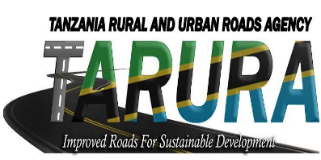
**THE UNITED REPUBLIC OF TANZANIA**

**PRESIDENT'S OFFICE - REGIONAL ADMINISTRATION AND LOCAL GOVERNMENT (PO-RALG)**

****

**TANZANIA RURAL AND URBAN ROADS AGENCY**

**(TARURA)**

****

**STAKEHOLDERS ENGAGEMENT PLAN**

**FOR**

**DAR ES SALAAM METROPOLITAN DEVELOPMENT PROJECT PHASE TWO**

**DRAFT REPORT**

**October 2023**

# EXECUTIVE SUMMARY

**Project Background and Objective**

The Government of the United Republic of Tanzania (URT) with financial support from the World Bank formulated a project known as Dar es Salaam Metropolitan Development Project with the aim of supporting the implementation of the Dar es Salaam Master plan through financing the construction of critical infrastructure and services such as roads with lights, dispensaries, markets, recreational areas in all three municipalities in the Region of Dar es Salaam. This project, referred to as DMDP was completed in 2022. Further negotiations with the World Bank resulted into the scaling up of the previous project to phase two hence, DMDP Phase Two. Like the previous one, this phase will entail: (i) increasing coverage of project activities to include the newly established Ubungo and Kigamboni Municipalities of Dar es Salaam; (ii) implementing infrastructure sub-projects that were planned to be executed under DMDP Phase 1; (iii) make further interventions to address high demand for infrastructure development. The Project Development Objective (PDO) of DMDP Phase 2 is to improve urban services and institutional capacity and strengthen climate resilient development in the Dar es Salaam Metropolitan Area.; the Project will include the following project components:

Component 1: Climate-Smart Priority Infrastructure, Component 2: Metropolitan Solid Waste Management Infrastructure and Services, Component 3: Strengthening Urban Institutions and Component 4: Project Management.

**Project Geographical Location**

The proposed DMDP 2 Project will be implemented in the Dar es Salaam Region will cover 5 LGAs namely, Ubungo Municipal Council, Kinondoni Municipal Council, Temeke Municipal Council, Kigamboni Municipal Council and the Dar es Salaam City Council.

**Objective/Description of SEP**

Activities to be implemented under this phase will in one way or another touch interest of various stakeholders and for that matter a plan on how to engage with these parties is critical. The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. The DMDP 2 is being prepared under the World Bank’s Environment and Social Framework (ESF), specifically per Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure.

**Stakeholder identification and analysis**

In order to meet best practice approaches, the project will apply various principles for stakeholder engagement that include o*penness and life-cycle approach, informed participation, flexibility and feedback as well as inclusiveness and sensitivity*

**Affected parties and other interested parties**

The main project beneficiaries are the communities living in Dar es Salaam who will benefit from improved infrastructures to be constructed by the project as well as other people who visit Dar es Salaam, considering that the Region is the National Commercial City. Categories include positively and negatively affected parties, disadvantaged/vulnerable individuals or groups as well as other interested parties.

**Stakeholder needs and methods, tools, and techniques for stakeholder engagement**

Different techniques and tools can be used to engage stakeholders; the criteria considered when deciding the frequency and engagement technique to be used to consult a particular stakeholder group include, the extent of impact of the project, extent of influence of the stakeholder group on the project; and the culturally acceptableengagement and information dissemination methods.

Sub Project implementers in every stage shall identify relevant stakeholders and by using suitable methods will conduct consultations.

The Government of Tanzania through PO-RALG has shared various information to the public at large regarding the DMDP 2 project; the various Environmental and Social Safeguard documents will also be disclosed to stakeholders.

**Resources and Responsibilities for implementing stakeholder engagement activities**

For the successful implementation of Stakeholders Engagement activities there must be dedicated resources required. These resources include financial resources and specified roles played by PO-RALG/TARURA and the LGAs. The PORALG/TARURA WBCU and the Directors of the Five implementing agencies will be in charge of stakeholder engagement activities. The tentative annual budget for the SEP per annum per LGA is estimated at USD 180,000,000 and is included in component three and four of the project. The respective LGA Director will appoint a focal person within the Project Implementing Unit (PIT) who will have the responsibility of coordinating the implementation of SEP.

**Summary of consultations carried out**

Consultations done so far were at the level of the Nation, Region and LGAs where detailed issues associated with timely compensation where partial land take happens, engagement of local youth in employment, support of women groups in the preparation of food for workers. Others will be known when specific sites for sub projects are identified

**Grievance Redress Mechanism**

Grievance Redress Mechanism (GRM is a formal process for receiving, evaluating and redressing grievances from affected communities and the public. The DMDP 2 Project recognizes vulnerability of the different project’s participants to be involved or affected by the project. The GRM is therefore meant to provide an avenue for affected person/s, groups or interested stakeholders to formally have their concerns addressed. GRM Committees at *Mtaa*/ Street, ward, District as well as Ministerial levels, will be established and adequately capacitated. The first entry point will be *Mtaa*; therefore, stakeholders should be aware of this office. At this point, the LGAs need to establish committees for which grievances can be submitted. Monitoring will be conducted as a routine exercise to avoid recurrence of grievances throughout the project cycle. For efficiency of Grievance Record Keeping, it is recommended that each LGA establish a specific register in which, only grievances related to this project activities will be recorded.

Within each LGA, there are staff with the responsibility of handling gender-based violence (GBV) and sexual exploitation and abuse / sexual harassment (SEA/SH) issues and with close collaboration with the Ministry of Gender, the police force and local leaders. The officer responsible for gender at the LGA will work closely with other safeguard team that are likely to have minimum awareness on GBV issues.

A Grievance Redress Mechanism will also exist for workers; Under the DMDP 2 a Labor Management Procedure will be prepared and shared to the relevant stakeholders that includes the contractor; the Labour Management Plan (LMP) will provide details of how grievances will be handled for workers; this will include ensuring that workers are aware of the mechanism.

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# ABBREVIATIONS AND ACRONYMS

|  |  |
| --- | --- |
| CBO | Community-Based Organizations |
| CMT | Council Management Team |
| CSOs | Civil Society Organizations |
| DAWASCO | Dar es Salaam Water and Sewerage Authority |
| DC | District Commissioner |
| DCC | Dar es Salaam City Council |
| DMDP | Dar es Salaam Metropolitan Development Project |
| EDMS | Electronic Data Management Systems |
| ESCP | Environmental and Social Commitment Plan |
| ESF | Environment and Social Framework |
| ESIA | Environment and Social Impact Assessment |
| ESMF | Environment and Social Management Framework |
| ESMP | Environment and Social Management Plan |
| ESS | Environment and Social Standards |
| FBO | Faith-Based Organizations |
| GBV | Gender Based Violence |
| GHC | Grievance Handling Committee |
| GRC | Grievance Redress Committee |
| GRM | Grievance Redress Mechanism |
| KMC | Kinondoni Municipal Council |
| LATRA | Land Transport Regulatory Authority |
| LGA | Local Government Authorities |
| LMP | Labour Management Procedures |
| NBS | Nature-Based Solutions |
| NEMC | National Environment Management Council. |
| NGO | Non-Governmental Organization |
| NSSF | National Social Security Fund |
| OSHA | Occupational Safety and Health Authority |
| PAP | Project Affected Person |
| PCT | PO-RALG/TARURA World Bank Coordinating Team |
| PDO | Project Development Objective |
| PIT | Program Implementing Team |
| PORALG | President’s Office – Regional Administration and Local Governments |
| RAP | Resettlement Action Plans |
| RPF | Resettlement Policy Framework |
| RUWASA | Rural Water Supply and Sanitation Agency |
| SEA | Sexual Exploitation and Abuse |
| SEP | Stakeholders Engagement Plan |
| SH | Sexual Harassment |
| SOP | Series of Projects |
| SWM | Solid Waste Management |
| TABOA | Tanzania Bus Owners Association |
| TACTIC | Tanzania Cities Transforming Infrastructure and Competitiveness |
| TANESCO | Tanzania Electric Supply Company |
| TANROADS | Tanzania National Roads Agency |
| TARURA | Tanzania Rural and Urban Roads Agency |
| TFS | Tanzania Forest Services |
| TSCP | Tanzania Strategic Cities Project |
| TTCL | Tanzania Telecommunications Corporation |
| ULGSP | Urban Local Government Support Program |
| VPO | Vice President’s Office |
| WBCU | World Bank Coordinating Unit |
| WDC | Ward Development Committee |

# 1.0 Introduction

## 1.1 Project Background

The Government of the United Republic of Tanzania (URT) with financial support from the World Bank formulated a project known as Dar es Salaam Metropolitan Development Project with the aim of supporting the implementation of the Dar es Salaam Master plan through financing the construction of critical infrastructure and services such as roads with lights, dispensaries, markets, recreational areas in all three municipalities in the Region of Dar es Salaam. This project, referred to as DMDP was completed in 2022. Further negotiations with the World Bank resulted in the scaling up of the previous project to phase two hence, DMDP Phase Two. Over the last twelve years, President’s Office – Regional Administration and Local Governments (PORALG) has successfully implemented the Tanzania Strategic Cities Project (TSCP), the Urban Local Government Support Program (ULGSP); and the Dar es Salaam Metropolitan Development Project (DMDP), which closed on January 2, 2023. Together, these projects aimed to improve management, planning, and service delivery in 29 urban Local Government Authorities (LGAs). As these projects were approaching closure, technical discussions got underway in 2018 between the World Bank, PORALG, and other key stakeholders to shape the future urban program in Tanzania moving forward. For TSCP and ULGSP, it was proposed to consolidate these into a single operation to better leverage synergies in activities aimed at strengthening urban management functions and address challenges observed during their implementation, and hence the TACTIC project was conceived.

Regarding the DMDP, this was designed as a Series of Projects (SOP) to support the long-term development of the Dar es Salaam Metropolitan (Dar Metro) region. The recently closed DMDP was the first in a series aimed at addressing urgent infrastructure demands for basic services, urban mobility, and flooding in the Dar Metro region, as well as the need for support to develop the institutional structure and capacity to manage the future megacity of Dar es Salaam.

The DMDP Development Objective (PDO) was to improve urban services and institutional capacity in the Dar es Salaam Metropolitan Area and facilitate potential emergency response. The main components of this recently closed project addressed infrastructure development, including rehabilitation/construction of roads, flood control & storm water drainage system, upgrading of infrastructure for low-income communities in unplanned settlements, and enhancement of other key urban services to a limited extent, leaving Dar es Salaam in need of more such efforts to have an appreciable impact on the challenges currently facing the Dar Metro Area.

