



THE WORLD BANK



## Railway Improvement and Safety for Egypt Project (RISE) for Railway Corridor Alexandria - Nag Hammadi Project

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*STAKEHOLDER ENGAGEMENT PLAN (SEP)*



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**Environmental Alliance**

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# **Stakeholder Engagement Plan (SEP)**

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## ACRONYMS

Abbreviation	Abbreviation Full wording
<b>CSOs</b>	Civil Society Organizations
<b>CTC</b>	Central Traffic Control Buildings
<b>ENR</b>	Egyptian National Railways
<b>ESF</b>	Environmental and Social Framework
<b>ESIA</b>	Environmental and Social Impact Assessment
<b>ESS</b>	Environmental and Social Standards
<b>FGDs</b>	Focus Group Discussions
<b>GM</b>	Grievance Mechanism
<b>MoT</b>	Ministry of Transport
<b>NGOs</b>	Non-Governmental Organization
<b>PAPs</b>	Project Affected Persons
<b>PMU</b>	Project Management Unit
<b>RF</b>	Resettlement Framework
<b>SDO</b>	Social Development Officer
<b>SEP</b>	Stakeholders Engagement Plan
<b>WB</b>	World Bank

## 1 INTRODUCTION

Railway Improvement and Safety for Egypt (RISE) Project's Stakeholder Engagement Plan lays out how the project will engage systematically with its stakeholders. It identifies which information will be public domain, the different stakeholders involved in the project, the timing, tools and methods of engagement along the lifecycle of the project and how those should be adapted to the numerous groups of stakeholders and most importantly, to the vulnerable groups. The SEP will also indicate the interest of each stakeholder and the type of information that they would need to know. As the SEP is a two-way communication, it also provides channels for stakeholders to share comments and concerns, and tools for the project team to close the feedback loop by disclosing how those comments were assessed and taken into account in the project. It also describes the project's grievance mechanism and how to access it.

### 1.1 Project Description

#### 1.1.1 Component (1): Improvement of safety and operational efficiency on the entire railway line Alexandria – Cairo – Nag Hammadi

The Railway Improvement and Safety for Egypt project (RISE) covers a 760 km linear segment of Egypt National Railways (ENR)'s existing 5,000 km railway network. The 760 Km segment is divided into 5 sub-segments extending from Alexandria in the North, to Nag Hammadi in the South:

1. Alexandria – Arab El Raml of length 165 Km
2. Cairo - Benha of length 45 Km
3. Cairo - Giza – Beni Suef of length 120 Km (the new segment)
4. Beni Suef – Asyut of length 250 Km
5. Asyut – Nag Hammadi of length 180 Km

#### **Works planned for the modernization of signaling and upgrading of tracks include:**

- The upgrading of signaling installations along the five segments, the speed is upgraded to 160 Km/h;
- Fully new automatic blocks (with contraflow signaling) with color light signals,
- Creation of the track circuits,
- Cancelling all mechanical interlocking and electrical relay interlocking installations,
- Creation of new electronic interlocking systems according to the new track layout
- Renewing all signaling ground installations, including laying cables and civil works (some sub-water line laying of cables), excluding track installations,
- Installation of all the point motors for the switches controlled by the CTC,
- Fully new automatic level crossings, not including the civil works.

Creation or modification of all the buildings required for the operation of the line by CTC and local control & monitoring, including electromechanical equipment such as air conditioning for each building ventilation, dewatering, etc.

Egypt National Rail (ENR) and Ministry of Transport (MoT) are the project owners.

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### **1.1.2 Component (2): Introduction of a safe asset management system and station improvements to improve personal safety, within the same segments of the railway network.**

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Component 2 activities are aimed at improving the safety of travelers via enhanced safety performance of railways based on improved diagnosis of rail operations, improved infrastructure of train stations to address accessibility and safety concerns that affect women and people with disability disproportionately, and improving safety culture geared towards user safety. The exact nature and physical location of interventions for Component 2 have not yet been identified; accordingly, an environmental and social management framework (ESMF) was developed as part of the Environmental and Social Assessment Process.

The upgrade of IT system is expected to result in positive and negative impacts consisting of improved safety performance and potential generation of hazardous waste, respectively. During operation, if implemented inadequately, failure to identify risks from deteriorated assets etc. can result in negative impacts of low to very high significance (e.g., train delays and accidents, respectively.) Proposed mitigation measures consist of adequate training, well-defined operating/QA-QC procedures and associated institutional roles and responsibilities. With respect to rehabilitation of stations, construction works will be localized, be of small scale and conducted over a short time period; general negative impacts of low to medium significance include OHS, reduced air quality, waste generation, CHS due to temporary labor influx (e.g., risks of GBV, child labor and spread of COVID-19.) Positive impacts during operation due to improved facilities/services include increased user safety. General mitigation measures include use of PPE, implementing OH plan, code of conduct, plans for prevention of COVID-19, GBV, child labor, ESMP.

A safety-first culture across all networks of ENR operation is expected to result in positive impact.

Staffing requirements and capacity building needs/ training topics are described.

Once project activities are defined, the environmental and social/exclusion screening should be performed to identify risks level and associated ES instruments to be developed.

## **1.2 Project Site Location**

This section includes a description of the social and environmental characteristics of the project areas, the project sites on maps, a description of the segments areas, and their sensitive receptors. The following description includes the names of the stations located in each segment; because they represent the areas closest to the project sites in each governorate. The descriptions of the environmental and social baseline apply to components 1 and 2.

The socioeconomic features that are dominant in the project area vary significantly along the railway track. The surrounding communities vary from big urban cities of Cairo and Alexandria to poor informal areas and remote villages. The railway track passes through rural areas

where the main economic activity is agriculture. A great variety of crops are cultivated in that part of the valley but the most common are wheat, corn, cotton, and vegetables, as well as groves of citrus and other fruit trees. The line also cuts through urban areas with more diverse economic activities.



**Figure 1-1- The train track is in agricultural land far from urban areas**

The railway corridor forms a physical separator between two social-economically distinct sections. Railways were planned to run outside cities. However, informal encroachments of poorer sectors of the urban society took place gradually on the side of the track opposite from the formal part. That's how informal neighborhoods appeared close to the formal city yet separated from it by the railway track.

In most big towns, the area around the main train station is a local hub for economic activities. Businesses are formed to serve the passengers of the train whether in transportation, restaurants and coffee shops. Accordingly, some of these businesses directly depend on the operation of the railway service.

The railway track is usually surrounded by built walls that allow traffic at relatively limited intervals. With highly dense population, these limited intervals weren't sufficient and caused traffic bottlenecks. Therefore, informal crossings were created by breaking the protective walls. Informal crossings cause major hazards to the people and the passing trains.

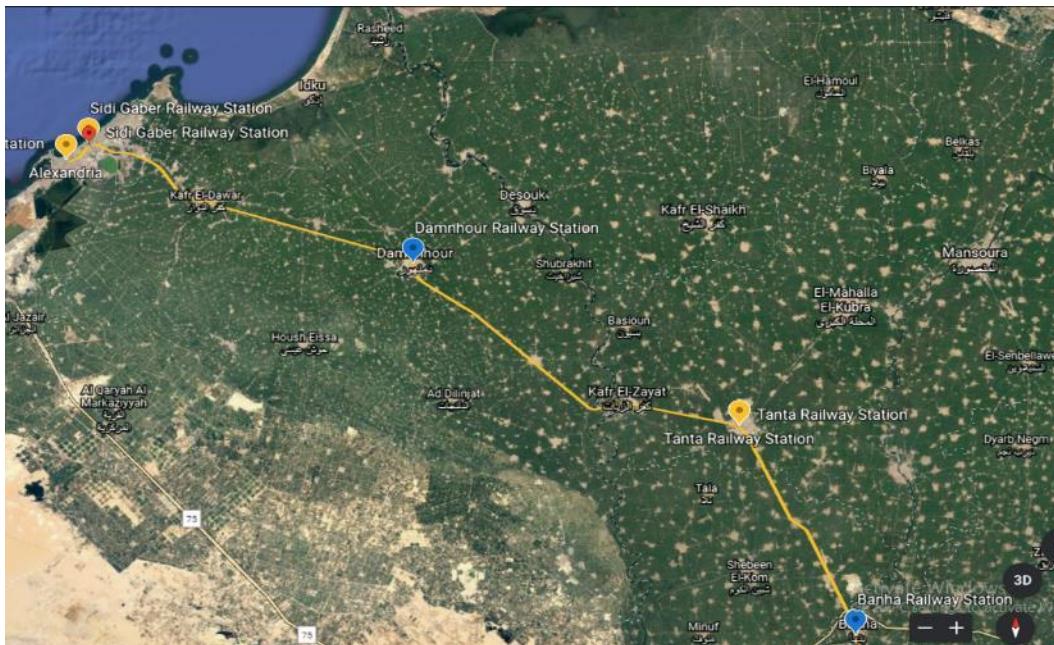
The site visits to the various project sites indicated that ENR has sufficient land near the construction sites (the Main Technical Buildings, which represent the main site for construction) that can be used as a storage area for tools and equipment, and area for temporary offices and facilities for workers and engineers (caravans).

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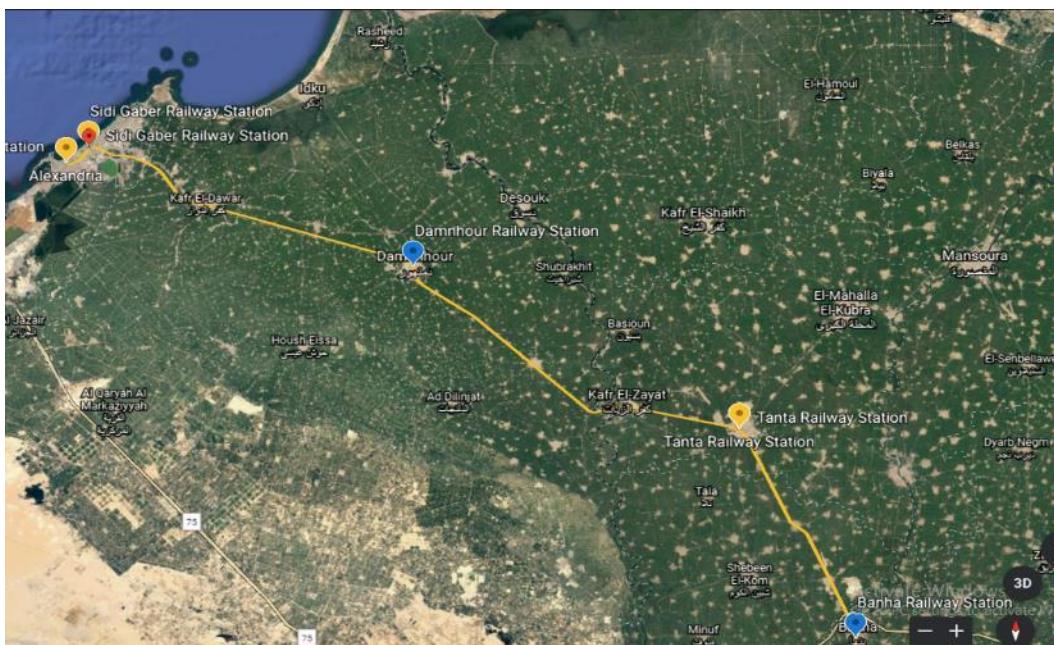
### **1.2.1 Segment (1): 165 Km Alexandria – Arab El Raml**

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This railway line extends from Arab El Raml to the train station of Alexandria. The line extends for a total of 165 km across central and western regions of the Nile Delta.



. links the provisional towns of Benha, Tanta, Kafr El Zaiet, Damanhur, Kafr El Dawaar, and others. Throughout most of its route, the line runs parallel to the Cairo – Alexandria highway and passes by numerous villages and other small, rural settlements.



