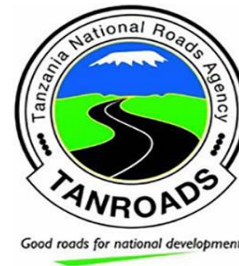


TANZANIA NATIONAL ROAD AGENCY (TANROADS)

MINISTRY OF WORKS



TANZANIA TRANSPORT INTEGRATION PROJECT (TANTIP)

STAKEHOLDER ENGAGEMENT PLAN

Updated, August 2026

TABLE OF CONTENTS

Glossary of Terms	V
EXECUTIVE SUMMARY	I
1. Introduction/Project Description.....	1
1.1 Background.....	1
1.2 Purpose and Scope of SEP	8
1.3 Objectives of the Stakeholder Engagement Plan (SEP)	8
2.0 Previous Stakeholder Engagement and Consultation	9
2.1 Summary of Previous Stakeholder Engagement Activities.....	9
2. 3.0 Stakeholder Identification and Analysis	14
3.1 Stakeholder Engagement Principles.....	14
3.2 Engagement Methods.....	15
3.3 Engagement Techniques	16
3.4 Key Stakeholders Groups	17
3.5 Summary of Project Stakeholder Needs	22
4.0 Stakeholder Engagement Program	23
4.1 Purpose and Timing of Stakeholder Engagement Program.....	23
4.2. Proposed Strategy for Information Disclosure	24
4.3 Strategy for Consultation	26
4.3.1 Project Design and Preparation	26
4.3.2 Project Implementation.....	28
4.3.3 Project Closure	29
4.4.1 Timelines.....	30
4.4.2 Future Phases of Project	30
5.0 Resources and Responsibilities for Implementing Stakeholder Engagement Activities .	30
5.1 Resources.....	30
5.2 Management Functions and Responsibilities.....	31
6.0 Grievance Mechanism	31
6.2 GRM for General Environmental and Social Issues	34
6.3 GRM for Resettlement and Compensation.....	36
6.4 GRM for Labour and Workers	38
6.5 GRM for Gender-Based Violence.....	41
6.6 GRM Monitoring and Reporting	43
6.7 External Recourse	44
7.0 SEP Monitoring and Reporting.....	44

7.1	Involvement of Stakeholders in Monitoring Activities	44
7.2.	Reporting back to Stakeholder Groups	45
APPENDIX		46

LIST OF ABBREVIATIONS

CBOs	-	Community-Based Organizations
CER	-	Contingency Emergency Response
CRB	-	Contractors Registration Board
CSOs	-	Civil Society Organizations
DC	-	District Council
DPs	-	Development Partners
DSO	-	District Social Officer
ERB	-	Engineers Registration Board
ESCP	-	Environmental and Social Commitment Plan
ESIA	-	Environmental and Social Impact Assessment
ESMF	-	Environmental and Social Management Framework
ESMP	-	Environmental and Social Management Plan
ESSs	-	Environmental and Social Standards
GBV	-	Gender-Based Violence
GoT	-	Government of Tanzania
GRC	-	Grievance Redress Committee
GRM	-	Grievance Redress Mechanism
HQ	-	Headquarters
HSMP	-	Health and Safety Management Plan
IAs	-	Implementing Agencies
ILO	-	International Labour Organization
LGA	-	Local Government Authorities
LMP	-	Labour Management Plan
MoW	-	Ministry of Works
MPR	-	Monthly Progress Report
NGOs	-	Non-Governmental Organizations
NTP	-	National Transport Policy
OHS	-	Occupational Health and Safety
OSBP	-	One Stop Border Post
PAPs	-	Project-Affected Persons
PIT	-	Project Implementing Team
RAP	-	Resettlement Action Plan
RPF	-	Resettlement Policy Framework
RoW	-	Right of Way
SAGCOT	-	Southern Agricultural Growth Corridor of Tanzania

SEA	-	Sexual Exploitation and Abuse
SEP	-	Stakeholder Engagement Plan
SH	-	Sexual Harassment
TAA	-	Tanzania Airports Authority
TANAPA	-	Tanzania National Parks Authority
TANROADS	-	Tanzania National Roads Agency
TAWA	-	Tanzania Wildlife Management Authority
TanTIP	-	Tanzania Transport Integration Project
VGPF	-	Vulnerable Groups Planning Framework