While DMDP Phase 1 has delivered transformational improvements at the neighborhood level, a significant infrastructure backlog remains and Dar es Salaam’s ability to meet the demands of a livable and economically productive metropolitan area still constrained. As the city expands and densifies, engineering solutions are needed to improve storm-water conveyance but also nature-based solutions (NBS) to restore natural drains and reduce erosion and sedimentation, increase green cover, and improve infiltration before water enters drains. Solid waste generation is increasing exponentially, and current services have large service gaps especially in informal areas and disposal is inadequate and often-times inaccessible.

## 1.2 Project Objective

The second phase of the DMDP entails: (i) increasing coverage of project activities to include the newly established Ubungo and Kigamboni Municipalities of Dar es Salaam; (ii) implementing infrastructure sub-projects that were planned to be executed under DMDP Phase 1 but could not be accommodated due to financing limitation; (iii) make further interventions to address the still unaccomplished high demand for infrastructure development by extending coverage into remaining areas of Kinondoni and Temeke Municipalities, and the Dar es Salaam City (formerly Ilala Municipality) including roads, flood control & storm water drainage, infrastructure facilities in unplanned settlements and other key urban services; and (iv) establish city-wide solid waste management systems and supportive infrastructure & landfill facilities.

The DMDP Phase 2 Development Objective (PDO) is to improve urban services and institutional capacity and strengthen climate resilient development in the Dar es Salaam Metropolitan Area. the Project will include the following project components

**Component 1:** Climate-Smart Priority Infrastructure: This is a program of priority investments to address urban infrastructure gaps in a way that responds to increased hazards and risks from climate change and urbanization and helps reduce greenhouse gas emissions. The focus is on improving urban mobility and adapting to climate change by financing the construction of feeder and local roads, storm-water drainage infrastructure, parks and open spaces, and area based urban development.

**Component 2**: Metropolitan Solid Waste Management Infrastructure and Services: This Component will develop an integrated solid waste management system for Dar es Salaam.

**Component 3**: Strengthening Urban Institutions: This component will focus on strengthening new and existing institutions and building capacity to achieve improvements in urban and emergency planning, services and infrastructure, enhancing the sustainability of investments made through Component 1 and 2 and mainstreaming climate friendly urban planning, infrastructure and services.

**Component 4:** Project Management: This component will finance the direct costs of management and operation of the project to ensure smooth delivery and compliance with World Bank policy and guidelines.

## 1.3 DMDP 2 Project Geographical Location

The proposed DMDP 2 will be implemented in the Dar es Salaam Region covering all five LGAs within the Region; these include Ubungo Municipal Council, Kinondoni Municipal Council, Temeke Municipal Council, Kigamboni Municipal Council and the Dar es Salaam City Council (formerly known as Ilala City Council). The map below provides the geographical location of the LGAs.

The DMDP 2 is being prepared under the World Bank’s Environment and Social Framework (ESF). Per Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure, the implementing agencies should provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination, or intimidation.

# 2.0 Objective/Description of SEP

The overall objective of this Stakeholder Engagement Plan (SEP) is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. The SEP outlines the ways in which the project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project activities or any activities related to the project.

# 3.0 Stakeholder identification and analysis

## 3.1 Methodology

In order to meet best practice approaches, the project will apply the following principles for stakeholder engagement:

* *Openness and life-cycle approach:* Public consultations for the project(s) will be arranged during the whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion, or intimidation.
* *Informed participation and feedback:* Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns.
* *Inclusiveness and sensitivity:* Stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders at all times are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders’ needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, and migrant workers and communities, and the cultural sensitivities of diverse ethnic groups.
* *Flexibility:* (include if relevant) If social distancing, cultural context (for example, particular gender dynamics), or governance factors (for example, high risk of retaliation) inhibit traditional forms of face-to-face engagement, the methodology should adapt to other forms of engagement, including various forms of internet- or phone-based communication.

## 3.2 Affected parties and other interested parties

The DMDP 2 Project is proposed to be implemented in the Dar es Salaam Region in all the LGAs; therefore, the main project beneficiaries are the communities living in Dar es Salaam who will benefit from improved infrastructures to be constructed by the project as well as other people who visit Dar es Salaam considering that the Region is the National Commercial City.

The expected implementation of the Project that will involve a list of investments such as roads, markets, storm water drains and footbridges, therefore, the general population of Tanzania will benefit from the improvement of various infrastructures to be constructed as well as other components of the project that include capacity building. Direct beneficiaries include those who will utilize the roads and markets, those living in areas affected by floods will benefit from the proposed construction of stand-alone drains and those affected by erosion as a result of environmental degradation of the Pugu forest as well as all those affected by poor management of solid waste.

Affected parties include local communities, community members, and other parties that may be subject to direct impacts from the Project. Specifically, the following individuals and groups fall within this category:

## 3.3 Positively affected parties

The proposed Project aims at positively impacting various stakeholders that include communities in the Dar es Salaam region, particularly those living in areas affected by climatic changes and those using various social services such markets and roads; as the project will improve service and business environment. There are those stakeholders who are likely to be positively affected during different phases of the project, for instance, contractors and those selling construction materials will benefit only during the construction phase while other stakeholders such as market traders, road users etc will benefit more during operation phase of the sub-projects. Therefore, stakeholder engagement conducted by the LGAs should clearly identify stakeholders that are likely to benefit during various phases of the project and ensure consultation captures measures to enhance these benefits.

## 3.4 Negatively affected parties

These include stakeholders likely to be impacted negatively by the project; It should be noted that negative impacts may also vary during different phases of the project and that some are temporary while others are permanent. The negative impacts that could affect stakeholders include loss of access to properties (land acquisition) and businesses (economic displacement) and environmental and social impacts associated with construction phase (access, dust, fumes, labor influx etc.). The LGAs should identify the stakeholders who will be directly affected by the negative impacts associated with each phase of the project and ensure that they are involved in the sub-projects designing and establishing the mitigation measures.

Example of affected parties

|  |  |  |
| --- | --- | --- |
| Stakeholder group | Key Characteristics | Example of stakeholders |
| Positively affected parties | Those who are benefitted by the project | Communities, transport service providers, market vendors, contractors, workers |
| Negatively affected parties | Those who are negatively impacted by the project | Resettled property owners, communities, |

## 3.5 Other interested parties

An interested party is any person, group of persons or organizations interested in an activity during any phase of the project and may include local or national government authorities, local or national politicians, traditional authorities, religious leaders, civil society organizations including Non-Governmental Organizations (NGOs), community-based organizations (CBOs), faith-based organizations (FBOs) and relevant academic institutions, and other businesses and/or private sector (List of stakeholder’s Annex 2). The other interested parties with respect to DMDP 2 Project are included in the summarized table below;

Table : the identified stakeholders, their importance and phases that they would be consulted.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S/N** | | **Stakeholder** | **Importance/Relevance** | **Project Phase** |
| 1 | | Council Management Team (CMT) | * Steering committee of respective Municipal Council. * Offering technical assistance (multi-disciplinary team). * Supervisors of the project. * Implementers of guidelines and manuals from PO-RALG and World Bank | * Project Identification * Pre-Feasibility * Feasibility * Procurement * Construction * Project Operation |
| 2 | | Councillor’s  Political Leaders  Regional Secretariat | * Supervisors and Decision makers * Representatives of citizens from respective wards | * Project Identification * Pre-Feasibility * Feasibility * Construction * Project Operation |
| 3 | | Ward Development Committee (WDC) - (*Mtaa* Chairpersons, Ward Executive Officer, *Mtaa* Executive Officers and Ward Extension Officers). | * Local Leaders * Beneficiaries * Nearest change agents of the community. | * Project Identification * Pre-Feasibility * Feasibility * Construction * Project Operation |
| 5 | | Local Community of respective ward | * Beneficiaries of the proposed project | * Project Identification * Pre-Feasibility * Feasibility * Construction * Project Operation |
| 6 | | **Utility Authorities:**  Tanzania Roads Agency (TANROADS), Tanzania Telecommunication Company Limited (TTCL), Dar es Salaam Water Supply Authority (DAWASA), Tanzania Electric Supply Company Limited (TANESCO) | * Development partners * Technocrats (Technical inputs) * Utility owners (some of them) | * Pre-Feasibility * Feasibility * Construction |
| 7 | | **Relevant Ministries/Offices:**  Ministry of Finance  PO-RALG  Vice President Office, Division of Environment (VPO- Environment),  Ministry of Works, Ministry of Transport,  Prime Minister’s Office-Labour Youth, Employment and Persons with Disability  **Government Agencies:**  National Environmental Management Council (NEMC)  Occupational Safety and Health Authority (OSHA) | * Policy makers * Budgeting authorities * Supervision, Technical support and Financing. | * Project Identification * Pre-Feasibility * Feasibility * Procurement * Construction * Project Operation |
| 8 | | NGOs, CBOs | * Representatives of women, persons with disabilities, children, and other vulnerable groups | * Project Identification * Pre-Feasibility * Construction * Project Operation |
| 9 | | Contractors | * Field experience and technical advice | * DMDP 2 Project Procurement and Construction |
| 10 | | Workers hired by contractors and suppliers | * They are the immediate beneficiaries of the proposed project. | * Construction |
| **Sub-project: Upgrading/Construction of Markets** | | | | |
| 11 | Respective LGAs  Petty Traders  Local Community | | * Technical inputs. * -Design of the markets * Operation and Maintenance | * Project Identification * Pre-Feasibility * Feasibility * Project Operation |
| **Sub-project: Upgrading of Urban Roads** | | | | |
| 12 | Ministry of Works, Ministry of Transportation, PO-RALG, Prime Minister’s Office-Labour Youth, Employment and Persons with Disability, VPO-Environment | | * Policy Maker * Supervision, Technical support | * Project Identification * Pre-Feasibility * Feasibility * Construction * Project Operation |
| 13 | Tanzania Rural and Urban Roads Agency (TARURA); TANROADS; TTCL; Rural Water Supply and Sanitation Agency (RUWASA); TANESCO; Land Transport Regulatory Authority (LATRA); Telecom Companies | | * Development partners. * Technical inputs * (Some of them are Utility owners others are regulatory authorities) | * Project Identification * Pre-Feasibility * Feasibility * Construction * Project Operation |
| 14 | Tanzania Bus Owners Association (TABOA), Bus owners, drivers (buses, bodaboda, bajaji), passengers, bus agents, Vendors, Traders, stand users & transporters, private owned vehicles | | * Beneficiaries of the proposed project | * Project Identification * Pre-Feasibility * Construction * Project Operation |
| **Sub-project: Solid Waste Management** | | | | |
| 15 | VPO  NEMC  LGAs  Waste Pickers  Private Sector | | * Policy Maker * Supervision, Technical support * -Business opportunities * Livelihood Impact * Project beneficiaries | * Project Identification * Pre-Feasibility * Feasibility * Construction * Project Operation |
| 16 | Respective LGAs  CBOs dealing with environmental conservation, waste collectors, scavengers | | * Beneficiaries of the proposed project. * Interested groups. | * Project Identification * Pre-Feasibility * Project Operation |
| **Sub-project: Drainage, River Rehabilitation** | | | | |
| 17 | Ministry of works, Transportation and Communication, PO-RALG, Prime Minister’s Office-Labour Youth, Employment and Persons with Disability, VPO-Environment, TARURA; TANROAD, Ministry of Natural Resources and Tourism | | * Policy Maker * Supervision, Technical support * Development partners. | * Project Identification * Pre-Feasibility * Feasibility * Construction * Project Operation |
| 18 | TFS, TTCL; RUWASA; TANESCO; Telecom Companies | | * Utilities * Services Providers Technical inputs regulatory authorities) | Utility owners be involved during   * Feasibility * Construction * Project Operation |
| **Sub-Project: Open Space/Parks** | | | | |
| 19 | Ministry of Land, Housing and Human Settlement, Local communities, Petty traders  LGAs  Local Communities, Private sector | | * Beneficiaries, * Responsible for O&M | * Project Identification * Pre-Feasibility * Feasibility * Construction * Project Operation |

