THE UNITED REPUBLIC OF TANZANIA

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

TANZANIA RURAL AND URBAN ROADS AGENCY (TARURA)

TANZANIA NATIONAL ROAD AGENCY (TANROADS)

ROADS TO INCLUSION AND SOCIOECONOMIC OPPORTUNITIES

RISE (P164920)

DRAFT STAKEHOLDERS ENGAGEMENT PLAN

JANUARY 2020
EXECUTIVE SUMMARY

Stakeholder Engagement Plan includes the process of engaging stakeholders for a clear purpose to achieve agreed outcomes. It is now also recognized as a fundamental accountability mechanism since it obliges an organization to involve stakeholders in identifying and understanding of the specific program/project and responding to issues and concerns raised by the stakeholders for decisions, actions, and hence improving program/project performance.

The RISE Program intends to improve road accessibility in support of livelihoods of rural population, both male and female, in selected rural areas, and build capacity in the sustainable management of rural roads through the upgrading and maintenance of rural roads and providing sustained support to TARURA.

The RISE Program has four (4) components:

- Component 1: Rural Road Development and Maintenance
- Component 2: Institutional Strengthening, Human Capital and Project Management and Monitoring
- Component 3: Community Engagement; Inclusion and Protection
- Component 4: Contingency Emergency Response (CERC)

This SEP will be managed and implemented by the Environmental and Social Team of TARURA and TANROADS. The overall objective of this SEP is to define the RISE Program stakeholders’ engagement process, public information disclosure and consultation. Furthermore this SEP outlines the ways in which RISE Program implementing agencies (i.e. TARURA and TANROADS), consultants and contractors will communicate with stakeholders, mechanism by which people can raise their concerns, how the raised concerns will be acted and responded upon.

These stakeholders identified are those either affected and/or interested parties and their formal and informal representatives. The identification of stakeholders under the RISE Program will be based on (i) their roles and responsibilities; and possible influence/interest on the program. Particular attention will be given individuals at risk of being excluded from the RISE sub-project.

Stakeholders to be involved in the RISE Program include:

- Positively affected - group of persons or organizations affected by an activity such as project affected person or community.
- Negatively affected - include individuals and institutions with various interests in the land that is within the RoW. Majority of these are the land owners with established structures or farms who will be affected by the loss of the land, structures and economic earnings
- Other interested parties - group of persons or organizations interested in an activity and may include project proponents, local or national government
authorities, local or national politicians, traditional authorities, religious leaders, civil society organizations including NGOs

- Vulnerable individuals identified include, children, women, people with disabilities, the elderly and youth.

The information disclosure and consultations with stakeholders will be conducted through a range of techniques including focus group discussion (based on age, gender and occupation), interviews, key informants and e-mails. Consultations will be conducted at a time that is conducive to the participants based on their input as well as using their local language.

Comments from stakeholders will be received by the RISE Program implementing agencies in written and oral forms (using suggestion boxes, local leaders, public meetings, interviews etc). The team will review stakeholders' comments and send back the final decision and a summary of how comments were taken into account.

To handle the RISE program-related grievances from affected communities and the public a formal process for receiving evaluating and redressing, a transparent - Grievance Redress Mechanism (GRM) for the RISE program will be designed. There will be establishment of GRM Committees at Village, Ward, District Regional levels as well as at the RISE Project Implementing Unit (PIU). For workers hired by contractors, the contractors will be required to produce their GRM procedure as a prerequisite for tender which at a minimum conform to these requirements.

This SEP document offers a strategy and implementation plan for engaging stakeholders from the beginning of the project up to completion. Nonetheless SEP is the backbone of the program for effective and efficient success. And is a live document that will be revisited and updated if necessary on an annual basis to reflect the changes in stakeholder engagement due to project developments and new stakeholders if any.
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<tr>
<th>Abbreviation</th>
<th>Full Form</th>
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<tbody>
<tr>
<td>CBOs</td>
<td>Community Based Organizations</td>
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<tr>
<td>CBRM</td>
<td>Community Based Routine Maintenance</td>
</tr>
<tr>
<td>CER</td>
<td>Contingency Emergency Response</td>
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<tr>
<td>CRB</td>
<td>Contractors Registration Board</td>
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<tr>
<td>CSOs</td>
<td>Civil Society Organizations</td>
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<td>DPs</td>
<td>Development Partners</td>
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<td>ERB</td>
<td>Engineers Registration Board</td>
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<tr>
<td>ESCP</td>
<td>Environmental and Social Commitment Plan</td>
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<td>ESIA</td>
<td>Environmental and Social Impact Assessments</td>
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<td>ESMF</td>
<td>Environmental and Social Management Framework</td>
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<tr>
<td>ESMP</td>
<td>Environmental and Social Management Plan</td>
</tr>
<tr>
<td>ESSs</td>
<td>Environmental and Social Standards</td>
</tr>
<tr>
<td>GBV</td>
<td>Gender Based Violence</td>
</tr>
<tr>
<td>GH Officer</td>
<td>Grievance Handling Officer</td>
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<tr>
<td>GoT</td>
<td>Government of Tanzania</td>
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<tr>
<td>GRM</td>
<td>Grievance Redressal Mechanism</td>
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<tr>
<td>HQ</td>
<td>Headquarters</td>
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<tr>
<td>HSMP</td>
<td>Health and Safety Management Plan</td>
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<tr>
<td>IAs</td>
<td>Implementing Agencies</td>
</tr>
<tr>
<td>ILO</td>
<td>International Labour Organization</td>
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<tr>
<td>LGA</td>
<td>Local Government Authorities</td>
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<tr>
<td>LMP</td>
<td>Labour Management Plan</td>
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<tr>
<td>MOWTC</td>
<td>Ministry of Works, Transport and Communication</td>
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<tr>
<td>NGOs</td>
<td>Non-government Organizations</td>
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<tr>
<td>NTP</td>
<td>National Transport Policy</td>
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<tr>
<td>OHS</td>
<td>Occupational Health and Safety</td>
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<tr>
<td>PAPs</td>
<td>Project Affected Parties</td>
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<tr>
<td>PIU</td>
<td>Program Implementing Unit</td>
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<tr>
<td>PO-RALG</td>
<td>President’s Office – Regional Administration and Local Governments</td>
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<tr>
<td>RAI</td>
<td>Rural Access Index</td>
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<td>RAP</td>
<td>Resettlement Action Plans</td>
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<td>RISE</td>
<td>Roads to Inclusion and Socio-Economic Opportunities</td>
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<tr>
<td>Abbreviation</td>
<td>Full Form</td>
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<tr>
<td>--------------</td>
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<tr>
<td>RPF</td>
<td>Resettlement Policy Framework</td>
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<tr>
<td>SEA</td>
<td>Sexual Exploitation and Abuse</td>
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<tr>
<td>SEP</td>
<td>Stakeholder Engagement Plan</td>
</tr>
<tr>
<td>TANROADS</td>
<td>Tanzania National Roads Agency</td>
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<tr>
<td>TARURA</td>
<td>Tanzania Rural and Urban Roads Agency</td>
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<tr>
<td>TANAPA</td>
<td>Tanzania National Parks Authority</td>
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<tr>
<td>TFS</td>
<td>Tanzania Forestry Services</td>
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<tr>
<td>VGPF</td>
<td>Vulnerable Groups Planning Framework</td>
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<td>WPU</td>
<td>Women Participation Unit</td>
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1.0 Introduction

1.1 Background
Rural connectivity remains a major development challenge for Tanzania which has low Rural Access Index (RAI), indicator that measures the fraction of people who have access to an all-season traversable road within a walking distance of 2km. The RAI for Tanzania is only 24.6%, according to recent study as compared to that of neighboring East African sister countries of Kenya and Uganda at 56% and 53%, respectively. This means that over three quarters of Tanzania’s population remain unconnected to an all season traversable road. With 70 percent of Tanzania’s population being rural this figure equates to approximately 33 million of rural people.

Although an overwhelming majority of Tanzania’s Trunk Road network, about 89%, is in good condition, substantial portion of the regional and district roads are in poor condition. Tanzania’s total network size is 145,204 km comprising of 36,258km of trunk and regional roads and 108,946 of rural and urban roads (Table 1). It is estimated that 26% of regional and 43% of district roads are in poor conditions. The recently approved National Transport Policy (NTP) 2016, estimates that between 20,000 to 30,000 km of the classified tertiary network (totaling 56,000km) are not passable by normal motorized vehicles during the rainy season. The NTP acknowledge the critical role of rural roads in Tanzania’s development and aims to address the rural accessibility challenges through the improvement of rural transport infrastructure. Many of the agriculturally-rich areas in Tanzania remain unconnected year round, owing to missing or unreliable road links, which have been hampering the extraction of full agriculture potentials from those areas and exacerbating transportation costs. Also, the rural roads are crucial for accessing social (e.g. schools, health centers) and economic (e.g. markets, employment centers) services and facilities.

Table 1: Tanzania Road Network with Responsible Agencies

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>TRUNK</th>
<th>REGIONAL</th>
<th>RURAL</th>
<th>URBAN</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>TANROADS</td>
<td>12,222km</td>
<td>24,036km</td>
<td>-</td>
<td>-</td>
<td>36,258km</td>
</tr>
<tr>
<td>TARURA</td>
<td>-</td>
<td>-</td>
<td>88,946km</td>
<td>20,000km</td>
<td>108,946km</td>
</tr>
<tr>
<td>TOTAL</td>
<td>-</td>
<td>-</td>
<td>88,946km</td>
<td>20,000km</td>
<td>145,204km</td>
</tr>
</tbody>
</table>

It is with the above justification that the Government of Tanzania (GoT) through Tanzania Rural and Urban Roads Agency (TARURA) and Tanzania National Roads Agency (TANROADS) is currently preparing the RISE Program whose objective is to improve road accessibility in the project area and build capacity in the sustainable management of rural roads“. This is being done with support of the World Bank. This Stakeholder Engagement Plan (SEP) describes the Roads to Inclusion and Socio-
Economic Opportunities (RISE) Program, identifies and analyzes its stakeholders, explains the opportunities for public consultation and grievance redress mechanisms, and outlines commitments to releasing routine information on the program’s Environmental and Social performance.