**Figure 1-2- Alexandria – Arab El Raml 165 Km Railway Line**

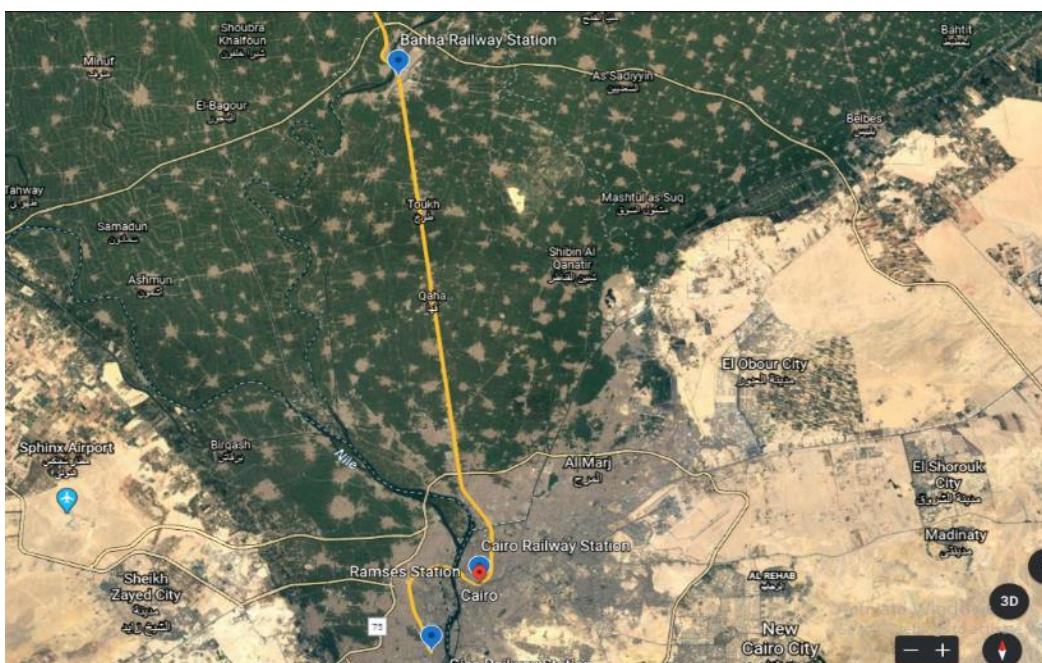
The following table lists the stations along the segment

Segment (1) : Alexandria - Arab Elraml		
	Station	Governorate
1	Alexandria	Alexandria
2	Sidi Gaber	Alexandria
3	Kafr Eldawar	Beheira
4	Abo Hommos	Beheira

<b>5</b>	Damanhour	Beheira
<b>6</b>	Itay Elbaroud	Beheira
<b>7</b>	Kafr Elzayat	Gharbia
<b>8</b>	Tanta	Gharbia
<b>9</b>	Berket El saba	Menoufia
<b>10</b>	Quesna	Menoufia

### 1.2.2 Segment (2): 45 Km Cairo - Benha

This segment extends for 45 km from Benha to Cairo (Ramsis Railway Station). It links the provisional towns of Benha, Tukh, Qaha, Qalama, Qalyub, and finally Shubra El Khema and Cairo (Figure 1-3).



**Figure 1-3- Benha – Cairo 45 km Railway Line**

The following table lists the stations along the segment

Segment 2 : Cairo - Benha		
	Station	Governorate
<b>1</b>	Benha	Qalyubia
<b>2</b>	Sandanhour	Qalyubia
<b>3</b>	Toukh	Qalyubia
<b>4</b>	Qaha	Qalyubia
<b>5</b>	Qaliub	Qalyubia
<b>6</b>	Shobra	Qalyubia
<b>7</b>	ElTawdeeb	Qalyubia
<b>8</b>	Cairo North	Cairo
<b>9</b>	Farz Wabarat	Cairo

### 1.2.3 Segment (3): 120 Km Cairo - Giza – Beni Suef

This segment extends for 120 km from Cairo to Beni Suef passing through Giza Governorate, parallel to Cairo -Aswan agriculture road. This railway line starts at urban cities and as it extends to the south, it passes through agriculture areas (Figure 1-4). Figure 1-3



Figure 1-4- Cairo - Giza – Beni Suef 120 km Railway Line

The following table lists the stations along the segment

Segment (3) : Cairo Beni Suef		
	Station	Governorate
1	Cairo South (Ramsis)	Cairo
2	Embaba	Cairo
3	Old Basteel	Giza
4	Boulak Eldakrour	Giza
5	Giza	Giza
6	Abu Elnomros	Giza
7	Tamow	Giza
8	El Hawamdia	Giza
9	El Maraziq	Giza
10	El Mazghouna	Giza
11	El Balida	Giza
12	El Ayyat	Giza
13	Kafr Ammar	Giza
14	El Reqa	Giza
15	El Wasta	Beni Suef
16	Bani hadid	Beni Suef
17	Nasser	Beni Suef

#### 1.2.4 Segment (4): 250 Km Beni Suef – Asyut

The Beni Suef to Assuit section is part of the Cairo - High Dam Line extends for a total of 250 km linking the three Middle Egypt governorates of Beni Suef, Minya and Assiut. (Figure 1-5).

Throughout most of its route, the line runs parallel to the Cairo – Upper Egypt Rural Highway (Agricultural Highway) and across the Ibrahimiya Canal. It passes by numerous villages and other small, rural settlements.



**Figure 1-5- Beni Suef – Assiut 250 Railway km Line**

The following table lists the stations along the segment

Segment (4): Beni Suef - Assiut		
	Station	Governorate
1	Beni Suef	Beni Suef
2	Beba	Beni Suef
3	Elfashn	Beni Suef
4	Maghagha	Minya
5	Beni Mazar	Minya
6	Matai	Minya
7	Samalout	Minya
8	Minya	Minya
9	Abu Qurqas	Minya
10	El Roda	Minya
11	Mallawi	Minya
12	Dairut	Assiut
13	El Qussia	Assiut
14	Manfalout	Assiut
15	Manqabad	Assiut
16	Assiut	Assiut

### 1.2.5 Segment (5): 180 Km Asyut – Nag Hammadi

This segment extends for 180 km from Asyut to Nag Hammadi passing through Sohag Governorate, parallel to Cairo -Aswan agriculture road. This railway line starts at urban cities and as it extends to the south it passes through agriculture areas (Figure 1-6). Figure 1-3



**Figure 1-6- Asyut – Nag Hammadi 180 km Railway Line**

The following table lists the stations along the segment

Segment (5): Assiut - Nag Hammadi		
	Station	Governorate
1	El Mutia	Assiut
2	Abu Tig	Assiut
3	Sodfa	Assiut
4	Tema	Sohag
5	Tahta	Sohag
6	El Maragha	Sohag
7	Gezerit Shandaweelel	Sohag
8	Sohag	Sohag
9	Balsafoura	Sohag
10	El Monsha	Sohag
11	El Usayrat	Sohag
12	Girga	Sohag
13	Bardis	Sohag
14	El Balyana	Sohag
15	Abo Shoucha	Qena
16	Abo Tesht	Qena
17	Farshout	Qena

## **2 SUMMARY OF PREVIOUS STAKEHOLDERS ENGAGEMENT ACTIVITIES**

RISE is a continuation of the World Bank's financed Egypt National Railways Restructuring Project (ENRRP) that has been ongoing since 2009 on segments 1, 2, 4 and 5. The ENRRP was implemented in various phases and at specific points underwent structured consultation activities during the preparation of environmental and social impact assessment studies (ESIAs) and Resettlement Policy Framework.

Also of relevance, ENR is currently undertaking a project funded by the African Development Bank within the same railway corridor segments as RISE, and has conducted consultations in connection with the project's ESIA study for two sections of the railway network, for which no previous ESIAs have been developed; namely: Cairo – Beni Suef (138 km) and Benha – Port Said (214 km). As this is a recent project and the geographic scope is almost similar, consultation activities during the preparation of the ESIA for the AfDB-funded project are also discussed in this section.

As part of ENRRP and of relevance for RISE, consultation activities have been conducted with local communities, land users and project affected persons in the project areas by ENR's Environment Affairs Department and by contractors before and during the construction.

Previous consultation activities are outlined below. The Stakeholder Engagement Program outlined in Section 4, is designed to address the lessons-learned in section 2.3 from these previous activities.

Finally, as part of the preparation of the ESF instruments for the RISE project, number of consultation activities were conducted. Scoping activities were conducted with rail users and neighboring communities as well as a public consultation to present the findings of the environmental and social assessments and related management plans, the updated resettlement framework and the stakeholder engagement plan.

### **2.1 Public Consultations as part of previous ESIA processes**

As mentioned above, the previous ESIA consultation activities conducted for the AFD and ENRRP projects are relevant to understanding the environmental and social concerns of stakeholders for RISE . Therefore, a brief summary of those activities is described below in table 2.1.

**Table 2.1- Public Consultation of Previous ESIA processes**

Project	Location and Timing of the session	Participants	Public consultation Purpose	Summary of issues raised	References
<b>Egypt National Railway Modernization Project</b> <b>ESIA Installation of Automatic Train Protection (ATP) System Cairo – Beni Suef</b>	Pyramisa Hotel in Dokki, Cairo on Monday 16 <sup>th</sup> of March 2020, at 10:30 am.  A number of key informant interviews and focus group discussions, conducted via phone and/or remote communication tools due to the circumstances surrounding the Covid-19 pandemic.	Government officers, Researchers from the Environmental Research Institutes, technical experts, consultants, media and NGO.  Core stakeholders who are likely to benefit from or to be affected by the proposed development. It includes people who would be directly served by the project or directly influenced by it, such as residents along the corridors, train users, villages and rail station and rail workers.	Consult on the ESIA, as well as the grievance mechanism.  During the introductory session, the attendees were informed with the importance that they clearly state their opinions and identify any impacts/risks that the project's team may have omitted. It was also clearly stated that their opinions will be taken into consideration and the ESIA Study will be modified accordingly where applicable.	(i) train delays; (ii) jobs created by the project for local people; (iii) safety measures taken during the project; (iv) information on the project: request for precision on the map to see the passage of the line; start date and duration of the project.	<a href="https://enr.gov.eg/ticketing/public/search.jsf">https://enr.gov.eg/ticketing/public/search.jsf</a>

<p><b>Egyptian national railways restructuring project ESIA for modernizing the signaling system on the Arab El Raml – Alexandria Line</b></p>	<p>The Minya meeting was Held at the Cleopatra Hotel in Minya on 2 April, 2008.</p>	<p>The two meetings were advertised in a newspaper and the public at large was invited to attend the sessions.</p> <p>112 participants representing different sectors of the society, representatives of relevant government officials including the Egyptian National Railways, the local government of Minya and Beni Sueif, and the Egyptian Environmental Affairs Agency. Representatives of a number of NGOs also attended.</p>	<p>To consult on the expected positive and negative environmental and social impacts. Information on the project as well as a summary of the findings of the ESIA were posted on EQI's website for public review prior to the consultation meetings.</p>	<p>In these public consultation meetings, the project, its objects, components and activities were introduced. Participants were provided with information on the potential impacts of the project and its activities on existing environmental conditions at the project site, and the adjacent influence areas. The public review also allowed stakeholders to participate in the identification of other areas of concern if they have not already been included in the study scope. These concerns were then further investigated in the impact analysis section of the study</p>	<p>Information on the project as well as a summary of the findings of the ESIA were posted on EQI's website for public review prior to the consultation meetings.</p>
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Project	Location and Timing of the session	Participants	Public consultation Purpose	Summary of issues raised	References
	The Cairo public consultation meeting was held in the Egyptian National Railway Club in Nasr City on 3 April 2008	72 individuals, representing a diverse group of stakeholders.			
<b>Egyptian national railways restructuring project Updated ESIA for modernizing the signaling system Beni Sueif - Assiut to include Assiut – Nag' Hammadi segment Resettlement Policy Framework (RPF) for the ENRRP</b>	Sohag in October 2017	63 Participants representing different sectors of the society, including social and economic class, gender, and affiliations.	Present the initial findings of the updated ESIA and the RPF and to receive feedback on the drafts and respond to concerns and comments.	The main (i) timeline and details of the project implementation, (ii) importance of training of train drivers, (iii) importance of having a grievance mechanism in place as well as awareness raising activities, (iv) possible negative impacts due to construction and presence of a environment and social management plan, and (v) compensation of damages.	<a href="https://enr.gov.eg/ticketing/public/smartSearch.jsf">https://enr.gov.eg/ticketing/public/smartSearch.jsf</a>
	Interviews were conducted with various knowledgeable individuals to collected data on the project and its activities, as well as to assess public perspectives on different issues related to its positive and negative impacts.	These include engineers and other representatives of the ENR, consulting engineering team responsible for the design of the signaling system; train drivers, representatives of the EEAA (in relevant EEAA Branch Offices), local government officials, shopkeepers and residents near expected project activity areas, commuters and other users of the train line and other stakeholders.	The initial impact screening process has therefore identified the following three target groups that might experience substantial socioeconomic impacts as a result of the project have been identified. - Train users - Local residents of communities adjacent to the train corridor Frequent users of level crossings		

## 2.2 Stakeholder engagement with PAPs on land issues

During implementation of ENRRP, periodic consultation activities were conducted by ENR Environment Affairs Department (EAD) with people that are affected by land-related impacts on an as needed basis in accordance with the Project's Resettlement Policy Framework. Land-related impacts for ENNRP and RISE are site specific and limited. Typically, PAPs are engaged at a household level or in small groups of households.