Glossary of Terms

Terms	Description
Consultation	The process of gathering information or advice from stakeholders and taking these views into account when making project decisions and/or setting targets and defining strategies.
Disadvantaged or Vulnerable	Refers to those who may be more likely to be adversely affected by the project impacts and/or more limited than others in their ability to take advantage of a project's benefits. Such an individual/group is also more likely to be excluded from/ unable to participate fully in the mainstream consultation process and as such may require specific measures and /or assistance to do so. This will take into account considerations relating to age, including the elderly and minors, and including in circumstances where they may be separated from their family, the community or other individuals upon which they depend. For purposes of the Vulnerable Groups Planning Framework (VGPF) for the Tanzania Transport Integration Project (TanTIP), the term "Vulnerable Groups" refers specifically to communities that meet the criteria of paragraphs 8-10 of World Bank Environmental and Social Standard 7.
Discussion	An exchange of views and opinions to explore different perspectives, needs and alternatives, with a view to fostering mutual understanding, trust and cooperation on a strategy or initiative.
Engagement	Is the continuing and iterative process by which the Borrower identifies, communicates, and facilitates a two-way dialogue with the people affected by its decisions and activities, as well as others with an interest in the implementation and outcomes of its decisions and the project. It takes into account the different access and communication needs of various groups and individuals, especially those more disadvantaged or vulnerable, including consideration of both communication and physical accessibility challenges. Engagement begins as early as possible in project preparation because early identification of and consultation with affected and interested parties allows stakeholders' views and concerns to be considered in the project design, implementation, and operation.

Terms	Description
Environmental and Social Impact Assessment (ESIA)	Is an instrument to identify and assess the potential environmental and social impacts of a proposed project, evaluate alternatives and design appropriate mitigation, management, and monitoring measures.
Feasibility/pre-construction phase	The phase of a project which includes the Environmental and Social Impact Assessment, and financial and engineering feasibility studies.
Livelihoods	Refers to the full range of means that individuals, families, and communities utilize to make a living, such as wage-based income, agriculture, fishing, foraging, other natural resource-based livelihoods, petty trade, and bartering.
Local communities	Refers to groups of people living in close proximity to a project that could potentially be impacted by a project. ("Stakeholders," in contrast, refers to the broader group of people and organisations with an interest in the project.)
Non-Government Organisations (NGOs)	Private organisations, often not-for-profit, that facilitate community development, local capacity building, advocacy, and environmental protection.
Partnerships	In the context of engagement, partnerships are defined as collaboration between people and organisations to achieve a common goal and often share resources and competencies, risks and benefits.
Pre-feasibility phase	The phase of a project which includes a Screening Study to identify social and environmental fatal flaws, and a Scoping Study to identify and assess the social and environmental issues of a proposed project and evaluate project design alternatives prior to proceeding to project feasibility.
Project-Affected Persons (PAPs)	Project-Affected Persons (PAPs) are persons affected by land and other assets loss as a result of Project activities. These persons(s) are affected because they may lose, be denied, or be restricted access to economic assets; lose shelter, income sources, or means of livelihood. These persons are affected whether or not they will move to another location.
Project-Affected Parties	All stakeholders who are affected or likely to be affected by the Project, as identified in paragraph 4 of World Bank Environmental and Social Standard 10.

Terms	Description
Project Area	A geographical area within which direct and indirect impacts attributable to a project can be expected. Defining the Project Area is used to determine a project's area of influence and responsibilities. It also provides guidance on the area within which impacts need to be monitored, and managed, and it also assists with defining project stakeholders that should be engaged during project design together with an ESIA process.
Stakeholder	Individuals or groups who: (a) are affected or likely to be affected by the project (project-affected parties); and (b) may have an interest in the project (other interested parties).
Stakeholder Engagement Plan (SEP)	Is the plan which describe the timing and methods of engagement with stakeholders throughout the life cycle of the project as agreed between Bank and Borrower, distinguishing between project-affected parties and other interested parties.

EXECUTIVE SUMMARY

The Stakeholder Engagement Plan (SEP) for the Tanzania Transport Integration Project (TanTIP or the Project) establishes the framework for timely, meaningful, inclusive, accessible, and culturally appropriate engagement throughout the Project life cycle. It places particular emphasis on Project-Affected Parties, Other Interested Parties, and disadvantaged or vulnerable individuals and groups, including persons with disabilities, women, children, youth, older persons, people living in poverty, and communities that meet the criteria of Environmental and Social Standard 7 (ESS7). The SEP supports the management of environmental and social risks and impacts and is consistent with applicable national requirements and Environmental and Social Standard 10 (ESS10) on Stakeholder Engagement and Information Disclosure. TANROADS will provide stakeholders with opportunities to receive information, express views, raise concerns, submit grievances, and receive feedback on how their inputs have been considered in Project decision-making and implementation.

In 2024, El Nino rainfall and Cyclone Hidaya damaged road infrastructure, including bridges, culverts, and road embankments, and disrupted access in several parts of Tanzania. The Government of Tanzania requested the use of resources under the Project's Contingent Emergency Response Component (CERC) to support the restoration and reconstruction of eligible damaged infrastructure.

The Government requested activation of Component 4, the Contingent Emergency Response Component, which had no initial allocation at appraisal. The proposed emergency response covers 83 eligible activities distributed across 23 regions. Preparatory activities include rapid assessments, the financing request, an Emergency Response Manual, an Emergency Action Plan, and relevant procurement planning. Stakeholder engagement for CERC activities will be proportionate to the associated risks and impacts and will follow this SEP and applicable environmental and social instruments.

