldn't reach their offices (Stairs)
- 4) I couldn't communicate verbally
- 5) Other (Specify)

Q 2.41.1. We are interested in soliciting your suggestions or recommendations on how best to improve administrative justice in land expropriation disputes. Please select what you believe is the most important suggestion.

1. Improve public understanding of procedures and citizen rights in the expropriation process
2. Strengthen the professionalism of property valuers (IRPV)
3. Ensure that meaningful consultations with citizens take place with regard to an announced expropriation
4. Provide support to citizens in carrying out counter-valuations
5. Provide additional time for appeals
6. Encourage direct negotiation landowners and investors seeking to execute master plans
7. Improve training and oversight of government officials to ensure better interactions with citizens in the handling of expropriations
8. Improve training and oversight of government officials to ensure better understanding of legal requirements and procedures in expropriations
9. Expand provision of dialogue and mediation mechanisms to help resolve expropriation disputes
10. Other (Specify)

Q 2.41.2. We are interested in soliciting your suggestions or recommendations on how best to improve administrative justice in land expropriation disputes. Please select what you believe is the second most important suggestion.

1. Improve public understanding of procedures and citizen rights in the expropriation process
2. Strengthen the professionalism of property valuers (IRPV)
3. Ensure that meaningful consultations with citizens take place with regard to an announced expropriation
4. Provide support to citizens in carrying out counter-valuations
5. Provide additional time for appeals
6. Encourage direct negotiation landowners and investors seeking to execute master plans
7. Improve training and oversight of government officials to ensure better interactions with citizens in the handling of expropriations
8. Improve training and oversight of government officials to ensure better understanding of legal requirements

and procedures in expropriations

- 9. Expand provision of dialogue and mediation mechanisms to help resolve expropriation disputes
- 10. Other (Specify)

A NNEX 3: Qualitative guidelines

1. Citizens who have experienced expropriation disputes

1. Please describe the circumstances of the expropriation activity within the past four years in which your property was affected [what kind of an expropriation was it?], and how you became informed about it [if there was more than one, the citizen can also explain this].
2. How well did you understand the administrative procedures that were involved in this/these dispute(s)?
3. What kinds of expropriation-related disputes were you involved in at the district level? [Probe: each and every potential aspect of dispute--e.g., non-compliance with expropriation rules re: notification and consultation, validity of public interest rationale, listing of affected property, valuation of property, counter-valuation process and result, payment of fair compensation in timely fashion, etc.].
4. Where did you go to dispute/complain about this/these issues/decisions, and why did you choose this course of action? [Probe: alternative avenues and why this avenue seemed attractive—either due to the reputation of a department/unit, a sympathetic official, personal connections, etc.].
5. Where, specifically did you go for redress? If you did not pursue any complaint, what was the reason for not doing so? [Probe: factors regarding the individual's own personal characteristics/circumstances as well as other factors having to do with information regarding options, logistical impediments, reputation of a certain institution, lack of information on available avenues, time consuming, expensive, etc.]
6. If you pursued a complaint somewhere, how would you describe the kind of treatment you received from that institution? [Probe: opportunities to provide evidence? Provision of information? Clear written explanation for decisions? Etc.].
7. How would you assess the help of district/sector/cell officials in explaining any issues you did not understand in the expropriation process? [Probe: their courtesy, provision of helpful information, timeliness, etc.]
8. Were you in a position to access any kind of legal assistance? Why not? [Probe: issues of access, finances, attitude, knowledge/availability of legal aid, reliance on MAJ for any information/guidance, etc.]. Was a lawyer or paralegal able to help, and if so, how?
9. Overall, what do you see as the main challenges that are/may be encountered in the complaint/appeal process? [Probe: adequacy of information and notification, time frames for obtaining counter-valuation or appealing a compensation amount, etc.]
10. What would you recommend for the improvement of the expropriation process? [Probe: different kinds of recommendations—from the legal to the organizational/managerial, etc.]


2. District decision-makers responsible for land expropriation decisions

1. Can you describe the general level of expropriation activity in your district over the past three years? [Probe: How frequently does it occur? What types of activities/project have required significant levels of expropriation? To what extent is it necessitated by Master Plans? etc.]
2. How the land expropriation is carried out as a procedural matter in your district? [Probe: depth of knowledge of the law and proper procedure, incl. notification and consultation requirements]. What legal guidance do you receive on land expropriation matters, and from which institution(s) do you receive it? How would you assess its clarity/usefulness?

3. Who at the district level is responsible for conducting the expropriation process? [Probe: extent to which personnel understand roles and responsibilities under the law, esp. in the absence of the Prime Minister's Order and official creation of Supervisory Committees; see how the process is actually organized and whether rules and procedures are understood].
4. How do you typically communicate about the expropriation process to the public? To affected citizens specifically? [Probe: Radio, television, newspaper, places of worship, poster, etc.]. Do you believe these forms of communication are effective? Why? On what evidence do you base your opinion?]
5. What documentation do you believe is necessary for citizens to be able to practically advocate for their interests in a procedurally fair way? Do you provide such information? Via what means/formats?
6. Do you hold any kind of consultations with citizens? How such consultations are made known to the affected public, and how are they organized and carried out as a matter of procedure and documentation?
7. How is the district government set up to respond to complaints regarding expropriation raised by citizens? [Probe: existing channels for receiving and redressing complaints, including formal and informal appeals; required documents for consideration of citizens' complaints, time of feedback, etc.]
8. Do you think that district recordkeeping and documentation related to land expropriation activities are adequate? How could they be improved? What data do you currently have regarding land matters that could be utilized more effectively?
9. Does the District Legal Adviser play a useful role in the expropriation process? How? How could that role be improved/strengthened? [Probe: issues of political authorities conflicting with/overruling legal adviser or land officers, others on various issues]
10. Have there been any Court or Ombudsman decisions [reports] relating to land expropriation that have reversed or modified any decisions of your district? In what way? Has this provided a learning experience and if so, how have organizational processes been modified?
11. What do you see as the key challenges encountered by district officials in carrying out land expropriation activities? [Probe: gaps/contradictions/ambiguities in law/procedure, lack of knowledge of expropriation laws/procedures, challenges with property valuation/counter evaluation(eg: issue of market value), appeals time frames, inadequate resources, professionalism of property valuers, lack of dedicated dispute resolution mechanisms, lack of effective coordination mechanisms, lack of flexibility in payment methods, etc.].
12. What do you think are the most important district government capacity gaps that need to be addressed in order for land expropriation processes to function properly? To better satisfy the substantive and procedural needs/expectations of citizens? What can be done to address them [Probe: improved/expanded training in expropriation law/procedure, additional resources/staffing, improved oversight, etc.]
13. What recommendations would you make for overall administrative justice system as it pertains to labor dispute processing and resolution?



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