The continuation of works for four segments of the ENRRP (Segment 1,2,4,5) will be rolled over to RISE. In those four segments, there are instances of non-compliance with the project's RPF at 7 sites, affecting 67 PAPs that are relevant for RISE. Outstanding land issues from ENRRP, that will carry forward to RISE, include retroactive documentation, and corrective actions where necessary, for 3 sites out of 7 (i. SER 1 – Beba, ii SER 18 – Deirut, iii Manqabad EIS), for the economic displacement of approximately 53 land tenants (out of 67), who partially lost rented plots without adequate prior assessment and documentation of the livelihood impact in accordance with the ENRRP RPF. The World Bank has also received documentation for 3 other sites (SER 9 - Matai, ii. SER 3 – Fashn, iii. SER 11—Minya) for the economic displacement of 8 PAPs, and these are under review by the Bank, while issues at one site (Deirut LX - 6 PAPs) have been resolved and will not need further follow up during RISE. All remaining land issues under ENRRP will continue to be supervised beyond ENRRP closing date. The outstanding Resettlement Plans are also reflected as commitments in the ESCP for RISE. Engagement activities in relation to the remaining land issues will continue during implementation of RISE. In the course of preparing "land due diligence reports" with corrective actions (i.e. Resettlement Plans) for the seven sites, ENR EAD undertook about 20 engagement activities, using various methods (phone, meetings) with about 23 of the PAPs. Some PAPs have been consulted several times, others only one time, on an interview or in group discussions. In addition, ENR land property officers at the governorates level have met with 64 of the PAPs, at least twice, to notify them about the land taking and to adjust the land area remaining in the land registry (for rent payment). They are also the ones collecting the monthly fees for land usage and are in constant contact with land users. The three PAPs that were not consulted, are wealthy, and the modification in the land registry does not significantly impact them, as per ENR.

Overall, consultation activities on land issues under ENRRP, were not considered systematic. However, over time, practices have improved and currently ENR EAD prepares master lists with information about each land plot for each segment, and ENR EAD has improved communication with the different departments and contractors to be able to intervene in land related issues before that they occur and in a more systematic manner. The revised RF documents these improved processes and offers clearer more practical processes for consultation and record-keeping. As land property officers of ENR at the governorates level are the ones in direct and constant communication with land users, capacity building will need to be conducted on ESS 5 and ESS 10, mainly.

## **2.3 Community Outreach by Contractors**

During ENRRP, Contractors usually engage with community members when they first arrive at a new construction site, primarily MTBs. These engagement activities consisted of informal focus group discussion with the aim of:

- Briefly presenting the project to the local community,
- Providing the project's resources needs and identifying possibilities for supplying those resources from local contractors,
- As per the needs of the project, job opportunities can be offered to the local communities,
- Build trust with the communities surrounding the project site.

The consultation activities undertaken by contractors with local communities before and during construction work are very important to ensure acceptance of the project and smooth implementation. Those focus groups discussions are conducted in an informal manner, contractors reach out to the closest neighboring community members to the construction site, and as needed conduct meetings with the leaders of the village. The process for conducting those activities is not systematic, they differ from one contractor to another and from one construction site to another.

## **2.4 Lessons learned from ENRRP**

The process of consultation happens during the various stages of the project. The previous consultation activities during ENRRP reflected some lessons learned that guide the methodology of consultation in the next phase.

Issues related to land impact did not appear at an early stage of the consultation activities, given that ENR carries out all construction work in its ownership, issues related to this began to appear with the beginning of the implementation and the selection of the construction contractor for the sites required for the project activities.

Consequently, issues related to lands and the grievance mechanism were identified to be one of the important issues that must be addressed to support the continuity and stability of the project, through systematic consultation activities targeting the communities directly affected by the project.

Moreover, contractors are the ones introducing the project activities to the neighboring communities in an informal manner, contractors reach out to the closest neighboring community members to the construction site, and as needed conduct meetings with the leaders of the village. Therefore, the process for conducting those activities is not systematic, they differ from one contractor to another and from one construction site to another.

Lessons-learned for the implementation of RISE:

- a) Specific engagement and preparation of Resettlement Plans where required in accordance with the RF, with land-users within the ROW, is required well in advance of works beginning. As part of ENRRP and the update of the RF, systems were developed to ensure that systematic project affected persons are consulted prior to land taking. Those tools include:
  - Master lists indicating the potential sites where land taking from farmers could take place are prepared for Segment 2, 3, 4 and 5; questionnaires to identify if resettlement instruments will be needed for the identified sites are prepared.
  - ENR Environment Department has started to participate in monthly project meeting to be kept in the loop of subproject (sites) developments and upcoming sites that will be handed over to contractor.
  - The ENR EAD sent official letters to the Central Directorate of Projects at ENR to confirm on restrictions on land use and the necessity to commit with ESS 5 in selecting plots required for projects, and that ENR EAD should be informed formally with any decision for land acquisition to be used in the projects.
- b) ENR should engage more systematically and consistently with project-affected communities and the broader public, instead of through isolated consultations on ESIA activities. ENR could make use of social media to support this effort. Information on the GRM should be well disseminated. All project engagements activities should be recorded in a systematic manner.
- c) Capacity building of Contractors to be able to conduct systematic and consistent consultations with community members. Those consultation activities should take place prior to construction works, and as needed during construction works, with enough notification period to ensure that community members will be able to attend. ENR should attend some of those small consultation activities, at least at the beginning to ensure that this is conducted in a satisfactory manner. Proper documentation of the event should take place. As needed, pamphlets could also be distributed to share key messages with neighboring communities.
- d) The above-mentioned consultations, should cover set topics, guided and monitored by the PMU. Examples of topics to be covered with the community include community health and safety risks arising from project activities, project details (i.e. construction timeline, where to find all relevant E&S assessments in Arabic), and the GM. Land related topics should be led by ENR as well as make available executive summaries at the local governorates' units.
- e) The importance of ensuring that the project level GM that was established as part of ENRRP is well-functioning during RISE implementation and that it will also deal with land-related issues.

## 2.5 Consultations as Part of Project Preparation (OCT-NOV 2020)

RISE Engagement activities have been conducted during the preparation of the environmental and social assessment and related-management plans for RISE (ESA, SEP, RF, LMP). The consultation activities are the following:

- **Scoping Consultation Activities**

The Consultant carried out stakeholder engagement activities in October 2020, through the following methods: Interviews and Focus Group Discussions (FGDs) with:

- Railway users on different lines in all stations visited during the site visits
- Community members and shop owners surrounding the project area
- Railway workers at different stations
- Contractors

The study team conducted multiple site visits to the project area. In addition, field observations were organized at project activities points to define various stakeholders, and the potential impacts of the project.

The aim of the consultation activities was to receive feedback from railway users and local communities about the project as well as concerns, requirements, and recommendations.

**Table 2-2- Summary of the consultation activities that were conducted in project area**

Stakeholders	Number		Method
	Males	Females	
Railway users	12	39	FGDs/ Interviews
Residents in the surrounding project areas	6	8	Interviews
Railway workers	13	2	Interviews /FGDs
Contractors engineers	9	-	Group meeting
<b>Total</b>	<b>40</b>	<b>49</b>	

Feedback from these sessions indicated an overall positive view that the train is the most appropriate means of transportation for men and women due to its low cost, ideal for families, and women feel safer because of the spaciousness of wagons and waiting areas, and business opportunities near stations. Concerns raised included train delays, overcrowding, and lack of facilities. The latter was also a concern expressed from rail workers. Interviewed members of neighboring communities did not raise any concerns about disturbances or negative interactions with ENRRP workers or work sites. For more details see **Error! Reference source not found..**

- **Public Consultation Session**

In view of the current conditions of the spread of the Corona virus and the commitment to social distancing, the public consultation session to present the findings of the environmental and social assessments and related management plans was held on November 19<sup>th</sup> through a video conference using the Zoom program, to ensure easy and safe participation from home

or workplace. The session was attended by about 30 participants, with 27% female participation. The following table shows the distribution of participants according to their affiliation. The limited nature of the consultation could be due to the COVID-19 restrictions and the use of virtual modes of communications. The SEP further builds on this through various means as set out in section 4. The invitees were informed of the date and method of holding the general consultative session one week prior to the meeting date through the invitation by both email and fax. The invitation included a link to disclosed draft instruments in Arabic and in English on ENR's website.

**Table 2-3 Distribution of attendees according to their affiliation**

Distribution of participants according to their affiliation	Number	Percentage (%)
Administrative officials from governorate level (ENR, MoT, National Authority for Tunnels, ...)	11	37%
Private Sector (contractors, companies...)	7	23%
multilateral organizations (EBRD)	1	3%
Civil Society	6	20%
Universities and Researchers	5	17%
<b>Total</b>	<b>30</b>	<b>100%</b>

The aim of the session was to present the results of the ESA, overview of the RF and SEP, with a focus on the environmental and social impacts resulting from the project, methods of mitigating negative impacts, maximizing the benefit from the positive effects, ensuring that the parties involved are satisfied and informed with the measures to reduce environmental impacts and management plan, and targeting stakeholders from different sectors concerned with railways safety and projects.

In addition, this consultation session represents one of the main activities according to the Stakeholder Engagement Plan (SEP) that has been prepared for the project; which was developed to enable the participation of all parties and to ensure the implementation of the project and its activities in a participatory and inclusive manner, in ways that reduce potential environmental and social risks.

Most of the attendees actively participated in the session. The main issues raised during this consultation included, recommendations for better outreach during project implementation (e.g. use of local NGOs, female village leader (ra'edat rifiyat), use of social media, if land will be needed for the project and resettlement process for encroachers, if any, accessibility for persons with disabilities, women inclusion and other broader topics including, cleanliness of wagon and of the rail corridor, alternatives of fuel used, and technology used, and reasons for delays of ENRRP. For more details on the findings of the consultations and how they were reflected in the different instruments are found in **Error! Reference source not found..**

### **3 STAKEHOLDER IDENTIFICATION AND ANALYSIS**

The first step in the process of stakeholder engagement is stakeholder identification; that is, determining the various categories of project stakeholders, and their needs. According to the World Bank's environmental and social standard (ESS) 10, stakeholder refer to "individuals or groups who: (a) are affected or likely to be affected by the project (those will be categorized below under project-affected parties); and (b) may have an interest in the project (those will be categorized below under other interested parties)". Most importantly, identifying stakeholder representatives is key to carrying out effective stakeholder engagement activities. These representatives do not only inform the project with their valuable information, but they also serve as a communication channel to disseminate information to large numbers of groups and receive feedback from them.

Stakeholder engagement is the basis for building strong, constructive, and responsive relationships that are essential for the successful management of a project's environmental and social impacts. Stakeholder engagement is an ongoing process that may involve, in varying degrees, the following elements: stakeholder analysis and planning, disclosure and dissemination of information, consultation and participation, grievance mechanism and ongoing reporting to the project-affected parties and other interested parties, etc.. The nature, frequency, and level of effort of stakeholder engagement may vary considerably and will be commensurate with the project's risks and adverse impacts, and the project's phase of development.