TANROADS prepared and disclosed an Environmental and Social Management Framework (ESMF) in February 2022. The ESMF establishes principles, rules, screening procedures, and measures for assessing and managing environmental and social risks and impacts associated with TanTIP subprojects. A CERC ESMF Addendum supplements the existing ESMF for eligible emergency activities. It provides information on the areas of intervention, applies the ESMF screening and exclusion criteria, identifies representative environmental and social risks and mitigation measures, and records stakeholder engagement undertaken to inform the

Addendum. The requirements of the parent ESMF remain applicable to CERC activities, as relevant.

The TANROADS Project Implementation Team (PIT) will ensure that Project activities comply with applicable national requirements, the Environmental and Social Commitment Plan (ESCP), relevant Environmental and Social Standards, and approved environmental and social instruments. During public health emergencies, engagement arrangements will be adapted in accordance with applicable national and public health guidance while maintaining accessibility and inclusion.

TanTIP supports the upgrading and rehabilitation of four trunk and regional roads and three regional airports, institutional support and capacity building in the transport sector, and eligible emergency response activities under the CERC.

TanTIP has four components:

Component 1: Upgrading and rehabilitation of trunk and regional roads;

Component 2: Upgrading and rehabilitation of regional airports;

Component 3: Institutional support and capacity building in the transport sector; and

Component 4: Contingent Emergency Response Component.

Stakeholders are classified in accordance with ESS10 as: (i) Project-Affected Parties, who are affected or likely to be affected by the Project; and (ii) Other Interested Parties, who may have an interest in the Project. The SEP also identifies disadvantaged or vulnerable individuals and groups who may be disproportionately affected, have limited ability to benefit from Project opportunities, or face barriers to participation. Engagement methods will be tailored to stakeholder characteristics, interests, language, accessibility requirements, influence, and potential exposure to Project risks and impacts.

Stakeholders include Project-Affected Parties, such as landholders, users of affected assets, road-side residents, businesses, road users, workers, and communities exposed to construction-related impacts; Other Interested Parties, such as government institutions, local authorities, civil society organizations, service providers, transport operators, conservation organizations, and the media; and disadvantaged or vulnerable individuals and groups requiring differentiated engagement measures.

- Positively affected – group of persons or organisations 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 and outside the Right of Way (RoW) who may be affected by project related impacts. The majority of these are the landowners with established structures or farms who will be affected by the loss of the land, structures and economic earnings, construction noise, dust and traffic etc.
- Other interested parties – group of persons or organisations interested in an activity and may include project proponents, local or national government Authorities, local or national politicians, traditional authorities, religious leaders, civil society organisations including NGOs.
- Vulnerable individuals including, children, women, people with disabilities, the elderly and youth.

Information disclosure and stakeholder engagement will use a combination of public and small-group meetings, focus group discussions, key informant interviews, written correspondence, telephone communication, digital channels, community noticeboards, radio, and accessible communication materials. The timing, venue, language, format, and facilitation arrangements will be determined with due consideration of stakeholder needs, including literacy, disability, gender, age, livelihood schedules, cultural practices, and access to technology.

The PIT will receive stakeholder feedback through oral and written channels, maintain records of issues raised and commitments made, and provide timely feedback on how comments have been considered. Consultation records will protect personal information and will not disclose identifying information relating to sensitive grievances.

A Project-wide Grievance Redress Mechanism (GRM) will provide accessible, inclusive, transparent, and culturally appropriate channels for receiving, registering, assessing, referring, resolving, and closing Project-related grievances. Separate procedures apply to community grievances, land acquisition and resettlement grievances, worker grievances, and allegations of Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH). The GRM will not restrict access to judicial or administrative remedies. Contractors and subcontractors will establish worker grievance mechanisms consistent with ESS2 and the Project's Labour Management Procedures.

Identified Potential TanTIP Project Impacts

The Project's environmental and social risk classification is Substantial. Potential risks and impacts include land acquisition and physical or economic displacement; labour and working-condition risks; occupational and community health and safety risks; road safety; labour influx; SEA/SH; impacts on livelihoods, cultural heritage, biodiversity, protected areas, and ecosystem services; pollution, waste, noise, dust, and resource-use impacts; and risks of exclusion from Project benefits and engagement. Risks and impacts will be assessed and managed through the ESMF and relevant subproject instruments, including ESIA's, ESMPs, RAPs or ARAPs, the LMP, VGPF, SEA/SH Action Plan, and this SEP, as applicable.