## 3.6 Disadvantaged/vulnerable individuals or groups

Vulnerable individuals, women, the disabled, elderly etc., require specific attention to ensure inclusion of their voices in stakeholder engagement processes. Their input will be provided through a range of techniques including focus group discussion (based on age, gender and occupation), interviews, and key informants. Consultations to be conducted at a time that is conducive to the participants based on their input. To remove obstacles to participation of members from vulnerable groups various strategies/methods will be considered.

Vulnerable groups within the communities affected by the Project may be added, further confirmed, and consulted through dedicated means, as appropriate. Within the project; vulnerable or disadvantaged groups may include but are not limited to those provided in the table below that also provides description of the methods of engagement that will be undertaken by the project.

**3.7. Waste pickers from anticipated closed dumpsite**

A series of consultations with waste pickers and other stakeholders has created a better understanding of the dynamics of the waste pickers, their socioeconomic profiles and relationships with other actors in the Solid Waste Management space. The consultation began in March 2023 and will continue throughout the project. An initial baseline survey of waste pickers was conducted between March and May 2023 to understand the socioeconomic situation of the waste pickers, including working conditions, health risks, gender aspects, income, societal perception and livelihood in general. The baseline survey involved a survey with 318 waste pickers, focused group discussion with various groups of waste pickers (women, men, youths) and interviews with key informants from dumpsite management, Dar es Salaam City Council and Ward and Mtaa Officials and leaders. As indicated in the RPF, Livelihood Restoration Plan (LRP) for the waste pickers affected by the closure of the existing dumpsite will be developed in collaboration with various stakeholders and full engagement of affected waste keepers.

Stakeholder mapping will be conducted in October 2023 that will involve identifying government and non-government entities experienced in delivering livelihood improvement programs and those working in solid waste management and recycling. The consultations will shed light on the possible livelihood opportunities for waste pickers and give a sense of what is available in the market should the Government require support in implementing a livelihood restoration program

Table : Strategies to incorporate the views of vulnerable groups

| **S/N** | **Vulnerable Group** | **Proposed Strategies for Consultation** | **Likely Barriers** |
| --- | --- | --- | --- |
| 1 | Women Headed Household | * Effective participation in the project design or mitigation measures that could potentially impact them. * Separate meetings for males and female. * Provision of sufficient time for internal decision-making process. * Meeting timing and duration based on input from participants. | * Cultural barrier * Low education * Time to attend * Not informed |
| 2 | Physically challenged persons | * Use of sign language and other assistive tools, as required. * Translation into local language. * Providing transportation to the meeting venues (which should not be at a distance). * Provision of sufficient time for internal decision-making process. * Meeting timing and duration based on input from participants. | * Access * Financial constraints * Ability to hear/see etc * Low education level * Marginalized by community |
| 3 | Mentally challenged | * Short meetings with comfortable environment for asking questions or raising concerns. * Providing transportation to the meeting venues. * Provision of sufficient time for internal decision-making process. * Separate meetings for males and females. | * Access * Financial constraints * Low education level * Marginalized by community |
| 4 | Women | * Having small, focused and short meetings where women will be comfortable to ask questions or raise concerns. * Meeting schedules not to interfere with domestic activities. * Venues should be located close to their homes. * Translation into local language. * Meetings to have female facilitators. | * Cultural barrier * Low education * Time to attend * Not informed |
| 5 | Elderly | * Providing transportation to the meeting venue. * Time and duration of meetings decided with input from potential participants. * Translation into local language. * Separate meetings for males and females * Option of one-on-one interviews | * Access * Financial Constraints |

**3.7 Timeline for the consultation activities**

Stakeholder engagement is a continuous process and will be carried out throughout the project cycle from preparation to implementation. Different phases of project require engagement of different stakeholders to ensure that the needs and opinions of affected and interested parties are considered and incorporated in the project.

**Project Preparation Phase**

It should be noted that Communication being so central to the program, this SEP encompasses all communications; however, if need a communications program will be implemented as part of the operational arrangements and complemented by the SEP.

Thus far consultation have been taking place since June 2023 and are ongoing at the time of the preparation of this SEP. There has been consultation with stakeholders at the national level and at the LGA levels. At the national level, consulted parties include ministries and agencies such as Ministry of Lands and Human Settlement Development, VPO- Environment, TANROADS, DAWASA, TANESCO etc as presented in Annex 2.

At the LGA level, the consultation involved officials from the Central and Local Government Authorities mainly, District Commissioners, Regional Commissioner representatives, Ward and Special Seats Councilors, LGA heads of departments. At Wards these were Ward Councilors, Wards Executive Officers, sectoral representatives in community development, security, social work, Mitaa Chairpersons, Mitaa Executive Officers, women representatives. At Mitaa level there were Mitaa leaders, members to *mitaa* development committees.

A summary of the main recommendations received from the consultations conducted is provided in Annex 1 where table 3 shows dates of the consultations and Annex 2 indicate the list of stakeholders who were consulted. With the guidance from this SEP further consultations will be conducted to all Stakeholders in Subprojects that will be selected regarding the project design, ESIA/RAPs studies as well as providing information on project activities and GRM.

Table : Number of Meeting Participants Segregated by Gender

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Stakeholders** | **Venue** | **Date** | **NUMBERS** | | |
|  |  |  | **Male** | **Female** | **Total** |
| National Workshop | Dar es Salaam | 01/06/2023 |  |  |  |
|  |  |  |  |  |  |
| **DCC-Ilala** | DMDP Conference |  |  |  |  |
| Head Quarter Level |  | 06/06/2023 | 55 | 39 | 94 |
| Ward Level |  | 24 | 16 | 40 |
| Mtaa Level |  | 28 | 16 | 44 |
| **Sub-Total** |  |  | **107** | **71** | **178** |
| **Kinondoni Mc** | DMDP Conference | 07/06/2023 |  |  | |
| Head Quarter Level |  | 31 | 14 | 45 |
| Ward Level |  | 20 | 16 | 36 |
| Mtaa Level |  | 78 | 32 | 110 |
| **Sub-Total** |  |  | **129** | **62** | **191** |
| **Temeke Mc** | DMDP Conference | 08/06/2023 |  | | |
| Head Quarter Level |  | 22 | 25 | 47 |
| Ward Level |  | 8 | 10 | 18 |
| Mtaa Level |  | 5 | 6 | 11 |
| **Sub-Total** |  |  | **35** | **41** | **76** |
| **Kigamboni Mc** | Kigamboni Council Office | 12/06/2023 |  | | |
| Head Quarter Level |  | 48 | 25 | 73 |
| Ward Level |  | 19 | 29 | 48 |
| Mtaa Level |  | 78 | 35 | 113 |
| **Sub-Total** |  |  | **145** | **89** | **234** |
| **Ubungo Mc** | Ubungo Council Office | 13/06/2023 |  | | |
| Head Quarter Level |  | 52 | 28 | 80 |
| Ward Level |  | 6 | 5 | 11 |
| Mtaa Level |  | 15 | 6 | 21 |
| Preparation Mission |  | 19-23/06/23 |  |  |  |
| **Sub-Total** |  |  | **73** | **39** | **112** |
| **Grand Total** |  |  | **489** | **302** | **791** |

Outcome of Stakeholder engagement revealed the following key issues and recommendations, which are also presented in more detail in Annex 1.

* The importance of stakeholders to be involved from the initial phase of the project; that is during project identification as well as location.
* It is also important to engage stakeholders during design so that their views, needs and concerns are captured in the design.
* Stakeholders’ engagement has enabled the identification of different stakeholders that otherwise would not have been involved in the project cycle; for instance, in a market, there are different levels of users with different needs and requirements as well as vulnerable stakeholders.
* Issues associated with how land acquisition will be handled prior to project implementation.
* Issues associated with who will pay Compensation- should it be the Ministry of Finance, part of the Project financing or the respective LGAs?
* The importance of establishing Grievance Handling Committees for various sub-projects.
* The need to have a separate budget for undertaking stakeholder’s engagement.
* Likely risks associated with the project.
* Establish project alternatives that include alternative sites, designs etc.

**Consultations with other groups**

Other stakeholders to be invited and consulted at the Ward and Mitaa levels will be operators of motorcycles, three-wheel motors known as *bajaj* and *bodaboda* as they can provide their views on locations for parking, etc. Besides, based on case by case, there will be consultations with social groups at each ward or mtaa where views, perceptions and recommendations will be raised based on their expectations and need of a group in question.

Latter once all sub projects have been approved by the LGAs Council and other authorities and agreed upon by the Bank there will be localized events for each subproject (for example, consultations with government officials involved in the process, events with thematic groups like organizations working on disability, the elderly, and other vulnerable groups, civil society organizations like women's associations and/or NGOs working with women-headed households, etc.

**Preparation of sub-projects:**

Consultations with stakeholders is currently being conducted as part of introducing the feasibility phase of the project as well as preparation of various safeguard documents that include relevant government Ministries and Agencies required to implement the project; communities (PAPs and beneficiaries) etc;

**Feasibility and design of the subprojects**

Consultations at this stage will be conducted with the stakeholders identified under Table 1 above

and issues and concerns raised by them will be factored in the project design and planning for risk and impact mitigation.