This SEP is developed to enable participation of stakeholders and ensure that project design, approaches and activities are implemented in a participatory and inclusive manner, and in ways that minimize potential environmental and social risks. The stakeholders will be informed and consulted about the project at different level as described later in the document.

The below table has been prepared at the preparation stage of RISE with the best information available, the table will be updated as needed if/when additional stakeholders are observed or if they are identified as part of future studies/assessments. The following table includes the key stakeholders who will be playing a direct role in the project and is presenting their anticipated roles as well as their expected needs.

Consultation and community engagement activities should take place according to World Bank Environmental and Social Standards ESS10. The Stakeholder Engagement Plan SEP to be prepared by the ENR should include a consulting plan for groups affected by the land acquisition and displacement including potential vulnerable groups. As in the following table 3-1.

**Table 3-1- Detailed list of stakeholders**

Stakeholder Groups	Role	Language Needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs (accessibility, large print, child care, daytime meetings)
<b>Project Affected Parties</b>				
Project Affected Communities	<ul style="list-style-type: none"> <li>• Residents and commercial activities in the communities within project area</li> <li>• Local communities near to the rehabilitation of MTB, as it is the main construction site.</li> <li>• Communities near the main crossings.</li> <li>• People affected by the construction of STB and access roads, as well as trenching work (land related impact).</li> </ul>	<ul style="list-style-type: none"> <li>• Residents are more likely to be adversely affected by environmental and social impacts. For example, due to traffic during construction and other impacts relating to community health and safety.</li> <li>• Residents of local communities will also potentially benefit from job opportunities or other positive economic outcomes, particularly, from safe crossings.</li> </ul>	Arabic	Meeting in their location/ construction site /homes or at the stations, local media, including radio programs
	Train users	Train users are more likely to be adversely affected by social impacts. For example, due to delays in trains.	Arabic	Project awareness campaigns Meeting in their location/or at the stations FGD Local media, including radio programs

Stakeholder Groups		Role	Language Needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs (accessibility, large print, child care, daytime meetings)
	Women, including Female Train Users	Women living in neighboring areas to the construction sites may be differently affected by the project if safety and security concerns/mitigation measures are not considered. Moreover, if safety issues are not considered in the stations female rail users may not benefit as much from the project.	Arabic	Meeting in their location/or at the stations FGD Local media, including radio programs Satisfaction survey	Off working hours
	Persons with disabilities	If accessibility concerns are not included in the stations, persons with disabilities may not benefit from the project.	Arabic	Meeting in their location/home or at the stations FGD Local media, including radio programs	Off working hours
	Land users and land tenants along the right of way of the railway corridor	In some cases, land user/tenants use the right of way of the railway corridor against a monthly fee. Some of those land users are paying monthly fee while the initial contract is not under their name but the name of a parent. In many cases, this arrangement has been ongoing for decades and this is their only source of livelihood.	Arabic	Meeting in their location/construction site/homes or at the stations. Fax Post Mail Local Media (newspapers, radio) Construction signs and warnings	Off working hours

Stakeholder Groups		Role	Language Needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs (accessibility, large print, child care, daytime meetings)
	Street vendors	Those groups will not be significantly impacted as they are can easily change their locations. Moreover, depending on the consumable they will be selling, they could benefit from workers.	Arabic	Meeting in their locations mostly at level crossings and in smaller number at the stations or around the stations	In the morning, during market hours, during peak hours.
	Vulnerable groups	Vulnerable groups may likely be adversely affected by environmental and social impacts, while also being least likely to benefit from the project. The vulnerable groups here include persons with disabilities, women, including female rail users, street vendors, service providers at stations and land users of the right of way of the rail corridor.	Arabic	Meeting in their location/ construction site / homes or at the stations, Fax Post Mail Local Media (newspapers, radio) Construction signs and warnings	Off working hours
<b>Other interested parties</b>					
Environmental Sector	Ministry of Environment - Egyptian Environmental Affairs Agency (EEAA)	<ul style="list-style-type: none"> <li>Responsible for developing public policies related to the protection of environment and improving its quality. In addition, it is responsible for issuing regulations for environmental</li> </ul>	Arabic and English	Face-to-face meetings, official communication	Official working hours

Stakeholder Groups		Role	Language Needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs (accessibility, large print, child care, daytime meetings)
Line ministries		determinants and monitoring their implementation. <ul style="list-style-type: none"><li>Reviewing and approving EIA, and monitoring implementation of the Environmental Management Plan.</li></ul>			
		Responsible for monitoring compliance to environmental requirements.	Arabic and English	Fax Post Mail Email Local Media Face-to-face meetings, official communication	Official working hours
	Ministry of Finance	They are to cooperate with the WB in financing the project	Arabic and English	Fax Post Mail Email Formal meetings, official communication	Official working hours
	Ministry of International Cooperation	Responsible for directing the dealings with donors for development projects in the government sector.	Arabic and English	Fax Post Mail Email Formal meetings, official communication	Official working hours

Stakeholder Groups		Role	Language Needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs (accessibility, large print, child care, daytime meetings)
<b>Local Governmental Entities</b>	Qena, Sohag, Assiut, Minya, Beni Sueif, Giza, Cairo, Qalyoubia, Menoufia, Gharbia, Beheira, Alexandria Governorates	<ul style="list-style-type: none"> <li>Supporting the project by providing requested services such as various permits required, and infrastructure maps, when requested.</li> </ul>	<ul style="list-style-type: none"> <li>Arabic</li> </ul>	Fax Post Mail Email Formal meetings, official communication	Official working hours
	Local units in the Governorates Railway workers in the local area	<ul style="list-style-type: none"> <li>The main role of the Local Units authority is the provision of support to the project through giving permits for electricity installation and water supply and mobilizing people to gain information about the project.</li> <li>Permits for the lands needed for the project, should be prepared by the Governorate and approved by the LGU</li> <li>Rehabilitation of roads, which is one of the major issues raised by the community near crossings will be performed by the LGU.</li> </ul>	<ul style="list-style-type: none"> <li>Arabic</li> </ul>	Fax Post Mail Email Formal meetings, official communication	Official working hours
<b>Project Owner</b>	Egyptian National Railways (ENR)	<ul style="list-style-type: none"> <li>ENR serves as the implementing agency of the project under the oversight of a Steering</li> </ul>	Arabic	Email Bulletin boards Staff meetings Contracts	Official working hours

Stakeholder Groups		Role	Language Needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs (accessibility, large print, child care, daytime meetings)
		<p>Committee, which mainly combines Ministries of Transport, Finance, Investment and International Cooperation.</p> <ul style="list-style-type: none"> <li>• Implementing agency overseeing activities of the Environmental and Social Management Plan</li> <li>• Manage and operate train traffic</li> </ul>		<p>Company website Fax Formal meetings, official communication</p>	
	Ministry of Transport	ENR is affiliated to the Ministry of Transport;	Arabic and English	<p>Fax Post Mail Email Formal meetings, official communication</p>	Official working hours
Other Governmental Entities	General Authority for Roads, Bridges and Land Transport	Responsible for permitting related to any road work for the Project (e.g., road cutting)	Arabic	<p>Fax Post Mail Email Formal meetings, official communication</p>	Official working hours
	Ministry of Irrigation	<ul style="list-style-type: none"> <li>• The Ministry of Irrigation, along with ENR, share some parts of the RoW in terms of canals and drains. Railway lines run long distances parallel to the canal or drain, and in both cases the RoW</li> </ul>	Arabic	<p>Fax Post Mail Email Formal meetings, official communication</p>	Official working hours

Stakeholder Groups		Role	Language Needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs (accessibility, large print, child care, daytime meetings)
		<p>is split between ENR and the Ministry of irrigation.</p> <ul style="list-style-type: none"> <li>They should be involved in coordinating construction of the duplication.</li> </ul>			
		<p>The Ministry is responsible for Islamic houses of worship in Egypt. Coordinate with the Ministry in the case of demolition of mosques and the establishment of other alternatives during expansion works at the stations.</p>	Arabic	Fax Post Mail Email Formal meetings, official communication	Official working hours
	Agricultural Directorates in the Governorates	<p>Is responsible for determining the prices of agricultural crops and trees. Coordinate with the Ministry in the case of compensation for any agricultural lands.</p>	Arabic	Fax Post Mail Email Formal meetings, official communication	Official working hours
	Ministry of Interior	<ul style="list-style-type: none"> <li>Provides railway police offices in all stations;</li> <li>Informs ENR about foreign tourists and groups and provides security during travelling or when visiting the ENR Museum;</li> </ul>	Arabic	Fax Post Mail Email Formal meetings, official communication	Official working hours

Stakeholder Groups		Role	Language Needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs (accessibility, large print, child care, daytime meetings)
	The National Council for Women	<ul style="list-style-type: none"> <li>Provides clearances for conducting surveys</li> </ul>			
		<ul style="list-style-type: none"> <li>Cooperating with the ENR in managing awareness campaigns against harassment (Safe Rail Campaign) حملة السكة آمان</li> </ul>	Arabic and/or English	Formal meetings, official communication	Official working hours
Civil Society	Local NGOs in the regional and headquarter levels, as well as the local Community Development Associations (CDAs) in general, and specifically those working with women as well as with persons with disabilities (ie. The New Woman Foundation, women development association, and Community-Kayan Association for people with disabilities Based Organizations (CBOs)	<ul style="list-style-type: none"> <li>Organizations with direct interest in the project and which may have useful data or insight into local issues of relevance to the project. These organizations can also influence the views of others regarding the project, nationally and internationally.</li> <li>Responsible of sharing information with the community</li> <li>In the case of this project it may be useful to engage specifically with NGOs and CDAs focusing on women related issues as well as persons with disabilities.</li> </ul>	Arabic and/or English	Email, workshops, surveys	Working hours, flexible

Stakeholder Groups		Role	Language Needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs (accessibility, large print, child care, daytime meetings)
Media	<ul style="list-style-type: none"> <li>• Television</li> <li>• Newspaper</li> <li>• Websites editors</li> <li>• Online journalism</li> </ul>	<ul style="list-style-type: none"> <li>• Disclosure of information about the project</li> <li>• Publicize awareness raising campaigns</li> </ul>	Arabic	Email, press conference, field visits	Working hours, flexible
Suppliers and Traders	Private companies	<ul style="list-style-type: none"> <li>• Mainly potential tenderers for the construction works.</li> </ul>	Arabic and English	Official bidding websites, face-to-face	Working hours, flexible
	Traders (small-scale stores) (unofficial suppliers)	<ul style="list-style-type: none"> <li>• Provide construction materials.</li> <li>• Provide fuels to cars and machineries.</li> <li>• Provide workers with food and amenities.</li> </ul>			
Contractors	Existing contractors on sites under construction Future contractors not yet identified	<ul style="list-style-type: none"> <li>• Civil subcontractor</li> <li>• Modernization of signaling (related power supply/ telecommunications)</li> </ul>			
International Financial Institutions, Development partners	World Bank WB	<ul style="list-style-type: none"> <li>• Provide financing and technical assistance</li> </ul>	English	Face-to-face meetings, Emails	Official working hours

## **4 STAKEHOLDER ENGAGEMENT PROGRAM**

### **4.1 Purpose and timing of stakeholder engagement program**

Stakeholder engagement is an inclusive process conducted throughout the project life cycle. Where properly designed and implemented, it supports the development of strong, constructive and responsive relationships that are important for successful management of project's environmental and social risks. Stakeholder engagement is most effective when initiated at an early stage of the project, and is an integral part of early project decisions and the assessment, management and monitoring of the project's environmental and social risks and impacts.

Implementation of the stakeholder engagement plan will depend on a proactive approach; before implementation of each of the project components/activities. Appropriate engagement with stakeholders will be conducted whether through consultations, focus group discussions, surveys, dissemination of information through social media platforms, brochures, media, billboards at project location, etc. Stakeholder engagement will continue throughout the project life cycle in a regular manner.

Due to the current COVID-19 crisis, the project will take the precautionary approach for as long as the risk exists, to minimize the risk of COVID-19 transmission during information disclosure, by disseminating information through digital platform (where available) and traditional means of communications.