Information disclosure

TANROADS will disclose the SEP and other relevant environmental and social instruments through its website, the Ministry of Works website, regional and local offices, and other locations accessible to Project stakeholders. Documents will be disclosed in English, with executive summaries and key information made available in Kiswahili and, where necessary, in other appropriate formats. Disclosure will occur in a timely manner and in forms that are understandable and accessible to affected communities. Stakeholders without internet access or with literacy or accessibility constraints will receive information through appropriate offline and oral channels.

SEP Implementation

The PIT is responsible for coordinating, implementing, monitoring, and reporting on the SEP and for verifying that contractors, subcontractors, and supervision consultants fulfil their stakeholder engagement obligations. SEP implementation will be adequately resourced and integrated into annual work plans, procurement documents, contracts, supervision arrangements, and environmental and social reporting.

The PIT Lead Social Specialist will coordinate SEP implementation with the Community Development Expert, Social Expert, Environmental Specialists, other relevant PIT staff, TANROADS regional offices, and the TANROADS Public Relations Unit. Contractors and supervision consultants will designate qualified personnel to implement site-specific engagement activities and maintain stakeholder and grievance records.

The PIT is ensuring a process of meaningful engagement throughout the Project in a manner that provides stakeholders with opportunities to express their views on project risks, impacts, and mitigation measures, and allows the TANROADS/ PIT to consider and respond to them in a timely manner. The TANROADS/ PIT is ensuring meaningful consultation is carried out on an

ongoing basis as the nature of issues, impacts, and opportunities evolves, throughout the Project life cycle.

This SEP is a living document. TANROADS will review and update it when there are material changes in Project design, locations, risks, impacts, implementation arrangements, stakeholder groups, or engagement needs. Updated versions will be disclosed and communicated to stakeholders in an accessible manner.

1. Introduction/Project Description

1.1 Background

The Tanzania Transport Integration Project (TanTIP) addresses priority transport investment needs in selected development corridors through the upgrading and rehabilitation of trunk and regional roads and regional airports, together with institutional support and emergency-response activities. The Project is implemented by the Government of Tanzania through the Tanzania National Roads Agency (TANROADS), with financing from the World Bank.

This SEP has been prepared in accordance with applicable Tanzanian requirements and ESS10 of the World Bank Environmental and Social Framework. It is proportionate to the nature and scale of the Project and its potential environmental and social risks and impacts.

The SEP identifies and analyses Project stakeholders, describes methods and timing for information disclosure and meaningful consultation, sets out differentiated measures for disadvantaged or vulnerable individuals and groups, defines institutional responsibilities and resources, and establishes arrangements for receiving and addressing grievances and reporting back to stakeholders.

TANROADS, consultants, contractors, and subcontractors will undertake stakeholder engagement in an inclusive, participatory, transparent, and culturally appropriate manner. Engagement will begin as early as possible, continue throughout the Project life cycle, and inform the assessment and management of environmental and social risks and impacts. Stakeholders may raise concerns, provide feedback, or submit grievances without retaliation.

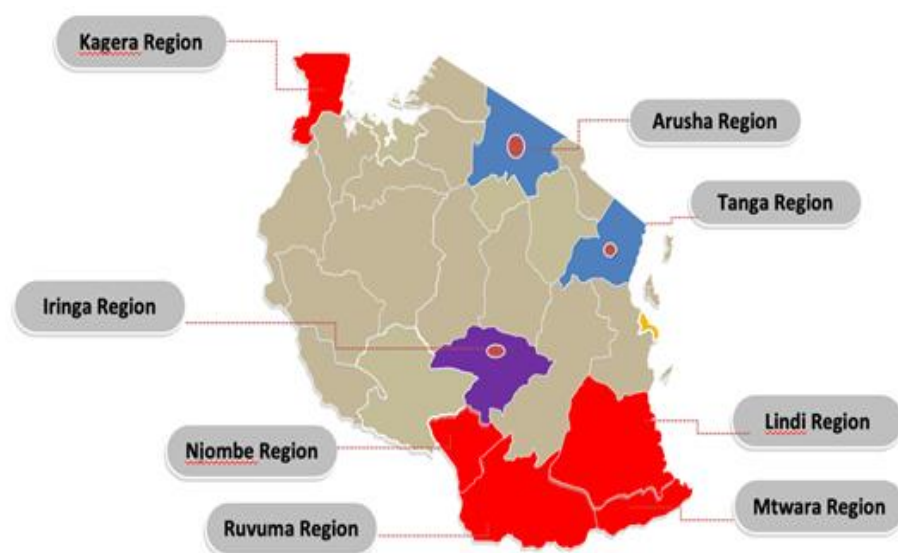




Figure 1-1: Locations of TanTIP Road and Airport Subproject

Source: Field data, 2026

TanTIP comprises road and airport infrastructure interventions in selected regions. The road investments include the Lusahunga-Rusumo, Mtwara-Mingoyo-Masasi, Lwangu-Lutukila, and Iringa-Msembe corridors. The airport investments cover Lake Manyara, Tanga, and Iringa Airports. Project activities may require land acquisition, affect assets and livelihoods, and generate construction-related impacts. Affected communities will therefore be engaged throughout planning, design, construction, operation, and closure, as relevant.