**Construction stages of the project**

Consultation will be conducted with the relevant stakeholders of the DMDP 2 (i.e project communities, NGOs and local administration) to disseminate information on project construction implementation and its timeline, sensitize the stakeholders on the implementation of the ESMP and its requirements, collect the stakeholders’ views/concerns/grievances and provide feedback.

# 4.0. Needs and methods, tools, and techniques for stakeholder engagement

Different techniques and tools can be used to engage stakeholders; Table 4 below lists a variety of stakeholder engagement techniques and tools that the LGAs and PORALG can consider using in the engagement. Criteria considered when deciding the frequency and the appropriate engagement technique to be used to consult a particular stakeholder group include:

* The extent of impact of the project on the stakeholder group;
* The extent of influence of the stakeholder group on the project;
* The culturally acceptableengagement and information dissemination methods; and
* Needs of vulnerable groups.

Sub Project implementers in every stage shall identify relevant stakeholders and by using suitable methods will conduct consultations. There shall be a proper recording of the meetings/discussion proceedings. All key issues shall be addressed. The consultation meeting reports shall be submitted as part of implementation progress reports to the Project Implementation Team (PIT) and TARURA/PORALG and subsequent to the World Bank. In addition to new ideas, or questions about a Project concept, Stakeholders will likely share concerns and possibly complaints with the LGAs. The LGA needs to have a systematic way of managing this information, a Grievance Redress Mechanism (GRM) for the DMDP 2 is summarized and presented in Annex 3.

Table : Stakeholder engagement techniques

|  |  |
| --- | --- |
| **Engagement Technique** | **Information to be shared** |
| Correspondence by phone/email/Text | * Distribute project information to government officials, organizations and agencies. * Invite stakeholders to meetings |
| One-on-one interviews | * Solicit views and opinions * Enable stakeholders to speak freely and confidentially about controversial and sensitive issues * Build personal relations with stakeholders * Recording of interviews |
| Formal meetings | * Present project information to a group of stakeholders * Allow stakeholders to provide their views and opinions * Distribute technical documents * Facilitate meetings using PowerPoint presentations * Record discussions, comments/questions raised and responses |
| Focused group meetings | * Allow a smaller group of between 8 and 15 people to provide their views and opinions of targeted baseline information * Build relationships with communities * Use a focus group interview guideline to facilitate discussions * Record discussions, comments/questions raised and responses |
| Public meetings | * Present project information to a large audience of stakeholders, and in particular communities * Allow the group of stakeholders to provide their views and opinions * Build relationships with neighboring communities * Distribute non-technical project information * Facilitate meetings using PowerPoint presentations, posters, models, videos and pamphlets or project information documents |
| Billboards | * Distribute project information in high traffic areas, such as along highways and in cities, to reach the highest number of drivers and pedestrians * Invite stakeholders to meetings |
| Radio and Television | * Convey project information to a large and diverse audience |
| Social Media, Websites | * Frequent information sharing and update of project progress |

## 4.1 Proposed strategy for information disclosure

The Government of Tanzania through PO-RALG has shared various information to the public at large regarding the DMDP 2 project. The environmental and social reports and plans that include Environmental and Social Impact Assessments (ESIAs), Resettlement Action Plans (RAPs), Labour Management Plan ( LMP) and Environment and Social Management Commitment Plan (ESCP) will be disclosed in the PORALG website <https://www.tamisemi.go.tz/>, TARURA website and websites of all the five implementing agencies as well as the World Bank website.

Information disclosure by LGAs will increase the availability of information on the status of the implementation of the project to various stakeholders in a timely manner and motivate and improve the project performance. Important details on the progress of the project will be reported to stakeholders, the reporting may also include new or corrected information since the last report. It should also be noted that as a strategy of information disclosure, other safeguard documents such as the ESMPs, RAPs etc will be disclosed during the implementation phase of the project. Disclosure will include draft reports and once stakeholders have provided feedback; the final reports will also be disclosed at LGAs websites, Table 5 and 6 present examples of methods to be used and frequencies of Information disclosure.

## 4.2 Stakeholder Engagement Plan

As narrated in Table 5 there are various stakeholders who will be consulted and engaged throughout the life of this project, meaning being engaged in the overall project and specific subprojects as needed. There are those who will be affected by the project in the form of affected assets and livelihoods. There will be those whose infrastructure will be affected and require relocations such as DAWASA, TANESCO etc. Besides, there are Government Institutions that have mandate to intervene and ensure the project is smoothly implemented. All these will be consulted and engaged as described below. It also needs to be noted that there are also NGOs and Associations such as Drivers, women groups, Bodaboda operators etc.

Table : Stakeholders' Communication Strategies for DMDP 2 Project

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Stakeholders addressed** | **Project stage** | **Communication strategy** | **Responsibility** | **Details of disclosure/ Information requested** | **Expected Questions** |
| 1 | Utilities Authorities | * Preparation * Implementation | * Meetings * Site Visits | * Relocation * Budgeting * Monitoring of service * Approvers of various Permits | * Details of the projects design * Likely time for implementation * Discuss alternatives * Share technical details associated with the project * Share design | * General and specific conditions associated with specific Sub-projects implementation * Stakeholders’ engagement plan * Likely Impacts-Positive and negative * mitigation and enhancement measures |
| 2 | Local Communities close to/ whose livelihood depend on the proposed sub-projects | All Project phases | * Public Meetings * Billboards * Radio & Television | * Beneficiaries of the project (economically-employment, market of goods) Likely to be negatively affected | * General information about the project * Likely benefits associated with the project * Likely negative impacts associated with the project * Obtain their views and concerns regarding the project phase | * How will local communities benefit from the project * Possibility of being engaged (employment opportunities) during construction of the proposed Sub-projects |
| 3 | NGOs-, CBOs-, CSOs associated with respective Sub-project;  Workers Union | * Preparation * Implementation |  | * People with economic and social benefits of the project, group with main concern of being affected by the proposed project. | * Likely benefits associated with the Sub-project * Likely negative impacts associated with the Sub-project * Obtain their views and concerns regarding the Sub-project | * How will we benefit from the Sub-project * When is the Sub-project expected to start * Consideration of alternative design/ location * What are the likely impacts of such operation to the welfare groups they are representing? |
| 4. | Waste Pickers | All Project phases | * Meetings * Focus groug discussion | Relocation from closed dumpsite | * General information about the projects * Likely benefits associated with dumpsite closure * Likely negative impacts associated with dumpsite closure * Obtain their views and concerns regarding dumpsite closure | * How will waste pickers will be affected by the dumpsite closures * Livelihood restoration plan/alternative livelihood after the dumpsite closure * Possibility of being engaged (employment opportunities) during construction of the proposed Sub-projects |

One relevant principle is that stakeholder engagement, including stakeholder analysis, will start as early as possible in sub-project preparation to ensure that there is sufficient time for stakeholders to provide input to project design. The consultant(s) will conduct stakeholder mapping to identify the relevant stakeholders for the respective tasks. The list shall be submitted to and discussed with the PITs for screening. The agreed list will guide the consultant to prepare task specific or sub project (including the ones related to waste management, dumpsites and landfills) communication strategies that implicitly mention the identified stakeholders and their relevance/roles to the sub project/tasks; means of communication, frequencies of communication as well as objectives of carrying out various communication sessions. The communication strategies which will be guided by this SEP will be submitted to the WBCU and the World Bank for approval. As much as possible, messages/notifications to be disseminated shall be shared with PITs for approval prior to the actual communication with the stakeholders. Review of Comments

During preparation and construction phase, the PIT’s Environmental and Social team, Project Engineers and consultants (if present) and contractors will gather comments from stakeholders in written and oral forms (using suggestion boxes, local leaders, public meetings, interviews etc). The team will review stakeholders' comments and send back the final decision and a summary of how comments were taken into account; this will be sent back using various methods depending on the issues and type of stakeholders. Methods can include a written report, public meeting or phone call.

## 4.3 Reporting back to stakeholders

Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and Grievance Mechanism, and on the project’s overall implementation progress.

**Future phases of Project**

At each geographical area where the sub project will be being implemented, such as the Ward, there will be regular meetings and monitoring visits to ensure that stakeholders are made aware of the ongoing project including addressing relationship matters with contractors, consultants and households close to ongoing works. As the structure for local government are clear, consultation will start at the LGAs level engaging all councilors, then another consultative meeting will be organized with the development committees in each participating Ward where all segments of communities will be invited, then a public meeting at the Mtaa will be organized.

# 5.0 Resources and Responsibilities for implementing stakeholder engagement activities

## 5.1. Resources

Successful implementation of stakeholders engagement activities during the implementation of the project as a whole and the Sub-projects at the LGA level requires dedicated resources. These resources include financial resources and specified roles played by PO-RALG/TARURA and the LGAs.

### 5.1.1 Resources and Commitment at PO-RALG/TARURA level

Currently PO-RALG/TARURA have a Project Coordinating Unit (PCT) that has Environmental and Social Safeguards officials as well as other ESS officials at TARURA Headquarters, therefore the offices will commit resources both financial and human to work closely with the LGAs in monitoring the implementation of the SEP. The staff will ensure visiting of the LGAs during preparation and monitoring- at least quarterly during implementation phase. PO-RALG/TARURA will also conduct training to at least two staff from each LGA (preferably social/community development officers) on preparation and implementation of SEP as per the guideline. Therefore, in summary the responsibilities of PO-RALG/TARURA for the SEP include but not limited to:

* 1. Overall coordination of the SEP
  2. Conduct training to LGAs
  3. Coordinating National Workshops and consultation of Stakeholders at higher level;
  4. Communication with World Bank;
  5. Continuous Monitoring of SEP implementation by LGAs;
  6. Capacity building to implementers of SEP

### 5.1.2 Resources and Commitment at LGAs level

LGA representatives interviewed for this Plan noted that they have meager financial resources to pay for a wide range of services they are obliged to deliver to the community. Thus, sometimes LGAs only partially conducted stakeholder engagement or in a few cases they avoid stakeholder engagement completely. The LGA representatives all acknowledged the importance of community engagement, but the limited financial support they have is a significant challenge.

It was therefore agreed that the Directors should commit financial resources for implementing the SEP as well as other associated activities such as monitoring and grievance handling.