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation, throughout the implementation of the RISE Program. The SEP outlines the ways in which implementing agencies, consultants and contractors will communicate with stakeholders and it includes a mechanism by which people can raise concerns, provide feedback, or make complaints about implementing agencies, consultants, contractors and the projects themselves.

The implementation of the RISE Program is centered on people and hence this SEP will oversee to the involvement of the local population towards the success of its projects as well as to minimize and mitigate environmental and social risks related to the proposed projects. Nonetheless, this SEP will ensure smooth collaboration between program staff and local communities.

1.2 RISE Program Description

The Roads for Inclusion and Social Economic Opportunities (RISE) Program to be financed by World Bank in Tanzania involves road infrastructure interventions to improve rural accessibility and connectivity, institutional strengthening, capacity building, and project management and monitoring. The immediate focus will be to contribute to the efficient and safe movement of goods and people in accessing and traversing to rural areas with untapped agricultural potentials. The project will also support Tanzania-wide geographical reach in spot improvements and routine maintenance activities of regional and district roads respectively. The project has four components:

Component 1: Rural Road Development and Maintenance

This component would comprise three mutually reinforcing subcomponents to physically improve rural road access. The component scope includes the development of rural roads (regional and rural district), spot improvements of rural district roads, and the development of community-based sustainable maintenance practices for rural district roads.

(a) **Subcomponent 1a: Development of Regional Roads.** The subcomponent will support upgrading or rehabilitation of regional roads (approximately 170 km) in Iringa Region rural districts (Mufindi, Iringa Rural, and Kilolo) to ensure all-season access. These roads will be improved to a bitumen paved standard, if found justified from economic, social, and environmental viewpoints. The improvement contracts may include

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1 Due to resource constraints, road development activities will be concentrated in the Iringa Region rural districts and spot improvements and routine maintenance will be concentrated in the rural districts of the Southern Highlands, Coastal and South zones of the Agricultural Sector Development Program Phase II rolled out by the GoT in 2018.
performance-based maintenance following the road construction. This subcomponent will be implemented by TANROADS.

(b) **Subcomponent 1b: Development of Rural District Roads.** This subcomponent will support upgrading or rehabilitation of rural district roads (approximately 400 km) to ensure all season access. These roads will be improved to a paved standard using cost-effective surfacing technologies (e.g. Otta-Seal), as justified from economic, social, and environmental viewpoints. The subcomponent will also include support spot-improvements (i.e. improvement of selected short sections) of rural district roads (up to 2,900 km). While the geographical coverage of the upgrading/rehabilitation interventions will be Iringa Region rural districts (Mufindi, Iringa Rural, and Kilolo), zones targeted for the spot improvement interventions will include the rural districts of Southern Highlands and Coastal and South zones. This subcomponent will be implemented by TARURA.

(c) **Subcomponent 1c: Rural Road Maintenance.** The subcomponent will support routine maintenance activities (23,250 km by Program completion) of rural district roads in the Southern Highlands, Coastal and South zones. Local communities will be involved in the routine road maintenance activities through different models for CBRM. This subcomponent will be implemented by TARURA.

**Component 2: Institutional Strengthening, Human Capital and Project Management and Monitoring**

The component will support building capacity in the sustainable management of rural roads in Tanzania. The component will primarily focus on TARURA but will also include selected support to other institutions including TANROADS, the MoWTC, and PO-RALG. This component will endeavor to strengthen and capacitate TARURA to achieve its objectives and deliver its functions in a modernized and sustainable way; and to lay out a groundwork for a robust planning and policy framework for delivery of its mandate in the medium and long term.

The component will have five subcomponents:

(a) **Subcomponent 2a: Rural Road Sector Policy Framework.** This subcomponent will assist the GoT with development and updates of policies and strategies relevant to the sustainable management of the rural road subsector. This includes activities and studies associated with the development and implementation of a National Rural Roads Plan and Program and associated policies and strategies and a climate change resilience strategy and action plan for the Tanzania road sector. It will also provide support to selected institutional strengthening activities in PO-RALG
and the MoWTC, and it will design of shared facilities and services strategy for TARURA and TANROADS.

(b) **Subcomponent 2b: Institutional and Administrative Strengthening.** This subcomponent will support TARURA’s institutional and administrative strengthening activities to accelerate TARURA becoming an efficient service delivery institution and assist in maximizing its value to the communities. This includes activities that will lead to the development of organization and human resource (HR) and business plans addressing all functional areas and the implementation of these plans, including a functional and institutional review (FIR).

(c) **Subcomponent 2c: Technical Strengthening.** The subcomponent will support the development and implementation of technical strengthening and capacity-building activities for modernized technical rural road asset management systems and processes (planning, design, development, operations, and maintenance) with strong attention to climate resilience.

(d) **Subcomponent 2d: Road Safety Development.** The subcomponent will support a multidimensional approach to strengthen Tanzania’s transport sector capacity for rural road safety management. This will be accomplished through road safety institutional strengthening, inputs to road safety policy framework enhancement, road safety data management system strengthening, and capacity-building activities for road safety.

(e) **Subcomponent 2e: Project Management, Monitoring and Evaluation.** This subcomponent will support strengthening of TARURA’s institutional capacity for successful coordination and implementation of the program. This will include incremental administrative costs for the program delivery (including staff, audits, communications strategy and dissemination, trainings and knowledge exchanges, and other goods and materials necessary for project management); operational support (including consulting and advisory services) for project management; and all activities associated with program monitoring and evaluation and impact evaluation.

**Component 3: Community Engagement, Inclusion and Protection**

This cross-cutting component will leverage the impacts of other components by proactively engaging communities by increasing their participation and decision making, especially for women and implementing approaches that will ensure social inclusion and protection while contributing to mitigate and respond to potential social risks derived by the program such as gender-based violence (GBV), HIV/AIDS, and occupational health

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2 GBV is an umbrella term for any harmful act that is perpetrated against a person’s will and that is based on socially ascribed (that is, gender) differences between males and females. It includes acts that inflict physical, sexual, or mental harm or suffering and threats of such acts, coercion, and other deprivations of liberty. These acts can occur in public or in private (Inter-Agency Standing Committee 2015). Women and
and safety (OHS). The component will be managed by TARURA but with involvement of TANROADS, the MoWTC, or PO-RALG, as applicable. The component has three subcomponents: (a) Subcomponent 3a: Community Engagement. This subcomponent supports activities linked to the design and implementation of proactive policies and activities to involve communities in the program design and monitoring, including targeting low-income women and other groups in a situation of vulnerability; (b) Subcomponent 3b. Community Inclusion. This subcomponent will support the design and implementation of a national model for CBRM for TARURA, with particular emphasis on the participation of low-income women and other groups in a situation of vulnerability; and (c) Subcomponent 3c. Community Protection. This subcomponent finances activities to tackle potentially sensitive community and social risks, specifically GBV risks, including SEA, sexual harassment in the workplace, and HIV/AIDS that can arise from the presence of the program in the intervened areas.

**Component 4: Contingency Emergency Response (CERC)**

This component will allow for reallocation of credit proceeds from Component 1 to provide immediate emergency recovery support following an eligible crisis or emergency. An Emergency Response Manual (ERM) was developed during preparation in coordination with TARURA, TANROADS, and the Prime Minister’s Office - Disaster Management Department, considering the fiduciary, safeguards, and monitoring and reporting, and other necessary coordination and implementation arrangements.

1.3 **RISE Program Beneficiaries**

Overall, the main RISE program beneficiaries are the rural population who will be benefited from improved accessibility by projects of the RISE Program. The general population of Tanzania will benefit from the improvement in the management of their road assets, the increased capacity of their road agencies and by the enhancement of their sense of ownership of the project. Project related risks and impacts will be assessed and evaluated with instruments and tools including an impact evaluation study to be included in Subcomponent 2e.

Beneficiaries of the component 1 of the RISE Program include the rural population in the project area of the Southern Highlands (covering the rural districts within Iringa, Njombe, Mbeya, Ruvuma, Rukwa, Katavi and Songwe Regions) and Coastal Zones (covering the rural districts in Tanga, Morogoro, Pwani, Mtwara and Lindi Regions). Beneficiaries will include road users, rural households and the agriculture sector stakeholders that will benefit from improved access to services, markets and opportunities, safer roads, improvement in transport services and reduction in travel costs and operation costs. All road users of rural roads (mainly pedestrians, bikers and those using motorized vehicles (mostly motorcycles and public transport), but also the minority users (trucks, lorries and automobiles) will benefit from improved, safer and

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*girls are disproportionately affected by GBV across the globe. This Program document will refer to GBV; however, the Program will only mitigate and respond to the forms of GBV that it can specifically exacerbate, that is to say SEA and sexual harassment in the workplace—which has been identified as a risk during the community consultations for the first-generation roads*
resilient roads. Women will be among the most benefited from the “people centered approach”, since data shows that, for example, in the Kilolo district project area, 60% of pedestrians are women and of the 30% of people walking carrying loads, 70% are female. Children accessing schools will also be benefited through improved accessibility and better safety conditions. Other direct beneficiaries from this component are transport operators through reduction in travel times and operating costs derived from road’s improvements and maintenance. Subcomponent 1c Rural Road Maintenance will also generate alternative employment opportunities beyond agriculture in rural communities by creating CBRM.

Component 2 and Component 4 will benefit the wider population of Tanzania from improved institutional capacities and coordination for road asset management, emergency management and integration of DRM approaches into transport sector strategies. Among other, capacity building will have a strong focus on risk management (including road safety) and enhancing TARURA’s and TANROADS’s capacity to engage in meaningful consultation with relevant stakeholders and project beneficiaries.