Project Components

TanTIP has four components: (i) Upgrading and Rehabilitation of Trunk and Regional roads; (ii) Upgrading and Rehabilitation of Regional Airports; (iii) Institutional Support and Capacity Building in the Transport Sector; and (iv) Contingent Emergency Response. The total cost of the project is estimated at US\$673.6 million (GoT contribution is US\$123.6 million, World Bank credit is US\$550 million).

Component 1: Upgrading and Rehabilitation of Trunk and Regional Roads (US\$ 546.3 million). This component is financing the upgrading, and rehabilitation works of about 500 km of roads, consisting of the Mtwara-Mingoyo-Masasi (200 km), Lwangu-Lutukila (100 km) and Iringa-Msembe (200 km). The works is maintained for a period of five years after completion of works, though there are possibility of extension of works, though there are possibility of extension of works supported by (i) the associated construction



supervision consultants, (ii) Road User Satisfaction Survey consultants to carry out baseline, midterm, and end-stage user satisfaction surveys, and (iii) land acquisition, and resettlement and rehabilitation.

A. The Mtwara – Mingoyo – Masasi Road (US\$168 million). The project is rehabilitating the trunk road, with an Asphalt Concrete (AC) pavement, that links the southern parts of Tanzania to Mtwara Port, as well as Dar es Salaam to the south-west part of the country. It is located in the Mtwara DC and forms part of the transport corridor that links Tanzania with Mozambique through Unity Bridge in the South, and with Malawi through Mbamba Bay in the southwest. There are mining activities to be developed in the Mtwara DC that includes coal, iron ore, titanium and vanadium mining, hydro-electric generation, and development of gas reserves. The road is also serving the cross-border trade between the neighbouring countries. There has been concerted effort by the GoT and development partners (DPs) in upgrading and rehabilitation of the road corridor from Mtwara to Mbamba Bay. The whole road network from Mtwara to Mbamba Bay has been paved with the exception of the Mbinga – Mbamba Bayroad (66 km) which is currently under upgrading to bitumen standard. This project will contribute to financing the road links that need rehabilitation to paved standard and for which the funds have not yet been mobilised.

B. The Lusahunga –Rusumo Road (US\$82.3 million). This road section falls under the Central DC and extends from Lusahunga to the One Stop Border Post (OSBP) at Rusumo on Tanzania-Rwanda border. It is rehabilitated to Hot Mix Asphalt wearing course/Surfacing with Rigid Pavement on Climbing lanes and Bus Bays. This road is facilitating inputs to mines and outputs to the market, particularly the nickel from Kabanga and Musongati as well as serve the agriculturally rich area. The upgrading of this road is also facilitating the efficient flow of transit traffic from the Dar es Salaam Port to four countries of Burundi, DRC, Rwanda and Uganda as well as cross-border trade between Tanzania and these neighbouring countries. The road section also serves traffic from the port of Mombasa in Kenya destined to Burundi and Rwanda

through Taveta (in Kenya) - Arusha – Singida and then on parts of the Central Corridor. It is currently the shortest road corridor connecting Rwanda and Burundi to the Mombasa Port through the Arusha Region.

C. The Lwangu-Lutukila Road (US\$89.5 million). This road, which is part of the key trunk road Makambako-Songea, links the Tanzania-Zambia (TANZAM) Highway with the Mtwara transport corridor, is rehabilitated with an Asphalt Concrete (AC) pavement. The road traverses the Ruvuma region, a region which is an important connection in the development of the Mtwara and Dar es Salaam DCs. The road is a key artery route for access roads to the agriculturally rich area and serve an area that is covered by the SAGCOT programme. The total length of the Makambako-Songea is about 295 km, but the project is financing the 100 km-long section of this road from Lwangu-Lutukila. GoT is looking for funding for the remaining section of the road. Although the complete road from Makambako-Songea has completed its design life of 20 years, the rehabilitation of the Lwangu-Lutukila road section is given priority due the severe condition as result of the: (a) increased traffic demands in the section; (b) the existing road pavement structural design capacity in the section is lower than the from Makambako to Lwangu. Thus, the benefit for savings in VOC and travel times higher in the section of Lwangu-Lutukila.

D. The Iringa - Msembe Road (US\$79 million). This is a regional road located in Iringa region, within the Dar es Salaam DC, linking the Iringa town with the Ruaha National Park at Msembe. Upgrading of this road, from gravel road to Double Bituminous Surface Dressing (DBST) pavement, is expected to stimulate tourism industry in the Ruaha National Park and it is also serves an agriculturally rich area, which is located at the center of the area covered by the SAGCOT initiative. Iringa is one of the “Big Four” regions in Tanzania in terms of surplus food production and the influence area of the project covers about 31.4 % of the cultivated area in the region.