A general range for costs in each phase of the stakeholder’s engagement is provided in this SEP so that the LGAs have some ideas of what they might expect to pay for their stakeholder engagement activities. These estimates are educated guesses, based on input from several LGA representatives, but they should not be considered firm or accurate. They are just a rough annual budget estimate to provide some general ranges of costs; for LGA with many sub-projects, the budgets will be slightly higher than those with limited number of sub-projects.

It is therefore anticipated that the respective Directors for each LGA under will be required to fully committed in ensuring that the SEP is implemented as well as:

1. Assigning responsible personnel in PIT to handle implementation of SEP
2. Allocate budget for the implementation of SEP (Financial Resources). Table below indicate minimum cost for SEP operationalization for each sub project. LGAs will establish a mechanism in which the SEP will be operationalized efficiently and, in a cost, effective manner.

The PORALG/TARURA WBCU and the Directors of the Five implementing agencies will be in charge of stakeholder engagement activities. The tentative annual budget for the SEP per annum per LGA is TShs. 180,000,000 and is included in component three and four of the project.

Table : Tentative Annual Budget for SEP Implementation per LGA

|  |  |  |  |
| --- | --- | --- | --- |
| **No** | **Item** | **Remarks** | **Estimated Cost (Tshs)** |
| 1 | Communication campaign | Broadcasting, transport, publication etc | 50,000,000.00 |
| 2 | Staffing/Travel Cost etc | Can be higher if using a consultant | 40,000,000.00 |
| 3 | Handling Vulnerable Stakeholders | Can be used for transport, purchase of equipment | 15,000,000.00 |
| 4 | Handling Grievances and Training | Depends on type of sub project, number of sub project, and type of Grievance etc. | 20,000,000.00 |
| 5 | Handling Pandemic | Depending on magnitude, type etc | 10,000,000.00 |
|  | Training |  | 30,000,000.00 |
|  | Incidentals | To cover unforeseen changes | 5,000,000.00 |
|  | **Total** |  | **180,000,000.00** |

## 

## 5.3 Person Responsible

The person at PORALG/TARURA WBCU responsible for the implementation of the SEP is Community Development Specialist.

The Directors of the five implementing agencies will be responsible for implementing the activities included in the SEP. The respective LGA Director will appoint a focal person within the Project Implementing Unit (PIT) who will have the responsibility of coordinating the implementation of SEP for each sub-project and the LGA in general; The Community Development and Welfare Department officials in collaboration with Public Relation office will be the appropriate office to handle SEP. To facilitate the task of the SEP team to effectively perform and deliver stakeholders engagement activities, the LGA Director will allocate funds to be used for staff time, facilitation costs etc. Table 7 shows the format which the Director will use to disclose information regarding the responsible person at the DLA.

Table : Proposed format of contacts details of the focal person at the LGA

|  |  |
| --- | --- |
| **Name** | **Details** |
| Title of responsible person |  |
| Phone number |  |
| Address |  |
| E-mail address |  |

## 5.4 Management functions and responsibilities

The entities responsible for carrying out stakeholder engagement activities are the PO-RALG PIT and the Five implementing agencies; during project implementation contractors will also conduct stakeholders’ engagement with close collaboration of the respective LGA and PO-RALG. The stakeholder engagement activities will be documented through reports that the format has been stipulated in this plan.

# 6.0 Grievance Redress Mechanism

Grievance Redress Mechanism (GRM) involves a formal process for receiving, evaluating and redressing program-related grievances from affected communities and the public. The DMDP 2 Project recognizes vulnerability of the different project’s participants to be involved or affected by the project (such as vendors within operating markets, road users, community members, waste pickers, workers and other beneficiaries) and the need for having a well-coordinated GRM.

The purpose of Grievance Redress Mechanism (GRM) is to address the legitimate concerns that might occur in the course of development of the DMDP 2 Project in a timely, effective, and efficient manner that satisfies all parties involved. GRM is therefore meant to provide a formal avenue for affected person/s, groups or interested stakeholders to formally have their concerns addressed related to the project. Potential Grievances associated with the project are likely to change during various phases of the project, which also implies that the magnitude of grievances by stakeholders will also change depending on project phase.

PIT

## 6.1 Establish Grievance Handling Committees at various levels

GRM Committees at Mtaa/Street, ward, District as well as Ministerial levels, will be established and adequately capacitated. PO-RALG in collaboration with the Five implementing LGAs will establish Grievance Handling Committees (GHC) at Four main levels that include Mtaa Level/Facility Level for all Mitaas that are implementing the sub-projects under DMDP 2 and if it is a market or any other structure at the existing structure level. Another level will be at LGA level where each implementing LGA will establish a GHC; Another level will be Regional Level where the Regional Administrative Office of Dar es Salaam will be part of handling Grievances associated with the project. A GHC at Ministerial Level has been established at PO-RALG WBCU. Also there will be close coordination with local neighborhood such as waste pickers, Bajaj operators, women food vendors, available CBOs so as have in hand potential grievances associated with the project.

It should be noted that further elaboration on GRM will be provided in other Safeguard documents including the ESMF, RPF and LMP. GRM procedures will be disseminated through posters and notices in at Contractors for subprojects offices as well as at LGAs, project offices. There will be a designated officer at the Mtaa level, to receive and record the raised concern. Then, the matter will be quickly submitted to the PIT, which upon receipt of the matter will visit the site and the grieved party to assess the matter. Thereafter, the matter will be resolved and, advice provided to the complainant. Should the Complainant be unsatisfied with the decision, then will be advised to forward his or her matter to relevant authorities for further actions including the Ward Tribunal, then the District Magistrate, the High Court upon to the Referral Court.

## 6.2 Project procedures for Grievance Management

An accessible point of grievance reception and meaningful resolution is key to the project. The first entry point where a grievance will be lodged is Mtaa; to maximize this potential affected communities should be aware of this office. At this point, the project implementers need to establish committees of persons mostly affected by the project and to use various means for which grievances can be submitted. Various channels will be available for receiving grievances from various stakeholders for the DMDP 2 Project, these include directly at PO-RALG offices, Free toll number/whatsapp (to be established), Email address, Walk-in through mtaa/LGA offices. For efficiency of Grievance Record Keeping, there will be an established log book to capture grievance associated with project in all phases. A digital record keeping platform is also going to be established.

The PCT, PIT of the respective LGAs will have a mechanism of merging the records/ tracking the grievances and report preparation. This should imply that frequencies should be established depending on activity conducted of the LGAs submitting a Grievance Handling report. The PIT will compile grievance reports for each LGA at various level and later submits the report to the PCT for consolidation and further dissemination to other stakeholders including the World Bank.

Procedures for Grievances handling from Communities will include Registration of a Complaint, recording of a Complaint, Preliminary Assessment of the complaint, resolving the complaint and agreement or appeal if need be. It is not anticipated to have grievances that can go the Appeal level, however, where a person is aggrieved by the decision of the Project he/she can lodge the matter to the district land and housing tribunal, and if not satisfied then matter can be taken to the High Court and if a decision at the High court does not satisfy the complaint then the matter can be forwarded to the Appeal Court. An Electronic Data Management Systems (EDMS) will be established to manage and monitor grievances. The grievance storage will be kept up to date showing currently received grievances, resolved and those which still undergoing the process to resolution. Some of the features shall include nature of complaint, name and contact details of the complainant, however, in some instances the personally identifiable information of the complainants will be kept confidential; any follow up actions taken, the proposed resolution of the complaint, how and when relevant grievance decisions were communicated to the complainant; and whether longer-term management actions have been taken to avoid the recurrence of similar grievances in the future, if applicable.

## 6.3 Monitoring and Reporting

Monitoring will be conducted as a routine exercise to avoid recurrence of environmental and social related grievances throughout the project cycle. PO-RALG and respective LGAs will be responsible for day-to-day monitoring and addressing grievances occurred. Quarterly, semi-annual and annual grievance reports will be prepared and shared with the World Bank. The Committee’s resolution status on any grievance received and discussed will be communicated to the Project Affected People (PAP) or any claimant within **7** working days of the Committee’s resolution.

Key indicators to measure GRM functionality

* Number of complaints/ grievances registered
* Percentage of grievances resolved
* Percentage of grievances redressed within stipulated time period;
* Percentage of complainants satisfied with response and grievance redress process
* Percentage of project beneficiaries that have access to GRM
* Number of posters/notice disseminating GRC at Sub-project level

## 6.4 Guidance for the Development of a Stakeholders GRM

At all phases of the project; the LGA in collaboration with stakeholders relevant for that sub project must carefully document issues and input from the stakeholder’s community as well as complaints and grievances.There will be a general GHC at the LGA level as well as a GHC for each subproject level. For sub-projects such as markets specifically those to be constructed on existing land, the LGA should first establish the leadership of the area and collaborate with the respective subproject leadership (e.g Chairmen of markets) to establish the GHC and its membership. This committee will serve at lower level of grievance handling hierarchy. In order to strengthen these committees, it is necessary to have inclusion of relevant officers from PITs. Second, level is the LGA level (project coordinator’s office) where the grievances from committees will converge at a common point. Simplified Procedures for Grievance Handling are presented in Annex 3. The reference will also be made to thematic GRMs as stipulated in the RPF, ESMF, ESIAs and RAPs.

## 6.5 Grievance Record Keeping

For efficiency of Grievance Record Keeping, it is recommended that each LGA implementing the DMDP 2 Project establish a specific log book that only captures grievance associated with the project. Likewise, the PCT will have its own log books for record keeping of grievances associated with the project. The PCT, PIT of the respective LGAs should have a mechanism of merging the records/ tracking the grievances and report preparation. This should imply that frequencies should be established of submission of Grievance Handling report to the PIT by lower-level established Grievance Committee (e.g at ward level etc), The PIT then complies the reports and later submits the report to the PCT who later complies and share the report with other stakeholders that includes the World Bank.

The Complaint/Issue Log records will include the following information:

* Name of person with a complaint;
* How the complaint was received;
* Date the complaint was received and recorded;
* Location/village/clan;
* Contact information;
* Description of the complaint
* Follow-up corrective action steps;
* Corrective action taken by whom and date,
* Response and means of response (written or verbal).

## 6.6 Responsibility for implementing a Complaints Management Procedure

The LGA will appoint a Community Development or a Social Welfare personnel within the PIT who will be responsible for the complaints management procedure. The key responsibilities includes: disclosure, reception, management and monitoring of complaints, feedback to local communities and persons with complaints, and coordination of complaints analysis. The project will notify community members on existence of the GHCs through meetings that will be conducted by PITs and Contractors at Subproject level as well as through notices in project and contractors offices. Other targeted stakeholders should be notified about the grievance mechanism using various communication methods.