Finally, Component 3, Community Engagement, Inclusion and Protection, will benefit all the members of the community for the wider population of Tanzania with an emphasis on historically excluded groups from participating in the roads sector and benefiting from road’s accessibility. This will be done by understanding entry and retention barriers in the sector, in addition to their mobility constraints to fully benefit from the roads. Commonly invisible groups for road design (women, elders, children, and people with disability) will be benefited by being meaningful consulted on road design and management of social risks, with the potential of enhancing their sense of ownership of road assets and enhance the sustainability of the project. This component will also develop a CBRM model to include communities in routine maintenance in the project areas.

1.4 RISE Program Geographical Location

The expected implementation of Component 1 of the RISE program will involve development of roads, Community Based Routine Maintenance and Spot Improvement activities in Southern Highlands Zone covering the rural districts within Iringa, Njombe, Mbeya, Morogoro, Rukwa, Ruvuma, Katavi and Songwe Regions and Coastal Zone covering the rural districts in Tanga, Pwani, Mtwara and Lindi Regions as shown on the map below.

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3 Data for Kilolo district. Source: The magnitude and characteristics of road traffic injury in Kilolo District, Tanzania, 2015 (AfCAP)
Figure 1: RISE Program Component 1 Geographical Location Map
2.0 **Stakeholder identification and analysis**

The RISE Program’s stakeholders are persons, organizations or groups who are directly or indirectly affected by the project activities, as well as those who may have interests in a project and/or the ability to influence its outcome, positively or negatively. These stakeholders are either affected and/or interested parties and their formal and informal representatives. The identification of stakeholders under the RISE Program will be based on:

a) their roles and responsibilities  
b) possible influence/interest on the program

Individuals that are at risk of being excluded from sub-project engagement will receive particular attention. In addition, inclusion of Vulnerable Groups will be guided by the Vulnerable Group Planning Framework (VGPF).

For each specific project of the RISE Program, a provisional list of project-affected parties based on the selected sites and area of impact will be prepared. As part of the process it is particularly important to identify individuals and groups who may find it more difficult to participate and those who may be differentially or disproportionately affected by the project because of their marginalized or vulnerable status as stated in ESS 7 and ESS 10. It is also important to understand how each stakeholder may be affected – or perceives so that engagement can be tailored to inform them and understand their views and concerns in an appropriate manner. All engagements should proceed on the basis of what are culturally acceptable and appropriate methods for each of the different stakeholder groups targeted. Stakeholders will continue to be identified on a continuing basis.

Stakeholder analysis involves the process of identifying the stakeholder groups that are likely to affect or be affected by the specific projects within the RISE Program, and sorting them according to their impact on project and the impact the project will have on them. Stakeholder analysis determines the likely relationship between stakeholders and the project, and helps to identify the appropriate consultation methods for each stakeholder group during the life cycle of the project. Any additional stakeholders are added on as the project advances to various stages of the cycle. The analysis also shapes the design of stakeholder consultation events and which stakeholders to engage and when. The Stakeholder Engagement Plan is a living document and will be updated through the project life.

2.1 **Project Affected Parties of the RISE Program**

a) Positively affected
An affected party is any person, group of persons or organizations affected by an activity such as project affected person or community.

Direct beneficiaries include general population of the specific areas where the various sub-projects of the RISE Program will be implemented. Area connectivity will enhance travelling and transport to production areas, trades and access to social services. The roads earmarked for the RISE Program will benefit people from agricultural rich areas which produce maize, vegetables, fruits, tomatoes and tea. Improved roads will enhance the welfare of women and girls by simplifying accessibility to services and trading opportunity, also to the Government and its institutions, better connectivity means reduced administrative costs and improvement of social provision and enhanced government revenue.

Construction will offer direct benefits to the construction companies and employment to the local people, with a strong emphasis on groups in a situation of vulnerability such as Vulnerable Groups, children, low income women, people with disabilities, the elderly and youth.

b) Negatively affected

The negatively affected PAPs include individuals and institutions with various interests in the land that is within the RoW. Due to minor realignment there may be land acquired outside the RoW. Here, there are likely to be land owners with established structures or farms who will be affected by the loss of the land, structures and economic earnings. On the other side, transportation of farm products and goods, small agricultural holders, timbers and food products and small consumers will be affected during the implementation phase of the RISE Program specific projects. Small business and vendors might lose their businesses permanently or temporarily. Small business which have encroached the RoW might be displaced or relocated to new places.

The RISE Program implementation within Tanzania may occur in areas where there are Vulnerable Groups and may have impacts related to physical and economic displacements as addressed in the ESSs: ESS 1- Assessment and management of Environmental and Social Risks and Impacts; ESS 2- Labor and Working Conditions; ESS 3 - Resource Efficiency and Pollution Prevention and Management; ESS 4 - Community Health and Safety; ESS 5 - Land Acquisition, Restrictions on Land Use and Involuntary

---

4 Vulnerable Groups refer exclusively to a distinct social and cultural group possessing the following characteristics in varying degrees:
(a) Self-identification as members of a distinct indigenous social and cultural group and recognition of this identity by others; and
(b) Collective attachment to geographically distinct habitats, ancestral territories, or areas of seasonal use or occupation, as well as to the natural resources in these areas; and
(c) Customary cultural, economic, social, or political institutions that are distinct or separate from those of the mainstream society or culture; and
(d) A distinct language or dialect, often different from the official language or languages of the country or region in which they reside.
Resettlement; ESS 6 - Biodiversity Conservation and Sustainable Management of Living Natural Resources; ESS 7 - Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities and ESS 8 - Cultural Heritage. These will also call for the implementation of the ESS 10 to engage the Vulnerable Groups towards specific mitigation plans of the impacts.

2.2 Other interested parties
An interested party is any person, group of persons or organizations interested in an activity and may include project proponents, local or national government authorities, local or national politicians, traditional authorities, religious leaders, civil society organizations including NGOs, community-based organizations, and other businesses and/or private sector. The interested parties with respect to RISE Program are shown in Table 2 below.

2.3 Disadvantaged individuals and Vulnerable groups
Disadvantaged individuals or groups identified include Vulnerable Groups, as defined in the (Vulnerable Groups Planning Framework VGPF), children, low income women, people with disabilities, the elderly and youth. These groups are at risk of exclusion from consultations and also at risk of harm from poor project design. Limitations related to participation include:

- Parents not consenting their children to participate in consultation meetings;
- Fear of expressing themselves;
- Language barrier;
- Transport limitations;
- Nature of the disability; and
- Cultural limitations.

These individuals/groups normally get information directly from their community leaders or family members. Consultations will be conducted in conducive environment, accessible locations and at flexible and comfortable hours of the day. Sessions should be clear and short enough to minimize discomfort. Information to invite people for the consultations shall be made accessible for everyone and with sufficient notice to ensure participation of a broad range of stakeholders.

Consultations shall be made at time and places that are suitable for women, for example, normally in early hours most of them are occupied with household activities. To enable these people to participate in the consultation process, the following services should be provided based on stakeholder needs: translation into Swahili and local language, sign language, large print or Braille information; accessible venues for events; providing transportation to the meeting venue; having small, focused and short meetings where vulnerable stakeholders are more comfortable asking questions or raising concerns.
### Table 2: Identified Stakeholders for the RISE Program

<table>
<thead>
<tr>
<th>S/No</th>
<th>Stakeholder</th>
<th>Project affected Parties</th>
<th>Other Interested Parties</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Regional Commissioners’ Offices</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>2</td>
<td>District Commissioners’ Offices</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>3</td>
<td>District Councils’ Offices</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>4</td>
<td>Relevant Ministries, Agencies, Regulatory Authorities</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>5</td>
<td>Specific Park Authority, TANAPA, TFS</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>6</td>
<td>Utility Services Firms</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Relevant Water Basins</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Police Force – Traffic</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>9</td>
<td>Members of Parliament</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>10</td>
<td>CSOs (NGOs (National and Local), CBOs)</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>11</td>
<td>Associations/Organizations of: bodaboda &amp; bajaji drivers, people with disabilities (and their representative organizations), local government authorities, small business owners</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Local Communities including Vulnerable Groups</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Social amenities schools, courts, health centers, religious institutions, etc</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>14</td>
<td>Owners of assets along the road within the RoW (trees, farms, buildings, industries)</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>15</td>
<td>Owners of graveyards along the road within RoW</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>
Table 3: Summary of project stakeholder considerations

<table>
<thead>
<tr>
<th>Stakeholder group</th>
<th>Key characteristics</th>
<th>Language needs</th>
<th>Preferred notification means</th>
<th>Specific needs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Affected Parties</td>
<td>Those who are affected or likely to be affected by the project</td>
<td>Language translators (Sign language, local language)</td>
<td>Public, formal, and focus group meetings; workshops; round table discussions; local radios and televisions; Project’s website and social media; emails, print media; Surveys and site visits.</td>
<td>accessibility, large print, child care, daytime meetings, gender, cultural and age sensitivity consultations,</td>
</tr>
<tr>
<td>Other interested parties</td>
<td>Those who may have an interest in the project</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3.0 Stakeholder Engagement Program

3.1: Purpose and timing of stakeholder engagement program

Stakeholder engagement program for the RISE is to ensure that all stakeholders are fully involved in all stages (i.e. planning, design, construction and maintenance) in a transparent and inclusive manner through people – centered design approach and community based routine maintenance (CBRM).

“People-centered design approach” aims at supporting and protecting communities that will benefit from the road improvement. To ensure that the roads are inclusive and protect the communities, and to improve access through improved traditional road infrastructure (pavements, earth works and drainage), the approach will consider the mobility needs of all road users- the majority of which are non-motorized and some of which may face disabilities such as sight impairment and mobility limitations. This will result in sensitive treatments of all segments including the implementation of special treatments in populated areas with bikeways and sidewalks/walkways, traffic calmed areas and speed management, public transport stands, and bays as needed (catering to all public transport modes such as buses, three-wheelers and moto-taxis) and space for freight needs for loading and off-loading and other needs.
The first round of community consultation during design stage was conducted between 1st and 4th June 2019. The Consultation focused on day to day road use; road safety risks; and other risks and challenges the communities are facing. The details of the consultations can be found in the appendix II.