E. Support to Social Infrastructure and Community Based Gender Responsive

Activities. Social infrastructure and community-based initiatives is supported along the project road corridors by allocating about 1 % of the construction cost for the road works contracts. This is enhanced the project to further develop its outcome and contributes toward the host community activities. This amount is included in the provisional sum of the contracts cost. The proposed interventions and their locations is selected in close consultation with communities and local authorities and the interventions is being informed by needs assessments to be carried out. Based on the main source of income for local communities and giving due attention to community gap the interventions may include but not limited to, undertaking the following with local stakeholders' participation: (i) Business Shade, Maternity ward, Fence and Health Equipment Domialong the Mtwara – Mingoyo – Masasi road in selected locations; (ii) Girls dormitory, Maternity ward, Fence, Dispensary, Construction of Market, Classroom along the Makambako – Songea Makambako – Songea road in selected locations; and, (iii) Dormitories, Fence, Dispensary, Maternity ward, Classrooms along the Lusahunga – Rusumo Road.

Component 2: Upgrading and Rehabilitation of Regional Airports (US\$ 106.3 million).

This component is financing the upgrading and rehabilitation of three priority regional airports out of the eleven airports, which have been identified for upgrading under the TSSP. The designs, ESIA, Abbreviated Resettlement Action Plan (ARAP) and feasibility study of all the eleven airports were carried out and the most feasible airports have been chosen for upgrading. The three airports proposed for rehabilitation and upgrading are Lake Manyara, Tanga, and Iringa Airports and the objective is to meet the air traffic demands for the design life of 20 years and promote tourism and commerce. This component will also support (i) air navigation facilities, (ii) the associated construction supervision consultants, and (iii) land acquisition, and resettlement and rehabilitation. The credit would finance the construction cost of works, and construction supervision consultants. The costs of land acquisition, and resettlement and rehabilitation will be met through the government funds.

A. Lake Manyara (US\$35.8 million). The airport is located on an escarpment northwest of Lake Manyara National Park, and southeast of the Ngorongoro crater. The airport mainly serves the tourism industry to these two key

tourist attraction areas. The airport was Code 2B airport without an Air Traffic Control Tower (ATC) and. Currently, Tanga and Iringa Airport is improved to a Code 3C, Lake Manyara Airport is implemented with Code 2C. The works is including upgrading of the gravel surfaced runway, taxiway and apron, the construction of a new passenger terminal building, and safety and security facilities.

B. Tanga Airport (US\$34.7 million). This airport serves the port city of Tanga and the North-Eastern part of Tanzania, which form parts of the Tanga DC. The airport which is a code 3C airport and has asphalt runway surface that is in an extreme poor condition and is a safety hazard. rehabilitation and upgrading of deteriorated tarmac surfaced runway, taxiway and apron the construction of passenger terminal building, and safety and security facilities.

C. Iringa Airport (US\$16.6 million). Iringa Airport is in the south-central corridor of Tanzania, east of the Ruaha National Park. The investments in this airport complement the interventions on the Iringa - Msembe road into stimulating the tourism industry in the Ruaha National Park and serving the agriculturally rich area. The Airport conforms to Code 3C visual requirements but has only code 2C instrument standards. The Airport is updated to a fully fledged Code 3C. rehabilitation and upgrading of deteriorated tarmac surfaced runway, taxiway and apron the construction of passenger terminal building, and safety and security facilities.

Component 3: Institutional Support and Capacity Building in the transport sector (US\$21 million). This component is financing project management support for implementation and monitoring of the project and key institutional support activities. The activities for project management support include: (i) third-party audit consultants to perform semi-annual integrated performance audits covering, among others, engineering designs, management of social and environmental issues including implementation of the SEA/SH action plan, and quality assurance; (ii) safeguards management consultants for implementation of Resettlement Action Plans, (iii) Consultants/NGOs for implementation of GBV, VAC, and HIV/AIDS action plans; (iv) consultants for monitoring and evaluation of Project's outcome and intermediate indicators; and (v) Project Implementation Support

Staff (specially hired for implementation of the Project for PIT). The key institutional support activities include: (i) Update of standard specifications, design, and practice manuals for road works; (ii) Support for equipment and research activities to address pavement failures in Tanzania; (iii) Update of Contract Management System; (iv) Study on climate change adaptation approaches to the Road Sector; (v) Skill upgrading in specific technical areas of ministry's staff and staff from TANROADS, RFB, and ERB; (vi) Development of a communication strategy for citizen engagement and provide training and sensitization on road safety; (vii) support for development of a Grievance Redress Mechanism for the road sector; (viii) Support for introduction of Airports Asset Management System; (ix) Support for transition to Global Navigation Satellite System based air navigation; (x) Support for enhancement of private sector participation in transport sector; (xi) Knowledge transfer to younger engineers from local universities; and (xii) Support for establishment of an Institute of Construction Technology. TANROADS will ensure that there are adequate budgetary resources to fully implement each of the undertakings set out in this SEP and the other TanTIP environmental and social risk management documents.