For workers hired by contractors for this particular SEP are also identified as Stakeholders; therefore, contractors will be required to produce their GRM procedure as a prerequisite for tender which at a minimum conform to these requirements. The GRM procedures have to be transparent and accessible to all workers . After they are engaged, contractor will be required to prove that each employee has been inducted and signed that they have been inducted on the procedure. The details of the workers’ GRM is presented in the Labour Management Procedures (LMP) for DMDP 2 Project.

## 6.7 Gender Based Violence (GBV), Sexual Exploitation and Abuse (SEA) and Sexual Harassment (SH)

The implementation of the Project will entail major resettlement as well as civil works. Civil works activities will require a large labour force that may not be fully sourced locally. The influx of labour requires a strategy for their management particularly with engagement with the community particularly the women and children. The resettlement processes also present risks for women being excluded in consultations and ultimate compensation.

Some examples of gender-based violence include; physical violence such as beating, punching, grabbing and killing with or without weapon, etc among others; sexual abuse includes the following; rape, forced unprotected sex, touching of private parts of a person without his/her consent, etc; economic abuse include lack of voice in economic rights affecting one, working for less pay, failure to own property that one deserves and denial of basic necessities.

Experience however shows that most women are hesitating to engage themselves in these types of civil works which leads to a very minimum number of female workers to enable critical mass and also increases the risk of GBV and SEA amongst workers. Likewise, issues of compensation for will be adequately monitored and capacity building will be undertaken to eradicate the risk of GBV/SEA to occur as a result of the resettlement.

## 6.8 PIT’s capacity to prevent and respond to GBV risks

Within each LGA there are staff with the responsibility of handling GBV issues and with close collaboration with the Ministry of Gender, the police force and local leaders. The officer responsible for gender at the LGA will work closely with other safeguard team that are likely to have minimum awareness on GBV issues. More capacity building will be required for the whole PIT in order to make them conversant with all GBV/SEA issues and know how to handle them once occurred during project implementation.

## 6.9 Grievance Mechanism for GBV/SEA

There will be a GRM under the project; however,

in case of complaints related to **Gender Based Violence** (GBV), the Grievance Handling Officer will treat these grievances with due confidentiality. Specific provisions will be included for complaints related to Sexual Exploitation and Abuse (SEA) that could be derived from the project to ensure the survivor’s confidentiality and rights. The GRM will ask for, or record, information on three aspects related to the GBV incident: (a) the nature of the complaint (what the complainant says in her/his own words without direct questioning, (b) if, to the best of their knowledge, the perpetrator was associated with the project, and (c) if, possible, the age and sex of the survivors. Survivors will be advised of their right to referral pathways including security and legal recourse, health services and, psychosocial counselling.  Details of the GBV GRM will be included in the ESIA, ESMP and CESMP to enable them to be properly used in subprojects.

## 6.10 Labor Grievance Mechanism

A Grievance Redress Mechanism RM will also exist for workers; Under the DMDP 2 a Labor Management Procedure will be prepared and shared with the relevant stakeholders that including the contractor; the LMP will provide details of how grievances will be handled for workers; this will include ensuring that workers are aware of the mechanism.

# 7.0 Monitoring and Reporting of SEP

PO-RALG/TARURA World Bank Coordinating Team (PCT)in collaboration with LGAs Safeguards Teams will conduct monitoring as a routine exercise to avoid occurrence of Environmental and Social risks in various phases of the Project Implementation that are likely to occur due to lack of stakeholder engagement. This is to ensure that various implementing agencies of the project that including the Design Consultants and contractors are in line with the SEP. Safeguard Teams and communication officials at LGAs will be responsible for monitoring SEPs and addressing grievances that occur.

The LGAs in collaboration with relevant parties such as the consultant and contractor will prepare brief Quarterly reports on stakeholder engagement activities which include:

* Activities conducted during each month;
* Public outreach activities (meetings with stakeholders);
* Entries to the grievance register;
* Entries to the commitment and concerns register;
* Number of visitations to the information center;
* Progress on partnership and other social projects;
* New stakeholder groups (where relevant); and
* Plans for the next month and longer-term plans.

It should be noted that in other phases of the project such as during RAP implementation, frequencies of engaging stakeholders are likely to increase and hence reporting and monitoring phases should be in line with such increase.

## 7.1 Reporting under SEP

LGAs will prepare reports regarding SEP (Tentative format provided) The reports will be submitted to the PCT quarterly during each project phase. The reports will be part of the ESHS reports to be shared to the World Bank for monitoring purposes.

## 7.2 Report format

1. Introduction

Information about the subproject location, size etc.

1. Stakeholders’ identification

Information about the subproject, stakeholders, how they have been identified and phase of the sub-project

1. Information shared with stakeholder

* What, where SHS informed
* What were the SHS views and concerns
* What was the Council’s response to the views raised?

1. Methods used to inform SHS about the engagement
2. Methods used to consult SHS
3. Way forward regarding to SEP

* What is the next meeting/ engagement?
* Who will be consulted

1. . Information on functionality of the GRM that is number/types of complaints received, how they were handled as well as their resolution measures
2. Annex

* List of SHS engaged
* Table indicating functionality of the GRM i.e number of complaints received, resolved etc
* Proof of consultation if any e.g photos, signatures etc
* List of LGA staff engaged
* Budget

## 7.3 Summary of how SEP implementation will be monitored and reported

PO-RALG/TARURA World Bank Coordinating Unit (WBCU)in collaboration with LGAs Safeguards Teams will conduct Monitoring as a routine exercise to avoid occurrence of Environmental and Social risks in various phases of the DMDP Phase 2 Project Implementation that are likely to occur due to lack of stakeholder’s engagement. This is to ensure that various implementing agencies of the project that includes the contractor are in line with the SEP prepared for the sub project. Safeguard Teams and communication officials at LGAs will be responsible for day-to-day monitoring of SEPs and addressing grievances occurred. The LGAs in collaboration with relevant parties such as the consultant and contractor will prepare brief monthly reports on stakeholder engagement activities for the operations; the reports will clearly stipulate the various monitoring indicators have been achieved that include:

* Number of activities conducted during each month;
* Number of public outreach activities (meetings with stakeholders) conducted;
* Entries to the grievance register;
* Entries to the commitment and concerns register;
* Number of visitations to the information center;
* Progress on partnership and other social projects;
* New stakeholder groups (where relevant); and
* Plans for the next month and longer-term plans.

It should be noted that in other phases of the project such as during RAP implementation, frequencies of engaging stakeholders are likely to increase and hence reporting and monitoring phases should be in line with such increase.

## 7.4 Reporting back to stakeholder groups

The SEP will be periodically revised and updated as necessary in the course of project implementation preferably quarterly in the first year and later twice a year; summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventive actions, will be collated by responsible staff and referred to the senior management of the project. The quarterly and later bi annual summaries will provide a mechanism for assessing both the number and nature of complaints and requests for information, along with the Project’s ability to address those in a timely and effective manner. Information on public engagement activities undertaken by the Project during the year may be conveyed to the stakeholders in various ways: these include in the Ministry and respective LGAs websites, newspapers or public meetings depending on the targeted stakeholders and type of information to be conveyed. All information regarding grievances would need to be presented in aggregated form and maintaining the confidentiality of the complainants.