Stakeholders’ engagement and consultations are to be continuous and form part of the scope of work. The Stakeholder Engagement Plan will be updated regularly, based on the planning and implementation of sub-project activities. To reflect project developments and/or changes. Any future consultation and disclosure activities will reflect the concerns and issues raised.

### 3.2: Proposed strategy for information disclosure

Information disclosure strategies involve TARURAs attempts to increase the availability of information on RISE program. By publicly disclosing the information it can motivate and improve the project performance.
<table>
<thead>
<tr>
<th>Project stage</th>
<th>Information to be disclosed</th>
<th>Methods proposed</th>
<th>Target stakeholder</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planning</td>
<td>Sub-project concept note</td>
<td>✓ TARURA/ TANROADS websites and social media ✓ Directly to stakeholders through their e-mail ✓ Meetings that are accessible for different groups and during times and in places where everyone can participate.</td>
<td>✓ Communities living along the project areas ✓ Relevant Ministries and Agencies ✓ Specific Park Authority, TANAPA, TFS ✓ LGAs ✓ Relevant NGOs ✓ Community leadership ✓ Business community within the project areas ✓ Social amenities and their leadership ✓ Transporters and general road users</td>
<td>TARURA/ TANROADS</td>
</tr>
<tr>
<td>Design</td>
<td>RPF  ESMF  ESIA  RAP  Design Document ESCP, SEP, LMP,</td>
<td>✓ TARURA/ TANROADS websites ✓ Stakeholders’ e-mail addresses ✓ Meetings ✓ visual displays in public places such as market &amp;</td>
<td>✓ Communities living along the project areas ✓ Relevant Ministries and Agencies ✓ LGAs ✓ NGOs ✓ Community leadership</td>
<td>TARURA/ TANROADS</td>
</tr>
<tr>
<td>Project stage</td>
<td>Information to be disclosed</td>
<td>Methods proposed</td>
<td>Target stakeholder</td>
<td>Responsibilities</td>
</tr>
<tr>
<td>---------------</td>
<td>-----------------------------</td>
<td>------------------</td>
<td>--------------------</td>
<td>------------------</td>
</tr>
<tr>
<td></td>
<td>VGPF, village/ward offices, worship areas, schools etc.</td>
<td>business centers, village/ward offices, worship areas, schools etc.</td>
<td>✓Business community within the project areas ✓Social amenities and their leadership ✓Transporters and general road users</td>
<td>TARURA/TANROADS websites ✓Stakeholders' email addresses ✓Meetings ✓visual displays</td>
</tr>
<tr>
<td>Implementation/ Construction</td>
<td>Progress reports: -Implementation of site specific ESMP, and LMP; -Implementation of ESCP, SEP, and VGPs and any related Social Assessments.</td>
<td>✓ TARURA/TANROADS websites ✓Stakeholders' email addresses ✓Meetings ✓visual displays</td>
<td>✓Communities living along the project areas including VGs ✓Relevant Ministries and Agencies ✓LGAs ✓NGOs at the national, regional, and local levels.</td>
<td>TARURA/TANROADS</td>
</tr>
<tr>
<td>Closure</td>
<td>Progress reports: -Implementation of site specific ESMP, and LMP; -Implementation of ESCP, SEP, and VGPF.</td>
<td>✓ TARURA/TANROADS websites ✓Stakeholders' email addresses ✓Meetings ✓visual displays</td>
<td>✓Communities living along the project areas including VGs ✓Relevant Ministries and Agencies ✓LGAs ✓NGOs at the national, regional, and local levels.</td>
<td>TARURA/TANROADS</td>
</tr>
<tr>
<td><strong>Project stage</strong></td>
<td><strong>Topic of consultation</strong></td>
<td><strong>Methods used</strong></td>
<td><strong>Target stakeholders</strong></td>
<td><strong>Responsibilities</strong></td>
</tr>
<tr>
<td>------------------</td>
<td>--------------------------</td>
<td>-----------------</td>
<td>-------------------------</td>
<td>---------------------</td>
</tr>
</tbody>
</table>
| Planning         | Project brief            | Interview with relevant stakeholders | ✓ Relevant Ministries and Agencies  
✓ LGAs             | TARURA/ TANROADS HQ (PIU) |
|                  |                          |                 |                         |                     |
| Design           | ✓ Day to day road use    | ✓ Interviews    | ✓ Communities living along the project areas  
✓ Road Safety Risks  
✓ Special needs  
✓ Other risks and challenges  
✓ Gender, youth and Vulnerable people  
✓ GRM  
✓ Proposed mitigation measures  
✓ Feedback on input received from prior consultations  
✓ Surveys, and questionnaires  
✓ Public meetings in time and spaces suitable for different people, and barriers to access public meetings will be taken into account (e.g. social norms, physical access, etc)  
✓ Workshops  
✓ focus groups on specific topic/groups | ✓ TARURA/ TANROADS HQ (PIU);  
✓ Consultants |

Table 5: Proposed strategy for consultation
<table>
<thead>
<tr>
<th>Project stage</th>
<th>Topic of consultation</th>
<th>Methods used</th>
<th>Target stakeholders</th>
<th>Responsibilities</th>
</tr>
</thead>
</table>
| Implementation/Construction | ✓Environnemental & Social Management Plan (ESMP)  
✓Health & Safety Management Plan (HSMP)  
✓Traffic management Plan  
✓employment opportunities  
✓GRM  
✓Contractor-community engagement  
✓Feedback on input received from prior consultations | ✓Public meetings  
✓Workshops  
✓focus groups on specific topic/groups                                                                 | ✓Communities living along the project areas  
✓Relevant Ministries and Agencies  
✓LGAs  
✓NGOs  
✓Community leadership  
✓Business community within the project areas  
✓Social amenities and their leadership  
✓Transporters and general road users | ✓TARURA/TANROADSHQ (PIU);  
✓Consultants; and  
✓Contractors. |
| Maintenance           | ✓Day to day road use  
✓Road Safety Risks  
✓Special needs  
✓Other risks and challenges  
✓Routine maintenance.  
✓Feedback on                                                                                                                                                                                                 | ✓Communities living along the project areas;  
✓LGAs;  
✓NGOs; and  
✓CBOs. | ✓TARURA/TANROADSHQ (PIU);  
✓Consultants; and  
✓Contractors. |
<table>
<thead>
<tr>
<th>Project stage</th>
<th>Topic of consultation</th>
<th>Methods used</th>
<th>Target stakeholders</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>input received from prior consultations</td>
<td>(e.g. social norms, physical access, etc.) ✓ Workshops focus groups on specific topic</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### 3.2.1: Proposed strategy to incorporate the view of vulnerable individuals and Vulnerable Groups

The overall approach to engagement with Vulnerable Groups is detailed in the Vulnerable Groups Planning Framework (VGPF).

Vulnerable individuals, such as women, the disabled, elderly etc., require specific attention to ensure inclusion of their voice in stakeholder engagement processes. Their input will be provided through a range of techniques including focus group discussion (based on age, gender and occupation), interviews, and key informants. Consultations to be conducted at a time that is conducive to the participants based on their input.

To remove obstacles to participation of members from vulnerable groups various strategies/methods will be considered as presented in Table 6 below:

<table>
<thead>
<tr>
<th>S/N</th>
<th>VULNERABLE GROUP</th>
<th>PROPOSED STRATEGY FOR CONSULTATION</th>
</tr>
</thead>
</table>
| 1   | Vulnerable Groups                 | • Engaging community members.  
• Engaging communities’ representative bodies and organizations and where appropriate other community members;  
• Translation into local language;  
• Provision of sufficient time for internal-decision making process;  
• Effective participation in the project design or mitigation measures that could potentially impact them.  
• More significant detailed are found in the RISE Program’s VGPF. |
| 2   | Physically challenged persons     | • Use of sign language and other assistive tools, as required.  
• Translation into local language;  
• Providing transportation to the meeting venues (which should not be at a distance);  
• Provision of sufficient time for internal-decision making process;  
• Meeting timing and duration based on input from |
<table>
<thead>
<tr>
<th>S/N</th>
<th>VULNERABLE GROUP</th>
<th>PROPOSED STRATEGY FOR CONSULTATION</th>
</tr>
</thead>
</table>
| 3   | Mentally challenged; | • Short meetings with comfortable environment for asking questions or raising concerns;  
|     |                   | • Providing transportation to the meeting venues;  
|     |                   | • Provision of sufficient time for internal-decision making process;  
|     |                   | • Separate meetings for males and females. |
| 4   | Women             | • Having small, focused and short meetings where women will be comfortable asking questions or raising concerns;  
|     |                   | • Meeting schedules not to interfere with domestic activities;  
|     |                   | • Venues should be located close to their homes;  
|     |                   | • Translation into local language;  
|     |                   | • Meetings to have female facilitators. |
| 5   | Elderly           | • Providing transportation to the meeting venue;  
|     |                   | • Time and duration of meetings decided with input from potential participants;  
|     |                   | • Translation into local language;  
|     |                   | • Separate meetings for males and females  
|     |                   | • Option of one-on-one interviews |
| 6   | Children          | • Getting verbal consent of their parents/guardians;  
|     |                   | • Ask about issues that are important to children—that are part of their day-to-day experiences;  
|     |                   | • Choose a child-friendly or familiar venue;  
<p>|     |                   | • Use language that is clear, age appropriate and jargon free; |</p>
<table>
<thead>
<tr>
<th>S/N</th>
<th>VULNERABLE GROUP</th>
<th>PROPOSED STRATEGY FOR CONSULTATION</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>• separate meetings for boys and girls</td>
</tr>
</tbody>
</table>

### 3.2.2: Timelines

Given that there are multiple sub-projects to be prepared, many of which are unknown at project preparation, the timelines will be updated as more information becomes available during project implementation. One relevant principle is that stakeholder engagement, including stakeholder analysis, will start as early as possible in sub-project preparation to ensure that there is sufficient time for stakeholders to provide input to project design.