Component 4: Contingent Emergency Response Component (Total: US\$200 million). Providing preparedness and rapid response measures to address disaster, emergency and/or catastrophic events, in accordance with the applicable CERC Manual. This component supported TANROADS in accessing resources for eligible expenditures to provide immediate and effective response in case of an eligible emergency upon a formal request from the Government of Tanzania and will use IDA Immediate Response Mechanism.

Project Beneficiaries

The direct beneficiaries of the proposed infrastructure interventions include a large number of communities and firms that would potentially enjoy the benefits of the Project in the DCs. These beneficiaries include smallholder farming households and agribusiness operators, existing and potential private sector investors in project intervention clusters of the DCs, importers and exporters from Tanzania, Mozambique, Burundi, Rwanda, Uganda, Malawi, Zambia, Democratic Republic of Congo; passengers, tourists, domestic and cross-border traders, road transport and aviation operators, logistics management firms and construction and maintenance firms, etc. The wider benefits of these transport interventions include impacts on development outcomes such as economic welfare (monetary measures of well-being like income, wages, and consumption), social inclusion (jobs, gender), equity (poverty, inequality), environmental quality (pollution and deforestation), and economic resilience (unexpected losses due to large shocks or

protracted trends such as disruptive technologies). Moreover, these beneficiaries' increased income may come at the expense of rising pollution or inequality or would give rise to income differentiation across subnational regions, industries, and segments of the population. In some cases, they may involve only relative winners and losers. For instance, when all subnational areas along the route of a transport project gain, some may gain more than others. But, in other cases, the losses for some areas may be absolute.

Other direct beneficiaries of (i) the human and institutional capacity, and (ii) road safety and safety and security of air transport interventions, are government institutions and their staffs. Progress in these two areas enhance the skills, productivity and efficiency of the institutions and their respective staff. The beneficiaries of road safety and air transport safety and security would be all those individuals and institutions who transact with them. Moreover, since the strengthening of the institutions are impacting economic sustainability, the gains in economic growth are likely to benefit wider population. Further the combined impact of the interventions, by enhancing efficient economic transactions, will also contribute to strengthening public finance on both sides of the ledger, on the expense and revenue sides.

1.2 Purpose and Scope of SEP

This SEP guides stakeholder engagement throughout the Project life cycle, including project planning, subproject preparation, design, construction, operation, and closure. It sets out the measures that TANROADS will implement to meet applicable national requirements and the World Bank Environmental and Social Framework.

The purpose of the SEP is to document engagement undertaken to date and establish the methods, responsibilities, resources, monitoring arrangements, and feedback mechanisms for future engagement. It is intended to ensure that stakeholders receive timely and accessible information, have meaningful opportunities to express their views, and are informed of how their feedback has been considered.

1.3 Objectives of the Stakeholder Engagement Plan (SEP)

The SEP establishes a technically and culturally appropriate approach to information disclosure and meaningful consultation. Its objectives are to identify stakeholders; understand their interests, concerns, influence, and engagement needs; disclose relevant Project information in an accessible and timely manner; enable stakeholder input into Project design and implementation; provide differentiated measures for disadvantaged or vulnerable individuals and groups; operate an accessible GRM; define responsibilities and resources; and monitor and report on engagement outcomes.

- Provide guidance for stakeholder engagement such that it meets World Bank's ESS10, and all other relevant provisions of the ESF;
- Identify key stakeholders that are affected, and/or able to influence the Project and its activities;
- Identify the most effective methods and structures through which to disseminate project information, and to ensure regular, accessible, transparent and appropriate consultation with stakeholders, in particular project-affected parties, including persons with disabilities, women, people living in extreme poverty, persons with serious illnesses, and members of communities meeting the criteria of ESS7;
- Guide the Project to build mutually respectful, beneficial and lasting relationships with stakeholders;
- Develop a stakeholder engagement process that provides stakeholders with an opportunity to influence project planning and design;
- Establish comprehensive and responsive Grievance Redress Mechanism (GRM);
- Define roles and responsibilities for the implementation of the SEP;
- Define reporting and monitoring measures to ensure the effectiveness of the SEP and periodical reviews of the SEP based on findings.

2.0 Previous Stakeholder Engagement and Consultation

Stakeholder engagement under TanTIP will include: informing stakeholders through timely, relevant, understandable, and accessible information; consulting stakeholders and documenting their views; involving affected parties in identifying risks, impacts, mitigation measures, and opportunities; collaborating with relevant stakeholders where joint action is appropriate; and reporting back on decisions, commitments, and implementation progress.