# ANNEXES

## Annex 1: Stakeholders’ Views and Concerns for the DMDP 2 Project

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No | STAKEHOLDER | | | VIEWS/CONCERNS | | RESPONSE |
| 1 | NATIONAL LEVEL (KISENGA-PSSSF MILLENIUM TOWER II, KIJITONYAMA) | | | **01st JUNE 2023** | | TBC |
| 2 | LGA LEVEL DAR-ESALAAM CITY COUNCIL(DCC)-ILALA (ANATOUGLOU, HALL) | | | **06th JUNE 2023**  **COUNCILLOR’S, DISTRICT COMMISSIONER, DISTRICT ADMINISTRATIVE SECRETARY, MUNICIPAL DIRECTOR, HEAD OF DEPARTMENTS, HEAD OF SECTIONS, NON-GOVERNMENTAL ORGANIZATION, PROJECT IMPLEMENTATION TEAM AND TARURA**   1. Buguruni ward does not have any road which will be implemented under phase 1 of the planned 30% but it is a vital ward since it connects Mandela Road via Rozana. So, in the coming 70% Buguruni ward should be considered   Other concern raised were on Buguruni ward which connects with Vingunguti via Buguruni and is a vital Ward in our City. Hence, Ward’s Road selection/construction should be done in the remained 70%   1. Another matter raised was about the the roads to be constructed in our DCC; what were some of the main criteria used to select the listed roads which will be implemented under phase1 of the planned 30% 2. TARURA-ILALA shall prepare a separate meeting with all Councillor’s so as to discuss our concerns regarding the remaining roads for the 70% phase 3. The Consultant’s team shall revise the borders of roads in Wards so as to avoid the contradiction during implementation such as Muhonda road, Muhoro road and Narungo’mbe road   Conclusion  The proposed project phase1 (road construction planned phase 30%) was accepted and they congratulated the GoT for the efforts done.  **WARD-LEADERS, MTAA CHAIRMAN & COMMUNITY REPRESENTATIVES**   1. Is there any compensation to the community properties which shall be affected by the proposed under DMDP II? 2. The consultants are advised to visit Ward/Mtaa offices to collect any necessary information they need for DMDP II project Implementation. 3. The proposed project should consider Kitunda-Kivule-Msongola Road’s diversion construction as it is in a poor condition and connects to a lot of community social services such as the constructed District Hospital 4. During the project construction the contractor needs to consider employment to our surrounding community instead of outsiders 5. Most of the contractor under DMDP I did not complete their work on time; for the coming DMDP II GoT should select the best contractors. 6. Will the proposed Market be implemented under the first phase of 30% in DMDP II?   Conclusion  The proposed project phase1 (road construction planned phase 30%) was accepted and they congratulated the GoT for the efforts done. | | TARURA DCC-ILALA  Apart from DMDP II our Council has a lot of road project facilitated by TARURA and City Council; we will survey the Buguruni Ward road connectivity and work on it.  TARURA DCC-ILALA  Some of the criteria used were road conditions in relation to the connectivity to major exit roads, public facilities, service to the community, minimal or no compensation and Resilience.  TARURA DCC-ILALA  We shall associate with all Councilor’s, Ward Leaders and Communities roads for all the Wards for boarders’ recognition both the first phase of 30% and the second phase of 70% during design.  PO-RALG  The roads selected for implementation in phase1 of 30% are likely not to have compensation at all, if any then will be minimal to avoid any delays in project implementation and will be paid.  PO-RALG & TARURA DCC-ILALA  Our consultants will visit your offices to collect necessary information’s for DMDP II project, please cooperate to simplify their work.  TARURA-DCC-ILALA  The proposed road to Msongola will be implemented under DMDP II as it replaced the previous proposed road Pugu-Majohe-Mbondole-Kivule Hospital which will be constructed under Msimbazi Development Project.  PO-RALG  All the contractor’s will advertise job opportunities before commencing of the work but it is your responsibility to advice the community to apply for the job  TARURA-DCC-ILALA  All the contractor’s selected are qualified for the task they are hired for. But sometimes delaying may occur due to delays in paying compensation, relocation of utilities as well as weather conditions such as rainfall.  TARURA-DCC-ILALA  Market construction will take place in the remaining 70% under phase 2 of DMDP II project. |
| No | | STAKEHOLDER | VIEWS/CONCERNS | | RESPONSE | |
| 3 | | LGA LEVEL KINONDONI MUNICIPAL COUNCIL(KMC) (UKUMBI WA MKURUGENZI-KINONDONI)  KMC (TWIGA HALL-MBEZI JUU) | **07th JUNE 2023**   1. The DMDP II project includes the establishment of new market and Dumpsite; when will these projects start? 2. The design team should put more effort in the storm water drainage system as our Municipality is much flooded during the rainy seasons. 3. The DMDP II project under planned 30% and 70% does not include 0.5km which passes at Mwl. Nyerere house at Magomeni which is a very vital road and is always flooded during the rainy season. We request TARURA to consider the road from their budget apart from DMDP II project. 4. I second Mr Manfred C Lyoto as in my area there is also 0.1km Mamba Road which connects to Mpakani; the road is flooded during the rainy season and has caused death to a student. We request TARURA to consider the road from their budget apart from DMDP II project. 5. In the previous DMDP I project we observed some of the roads being constructed without storm water drainage which leads to floods; we request TARURA and design consultant to consider the storm water drainage system in design for the DMDP II project. 6. The mentioned TOGO road falls within (Kinondoni & Ananasifu Wards) while some of it’s part is already constructed. Are you going to accomplish all the whole part of the road or it will just remain where it has ended? 7. In my Ward (Makumbusho) neither the planned 30% nor 70% has mentioned any of my roads, how are you going to consider my roads while they are all in poor condition and get flooded during the rainy season? 8. The DMDP II project includes the establishment of Dumpsite; where will these transfer stations be placed? 9. How will the designs of transfer stations look like? 10. What will the government do with the Pugu-Dumpsite? 11. Is there any budget planned on the community educations for proper SWM’s?   **WARD-LEADERS, MTAA CHAIRMAN & COMMUNITY REPRESENTATIVES**   1. KMC especially Kawe Ward has no any bridge to be constructed under DMDP II; but around NSSF road there is a bridge which link Kwa Mkongo Mtaa and Nyoka Mtaa. We request TARURA to keep an eye to the bridge which is not passable during the rainy season. 2. KMC is a flooded during the rainy season, no any bridge will be constructed under DMDP II; the bridge constructions shall be considered especially at Mzimuni Road   The Bongomsoto bridge is a very important bridge but it is in a very bad condition, during the rainy season it gets flooded,I advise you to consider its construction under DMDP II  Kawe has only been considered in the planned 30% of phase1 and has no roads in the 70% of phase 2, it should also be considered since it has so many roads which are un passable during the rainy season.  Conclusion  The proposed project phase1 (road construction planned phase 30%) was accepted and they congratulated the GoT for the efforts done. | | TARURA KINONDONI MC  Markets will be constructed during the remaining 70% in phase 2 under DMDP II project. Also, the design consultant (NIMETA) will consider the storm water drainage structure as one of the main components of the DMDP II project  TARURA KINONDONI MC  My office accepts the request and we will come to the area to observe and plan for the possibility of construction by our source of income if agreed  TARURA KINONDONI MC  My office accepts the request and we will come to the area to observe and plan for the possibility of construction by our source of income if agreed  TARURA KINONDONI MC  All the roads constructed under DMDP I project had storm water drainages; the challenge was where the destination of the collected storm water would be. Under DMDP II project, the design consultant (NIMETA) will work on this challenge and ensure that the collected storm water has a destination that will make the environment safe for the surrounding community.  TARURA KINONDONI MC  All the remaining part of the road will be accomplished under DMDP II project  TARURA KINONDONI MC My office will consider the construction of the Ward roads using our source of income or Council source of income if agreed  PO-RALG  Dumpsite construction will be done during the remaining 70% under DMDP II project and PO-RALG will hire a qualified Solid Waste-Expert Firm to deal with the entire task raised. We request your offices to give good cooperation to the team of experts during site visits and Data collection.  TARURA KINONDONI MC  My Office has taken the concern regarding bridges and will consider this challenge in the second phase of the planned 70% under DMDP II project.  TARURA KINONDONI MC  My office will consider the construction of the Kawe roads using our source of income or Council source of income if agreed | |