### 3.2.3: Review of Comments

The RISE Program Implementing agencies (TARURA and TANROADS) Environmental and Social team, Project Engineers and consultants (if present) and contractors will gather comments from stakeholders in written and oral forms (using suggestion boxes, local leaders, public meetings, interviews etc). The team will review stakeholders' comments and send back the final decision and a summary of how comments were taken into account.

### 3.3: Future Phases of the Program

As the program develops, stakeholders will be kept informed on sub-projects’ environmental and social performance as well as the implementation of the stakeholder engagement plan and grievance mechanism. To continue sensitising stakeholders and the community during project implementation, the contractor will be responsible to prepare and conduct monthly community engagement programs. Stakeholder and engagement look-ahead for each month will be presented in the Monthly Progress Reports (MPRs) prepared by the contractor and supervising engineers. The MPRs will also present a report on engagements conducted in the reporting month. These programs will be conducted to communities living along the road project, updating them on progress of works, planned activities, jobs (if any), and grievance management in the project.

TARURA and TANROADS Environmental and Social team will prepare quarterly, semi-annual and annual progress reports that will summarize the environmental and social performance, the implementation of the stakeholder engagement plan and grievance mechanism. These reports will also be disclosed to the public. During active periods or when the public experience more impacts or when phases are changing the reporting will be frequent, for example, during the preparation and implementation of any Resettlement Action Plans.
3.3.1 Sub-project Design and Preparation

TARURA and TANROADS shall organize and conduct consultations/meetings with stakeholders from national to community level. The aim of these consultation meetings is to inform the stakeholders about the program and solicit information to facilitate planning of the program. Information on potential project risks and impacts will be shared with communities together with proposed mitigation measures.

The consultations will solicit concerns, views, opinions, and suggestions, and collect any secondary information and data that form part of a baseline for the feasibility. Stakeholders are provided with a project background information document, both in Swahili and English, to ensure common understanding of the project.

During preparation of the its sub-projects, TARURA and TANROADS has adopted a ‘people-centered approach’ presented in Appendix 1 of this plan. This entails consultation of a representative sample of the beneficiary and project affected community to:

- Introduce and inform the communities of the proposed interventions under the project;
- Listen and record stakeholder and community needs, challenges in using the roads at the moment and proposals;
- Jointly assess project alternatives and influence design in a bid to increase the project benefit to the community;
- Scope for potential risks and impacts resulting from the proposed intervention and jointly assess mitigation measures to be adopted.

To ensure this, TANROADS and TARURA Social Specialist will:

- Discuss with the Project Engineer to understand the proposed intervention and the location of its implementation. At this point: a) understand the justification for the proposed design and location; b) preliminarily scope for impacts and zone of impacts;
- Using the stakeholder identification strategy in this SEP, identify all stakeholders, including: beneficiary communities; vulnerable groups; communities impacted by the project; and stakeholders within and neighboring the project area with an interest or required during project implementation;
- Develop a stakeholder engagement plan or strategy for the said intervention showing – community/stakeholder; location of the sub-project; interest of stakeholders in the project; how the stakeholder would be impacted by the project; expected outcome of the consultations; message content to be discussed during consultations; timeline to execute consultations factoring planned design and implementation program;
- Conduct consultations and develop a Stakeholder engagement report to be shared with the Head of Social Section for review and approval (these consultations are encouraged to be multi-disciplinary in approach);
• Conduct presentations to the design team to discuss the consultations outcomes and agreed actions. The outcomes of the consultations will be considered for adoption by the design engineer as practically possible;
• The Project Sociologist and / or the Consultant will record this in the stakeholder engagement register and also analyze and include it in the other sub-project preparation safeguard documents;
• Upon finalization of the reports and intervention design, TARURA through the Project Sociologist and / or the Consultant will disclose a summary in a language understandable to the community and in accessible locations.

3.3.2 Sub-project Implementation

This phase is critical for two-way dialogue to be ensured, as this is the phase most likely to lead to grievances if not transparent and participatory. Stakeholder involvement is extremely important and how to identify the relevant stakeholders was presented in section 3.3.1.

Stakeholders’ engagement and consultations are to be continuous and form part of the scope of work. The sub-project Stakeholder Engagement Plan is to be updated regularly to reflect project developments and/or changes. Any future consultation and disclosure activities will provide feedback to stakeholders on the concerns and issues raised. The activities are to be properly documented and output properly recorded in the form of meeting minutes (detailing information such as issues raised by participants, responses provided to participants, pending questions that the project needs to respond to, actions required by either communities or the project, etc.). In addition, the documentation should include information on participants including names and signatures of those consulted and pictures of the activities.

The purposes of these engagements will be:
• To scope for project risks and impacts and collaboratively find ways to mitigate them;
• Create project ownership and sustainable management and implementation of best practice introduced by the project by several agencies;
• To keep all stakeholders informed of the sub-project implementation progress;
• To find ways to collaborate in managing sub-project concerns and impacts;
• To find ways to collaborate in provision of necessary services and risk mitigation measures to the project staff and communities.

As stipulated in the stakeholder register, some of the stakeholder groups are:
• Beneficiary and affected communities;
• Local administration – District and Village government representatives;
• Non-governmental organizations working in the project area (there may be some regional or national level NGOs that are relevant);
• Government agencies and line ministry departments.
The Consultation team of the RISE which will implement the SEP should be composed of experts related to the fields that will be discussed during the meetings, including engineers, environmental and social safeguards, road safety and Public Relations Officers (PRO). The SEP implementation will be championed by the Social Development Specialists in TARURA and TANROADS at the national and regional levels. The forms of engagement to be conducted during implementation will include:

- Public consultations, key informant interviews and focus group discussions, depending on the target group and topic;
- Formal coordination meetings with government agencies;
- Monthly update meetings for progress presentation;
- Official correspondence;
- Workshops.
- Disclosure meetings and workshops;
- HIV/AIDS sensitization workshops and community sensitizations;
- Community Consultation and Sensitization (CCS) – operational updates and design consultations;
- GBV/SEAs community sensitization;
- Formal coordination consultations – Local governments and CSOs update and consultation meetings;
- Road Safety Awareness campaigns;
- Daily OHS toolbox with workers to explain issues on general project implementation and community relations.

### 3.3.4 Sub-project closure

Prior to project completion of the RISE Program TARURA and TANROADS will organize a stakeholders’ workshop to elaborate the exit strategy and future plans if any in addition to presenting the final project report. For each subproject the following will be conducted:

- **Community sensitizations** – a plan to engage all project fence line communities on the close of the project. This may include but not limited to: Status of project; a) Dates of completion and demobilization of equipment; b) Presentation of demobilization and rehabilitation plans for all auxiliary facilities e.g. borrow-pits, quarry sites, camps, diversion roads; c) Redundancy plan for the workers; d) status of grievance management; and e) request of any concerns or grievances from the community;

- **Project workforce sensitization** – The contractors with the supervision of TARURA will prepare redundancy plans which will show step by step engagement of project staff on the implementation of the redundancies and their legal rights as prescribed by the law;

- **Local administration and CSOs engagement** – The sub-project will also organize and engage with the local administration and CSOs on project status;
4.0 Resources and Responsibilities for implementing stakeholder engagement activities

4.1: Resources

The Environmental and Social Team of TARURA (with the support of TANROADS when applicable) will be in charge of managing and implementing the Stakeholder Engagement Plan.

To facilitate the task of the E & S team to effectively perform and deliver stakeholders engagement activities, part of funds allocated in component 3 of the RISE Program (Community Engagement, Inclusion and Protection) will be used. The sub-project level budget will be prepared once the specific activities are known. Budget item will include staff time, facilitation costs etc. If people have comments or questions about the project or the consultation process; they may send their comments/opinion/concerns to:

<table>
<thead>
<tr>
<th>Name</th>
<th>Eutropia Cosmas/ Shukuru Njati</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title of responsible person</td>
<td>Community Development Officer/ Environmental Officer</td>
</tr>
<tr>
<td>Phone number</td>
<td>+255 762616786/ +255657713071</td>
</tr>
<tr>
<td>Address</td>
<td>Tanzania Rural and Urban Roads Agency, Dodoma</td>
</tr>
<tr>
<td>E-mail address</td>
<td><a href="mailto:eutropia.eugen@tarura.go.tz">eutropia.eugen@tarura.go.tz</a>/ <a href="mailto:shukuru.njati@tarura.go.tz">shukuru.njati@tarura.go.tz</a></td>
</tr>
</tbody>
</table>

4.2: Management functions and responsibilities

The Environmental and Social Team of TARURA and TANROADS will be managing and implementing the Stakeholder Engagement Plan. TARURAs’ and TANROADS Environmental and Social experts will be responsible for carrying out each of the stakeholder engagement activities.
5.0 Grievance Mechanism

A Grievance Redress Mechanism has been designed for the RISE program. For Vulnerable Groups during the preparation of Vulnerable Group Plans, the program will examine culturally appropriate ways of handling community concerns.

Grievance redress mechanism (GRM) involves a formal process for receiving, evaluating and redressing program-related grievances from affected communities and the public. RISE Program recognizes vulnerability of the different project’s participants to be involved or affected by the project (such as community members, workers and other beneficiaries).

The GRM Committees at Village, Ward, District as well as Regional levels, will be established and adequately capacitated. The GRM will also be extended to the PIU level and be expanded to handle all types of grievances arising from implementation of all projects and sub-projects under the RISE Program. At the Regional Coordinator’s Office level a Grievance Committee comprising of RISE Program/Project Coordinator, Environmental Officer, and Community Development Officer/Sociologist will be formed to address all grievances related to Project performance. To ensure effectiveness and efficiency of RISE Program’s GRM the procedures for handling grievance will be simple and administered by the Village Council and RISE implementing agency’s GRM focal points. The Village Council and RISE implementing agency’s GRM focal points shall maintain records where grievances and complaints, including minutes of discussions, recommendations and resolutions made, will be recorded.