### **4.2 Proposed strategy for information disclosure**

ENR will disclose project information to allow stakeholders to understand the risks and impacts of the project, and potential opportunities, and will provide stakeholders with access to the project information, including timeframe of construction, GM channels as well as findings of the citizen satisfaction survey that will be conducted during project implementation. Moreover, prior to public consultation, ESF instruments were and will be disclosed to ensure meaningful consultations with stakeholders on project activities.

The proposed strategy applies to the remaining construction sites on segments 1, 2, 4 and 5 that will be rolled over from ENRRP, all activities that will be conducted on Segment 3 and any activity that will be implemented as part of component 2. All project engagements activities and recording should be done in a systematic manner.

All World Bank Project Documentation including Project Appraisal Document, Environmental and Social Review Summary (ESRS) are available on the World Bank Website before project approval. Implementation Status Reports are posted throughout implementation period.

In accordance with World Bank Policies, the following documents, will be disclosed on the World Bank website and ENR website prior to project approval:

- Environmental and Social Assessment (ESA)

- Resettlement Framework (RF)
- Labor Management Procedures (LMP)
- Stakeholder Engagement Plan (SEP)
- Environmental and Social Commitment Plan (ESCP)

These documents will be available in English and Arabic.

Details on the strategy proposed for information disclosure is provided below in table 4.1 (on Component 1) and 4.2 (on component 2).

**Table 4-1-Component 1 Disclosure Activities**

Target Groups		Methods proposed	Timeframe	Information to be disclosed & Objective	Responsibilities
<b>Project Affected Parties</b>					
Project Affected Communities	Residents and commercial activities in the communities within project area Local communities near to the construction site.	ENR/ project website <sup>1</sup> Premises of different entities at the central and local levels, as well as in public places and local government units Construction signs and warnings Banners in stations Local media, including radio programs	Before project appraisal Prior to and during construction During operation <sup>2</sup>	Provide access to grievance mechanism Non-technical Summaries of ESF instruments Project implementation schedule, including any affected train stations or schedules Subprojects activity details including climate change mitigation benefits of railway Employment opportunities GBV hotline (Safe Rail Campaign حملة السكك آمان)	Project Management Unit (PMU) in ENR; Environmental Affairs Directorate (EAD) Environmental and Social Specialists local governorates cooperation with NGOs; Contractors
	Train users	ENR/ project website Construction signs and warnings Banners in stations		Provide access to grievance mechanism Non-technical Summaries of ESF instruments Project implementation schedule, including any affected train stations or schedules Subprojects activity details including climate change mitigation benefits of railway.	Project Management Unit (PMU) in ENR; Environmental Affairs Directorate (EAD) Environmental and Social Specialists local governorates cooperation with NGOs
	Women, including Female Train Users	ENR/ project website Construction signs and warnings		Provide access to grievance mechanism Non-technical Summaries of ESF instruments	Project Management Unit (PMU) in ENR;

<sup>1</sup> The consultant recommends creating a site/webpage for the project to share information, studies, and everything related to the project in terms of implementation schedule, project documents achievements, GRM channel etc

<sup>2</sup> Consultation activities will continue during the operation phase according to the operational and follow-up phases, with no less than one time for each governorate at the start of the operation

Target Groups		Methods proposed	Timeframe	Information to be disclosed & Objective	Responsibilities
	Land users and land tenants along the right of way of the railway corridor	Banners in stations		Project implementation schedule including any affected train stations or schedules Subprojects activity details including climate change mitigation benefits of railway	Environmental Affairs Directorate (EAD) Environmental and Social Specialists local governorates cooperation with NGOs
		ENR/ project website Premises of different entities at the central and local levels, as well as in public places and local government units Construction signs and warnings		Provide access to grievance mechanism Non-technical Summaries of ESF instruments Project implementation schedule Resettlement Plans prepared in accordance with RF Employment opportunities GBV hotline (Safe Rail Campaign حملة السكة امان)	Project Management Unit (PMU) in ENR; Environmental Affairs Directorate (EAD) Environmental and Social Specialists local governorates
	Vulnerable groups	ENR/ project website Premises of different entities at the central and local levels, as well as in public places and local government units Construction signs and warnings Banners in stations Local media, including radio programs		Provide access to grievance mechanism Non-technical Summaries of ESF instruments Project implementation schedule including any affected train stations or schedules Resettlement Plans prepared in accordance with RF Employment opportunities GBV hotline (Safe Rail Campaign حملة السكة امان)	Project Management Unit (PMU) in ENR; Environmental Affairs Directorate (EAD) Environmental and Social Specialists local governorates cooperation with NGOs; Contractors
Other interested parties					
Environmental Sector	Ministry of Environment - Egyptian Environmental Affairs Agency (EEAA)	ENR/ project website	Before project appraisal	ESA and related management plans Environmental register	Project Management Unit (PMU) in ENR

Target Groups		Methods proposed	Timeframe	Information to be disclosed & Objective	Responsibilities
	Environmental Office within the Governorates		Prior to and during construction		Environmental Affairs Directorate (EAD) Environmental and Social Specialists
Line ministries	Ministry of Finance	ENR/ project website	Before project appraisal	Schedule of preparation and construction	Project Management Unit (PMU) in ENR
	Ministry of International Cooperation		Prior to and during construction During operation		
Local Governmental Entities	Governorates	ENR/ project website Premises of different entities at the central and local levels, as well as in public places and local government units	Before project appraisal Prior to and during construction During operation	Provide access to grievance mechanism Non-technical Summaries of ESF instruments Project implementation schedule including any affected train stations or schedules Subprojects activity details including climate change mitigation benefits of railway Resettlement Plans prepared in accordance with RF Employment opportunities	Project Management Unit (PMU) in ENR Environmental Affairs Directorate (EAD) Environmental and Social Specialists
	Local units in the Governorates Railway workers in the local area				
Other Governmental Entities	General Authority for Roads, Bridges and Land Transport	ENR/project Website	Prior to and during construction	Non-technical Summaries of ESF instruments Project implementation schedule Resettlement Plans prepared in accordance with RF	Project Management Unit (PMU) in ENR Environmental Affairs Directorate (EAD)
	Ministry of Irrigation		During operation		
	Ministry of Awqaf				

Target Groups		Methods proposed	Timeframe	Information to be disclosed & Objective	Responsibilities
Civil Society	Agricultural Directorates in the Governorates				Environmental and Social Specialists
	Ministry of Interior				
	The National Council for Women	ENR/project website	Prior to and during construction During operation	Non-technical Summaries of ESF instruments and the full reports of the instruments  Project implementation schedule	Project Management Unit (PMU) in ENR Environmental Affairs Directorate (EAD) Environmental and Social Specialists
Civil Society	Local NGOs local Community Development Associations (CDAs) Based Organizations (CBOs)	ENR/ project website Premises of different entities at the central and local levels, as well as in public places and local government units  Construction signs and warnings  Banners in stations  Local media, including radio programs	Prior to and during construction During operation	Provide access to grievance mechanism  Non-technical Summaries of ESF instruments and the full reports of the instruments  Project implementation schedule including any affected train stations or schedules  Subprojects activity details including climate change mitigation benefits of railway  Resettlement Plans prepared in accordance with RF  Employment opportunities	Project Management Unit (PMU) in ENR Environmental Affairs Directorate (EAD) Environmental and Social Specialists
Media	<ul style="list-style-type: none"> <li>• Television</li> <li>• Newspaper</li> <li>• Websites editors</li> <li>• Online journalism</li> </ul>	ENR/ project website Premises of different entities at the central and local levels, as well as in public places and local government units	During construction During operation	Press Release ESF instruments	Project Management Unit (PMU) in ENR Environmental Affairs Directorate (EAD) Environmental and Social Specialists

Target Groups		Methods proposed	Timeframe	Information to be disclosed & Objective	Responsibilities
Contractors	Existing contractors on sites under construction Future contractors not yet identified	ENR/ project website	Before project appraisal Prior to and during construction	Codes of conduct ESF instruments bidding documents awarded documents	Project Management Unit (PMU) in ENR Environmental Affairs Directorate (EAD) Environmental and Social Specialists

**Table 4-2- Component 2 Disclosure Activities**

Target Groups		Methods proposed	Timeframe	Information to be disclosed & Objective	Responsibilities
<b>Project Affected Parties</b>					
Project Affected Communities	Residents and commercial activities in the communities within project area Local communities near to the construction site.	ENR/project website Public places and local government units Construction signs and warnings Meeting in their location/or at the stations Local media, including radio programs Awareness campaigns	During design During construction During operation <sup>3</sup>	Provide access to grievance mechanism Non-technical Summaries Findings of train users' satisfaction survey Project implementation schedule including any affected stations Subprojects activity details including climate change mitigation benefits of railway Employment opportunities GBV hotline (Safe Rail Campaign حملة السكة امان) Awareness Raising campaigns	Project Management Unit (PMU) in ENR; Environmental Affairs Directorate (EAD) Environmental and Social Specialists local governorates cooperation with NGOs; environmental and social specialists;
Train users					

<sup>3</sup> Consultation activities will continue during the operation phase according to the operational and follow-up phases, with no less than one time for each governorate at the start of the operation

Target Groups		Methods proposed	Timeframe	Information to be disclosed & Objective	Responsibilities
	Women, including Female Train Users			<p>Provide access to grievance mechanism</p> <p>Non-technical Summaries</p> <p>Findings of train users' satisfaction surveys as well as engagement activities conducted as part of project design</p> <p>Project implementation schedule including any affected stations</p> <p>Subprojects activity details including climate change mitigation benefits of railway</p> <p>GBV hotline (Safe Rail Campaign حملة السكة امان)</p> <p>Citizen charters</p> <p>Awareness Raising Campaigns</p>	
	Persons with disabilities				
	Vulnerable groups				
	Street vendors			<p>Provide access to grievance mechanism</p> <p>Non-technical Summaries</p>	
Other interested parties					
Environmental Sector	Ministry of Environment - Egyptian Environmental Affairs Agency (EEAA)  Environmental Office within the Governorates	ENR/ project website	Before project appraisal  Prior to and during construction	ESA and related management plans  ESIAs to be prepared  Environmental register	Project Management Unit (PMU) in ENR Environmental Affairs Directorate (EAD)  Environmental and Social Specialists
Line ministries	Ministry of Finance	ENR/ project website	Before project appraisal	Schedule of preparation and construction	Project Management Unit (PMU) in ENR

Target Groups		Methods proposed	Timeframe	Information to be disclosed & Objective	Responsibilities
	Ministry of International Cooperation		Prior to and during construction During operation		
<b>Local Governmental Entities</b>	Governorates	ENR/ project website Premises of different entities at the central and local levels, as well as in public places and local government units	Before project appraisal Prior to and during construction During operation	Provide access to grievance mechanism  Non-technical Summaries of ESF instruments  Project implementation schedule including affected train stations  Employment opportunities  Subprojects activity details including climate change mitigation benefits of railway	Project Management Unit (PMU) in ENR  Environmental Affairs Directorate (EAD)  Environmental and Social Specialists
	Local units in the Governorates Railway workers in the local area				
<b>Other Governmental Entities</b>	Ministry of Interior	ENR/project Website	Prior to and during construction During operation	Non-technical Summaries Schedule of preparation and construction	Project Management Unit (PMU) in ENR  Environmental Affairs Directorate (EAD)  Environmental and Social Specialists
	The National Council for Women	ENR/project Website	Prior to and during construction During operation	Provide access to grievance mechanism  Non-technical Summaries of ESF instruments  Project implementation schedule including affected train stations	Project Management Unit (PMU) in ENR  Environmental Affairs Directorate (EAD)  Environmental and Social Specialists

Target Groups		Methods proposed	Timeframe	Information to be disclosed & Objective	Responsibilities
				Findings of train users' satisfaction surveys as well as engagement activities conducted as part of project design	
Civil Society	Local NGOs local Community Development Associations (CDAs) Based Organizations (CBOs)	ENR/ project website Premises of different entities at the central and local levels, as well as in public places and local government units Construction signs and warnings Banners in stations Local media, including radio programs	during construction During operation	Provide access to grievance mechanism Non-technical Summaries Findings of train users' satisfaction surveys as well as engagement activities conducted as part of project design Subprojects activity details including climate change mitigation benefits of railway Project implementation schedule including any affected stations GBV hotline (Safe Rail Campaign حملة السكة آمان) Citizen charters Awareness campaigns	Project Management Unit (PMU) in ENR Environmental Affairs Directorate (EAD) Environmental and Social Specialists
Media	• Television • Newspaper • Websites editors • Online journalism	ENR/ project website Premises of different entities at the central and local levels, as well as in public places and local government units	During construction During operation	Press Release ESF instruments Awareness campaigns	Project Management Unit (PMU) in ENR Environmental Affairs Directorate (EAD) Environmental and Social Specialists

Target Groups		Methods proposed	Timeframe	Information to be disclosed & Objective	Responsibilities
Contractors	Future contractors not yet identified	ENR/ project website	Before project appraisal Prior to and during construction	Codes of conduct ESF instruments bidding documents awarded documents	Project Management Unit (PMU) in ENR Environmental Affairs Directorate (EAD) Environmental and Social Specialists

### **4.3 Proposed strategy for consultation**

Engagement of stakeholders is an evolving process that commences from the preparation phase (ESA, ESIA, ESMF, SEP and RF) and continues along the project's life. Each stage and phase have its specific objectives of engagement and results in specific outputs to be integrated in the design and implementation of the project. Various methods of engagement will be used along the life cycle of the project, depending on the identified needs of the stakeholders. All project engagements activities and recording should be in a systematic manner.