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| --- | --- | --- | --- |
| No | STAKEHOLDER | VIEWS/CONCERNS | RESPONSE |
| 4 | LGA LEVEL TEMEKE MUNICIPAL COUNCIL (  IDDY NYUNDO HALL TEMEKE MUNICIPAL) | **08th JUNE 2023**  **COUNCILLOR’S, DISTRICT COMMISSIONER, DISTRICT ADMINISTRATIVE SECRETARY, MUNICIPAL DIRECTOR, HEAD OF DEPARTMENTS, HEAD OF SECTIONS, NON-GOVERNMENTAL ORGANIZATION, PROJECT IMPLEMENTATION TEAM AND TARURA**  Is 350 USD only for Temeke Municipal Council or for all Dar es Salaam Municipals and is it equally distributed?  •The DMDP II project intends to solve remaining challenges of drainage system, what about the flooding in people’s settlements that has already been caused by construction of roads in DMDPI?  • We are discussing the planned 30% which is expected to start implementation in April 2024. When will the 70% start?  • In DMDP I Temeke MC borrowed money to pay compensation and Ilala and Kinondoni were given money by Central Government to pay compensation. Will the planned phase 1 of 30% under DMDPII require Temeke to pay compensation again?  The planned phase of 30% has considered very few Wards, I advise the remaining 70% to consider all the wards in the distribution of selected roads.  Conclusion  All the Councilors’ accepted the proposed projects on roads for the phase1 of the planned 30% and congratulated the GoT for the efforts  **WARD-LEADERS, MTAA CHAIRMAN & COMMUNITY REPRESENTATIVES**  • What are some of the criteria were used in selecting roads for the planned phase1 of 30% in DMDP II project?  •In the previous DMDPI there was no stakeholder’s engagement, were not engaged from the beginning of the project. I appreciate that this planned phase 1 of 30% under DMDP II has started with stakeholder’s engagement, this should continue even with the implementation of the planned phase of 70%.  Conclusion  The proposed project phase1 (road construction planned phase 30%) was accepted and they congratulated the GoT for the efforts done. | PO-RALG  This it for all Dar es Salaam Municipals and the distribution of this fund was done basing on the road network for each LGA which showed the number of tarmac roads compared to the size and population of the LGA they serve.  TARURA-TEMEKE MC  The project will involve construction of stand-alone drainages which will help to remove water from people’s houses and the consultant will ensure that the design incorporates the final destination of the storm water collected.  PO-RALG  The process for the planned 70% is expected to start right after the 30% has started.  PO-RALG  The roads selected for implementation in phase1 of 30% are likely not to have compensation at all, if any then will be minimal and will be paid by Temeke Municipal Council.  TARURA TEMEKE MC  Noted and will be worked upon in this DMDP II  TARURA TEMEKE MC  Some of the criteria used were road conditions in relation to the connectivity to major exit roads, public facilities, service to the community, minimal or no compensation and Resilience.  TARURA TEMEKE MC  Thanks for contribution we will continue engaging stakeholders at all stages of project implementation |
| No | STAKEHOLDER | VIEWS/CONCERNS | RESPONSE |
| 5 | LGA LEVEL KIGAMBONI MUNICIPAL COUNCIL (DISTRICT COMISSIONER HALL) | **12th JUNE 2023**  **COUNCILLOR’S, DISTRICT COMMISSIONER, DISTRICT ADMINISTRATIVE SECRETARY, MUNICIPAL DIRECTOR, HEAD OF DEPARTMENTS, HEAD OF SECTIONS, NON-GOVERNMENTAL ORGANIZATION, PROJECT IMPLEMENTATION TEAM AND TARURA**   1. Kimbiji Ward should be considered in construction of two roads, one from Kidangaa to Magereza and the other from Kimbiji Center to Kimbiji Health Center.      1. Kigamboni is new in the project, I expected it to have more Kilometers of roads than the LGAs that were in DMDPI project, how come it has the lowest number of kilometers? 2. There is a lot of flooding in our areas due to poor drainage infrastructure, please take this into consideration 3. Relocation of utilities with DAWASCO and TANESCO has proven to be a challenge due to lack of proper communication among the implementing parties. TARURA should organize a meeting and invite DAWASCO and TANESCO to discuss how best relocation can be done to avoid delays in project implementation.   • The road from Kibungumo to block 17 Kibada is a sensitive road but it is not going to be constructed in phase 1 of 30 %, I request you to consider it in the planned phase 2 of 70%.  • During design, the consultant should put into consideration beautification of the roads. The design should provide space for planning trees along the roads and not pave the whole area.  Kigamboni Municipal Council is facing a very big challenge in its road network. The roads are very bad and are not passable during the rainy season. Please give an extra eye to this because the condition of our roads is very bad.  Conclusion  The proposed project phase1 (road construction planned phase 30%) was accepted and they congratulated the GoT for the efforts done.  **WARD-LEADERS, MTAA CHAIRMAN & COMMUNITY REPRESENTATIVE**     1. I have heard that the market will be constructed in the Centre of Kigamboni, where exactly will it be constructed? 2. The names of the roads that are used by people in the community seem to be different from the names that have been submitted for project implementation. Please check and rectify this so that we have names that are common to both parties i.e TARURA and the Community 3. Are the trees and other properties found along the road going to be compensated? 4. Are our young women and men going to benefit from employment by the contractors of DMDP II projects?   Conclusion  The proposed project phase1 (road construction planned phase 30%) was accepted and they congratulated the GoT for the efforts done. | TARURA-KIGAMBONI MC  We are taking them for consideration in the planned phase 2 of 70%.  PO-RALG  The distribution of the kilometres of roads was done basing on the road network for each LGA which showed the number of tarmac roads compared to the size and population of the LGA they serve.  TARURA-KIGAMBONI MC  It is well noted and will be taken into consideration by my office  TARURA-KIGAMBONI MC  Well received and will be acted upon accordingly.  TARURA-KIGAMBONI MC  The road will be considered in the planned phase 2 of 70% and if there is any other sensitive road, please let my office know so that it can be given priority.  TARURA-KIGAMBONI MC  Thank you for a constructive advice, it will be taken into consideration by the consultant during design.  TARURA-KIGAMBONI MC  My Office will give priority to the construction of roads in phase1 of 30% and phase 2 of 70% according to the agreements that will be made in the selection of projects.  TARURA-KIGAMBONI MC  The centre of Kigamboni is Kwa Urassa and it is where the Market is proposed to be constructed but this will be in phase 2 of 70%  TARURA-KIGAMBONI MC  Noted, we will work on it.  PO-RALG  The roads selected for implementation in phase1 of 30% are likely not to have compensation at all, if any then will be minimal and will be paid by Kigamboni Municipal Council.  PO-RALG  All the contractor’s will advertise job opportunities in your area before commencing of the work but it is your responsibility to advice your young women and men to apply for the jobs |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No | | STAKEHOLDER | VIEWS/CONCERNS | | RESPONSE | |
| 6 | | LGA LEVEL UBUNGO MUNICIPAL COUNCIL (MUNICIPAL HALL) | **13th JUNE 2023**  **COUNCILLOR’S, DISTRICT COMMISSIONER, DISTRICT ADMINISTRATIVE SECRETARY, MUNICIPAL DIRECTOR, HEAD OF DEPARTMENTS, HEAD OF SECTIONS, NON-GOVERNMENTAL ORGANIZATION, PROJECT IMPLEMENTATION TEAM AND TARURA**     1. Ubungo MC and Kigamboni MC are new in the project and we had expected that they would be given more Kilometers of roads than the LGAs that were in DMDPI which are DCC-Ilala, Kinondoni and Temeke,how come we have been given few kilometers? 2. I thank the president of Tanzania HE Dr. Samia Suluhu Hasan for this project but I would like to emphasize on continued stakeholders’ engagement. 3. Before the implementation of the roads in the planned phase2 of 70% Councillors should be involved fully to identify the sensitive roads to be considered as first priority. 4. There are a lot of challenges on floods with our rivers, please consider Gide,China and Ng’ombe rivers in the DMDP II project.   Conclusion  All the Councilors’ accepted the proposed project roads for phase1 of the planned 30% and congratulated the GoT for the efforts  **WARD-LEADERS, MTAA CHAIRMAN & COMMUNITY REPRESENTATIVES**   1. Thank you for this project but in my “Mtaa” we have an important road called Juma IkangaLa road and it is not mentioned phase 1 of 30% so it better to consider it in phase 2 of 70% 2. The consultants are advised to visit Ward/Mtaa offices to collect any necessary information they need for DMDP II project Implementation. Before President John Pombe Magufuli died he promise us that in DMDP II all roads will be constructed and Ubungo and Kigamboni would be given priority, how comes we have been given few Kilometers of roads? 3. We presented all important roads to be constructed in DMDPII but we don’t know which criteria were used in the selection of just few of them. 4. Shekh bofu road has two connectivity, it connects to Chalize road and Ally Noor roads please consider this in phase 2 of 70% of DMDP II 5. The Mbezi Health Centre Road is not in phase 1 of 30% and it is a very important road, please add it to phase 2 of 70% in DMDP II.   Conclusion  The proposed project phase1 (road construction planned phase 30%) was accepted and they congratulated the GoT for the efforts done. | | Hon. Kitila Mkumbo (MP)  We the Dar-es salaam MPs as your representatives complained about this but we were shown how the distribution of the kilometres of roads was done basing on the road network for each LGA. The LGAs in the previous DMDPI are still facing a lot of challenges on roads maybe even more than us, most of their areas have very poor roads so they are also still in need.  TARURA-UBUNGO MC  Noted, we will continue involving stakeholders in each stage of project implementation  TARURA-UBUNGO MC  Noted, these will be considered in phase 2 of 70% of the DMDPII project.  TARURA-UBUNGO MC  It is well noted and will be considered in phase 2 of 70% of the DMDPII project.  PO-RALG  The distribution of Kilometers was done basing on the road network for each LGA which showed the number of tarmac roads compared to the size and population of the LGA they serve.  TARURA-UBUNGO MC  Some of the criteria used were road conditions in relation to the connectivity to major exit roads, public facilities, service to the community, minimal or no compensation and Resilience  TARURA-UBUNGO MC  Noted, it will be considered in phase 2 of 70% of the DMDPII project.  TARURA-UBUNGO MC  Well noted, it will be considered in phase 2 of 70% of the DMDPII project. | |
|  | |  | | |  | |  |
| No | | STAKEHOLDER | | | VIEWS/CONCERNS | | RESPONSE |
| 7 | | LGA LEVEL DAR-ESALAAM CITY COUNCIL(DCC)-ILALA (ARNOUTOGLOU, ILALA) | | | **06th JUNE 2023**  **COUNCILLOR’S, DISTRICT COMMISSIONER, DISTRICT ADMINISTRATIVE SECRETARY, MUNICIPAL DIRECTOR, HEAD OF DEPARTMENTS, HEAD OF SECTIONS, NON-GOVERNMENTAL ORGANIZATION, PROJECT IMPLEMENTATION TEAM AND TARURA**   1. Buguruni ward does not have any road which will be implemented under phase 1 of the planned 30% but it is a vital ward since it connects Mandela Road via Rozana. So, in the coming 70% Buguruni ward should be considered 2. I second Mr Busoro on his concerns since Buguruni ward connects Vingunguti via Buguruni and is a vital Ward in our City. Hence, Ward’s Road selection/construction should be done in the remained 70% 3. We had a lot of meetings to propose the roads to be constructed in our DCC; what were some of the main criteria used to select the listed roads which will be implemented under phase1 of the planned 30%   Overall   1. TARURA-ILALA shall prepare a separate meeting with all Councilors’ so as to discuss our concerns regarding the remaining roads for the 70% phase 2. The Consultant’s team shall revise the borders of roads in Wards so as to avoid the contradiction during implementation such as Muhonda road, Muhoro road and Narungo’mbe road   Conclusion  The proposed project phase1 (road construction planned phase 30%) was accepted and they congratulated the GoT for the efforts done.  **WARD-LEADERS, MTAA CHAIRMAN & COMMUNITY REPRESENTATIVES**   1. Is there any compensation to the community properties which shall be affected by the proposed under DMDP II? 2. The consultants are advised to visit Ward/Mtaa offices to collect any necessary information they need for DMDP II project Implementation. 3. The proposed project should consider Kitunda-Kivule-Msongola Road’s diversion construction as it is in a poor condition and connects to a lot of community social services such as the constructed District Hospital 4. During the project construction the contractor needs to consider employment to our surrounding community instead of outsiders 5. Most of the contractor under DMDP I did not complete their work on time; for the coming DMDP II GoT should select the best contractors. 6. Will the proposed Market be implemented under the first phase of 30% in DMDP II?   Conclusion  The proposed project phase1 (road construction planned phase 30%) was accepted and they congratulated the GoT for the efforts done. | | TARURA DCC-ILALA  Apart from DMDP II our Council has a lot of road project facilitated by TARURA and City Council; we will survey the Buguruni Ward road connectivity and work on it.  TARURA DCC-ILALA  Some of the criteria used were road conditions in relation to the connectivity to major exit roads, public facilities, service to the community, minimal or no compensation and Resilience.  TARURA DCC-ILALA  We shall associate with all Councilor’s, Ward Leaders and Communities roads for all the Wards for boarders’ recognition both the first phase of 30% and the second phase of 70% during design.  PO-RALG  The roads selected for implementation in phase1 of 30% are likely not to have compensation at all, if any then will be minimal to avoid any delays in project implementation and will be paid.  PO-RALG & TARURA DCC-ILALA  Our consultants will visit your offices to collect necessary information’s for DMDP II project, please cooperate to simplify their work.  TARURA-DCC-ILALA  The proposed road to Msongola will be implemented under DMDP II as it replaced the previous proposed road Pugu-Majohe-Mbondole-Kivule Hospital which will be constructed under Msimbazi Development Project.  PO-RALG  All the contractor’s will advertise job opportunities before commencing of the work but it is your responsibility to advice the community to apply for the job  TARURA-DCC-ILALA  All the contractor’s selected are qualified for the task they are hired for. But sometimes delaying may occur due to delays in paying compensation, relocation of utilities as well as weather conditions such as rainfall.  TARURA-DCC-ILALA  Market construction will take place in the remaining 70% under phase 2 of DMDP II project. |

## Annex 2: List of Stakeholders for DMDP II

**List of Stakeholders that participated in the Launching Workshop**

**1 Day Meeting**

| S/No | Stakeholders |
| --- | --- |
| 1. | President’s Office, Regional Administration and Local Government (PO-RALG) |
| 2. | Tanzania Rural and Urban Roads Agency (TARURA) Headquarters |
| 3. | Ministry of Finance |
| 4. | Ministry of Works and Transport |
| 5. | Members of Parliament for Constituencies in Dar es Salaam Region |
| 6. | Ministry of Lands, Housing and Human Settlements |
| 7. | Ministry of Water |
| 8. | Ministry of Health, Community Development, Gender, Elderly and Children |
| 9. | Prime Minister Office, Labor, Youth, Employment and Persons with Disability |
| 10. | Dar es Salaam City Director and Municipal Directors of Kigamboni, Ubungo, Temeke, Kinondoni Councils |
| 11. | Mayors of Dar es Salaam City and Municipal of Kigamboni, Ubungo, Temeke, Kinondoni Councils |
| 12. | DART |
| 13 | PCCB |
| 14. | Dar Es-Salaam Regional Commissioner’s Office |
| 15 | World Bank – Country |
| 16 | The National Environment Management Council |
| 17 | Tanzania Occupational Safety and Health Authority |
| 18 | TANROADS |
| 19 | TANESCO |
| 20 | Tanzania Telecommunications Corporation. |
| 21 | Tanzania Railway Authority |
| 22 | TAZAMA |
| 23 | LGAs Officials in the department of Urban planning and Wastes Management |
| 24 | High Learning institutions with interest on Solid Waste-Arthi University |
| 25 | Association of Bus Owners/Drivers |
| 26 | Security Organs such as Traffic Police, PCCB, TISS etc |
| 27 | PO-RALG PCT |
| 28 | TARURA Dar es Salaam Regional Office |
| 29 | Leaders from participating Wards and Mitaa |

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## Annex 3: Stakeholder GRM