Targeted communities, and other beneficiaries will be notified about the grievance mechanism through sensitization programs and posters placed at implementing agency’s offices, local government authorities such as regional, district, ward as well as village levels. As a measure of improving RISE Program performance and accountability, a channel for project-affected people (community members, members of vulnerable groups, project implementers, civil societies, including the media) to air their grievances will be established. These communication channels will include a toll free hotline number; email address, face to face communication, media or an uptake form that will be available at villages. People will be encouraged to bring their grievances, complaints and comments to the RISE Program implementing agencies.
For workers hired by contractors, the contractors will be required to produce their GRM procedure as a prerequisite for tender which at a minimum conform to these requirements. The GRM procedures have to be transparent. After they are engaged, contractor will be required to prove that each employee has been inducted and signed that they have been inducted on the procedure. The details of the workers’ GRM is presented in the RISE Program Labour Management Procedures (LMP).
The proposed RISE Program GRM flow chart is presented in figure 2 below:

Figure 2: The RISE Program GRM flow chart
Specific provisions will be included for complaints related to Sexual Exploitation and Abuse (SEA) that could be derived from the project to ensure the survivor’s confidentiality and rights. To properly address GBV risks, the GRM needs to be in place prior to contractors mobilizing. The GRM should not ask for, or record, information on more than three aspects related to the GBV incident: a) the nature of the complaint (what the complainant says in her/his own words without direct questioning, b) if, to the best of their knowledge, the perpetrator was associated with the project, and if, possible, the age and sex of the survivors. Different entry points where survivor can place complaints confidentiality shall be identified and linked to the GRM as shown in Figure 3. 

5. The GRM Protocol should have a specific section on GBV related complaints. This shall be developed prior RISE Program implementation with the support of specialized organizations in the matter.

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5 Nonetheless, approach of the GRM for GBV will be enhanced once the mapping of services is finalized.

5.1 Procedures for Grievance Management
Each sub-project will establish a formalized procedure or process for dealing with communities’ grievances. Each should include as a minimum:

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Figure 3: GRM Protocol for GBV survivors.
• Assigning a responsible person, team or function to organize the resolution of grievances
• Defined timeframes for acknowledgement of the receipt of complaints and subsequent resolution
• Practical arrangements for maintaining confidentiality, reviewing and resolving grievances, including resources and organizational arrangements information on the grievance
• Information on the grievance mechanism that is readily retrievable from a company web site, locations where project information in hard copy has been placed, and or from company representatives. Grievance mechanisms should be appropriate for the scope of the project so as to allow effective resolution of issues in a timely manner.

5.2 Records Keeping

A simple database is often useful to manage and monitor grievances. Good practice is to log all grievances, even recurrent ones or grievances that will eventually be dismissed as unreasonable. Regardless of the actual establishment of such a database, typically documentation on grievances keeps track of the following:

• Nature of complaint;
• The name and contact details of the complainant, if appropriate;
• The date that the complaint was logged;
• Location where the complaint is related to;
• The name of the technical staff charged with addressing the complaint, if appropriate;
• Any follow up actions taken;
• The proposed resolution of the complaint;
• How and when relevant Project decisions were communicated to the complainant;
• Whether longer-term management actions have been taken to avoid the recurrence of similar grievances in the future, if applicable.

6.0 Monitoring and Reporting

6.1: Involvement of Project Implementation Team (PIU) in monitoring activities

Monitoring will be conducted as a routine exercise to avoid occurrence of environmental and social risks in the operation phase. Monitoring of Environmental and Social issues will focus on impacts identified in ESIA and its proposed mitigation. During RISE Program implementation phase, TARURA and TANROADS will monitor implementation of safeguards to ensure that the contractor is in line with the Environmental and Social Management Plan (ESMP). Regional offices of TARURA and TANROADS will be
responsible for day to day monitoring of ESMP’s as implemented by the contractor and addressing grievances occurred. Furthermore, TARURA and TANROADS will continue to monitor effectiveness of the ESMPs after construction phase and identify any risks which may emerge during operation phase.

Contractor will prepare quarterly, semi-annual and annual progress reports that will summarize the ESMPs compliance, these reports will be submitted to TARURA and TANROADS (through Supervision Engineer/Consultant if hired) and later on shared with the WB. These reports will also be disclosed to the public.

The contractor through the supervising engineer will prepare brief monthly reports on stakeholder engagement activities for the Operations which include:

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

6.2: Reporting back to stakeholder groups

Important details on the progress of the project will be reported to stakeholders, the reporting may also include new or corrected information since the last report. TARURA and TANROADS E&S unit (as applicable) will prepare a plan and organize measures to keep track on commitments made to various stakeholder groups at various times, and communicating progress made against these commitments on a regular basis.

Table 7: Methods and frequency of reporting to stakeholders

<table>
<thead>
<tr>
<th>Reporting Party</th>
<th>Reporting Method</th>
<th>Stakeholder Reporting Information</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Implementation Unit (PIU)</td>
<td>Official Correspondence</td>
<td>Relevant Ministries &amp; Agencies</td>
<td>Quarterly</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Safeguard Team</td>
<td>✓ Official Correspondence</td>
<td>✓ Local Community</td>
<td>✓ Quarterly</td>
</tr>
<tr>
<td></td>
<td>✓ Public meetings</td>
<td>✓ Private Investors</td>
<td>✓ when changes</td>
</tr>
<tr>
<td></td>
<td>✓ Correspondence by email or</td>
<td>✓ NGOs</td>
<td>occur</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>postal mail</td>
<td>changes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>---------------------</td>
<td>---------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>✓ Newspapers &amp; posters</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>✓ Radio and television</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>✓ Website and social media</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
APPENDIX I: RISE “People-Centered Design” Approach for Rural Roads

1. Rural development heavily relies on low-volume roads that serve the accessibility and mobility functions to all road user groups of the communities. In Sub-Saharan Africa and most of the developing world these rural roads have typically been designed and operated with vehicle-centered approaches whereas, ironically, most of the road users, which are non-motorized, are neglected in the design criteria. As a result, the actual functionality of the roads and the road safety quality have been greatly compromised for the majority of the users which are pedestrians, bikers, motorcyclists and public transport users.

2. Furthermore, the design bias has not been fully cognizant of the different socio-economic groups and vulnerable users that, in many cases, have very different mobility patterns and use the roads for other objectives beyond transport. These includes, among other, children, the elderly, the disabled and women. In contrast, conventional design approaches have disproportionately favoured the minority of users who use automobiles and trucks. This bias, which silences the needs of the majority, hinders inclusion and access to socioeconomic opportunities.

![Figure 4. School children walking to school in Wenda, Iringa Rural District, Tanzania](image)

3. When an accident happens, or when someone is excluded from opportunities as a result of the road design, the impacts may be long lasting and not only to the victims, but to their families and to the whole community. A vehicle-centered design bias in rural roads silences most road users and disproportionately allows road space to be dominated by the very few vehicles that use it. To maximize utility, low-volume rural road design must keep in consideration the silent vulnerable users from the outset.

4. **People-Centered Design Approach for Rural Road Development.** Roads to be improved through the RISE Program will engage, include and protect the communities that will benefit from the road improvement and maintenance. In addition to the improvement in road infrastructure, the design approach will consider the mobility needs of all road users and will place special emphasis on avoiding the social and road safety risks that are inherent to roads and that may increase during road construction and
operation. The People-Centered Design approach places special emphasis on ensuring that district and regional roads are designed, built and operated with all road users in mind. With it, vulnerable users will not be considered as an afterthought but as a key element of the process. This will be done through a combination of people-centered technical designs, consultations and road safety audits.

5. Desk-based road infrastructure design and the conventional stakeholder engagement process for road design will be substantially enriched with complementary, carefully-designed citizen engagement activities and road safety audits. This will be accomplished through a series of community consultation rounds targeted at addressing the needs and concerns of all road users. To achieve this, road design will include two people-centered rounds of consultations and two people-centered road safety audits. These tools will be tailored to the realities of the communities that use these low-volume roads. It will assist in informing road solutions that will protect the communities by reducing or limiting exposure to social and road safety risks. Engaging local communities is also expected to increase their participation and decision making, especially for women, and implement approaches that will ensure social inclusion and protection while contributing to mitigate and respond to potential social risks derived by the project such as Gender Based Violence (GBV), HIV/AIDS and Occupational Health and Safety (OHS).

![Tanzania Conventional Road Project Preparation Diagram](image)

**Figure 5: Comparison of People-Centered Design Approach vis a vis conventional approach**

6. The approach will result in sensitive treatments of all segments of the roads including special interventions in populated areas with bikeways and sidewalks/walkways, traffic-calmed areas with speed management actions (especially in the proximity of schools and clinics), street lighting as needed, signalling, cattle crossing management,
public transport stands and bays (catering to all public transport modes such as buses, three-wheelers and moto-taxis), community road and path access, and space for freight needs for loading and off-loading and other needs.

7. Early engagement and the subsequent community-informed interventions will prevent the marginalization of the silent majority of road users that are not properly considered in conventional road design and management. Women will be among the most benefited from the “People-Centered Approach”, since, for example data collected in the Kilolo district project area shows that 60 percent of pedestrians are women and they represent the majority of load carriers. Children accessing schools will also largely benefit through improved accessibility and better safety conditions to create safe paths to school. Moreover, heavy vehicles (trucks, lorries and automobiles), that represent the minority of road users, will also benefit from improved, safer and resilient roads.

8. **Rolling Out the People-Centered Design Approach**⁶. All roads to be upgraded or rehabilitated through RISE Component 1 Rural Road Development and Maintenance will be prepared with the “People-Centered Design” approach. The approach was designed and tested with the preparation of the three RISE first generation rural roads improvement projects in the region of Iringa⁷, Tanzania. This process allowed for capacitating the implementing agencies as well as design and ESIA consultants on people-centered approaches. The thought process and experience will also allow for preparation of tailored guidance for the people-centered approaches.