**Table 4-3- Component 1 strategy for consultation**

<b>Project stage</b>	<b>Topic of consultation</b>	<b>Method used</b>	<b>Timetable: Location and dates</b>	<b>Target stakeholders</b>	<b>Responsibilities</b>
Preparation Phase	Overall project design, description of activities of the project, description of entry points to engage, GM details Project implementation schedule including any affected train stations or schedules Employment opportunities	Depending on stakeholders, the methods vary from workshops, focus groups, public consultation	This will include but will not be limited to the locations where the activities are taking place. Neighborhood that the project activity will be covering	All groups of affected communities Line ministries Agencies involved, Civil societies Donors Academics	Project Management Unit (PMU) in ENR; environmental and social specialists
	Environmental and social instruments (ESMF, ESIA, RF) Resettlement Plans prepared in accordance with RF Environmental and Social commitment Plan (ESCP), SEP, Labor Management Procedures (LMP).	Depending on stakeholders, the methods vary from workshops, focus groups, public consultations, social media platforms, ENR/project website, meeting in their location/or at the stations			
Implementation phase	Subprojects activity details including climate change mitigation benefits of railway and grievance mechanism details (channels), description of entry points to engage Project implementation schedule including any affected train stations or schedules	Prior notification will be made through the social media platforms of the governorate where construction works is taking place and any identified CSO that can relay the information			
	Updated ESF instruments, SEP, ESCP, LMP as required				

Project stage	Topic of consultation	Method used	Timetable: Location and dates	Target stakeholders	Responsibilities
	Community health and Safety, GM details, project details and timeline, employment opportunities, etc.	Small public consultations, focus groups discussions		Neighboring communities	Contractors and EAD ENR
	Preparation of resettlement instruments or completing the land screening questionnaires	Focus group discussions Construction signs and warnings Meeting in their location	Land plot needed for the project activities or house of land tenant or user Should start prior to land taking until completion of all resettlement activities	Land tenants or users	Project Management Unit (PMU) in ENR EAD ENR, land officer of ENR at the governorate level

**Table 4-4- Component 2 strategy for consultation**

Project stage	Topic of consultation	Method used	Timetable: Location and dates	Target stakeholders	Responsibilities
Preparation Phase	Overall project design, description of activities of the project, description of entry points to engage, GM details Project implementation schedule including any affected train stations or schedules Employment opportunities	Depending on stakeholders, the methods vary from workshops, focus groups, public consultations, social media platforms, ENR/project website, meeting in their location/or at the stations	This will include but will not be limited to the locations where the activities are taking place.	All groups of affected communities Line ministries Agencies involved, Civil societies	Project Management Unit (PMU) in ENR; environmental and social specialists

<b>Project stage</b>	<b>Topic of consultation</b>	<b>Method used</b>	<b>Timetable: Location and dates</b>	<b>Target stakeholders</b>	<b>Responsibilities</b>
	Environmental and social instruments (ESMF, ESIA, RF) Resettlement Plans prepared in accordance with RF Environmental and Social commitment Plan (ESCP), SEP, Labor Management Procedures (LMP).	Prior notification will be made through the social media platforms of the governorate where construction works is taking place and any identified CSO that can relay the information		Donors Academics	
Implementation phase	Inclusion and safety improvements/needs to be considered as part of Components 2	Depending on stakeholders, the methods vary from workshops, focus groups, surveys Local media Awareness campaigns	Mainly in stations on an ongoing basis but will not be limited to the locations where the activities are taking place.	Affected communities, rail users, female, persons with disabilities, Street vendors Civil societies, Line ministries, Agencies involved, Local governorates units	Project Management Unit (PMU) in ENR; environmental and social specialists
	Subprojects activity details including climate change mitigation benefits of railway, and grievance mechanism details (channels), description of entry points to engage Project implementation schedule including any affected train stations or schedules				
	Updated ESF instruments, SEP as required ESIAs to be prepared as per the ESA and the related management plans and framework				
	Safety and inclusion related topics	Awareness Raising campaign will be prepared			
Monitoring and evaluation	Impact of safety and inclusion improvements under Component 2	Conduct Citizen Satisfaction Survey of rail users at selected pilot stations under Component 2.	Baseline, Midline and Endline At pilot stations of component 2	Rail users	Project Management Unit (PMU) in ENR; environmental and social specialists

#### **4.4 Proposed strategy to incorporate the view of vulnerable groups**

The project will identify stakeholder groups, who can be engaged with throughout its lifecycle. As indicated above vulnerable groups identified at this stage of the project include persons with disabilities, land tenants and users, women, and in particular, female rail users.

Efforts will be made to reach out to vulnerable groups, in organizing consultations adapted to their constraints (time, location, etc.) to ensure their concerns and comments are considered. Multiple tools and methods will be used to reach out to those groups, those include banners, pamphlets, women only focus group discussions, reaching out to CDAs and NGOs who can easily reach out to women and persons with disabilities, use of social media platforms of those CDAs and NGOs, etc. information will be shared using visual aids to facilitate reach out to illiterates. To reach out to a larger number of stakeholders, the project could also utilize representatives from community members, community leaders, CSOs and/or NGOs. If no representatives exist in the communities affected by the project, the project team will conduct ad-hoc surveys and consultations to integrate their views.

The impacts of the project component 2 have to be assessed. Specifically, site visits have to be paid to the vulnerable groups in order to inform them about the project and its positive and adverse impacts. Additionally, they are to be informed about the grievance mechanism and given the contacts in order to get the needed information. The engagement process throughout the project lifecycle will make a difference because it helps strengthen the capacity of groups to work together.

#### **4.5 Timelines**

Formal consultation timeline will be developed according to the project implementation timeline. Key decision points will require formal consultation and integration of citizen feedback, including of vulnerable groups.

The schedule for consultation prior to construction work should begin with the development of the master list for land related issues, engagement activities and disclosure relevant to construction related activities, focus group discussions, as needed, etc. a per section 4. Those activities will depend on the works schedule on different segments 1,2,3,4,5 for component 1 and for the works schedule for the pilot stations, on segment 3. During implementation, ongoing engagement activities will take place, with a minimum of two activities per governorate. Moreover, after each satisfaction survey (baseline, midline and end line), findings will be shared with respondents and the public.

To facilitate engagement activities a specific page will be created for the project on ENR website to include the various information as state in section 4. This page will be made available, the latest three months after effectiveness.

## 4.6 Review of Comments

Stakeholder engagement activities will be implemented according to the SEP and the national laws and regulations. Activities are designed to consider a two-way communication and allowing for systematic collection of views of the different groups. Therefore, stakeholder groups will have the opportunity to provide comments. ENR will have the obligations to consider these comments and report back to its constituencies on the conducted assessment as well as comment on the design of components. ENR must maintain communication capabilities to ensure that comments received from various stakeholders are incorporated, in order to achieve communication goals.

The received comments as part of consultations on the environmental and social assessments and related management plans have been carefully documented in relevant sections of the documents along with the responses to asked questions that were offered during the consultations with an indication on how the comment will be taken into consideration in the design of the project or in designing mitigation measures. If comments are not going to be taken into consideration, solid justification was offered (Annex 1 includes details on the findings of the consultations and how they were reflected in the different instruments). Disclosing the results of the consultation with documentation for the received feedback is also essential for closing the feedback loop. For further instruments that will be prepared during project implementation, the same approach will be considered to ensure that stakeholders views are responded to and taken into consideration in the design and implementation. Efforts will be made to reach out to vulnerable groups, in organizing consultations adapted to their constraints (time, location, translation) to ensure their comments are considered. As part of the indicator on the citizen satisfaction survey, the project will commit to close the feedback loop by sharing findings of the surveys with communities and explaining how those findings will be considered in the future steps.

## **5 RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES**

### **5.1 Resources**

The PMU has overall responsibility for implementing the SEP. A project budget of 300,000 EGP has been allocated for stakeholder and citizen engagement activities under RISE.

Contractors will support ENR/PMU under Component 1 in conducting outreach and engagement activities over the linear segment under their contracts. These outreach activities should be included in their contract budgets.

### **5.2 Management functions and responsibilities**

ENR under the Ministry of Transport is responsible for railway construction and operation. A dedicated unit, Station Management Unit, is responsible for management and maintenance of train stations. Information on the entity/unit within ENR responsible for current asset management database was not defined at the time of submission of the report.

A dedicated Project Management Unit (PMU) will be established within ENR to coordinate and implement project activities and to liaise with the Bank. The PMU will be headed by a director, who reports directly to ENR's Chairman and General Manager. The PMU will include a Social Specialist that will support implementation of the SEP.

Under ENR, the EAD has already been set up and it was locally approved by the ENR. It is already practicing its tasks but still needs the final approval from the organization and management affairs. Currently, there are about six environmental specialists in EAD. Although the structure of EAD did not include any position for a staff member responsible for the social aspects related to the project nonetheless, this position has been now filled by ENR and two social specialists were assigned to the PMU in November 2017.

The PMU has overall accountability for implementing and monitoring the SEP in accordance with the ESCP. The Social Specialist of the PMU will have responsibility for undertaking the activities such as reaching out to community members in the various locations, for ensuring that the grievance mechanism is operational and that complainants' concerns are responded to in a timely manner, and reporting to the PMU Director on implementation. The World Bank is available for technical support to the assigned Social Specialist to implement the SEP.

## **6 GRIEVANCE MECHANISM (GM)**

The objective of a grievance mechanism is to ensure that all comments and complaints from any project stakeholder are considered and addressed in an appropriate and timely manner.

Both ENR and contractors must be committed to avoiding, reducing, limiting and, if necessary, remedying any adverse impacts caused by their activities on local populations and on their social and physical environment. One of the tools for identifying, preventing and managing unanticipated impacts is a Grievance Mechanism (GM).

The project will use the project GM (section 6.1) that was established as part of ENRRP and linkages to the institutional-level GM of ENR (section 6.3) will be established as per the ESCP.

Moreover, the project has a separate GM that handles project workers complaints and grievances, including civil servants assigned to the project. The GM for project workers is outlined in the project's Labor Management Procedures (LMP).

### **6.1 The project GM**

Under ENRRP, the project developed a mechanism for handling project-level complaints and grievances with the aim of ensuring that project related complaints are addressed in a timely and transparent manner. The project GM is designed to accept grievances from all project stakeholders.

#### **6.1.1 Grievance Channels**

- Complaint boxes at the entrance of the construction site, with a complaints form (Annex 2 Complaints form that was developed for the project);
- Submit an oral complaint to the site manager or contractor official;
- Two phone numbers: available on the project identification board at the entrance to the construction sites.
  - 1) Contractor's official, and it changes from one site to another
  - 2) ENR official (from ENR EAD).