9. The People-Centered Design Approach includes the following key elements:

10. **Active Listening Round of Consultations.** A first round of consultations performed at an early stage (prior to preliminary design commencement) will gather voices of the community about current road context, uses, needs, road safety risks along the road, and perceived social risks including gender-based violence and HIV/Aids. These consultations will typically engage all categories of stakeholders in a village ensuring all voices are listened to. This includes primary and secondary school pupils and teachers, the disabled, youth, the elderly, men and women, drivers of public daladalas, bodabodas and bajajis, freight transporters, animal herders, local leaders, representatives of local industry including agribusiness and small farm holders, and any other relevant group along the road. This first round of consultations will inform preliminary design and the environmental and social impact assessment (ESIA) process, collecting information that will ensure that the designs will respond to mobility and accessibility functions for all. This will add value to inform the conceptual road design and help propose solutions that

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⁶ During project preparation, the Bank supported TARURA and TANROADS to design and rollout the People-Centered Design approach through RISE project preparation and the institutional strengthening activities included in RISE Component 3 Community Engagement, Inclusion and Protection. Furthermore, the Bank mobilized global expertise as well as the specialized international road safety NGO AMEND to participate in the training and to provide technical assistance to TARURA and TANROADS for the rollout of the consultations. Activities were partially funded with the Technical Assistance to Support the Strengthening of Rural Roads Management in Tanzania (PE-P164920-LEN-TF0A8628), funded through the Corridors for Growth (C4G) Multi-donor Trust Fund (MDTF), administered by the World Bank, with the funding support of UKAid.

⁷ Wenda-Mgama rural district road (19km) in IrINGa Rural district and Mtili-Mkuta rural district road (13km) in the Mufindi district, implemented by TARURA; and the Iringa-Kilolo (33km) regional road for the Kilolo District, implemented by TANROADS.
reduce social and road safety risks, while considering the needs of the vulnerable who face specific challenges using the roads. The approach will have sensitive treatments to discuss with women and men, girls and boys independently to ensure all voices are heard.

11. **Discussing Design: Second Round of Consultations.** A second round of consultations performed during design review stage will gather feedback from the communities to test that the proposed solution is people-centered and addresses other functions for which the communities currently use road space for. This second round of consultations will intensify engagement beyond conventional consultation practice to discuss the design attributes with all groups previously engaged during the first round of consultations. This engagement will walk through the details of the design proposal and gather detailed information that will be used to review the design as needed. For some complicated locations like a village main square, engagement will also include a discussion on site. The discussions will also cover the management of social risks, including those associated with gender-based violence, HIV/AIDS or occupational health and safety during construction.

![Figure 6. People-centered consultation to women and disabled groups in Ndwili, Kilolo District, Tanzania (left) and School children in Ifwagi, Mufindi District, Tanzania (right)](image)

12. **RISE People-Centered Road Safety Audits.** The RISE Program will conduct two “People-Centered Road Safety Audits” for each project design, one at preliminary design stage and another one during final design stage. The audits will complement conventional road safety audits approach by placing especial emphasis on the needs of all road users and by carefully analyzing information collected during the people-centered consultations. It will view the road from the perspective of pedestrians, cyclists, public transport users, and all different socio-economic groups that were engaged in the consultation process. These people-centered road safety audits will be implemented by TARURA and TANROADS in-house staff and include both desk review and field work to walk the whole road alignment.
13. With the RISE Program, the Government of Tanzania will implement a people-centered approach to road design with the philosophy of upgrading roads to achieve inclusion and socio-economic opportunities. Rural communities currently make up seventy percent of the Tanzanian population and they are key to the country’s prosperity. It is time to change the obsolete vehicle-centered approach and innovate with a people-centered approach that listens to these communities and caters to their needs and concerns.
APPENDIX II: A BRIEF DESCRIPTION OF PEOPLE CENTERED CONSULTATION FOR THE RISE PILOT PROJECTS

To date, two rounds of people centered consultation have been conducted. The first round was conducted from 1st to 4th of June, 2019 for Wenda – Mgama, Mtili – Ifwagi - Mkuta and Iringa – Kilolo roads. The second round was conducted from October 28th to November 1st 2019 form the Wenda – Mgama road; November 11th to 15th 2019 for the, Mtili – Ifwagi–Mkuta road; and November 17th to 22nd 2019 for Iringa- Kilolo road. The consultation included key informant interviews and focus group discussions with a total of 152 people, including local officials, community leaders, women, men, youth, children, the elderly, disabled people, different types of road users and groups representing community activities. The consultation was carried out based on groups which represented age, gender, occupation and fragile groups with the aim of ensuring that all involved felt comfortable to contribute their knowledge and opinions. Particular attention was taken to gather information from those people who might traditionally be marginalized from development activities. The second-round community consultations engagement plan aims to provide feedback to all communities which were involved and consulted during the early stages of RISE community road design development within Ihemi cluster.

The consultation was moderated by TARURA and TANROADS staff (a combination of environmental officers, social officers and engineers, from both head offices in Dodoma and Dar es Salaam and Regional offices in Iringa), together with Community Development Officers from Iringa District Council, ESIA, RAP and Design Consultants, overseen by experts from Amend for TARURA and TANROADS. Pictures below explain how the first and second round of people centred community consultation was conducted.

Summary of issues raised during Community Consultations conducted along the Mtili - Ifwagi - Mkuta Road and Wenda - Mgama Road

The consulted community groups (women, youth, elderly, school children (primary and secondary school) living in Mtili, Ifwagi, Ikonongo and Mkuta Villages along the Mtili - Ifwagi - Mkuta Road as well as those in Wenda, Kikombwe and Lyamungwe Villages along Wenda - Mgama Road raised their concerns on issues that can be grouped into three (3) major groups which are (a) road safety risks; (b) fears related to roads improvement; and (c) hopes related to roads improvement during their day to day use of their respective roads (i.e Mtili - Ifwagi - Mkuta Road and Wenda - Mgama Road).

a) Road Safety Risks

Community concerns related with Road Safety are summarized below:
The poor condition of the road causes the bodaboda (motorcyclists) to not be able to maintain a straight line when riding, requiring them to swerve to avoid potholes;

- Trucks that carry produce (agro- and forest) along the road tend to ‘bully’ the motorcyclists, pushing them off the road;
- The road surface can be very slippery when wet, in particular on the slopes;
- During the dry season, the road is very dusty, obscuring visibility and increasing the risk of collision with other road users;
- All road users sharing the same carriageway, with no segregated pathways for pedestrians or other vulnerable users;
- In many places the roads are narrow, with the width insufficient to accommodate multiple users at the same time. This puts vulnerable users such as pedestrians, bicycles and motorcycles at risk when passing other vehicles;
- Presence of steep slopes and sharp corners eg. on either side of the bridge to the north-west of Ifwagi village centre are very dangerous, especially when the road surface is wet and slippery;
- There are no road signs and no forms of traffic calming (other than a few community-built speed humps in some sections of the roads).

b) Fears Related to Road Improvements

Members of communities consulted were afraid of:

- an increase in road traffic accidents due to increased number of motorized road users;
- increased speeds of motorcycles and vehicles;
- inadequate road safety education among all road users;
- Increase in crime, both during the construction and when the improvements are complete, due to the overall increase in interaction with outsiders and increased; circulation of money and generation of wealth in the villages along the project roads;
- Rape and other types of attack, increased cases of STIs and HIV/AIDS infections as more outsiders come to the area.
- fears that the road works will cause disruption, blocking the road and making transport more difficult, and causing flooding to houses

c) Hopes Related to Road Improvements

The most common hopes for any future improvements to the Mtili - Ifwagi - Mkuta Road and the Wenda - Mgama Road are related to economic improvements. For example:

- the improved road will bring general economic development to the village, opening up business opportunities;
- Business men and women hope that the improved road will bring more people to the area, increasing the number of customers for their businesses;
- local male youth will be able to participate in the manual labor
- Communities hope that the roads will be designed with consideration of all necessary safety facilities so that both motorized as well as non-motorized road users can use them.
The truck drivers and timber and agro produce businessmen hope for reduced journey times and reduced transport costs.

reduced prices of goods, as they expect transport costs to reduce.

Table 9 below present the thematic summaries of concerns raised during the 1st round of consultation and the responses provided during the 2nd round of consultation.

Table 8: Issues raised and responses during the community consultations in Wenda - Mgama and Mtili - Ifwagi - Mkuta Roads