Grievances are documented through the grievance log, which is designed for this project to ensure documentation and follow-up (see Annex 3 Grievance Log).

The contractor is responsible for receiving, following up and resolving complaints, and ENR is responsible for monitoring. However, during ENRRP implementation, no complaints have been recorded.

### **6.2 Grievance Cycle**

As part of the RISE implementation, project-level grievances will follow the following cycle. Complainants have the full right to submit their grievance to any of the project-level as well as institutional level channels. While the institutional GM (described below) has not been used by the project yet, linkages will be established, as per the ESCP.

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### 6.2.1 Grievances' Tiers Composition

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Various tiers of grievances will be adopted by the project. The complainant can target his/her complaint to one or more tiers at the same time. Following are the proposed tiers of grievances:

- **Tier 1:** Local level: Contractor and/or site engineer during construction and station Manager during operation
- **Tier 2:** The Social Specialist of the PMU at Headquarters in Cairo;
- **Tier 3:** Through the Ministry of Transport website

All complaints are anticipated to be solved on the site level; however, for those who want to escalate their complaint to a higher level, will also be able to do so as indicated above. Moreover, complainants will also be able to resort to the court, if they desire.

One of the project's functions is to provide aggrieved people with an avenue for amicable settlement without necessarily having to pursue a court case. The aggrieved person has to receive the response to his/her complaint within 10 days.

If the grievance mechanism, was not properly re-solved, the aggrieved persons are entitled to raise their complaint to higher level.

The following paragraphs describe a grievance mechanism that will be established as part of RISE and that is consistent with ESS10.

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### 6.2.2 Response to Grievances

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A best practice standard is to acknowledge receipt of complaints within 2 calendar days and to respond complaints, within a maximum of 10 working days. This is also applicable for cases that do not need any corrective action. For complaints that will be resolved in a longer period due to their complexity, the following steps will be considered:

- The aggrieved person has to be informed of the proposed corrective measure within a maximum of 10 days.
- Implementation of the corrective measure and its follow up have to be communicated to the complainant and recorded in the grievance register.

Response will be made either verbally or in writing, in accordance with the preferred method of communication specified by the complainant.

All comments and complaints will be responded to either verbally or in writing, in accordance with the preferred method of communication specified by the complainant. Comments will be reviewed and taken into account in the project preparation; however, they may not receive an individual response (unless it is required). Complainant, through the use of the complaint tracking number, can follow up on their complaints through a range of methods including postal mail, e-mail, phone, customer service, and/or project location.

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### **6.2.3 Registration of Complaints**

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The project management will keep a grievance log and grievances and communications received by the PMU Social Specialist will be registered and appropriate documentation of the process will be kept. Proper administration and internal records of stakeholder complaints and communications are essential for transparency and quality of ENR responsiveness and reporting to stakeholders on the resolution of grievances. Comments will be reviewed and taken into account in the project preparation.

Report on grievance management will be included as part of the quarter project progress reports and annual grievance management reports will also be prepared.

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### **6.2.4 Confidentiality**

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Individuals who submit their comments or grievances have the right to request anonymity. Communication with complainants, in those cases, will depend on the available information complainant has shared. Confidentiality should be declared during the process of disseminating GM information.

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### **6.2.5 Management of GM**

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During construction and operation phases, grievances in relation to construction activities will be managed by the social specialist of the PMU. With regard to complaints submitted through the Institution level channels, direct communication will take place with the social specialist of the PMU.

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### **6.2.6 Monitoring of Grievances**

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All grievances should be monitored by ENR in order to verify the process. Monitoring will be carried out for the following indicators:

1. Number of monthly received grievances (disaggregated by channel, gender, age);
2. Categories of grievance received;
3. Number of grievances resolved;
4. Number of unresolved complaints;
5. Timeframe for resolving complaints;
6. Number and type of dissemination activities implemented;
7. Number of complainants responded in a satisfactory manner;
8. Timeframe for responding to complaints;
9. Level of satisfaction with solutions;
10. Documentation efficiency.

Quarterly Grievance Monitoring Report should be developed to keep track of all grievances submitted. The quarterly reports should include an analysis for the above-mentioned indicators. Moreover, main findings and analyses should be documented in annual report that will be disclosed as detailed in section 6.2.7 The report should be developed by the Monitoring and Evaluation staff at ENR headquarters.

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### 6.2.7 Disclosure of grievances

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Grievance channels should be disclosed as well as an annual report analyzing the received complaints should be prepared. The annual report will include as indicated previously the above-mentioned indicators. Moreover, any disclosed grievances will be kept anonymous and/or only the annual report will be disclosed.

## 6.3 Current GM Central/ Institution level utilized by ENR

In the meantime, ENR has a complaints system for passengers and the public. The management and operation of this institutional level GM are the responsibility of the Complaints and Customer Service Directorate, which is affiliated to the Presidential Affairs Central Directorate. ENR's institutional GM is accessible to project beneficiaries and stakeholders so it is possible that project related complaints are submitted through the institutional channels. Therefore, linkages between the project GM and the institutional GM of ENR will be established as per the ESCP.

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### 6.3.1 Grievance Channels at the central level

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Complaints could be submitted through multiple intake points, including submission by hand, telephone, or by email. Below are the main channels for grievance:

- Complaint boxes in all railway stations;
- An email address linked to the ENR website ([support@enr.gov.eg](mailto:support@enr.gov.eg));
- A landline disclosed on the ENR website (+2 02 25748279);
- A digital complaint form linked to the website of the Ministry of Transport;
- Two telephone lines (01274422925 - 0225753555), and
- A hotline (15047).

Through those channels, ENR receives about 1-5 complaints per day, and about 70-80 complaints per month. For the period of September to November 2020, the GM has registered 203 complaints. Complaints are followed up until closure of the complaint. For each of those channels, employees are working to receive complaints, record them and transfer them to the competent departments.. Further assessment of ENR's GM will be required. Further assessment of the functionality of the GM is required, as per the ESCP.

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### 6.3.2 Gender-based Violence (GBV) Grievance mechanism

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ENR, in cooperation with the EBRD and the National Council for Women, launched the (Railway Safety) السكة امان campaign on December 1, 2020, which is a campaign to develop awareness against harassment and encourage individuals who use railway services to submit their complaints through ENR's hotline (15047). The campaign was announced on the official website of the Ministry of Transport on December 2nd.

The campaign operates in eight stations (that are not part of the RISE project) for a period of two weeks. Before launching the campaign, a survey was conducted on a sample of train

passengers to receive feedback on usage of the hotline to submit a GBV related complaint, and another evaluation survey will be conducted at the end of the campaign, to know their feedback on the campaign.

Submitted complaints are recorded 1) through customer services who will register the details in a form that was specially prepared for the campaign, and 2) a form designed for complainants to register the details themselves.

A limited number of employees work in the ENR customer service (four female employees work from 8 am until 3pm, and then only one employee work from 3pm until 8 am the next morning). In addition, transportation inspectors are present in trains and station entrances to respond to passenger's complaints. ENR officials also explained that the devices customer service use to receive complaints only enable them to receive one call at a time. This enables them to track all complaints to resolve the complaint or take the necessary measures in a timely manner.

Therefore, the role of the customer service staff is limited to: a) Receive contact b) Record the complaint in Form c) Direct the complainant to another party represented by the station or police overseer available in the stations or the train to take the necessary measures and deal with the complaint.

For the RISE project, this campaign information will be made available at the project sites. However, further developments are needed to handle GBV complaints, as per ESS 4. Once lessons learned arise from the implementation of the campaign, the project will also take them into consideration as needed and as feasible.

#### 6.4 MONITORING AND REPORTING

This SEP shall be revised and updated, as necessary, during project implementation. This will help ensure the validity and adequacy of the information presented herein, and that the identified methods of engagement remain appropriate in relation to the legislative requirements, and the specific activities of ENR. Any major alterations to ENR activities shall be duly reflected in the SEP.

The Social Specialist of the PMU will compile quarterly progress reports for the engagement activities held by ENR during the reporting period. The report will include:

- Summary of engagement activities with local communities, entities and non-governmental organizations;
- Summary of contacts with authorities and nature of such contacts;
- Summary of press statements released and other contacts with media (e.g. interviews or TV entries regarding ENR);
- Number of grievances received, their nature and progress on their resolution if appropriate corrective measure were agreed to be taken.

ENR will also report quarterly on environmental and social performance progress, which will include a description of engagement activities and effectiveness of the grievance mechanism.

## Annex 1: Consultations Minutes and Attendance

### Key comments and concerns raised during the scoping consultations activities

Stakeholder	Key Outcomes
Railway users	<p>Railway users, both males and females, explained that the train is a major means of transportation for them. Despite the difficulties they sometimes face in getting on the train, it is the most appropriate means of transportation for them, due to:</p> <ul style="list-style-type: none"> <li>- The cost of the train ticket is low and suitable for a large number of individuals; School and university students, the elderly, women selling in the markets.</li> <li>- Some indicated that the train is suitable as a means of family transportation, given the average cost of transportation for all family members,</li> <li>- Many girls explained that the train is a safe means of transportation for them, as they can sit on the train without being harassed, as it happens in the microbus or the bus. Train stations also provide spacious and comfortable waiting area for them.</li> </ul> <p>Railway users suffer from major problems, foremost of which are:</p> <ul style="list-style-type: none"> <li>- Frequent delay in train times, which sometimes reaches an hour and a half, in some cases; this force them to take another high-cost means of transportation.</li> <li>- During peak hours the train is very crowded and the rush to ride the train becomes a danger, especially for the elderly and women; which makes them wait for another train to avoid the overcrowding.</li> <li>- Some women explained that crowded situations create an unsafe environment for them, whether they are at risk of being harassed or at risk of being robbed. Although they have never been robbed before.</li> <li>- Some male and female passengers indicated that many of the stations do not have suitable facilities (toilets) for use and in some cases they are closed.</li> <li>- Train users wish to improve the level of service and regularity of the train at the specified times, so that the service becomes excellent.</li> </ul>
Residents in the surrounding project areas	<p>Many surrounding residents explained that the train does not represent any inconvenience to them as it is part of their daily life, and the train stations in some areas represent a crossing point from one area to another.</p> <p>The shops near the train stations are among the best choices, due to their presence in vital areas.</p> <p>Trains for neighbouring communities represent a major means of transportation, even for schoolchildren.</p> <p>None of the residents or shop owners expressed facing any disturbance from the workers at the construction sites. On the contrary, they emphasized the commercial popularity of the restaurants and cafes in the area.</p>
Railway Workers	<p>None of the station workers expressed facing any problems or reported incidents of harassment. Rather, they emphasized that the stations are quiet and clean areas that suffer only from a lack of facilities due to it is old and worn out, and lack of regular maintenance.</p>

## Key questions and comments raised during the public consultation session

Participant/ affiliation	Questions/Remarks	Response or approach in ESMF	Reflection in the Study
<b>Walid Mansour, Program Manager Climate and Energy - Friedrich Ebert Stiftung</b>	<p>1. Egyptian National Railways has numerous old semaphores (signaling towers at crossings) and conductor buildings that date back to more than 100 years and should be registered/listed as architectural cultural heritage buildings. The history of visual identity and architectural memory should be added as a contribution to Egyptian National Railways museum, this aspect should be included as one of the social impacts.</p> <p>2. One of the cultural heritage aspects is the ancient Arabic font used to write station names signs, which is Khedewy font that should be preserved and well-kept or moved to the museum. The stations and trains' names are emphasizing on payment levels/tickets (VIP, economy...etc) rather than names relevant to the country and heritage, and their names should be changed.</p> <p>3. Also, the visual identity of the stations is not well managed, and doesn't have any relation to the culture of the city where the station is. It should be considered from the design stage and the cultural characteristics of the governorate should be connected visually to the physical design.</p> <p>4. Tickets: there's a problem in the current ticketing system whether it's through the internet or the tickets booth in the station. Only a small percentage of the tickets is available online through ENR website while the train car is half empty in reality, while there is a contractor who buys and sells tickets next to the railway station, making room for the black market. So,</p>	<p>Dr Amr Osama Abdelaziz clarifies the scope of the project and that it is mainly concerned with the signaling modernization and crossings works in Component 1, and Component 2 is regarding stations rehabilitation and asset management system.</p> <p>In reply to points 1-5: these activities although they are important, but are currently are not part of the project scope. However, these suggestions may be studied and included in the activities scope later on at the detailed design stage of component 2, since the activities are not defined yet,</p> <p>In reply to point 6: the fuel type is out of the project scope since the project is concerned with signaling works and crossings or stations, therefore renewing the train cars is not part of the project.</p> <p>In reply to point 7: the project activities are not going to impact agricultural lands since it is just modernizing and upgrading signaling system along existing railway lines not new lines, and all activities are done within ENR right of way.</p>	<p>Outside the scope of ESA</p>

Participant/ affiliation	Questions/Remarks	Response or approach in ESMF	Reflection in the Study
	<p>there's a crucial need to develop a ticketing system that handles all these problems and facilitates user experience.</p> <p>5. Suggestion for sound environmental management on the train: adopting a plastic free initiative, since it is possible through different ways by incentives and policies for vendors and food items, and enabled through the Waste law that was recently published by Ministry of Environment.</p> <p>6. Will the type of fuel used in trains be changed from diesel, to eliminate negative environmental impacts associated with it?</p> <p>7. Impact on agricultural lands: what will be done if any agricultural land is impacted by the project activities?</p>		
<b>Emadeldin Adly, Director of the Arab office for Youth and Environment</b>	<p>1. The number of people consulted during the project preparation is not enough to inform stakeholders of the project scope. There needs to be more engagement of the stakeholders</p> <p>2. What are the roles of the environmental affairs directorate (EAD) in the Egyptian National Railways Authority, are their roles well defined Are they concerned with waste management along the lines, and what is their plan regarding that aspect, since the waste problem is increasing and it affects the visuals alongside the moving trains?</p> <p>3. Is there going to be involvement and consultation with different entities concerned with cultural heritage, environmental management in terms of the stations rehabilitation and their shapes to work on the visual identity and environmental footprint?</p>	<p>- Point 1, Dr Amr Osama: the stakeholders engagement plan (SEP) prepared for the project, will include and define many consultations during and after the project implementation with all concerned stakeholder groups. This plan will be drafted and disclosed publicly through different platforms.</p> <p>- Point 2, Dr Amr Osama: Concerning the waste, it is a complex problem arising from individual's behavior, and not related to the ENR management itself. However, the recently published waste law will have a major impact on the system and improve the management of the waste problem all over Egypt.</p> <p>- Point 3: these suggestions might be included and considered in later stages related to Component 2</p> <p>- In reply to Point 2, Dr Mahmoud Kamar (ENR): The Environmental Affairs department (EAD) in the ENR authority is a new department developed since 2011 and</p>	Reflected in SEP  New Waste Law 202/2020 mentioned in Chapter 3 Legal Framework  Outside the scope of ESA

Participant/ affiliation	Questions/Remarks	Response or approach in ESMF	Reflection in the Study
	<p>4. What is the used technology in the signaling modernization? And have other alternatives been studies and analyzed regarding other available technologies, and their efficiency in reducing train accidents?</p>	<p>its establishment began with World Bank projects for a specific purpose, which is to study the impact of financed projects on the environmental and social conditions, through the environmental and social management plan for each project, including its activities, impacts and mitigation measures. The EAD monitors the extent to which these measures are implemented in the ENR funded projects, and new members/specialists are added to the department when needed and they work in accordance with the requirements and laws.</p> <p>As for environmental management at the level of the ENR authority as a whole, a year and a half ago, work began on an environmental management system for all the activities of the authority and was applied to the workshops as a start, but the number available in environmental management is not sufficient to follow the activities and implementation of the railway authority's plans, but it is barely sufficient to follow-up and management of currently funded projects.</p> <p>- Point 4, Dr Mahmoud Kamar: the different technologies for signaling modernization were considered and studied by specialized technical team, however, the main objective was to achieve overall safety and improve operational capacity and travel time.</p>	<p>Reflected in project alternatives</p>
<b>Magdy Madany, National Authority for Tunnels</b>	<p>1- The number of participants in the session is not big enough for such a big project probably due to conducting an online presentation, why is the session conducted through Zoom not physical consultation session?</p>	<p>1- The public consultation session was conducted online due to the current protective measures stipulated by the World bank for social distancing during the ongoing COVID-19 Pandemic, but as mentioned above the stakeholders' engagement plan (SEP) prepared for the project, will include and define many consultations during and after the project implementation with all</p>	<p>Details on stakeholder activities included within SEP</p>

Participant/ affiliation	Questions/Remarks	Response or approach in ESMF	Reflection in the Study
	2- The alternatives presented for the project didn't include running the trains by electricity, isn't there a future plan for Railway electrification?	<p>concerned stakeholder groups. This plan will be drafted and disclosed publicly through different platforms.</p> <p>2- Dr Amr Osama: the current project is concerned with modernizing signaling and level crossings only to improve safety which is not related to the power used to run the trains. The fuel used to run the trains (electricity or fossil fuels) is out of scope of the current project.</p> <p>Dr Mahmoud Kamar added that currently there's no plan to change the fuel used for existing railway lines, they run on diesel, but there are environmental measures implemented (such as purchasing modern, efficient engines) to improve their efficiency and minimize their environmental impacts (air emissions).</p>	Outside the scope of ESA
<b>Abdelmeguid Refaat, Professor at Railway Engineering department, Cairo University</b>	<p>1- For technical clarification, the current project is concerned with modernization of signaling system along the railway corridor, while the railway electrification is a different scope that requires investments, strategic planning, and wireless networks and this is not included in the current project. Upgrading the current signaling system is important provided that it is well maintained and preserved.</p> <p>2- Regarding resettlement, if there were cases of encroachment on the ENR authority's property or land, do they have the right for resettlement or compensation? Or in this case resettlement is a legalization of wrong situation?</p> <p>3- Why is there a severe delay in the implementation of these projects and there is still more than 50% left to implement some phases? Is this delay included in the study?</p>	<p>- In reply to point 2, Dr Anan: The compensation process is carried out by means of the World Bank regulations, which include all groups, whether they have a legal right or status (contract, ownership,...) or not (without a legal right or a lease contract, but a customary right) or without any customary right, and each case is studied separately to determine the appropriate compensation for it.</p> <p>- In reply to point 3, Dr Amr Osama: the timeline of project completion is out of ESA scope since it is out of the consultant's control.</p> <p>However, Eng. Basma Sobhi and Eng. Mahmoud Hanafy clarified some points regarding project timeline as follows.</p> <p>The current project segments: Cairo/Benha, Alexandria/Arab Elraml, and Beni Suef/Assiut lines are expected to be completed by 2021, and Assiut/Nag Hammadi line is expected to be completed by 2022.</p>	<p>Included within the Resettlement Framework document</p> <p>Included in ESA, Chapter 2: Project description</p>

Participant/ affiliation	Questions/Remarks	Response or approach in ESMF	Reflection in the Study
		As for the new segment under RISE (Cairo/Giza/Beni Suef) the project completion documents, bidding process and proposals might be done within 10 months to start commencing the project activities.	
Emadeldin Adly	<p>1- Ministry of agriculture and Ministry of Environment need to be involved in consultations, since they are concerned with most of the works since the railway crosses many agricultural lands, and affects several environmental aspects.</p> <p>2- The elected councils are important to be consulted and engaged with as stakeholders (Parliament and Senate councils).</p> <p>3- Youth and Women are two key stakeholder groups to be included within the scope of SEP.</p> <p>4- If all the organizations and civil society groups are hard to reach, it is still important to involve some of them and make sure all identified/concerned parties are present and involved in all stakeholder activities.</p> <p>5- Media presence and coverage is important and an asset to the project success, as well as project information availability through easy and accessible platforms and means.</p>	<p>Dr Anan Mohamed, in reply to all points:</p> <p>Indeed, both ministry of agriculture and ministry of environment are included within the SEP scope as key stakeholders for the project, since they are very essential for the project and many lands are intersecting between ministry of agriculture and ENR properties, therefore collaboration and coordination between both entities is important, which makes it a key stakeholder to be considered.</p> <p>All mentioned stakeholders are included within the SEP developed for the project, and they are identified within the project. Some consultations with women, surrounding community have already been conducted, and future stakeholder activities are planned for all key groups to ensure the project disclosure and clarity.</p> <p>All information on the project will be disclosed publicly and made available online, as well as consultation sessions/ engagement activities with different groups and concerned parties on fixed durations for creating more transparency and ensuring all stakeholders needs and concerns are addressed.</p>	Included within SEP document
Safaa Habib, National Council for Women	<p>1- Providing solutions to any problems surrounding trains and not allowing chaos and street vendors in train stations and on the train, but it is better to implement safe and organized markets for them to organize the sale and purchase process in a safe, sophisticated and better available way for all parties.</p>	<p>1- These suggestions all have positive addition to the project, and they might be considered for interventions planned for component 2. However, nothing is decided yet since component 2 is still in the planning phase.</p>	Considerations to gender-based violence and accessibility issues included

Participant/ affiliation	Questions/Remarks	Response or approach in ESMF	Reflection in the Study
	<p>2- Also, a separate train car for women might be a good alternative for women safety on trains.</p> <p>3- People with special needs or disabilities: Will any considerations be made for them in the project and the ongoing development in terms of properly equipping roads, platforms, train cars, and providing wheelchairs and ramps? As it is an issue that is deeply intertwined with the issue of women in general; the National Council for Women received many complaints from mothers of children with special needs due to the difficulty of them using public transport. Since 23% of Egyptian families are led by a woman and this number is increasing, and in addition, 75% of children with special needs come from a single mother household, so this issue is of a high concern to the council and to the society in general.</p> <p>4- There needs to be a solid awareness/capacity building program (through knock on doors campaigns, awareness messages on tickets on different issues) to raise people awareness on railway assets, safety, waste recycling and environment and the importance of maintaining the train assets in a well condition. Also, training and capacity building for ENR workers in stations (such as conductors or cleaning staff) regarding gender-based violence, safety concerns on trains and stations, to raise their awareness and increase their responsibility towards the railway assets and users.</p>	<p>2- During project consultations with women in different train stations, most of the passengers observed were women, and when asked if they would prefer a separate car for them, they all mentioned that one car would not be enough for them, and it would actually be unfair to women aboard trains, since their cars would be overcrowded and less convenient.</p> <p>3- The accessibility concerns and safety for people with disabilities and women are main objectives of component 2, however specific interventions have not been planned or decided yet. But all the safety concerns and accessibility issues will be included and detailed under component 2.</p> <p>4- The awareness component and suggestions are important; however, it is out of the project scope, but the stakeholder engagement plan will take place during all project phases, therefore some of these initiatives might be implemented under the SEP.</p>	within ESA in ESMF Chapter

**List of Public consultation attendees**

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الهيئة القومية لسكك حديد مصر  
مشروع تحدث نظام إشارات (القاهرة / الإسكندرية)

(نموذج تقديم شكوى)

الرقم التسلسلى للنموذج:

بيانات مقدم الشكوى:

الاسم:

(العنوان)

النوع:  ذكر  أنثى

العنوان:

(العنوان)

المحافظة: ..... موقع الشكوى: .....

تاريخ تقديم الشكوى: / /

وصف الشكوى: .....

اقتراح حل إجراء تصحيحى (إن وجد):

الإجراءات المتخذة لحل المشكلة بمعرفة مقاول المشروع:

الملحوظات	التاريخ	الإجراءات المتخذة
		١ الإرسال إلى الجهة المعنية
		٢ رد الجهة المعنية
		٣ إرداد على مقدم الشكوى

النتيجة النهائية:

توزيع مسئول النموذج

### Annex 3: Grievance Log

سجل الشكاوى									
الرقم التسلي	اسم مقدم الشكاوى	موقع العمل	طبيعة الشكاوى	نوع الشكاوى (عامة / اجتماعية) ستحقة	تاريخ تقديم الشكاوى	جهة المحنة	الحالة	تاريخ إغلاق المشكلة	
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