<table>
<thead>
<tr>
<th>Index</th>
<th>Description/Findings</th>
<th>Location</th>
<th>Solution/Initiative</th>
</tr>
</thead>
<tbody>
<tr>
<td>WENDA – MGAMA ROAD</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a)</td>
<td>Road covered with potholes, slippery, dusty obscuring visibility</td>
<td>localized</td>
<td>Paved surface has been provided as per given cross sections</td>
</tr>
<tr>
<td>b)</td>
<td>Existing road width is insufficient to cater for all user groups</td>
<td>Throughout</td>
<td>sufficient cross sections have been provided</td>
</tr>
<tr>
<td>c)</td>
<td>Presence of sharp bends/corners obscuring visibility posing risk to road users</td>
<td>localized</td>
<td>The bends/corner have been modified with desirable lines of sight (visibility) and signage provided</td>
</tr>
<tr>
<td>e)</td>
<td>Absence of road signs or traffic calming along the road</td>
<td>localized</td>
<td>Provided, Schedules for road signs have been included in the book of drawings</td>
</tr>
<tr>
<td>f)</td>
<td>Poor road condition causes damages to vehicles leading to higher operating and maintenance costs as well as transport costs</td>
<td>Localized</td>
<td>Paved surface has been provided to enhance better riding quality for vehicles</td>
</tr>
<tr>
<td>g)</td>
<td>Reduced transport options along the road especially during rainy season</td>
<td>Localized</td>
<td>With new provided paved road, transport options will be available throughout the year</td>
</tr>
<tr>
<td>i)</td>
<td>All types of vehicles use high speeds, especially motorcycles</td>
<td>localized</td>
<td>Traffic calming measures has been provided</td>
</tr>
<tr>
<td></td>
<td>Need for road safety education and training to local people during and after Road construction</td>
<td>Throughout</td>
<td>To be done by the Contractor chosen to undertake the project. A provisional sum will be included in the BOQ for this task and will form part of the contract.</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
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<td>---</td>
</tr>
<tr>
<td>k)</td>
<td>The road section through Wenda village centre is at high risk</td>
<td>Wenda Village centre</td>
<td>Full junction design with concept options has been done and included in the book of drawings</td>
</tr>
<tr>
<td>l)</td>
<td>High risk through Kikombwe village to Mlolo junction</td>
<td>Kikombwe village</td>
<td>Paved road surface with adequate sight distance have been provided</td>
</tr>
<tr>
<td>m)</td>
<td>High risk at Mlolo junction</td>
<td>Kikombwe village</td>
<td>The junction has been modified to T junction and included in the book of drawings</td>
</tr>
<tr>
<td>n)</td>
<td>Steep slope on the road</td>
<td>Localized</td>
<td>The longitudinal profile has been modified to allowable grades under minimum operating speeds for eliminating associated risks.</td>
</tr>
<tr>
<td>o)</td>
<td>Siltation and blockage of side drains</td>
<td>Localized</td>
<td>Use of lined, wider and deep drains.</td>
</tr>
<tr>
<td>p)</td>
<td>Flooding, excessive surface water</td>
<td>Culvert and bridge locations</td>
<td>Culverts with adequate sizes have been proposed and additional relief structures provided to carter for the problem</td>
</tr>
<tr>
<td>q)</td>
<td>Impassability during rainy season, Softening of the surfacing materials, Loss of shape of road</td>
<td>Throughout</td>
<td>Use of surface dressing with multiple seals is proposed</td>
</tr>
<tr>
<td>s)</td>
<td>Generation of dust and loose material</td>
<td>Throughout</td>
<td>The use of surface dressing</td>
</tr>
<tr>
<td>t)</td>
<td>Generation of dust and loose material</td>
<td>Throughout</td>
<td>The use of surface dressing</td>
</tr>
<tr>
<td>Index</td>
<td>Description/Findings</td>
<td>Location</td>
<td>Solution/Initiative</td>
</tr>
<tr>
<td>-------</td>
<td>----------------------</td>
<td>----------</td>
<td>---------------------</td>
</tr>
<tr>
<td><strong>a)</strong></td>
<td>Scour and erosion</td>
<td>Culvert locations</td>
<td>Design and provision of protection works including riprap, gabions, grouted stone pitching</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Erosion of unlined side drains.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Erosion of unpaved shoulder</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Increase in erosion due to loss of vegetation</td>
</tr>
<tr>
<td><strong>b)</strong></td>
<td>Siltation and blockage of drainage structures</td>
<td>Side drains</td>
<td>Use of lined, wider and deep drains. Use of covered drains in urban centres to avoid dumping garbage on drains</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Culverts</td>
</tr>
<tr>
<td><strong>c)</strong></td>
<td>Flooding, excessive surface water</td>
<td>Culvertlocations</td>
<td>Culverts with adequate sizes have been proposed and additional relief structures provided to carter for the problem</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Open drains</td>
</tr>
</tbody>
</table>
### d) Impassability during rainy season, Softening of the surfacing materials, Loss of shape of road

**Throughout**

Use of surface dressing with multiple seals is proposed. Sufficient grade is provided to facilitate quick drainage.

### e) Generation of dust and loose material

**Throughout**

The use of surface dressing. Install windbreaks near the gravel road. Plant a wall of shrubs along the side of the road to act as a windbreak. Install Traffic Calming devices such as speed humps to reduce drivers speed.

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**i. Pictures for the first round of people centred community consultation.**

![Community consultation image](image)

*Figure 8: A community development Officer of Mufindi consulting schoolchildren of Ifwagi Primary about road safety risks in their day to day road use of the Mtili – Ifwagi – Mkuta road.*
Figure 9: TARURA staffs consulting motor cyclists at Wenda and TANZAM junction about road safety risks in their day to day road use of the Wenda – Mgama road.

Figure 10: TARURA staffs discussing with people with disabilities about road safety risks that they face in their day to day road use of the Mtili – Ifwagi –Mkuta Road
ii. Pictures for the second round of people centred community consultation.

Figure 11: A road design consultant showing the road design of the Wenda – Mgama road to the community of Kikombwe village and asking for their views on road sections of a particular drawing.
Figure 12: One of TARURA’s staffs explaining to the community of Wenda village about the road design and asking their views form the design of the Wenda - Mgama road.
## Appendix III – Sample Grievance Registration Forms

### Table 9: Grievance Registration Form

<table>
<thead>
<tr>
<th>COMPLAINANT DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Complaint:</td>
</tr>
<tr>
<td>Address:</td>
</tr>
<tr>
<td>Telephone number</td>
</tr>
<tr>
<td>District</td>
</tr>
<tr>
<td>Village / Estate / Street</td>
</tr>
<tr>
<td>ID number</td>
</tr>
</tbody>
</table>

Date of receipt: ........................................

Description of complaint:

Nature of grievance:..........................................................................................

Location of grievance;

<table>
<thead>
<tr>
<th>Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>District</td>
</tr>
<tr>
<td>Ward</td>
</tr>
<tr>
<td>Village / Street</td>
</tr>
<tr>
<td>Cell</td>
</tr>
<tr>
<td>Location – Name and GPS Coordinates</td>
</tr>
</tbody>
</table>

Deadline for Response (60 days from date grievance received):

.................................

Signature of complaint .............................................. Date: ..............

Name and signature of witness; ...................................... Date: ..............

Name of project personnel: ........................................... Date: ..............

Signature of personnel: ............................................. Date: ..............
Appendix V: Sample Grievance Resolution Form

**Table 10: Grievance Resolution Form**

<table>
<thead>
<tr>
<th>COMPLAINANT DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Complaint:</td>
</tr>
<tr>
<td>Address:</td>
</tr>
<tr>
<td>Telephone number</td>
</tr>
<tr>
<td>District</td>
</tr>
<tr>
<td>Village / Estate / Street</td>
</tr>
<tr>
<td>ID number</td>
</tr>
</tbody>
</table>

Date of response to complaint: .............................................

Response of complaint:

Name of witness (if available) .............................................

Acknowledgement of resolution of grievance:
..................................................................................................
..................................................................................................
..................................................................................................
..................................................................................................

Location of grievance

<table>
<thead>
<tr>
<th>Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>District</td>
</tr>
<tr>
<td>Division / Ward</td>
</tr>
<tr>
<td>Village / Street</td>
</tr>
<tr>
<td>Cell</td>
</tr>
</tbody>
</table>

Location Name and GPS Coordinates

Signature of complaint .................................................. Date: ..................

Name of project personnel: ........................................... Date: ..................

Signature of personnel: ............................................. Date: ..................
Appendix VI: Sample Grievance Log

Table 11: Grievance/inquiry response log form

<p>| Instructions: This form comprised of two parts: Part A is the response of the committee handing the grievance against the complaints raised by PAPs or other stakeholders. Part B is the clearance/approval of satisfaction or un-satisfaction of the committee response against his/her complaints |
| PART A: FOR OFFICIAL USE ONLY: |
| Reg. Number: | Date Opened: |
| Name of the Recorder: | Contact Number: |
| Location: | Category and classification of complaints or suggestion raised: |
| Comments from Grievance Handling Committee |
| Resolved: □ | Referred □ | Closed: □ |
| Reasons for Referral: |
| …………………………………………………………………………………………………………………………………………… |
| …………………………………………………………………………………………………………………………………………… |
| Name &amp; Signature of Officer |
| …………………………………………………………………………………………………………………………………………… | Date: ………………… |
| NB: This form will be filled after the committee sits and discusses the complaints and agrees on the responses/solutions |
| PART B: (TO BE FILLED BY PROJECT AFFECTED PERSON/COMPLAINANT) |
| Unsatisfactorily handled □ | Satisfactorily Handled: □ |
| The information filled above is true and correct to the best of my knowledge. |
| Signature of Complainant: | Date: |
| …………………………………………………………………………………………………………………………………………… |
| Comments from Grievance Handling Committee |
| Resolved: □ | Referred: □ | Closed: □ |</p>
<table>
<thead>
<tr>
<th>Name and Signature of GH Officer</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>………………………………………………………………………</td>
<td>…………………</td>
</tr>
<tr>
<td>…………………………</td>
<td>…………………</td>
</tr>
</tbody>
</table>

TEMPLATE FOR SUB-PROJECTS STAKEHOLDER ENGAGEMENT PLANS

The scope and level of detail of the plan should be commensurate and proportionate with the nature and scale, potential risks, and impacts of the project and the concerns of the stakeholders who may be affected by or are interested in the project.

Contents:

1. Introduction/Project Description
2. Brief Summary of Previous Stakeholder Engagement Activities
3. Stakeholder identification and analysis
   a. Affected parties
   b. Other interested parties
   c. Disadvantaged / vulnerable individuals or groups
   d. Summary of project stakeholder needs
4. Stakeholder Engagement Program
   a. Purpose and timing of stakeholder engagement program
   b. Proposed strategy for information disclosure
   c. Proposed strategy for consultation
   d. Proposed strategy to incorporate the view of vulnerable groups
   e. Timelines
   f. Review of Comments
   g. Future Phases of Project
5. Resources and Responsibilities for implementing stakeholder engagement activities
   a. Resources
   b. Management functions and responsibilities
6. Grievance Mechanism
7. Monitoring and Reporting
   a. Involvement of stakeholders in monitoring activities
   b. Reporting back to stakeholder groups