2.1 Summary of Previous Stakeholder Engagement Activities

Stakeholder engagement has been undertaken since 2022 in relation to Project preparation and implementation. Consultations have involved national and local government institutions, utilities, community leaders, community-based organizations, civil society organizations, transport operators, businesses, conservation institutions, potentially affected persons, and disadvantaged or vulnerable groups. Methods included meetings, interviews, and group discussions. Stakeholders received information on the Project and its potential risks and impacts and provided baseline information, concerns, recommendations, and proposed mitigation measures.

Table 2-1 Consulted stakeholders – 2022 to August 2026

SN.	Category of Stakeholder	Institutions
1.	Officers from Government Departments, Agencies and Authorities	- Tanzania National Parks (TANAPA) - Antiquities Division (Ministry of Natural Resources) - Tanzania Forest Service Agency (TFS) - Tanzania National Roads Agency (TANROADS) regional offices - Water Basin Reservoir Board (RBWB), Ministry of Water - Tanzania Tourist Board - Resilient Natural Resources Management for Tourism and Growth (REGROW-project) - Mining Commission-Ministry of Minerals - Southern Agricultural Growth Corridor of Tanzania (SAGCOT) - SAGCOT - Tanzania Rural and Urban Road Agency (TARURA) - Lake Tanganyika Water Basin - Lake Victoria Water Basin - Pangani Water Basin - Rufiji Water Basin - Ruvuma and Southern Highlands - Ministry of Internal Affairs - Ministry of Health
2.	Officers from Local Government Authorities (LGAs)	Tanga, Iringa, Arusha, Kagera, Njombe, Ruvuma, Lindi, Mbeya, Rukwa, Katavi, Shinyanga, Simiyu, Geita, Tanga, Pwani, Mbeya, Dar es Salaam and Mtwara Regional Secretariats and Municipal Councils
3.	Iringa Municipality	Iringa Municipal Council
4.	Officers from District Councils	Tanga City Council, Manyara DC, Biharamulo and Ngara District Councils in Kagera, Njombe, Madaba and Songea DC, Masasi, Mtama and Mtwara DC
5.	Transporters along TanTIP corridors	- Tanzania Bus Owners Association (TABOA), Regional Offices - Passengers Transporters Association, Regional Offices - Association of three-wheeler (<i>bajaji</i>) and motorcycle (<i>bodaboda</i>) transporters
6.	Utility Authorities and Companies along TanTIP corridors	- Tanzania Telecommunications Company Limited (TTCL) - Tanzania Electric Supply Company Limited (TANESCO) - Water Supply and Sanitation Authority - Telecommunication companies

SN.	Category of Stakeholder	Institutions
7.	Private sector (Tourism)	- Tanzania Association of Tour Operators (TATO), regional offices - NGOs/CBOs dealing with natural resources management - NGOs/CBOs dealing with GBV/SEA and Community development - Tour Operators' Companies - Tourist Hotels, Lodges & Campsites
8.	Road-side dwellers	Farmers, motorcycle (bodaboda), three-wheelers (bajaji) and bicycle riders, livestock keepers, street vendors, religious leaders, and graves owners
9.	Community Based Natural Resources Management	Matumizi Bora ya Maliasili Idodi na Pawaga (MBOMIPA) Wildlife Management Area (WMA) in Iringa
10.	Ward Leaders, Community and village leaders,	WEOs, VEOs, VC of villages along the TANTIP corridors
11.	Representatives of vulnerable groups along TanTIP 2022 to August 2026)	- Tanzania Pastoralist Community Forum (TPCF) - Tanzania Hunters and Gatherers Organisation (TAPHGO) - Pastoralist Women Council (PWC) - Ngorongoro Paralegal Foundation (NPF) - Equality Paralegals Organisation (EPO) - Ujamaa Community Resources Trust (UCRT) - Tanzania Natural Resources Forum (TNRF) - Sauti Zetu Paralegals Organisation (SZPO)
12.	Police Force	Police stations at districts offices along the TanTIP project
13.	Education Facilities	Primary and Secondary Schools along the project road

Source: Fieldwork, 13 August 2026

2.1.1 General Issues raised by Stakeholders during Consultations

During consultations undertaken between 2022 and August 2026, stakeholders raised issues relating to expected economic and accessibility benefits; road design and road safety; disruption of utilities and services; land acquisition, compensation, and relocation; siting of work camps and ancillary facilities; communicable diseases; SEA/SH and risks to children; local employment; worker welfare and insurance; dust, noise, vibration, blasting, pollution, drainage, erosion, and waste management; and the need for timely information and continued engagement.

- i. **Economic Benefits to be realised after completion of road:** Good road with tarmac will bring various economic benefits to communities living along or near the road. These include: lowering of transport costs whereby more buses and lorries with good condition will be travelling through these road corridors, reduced travelling time, increase in number of tourists visiting around the tourism attraction, reduced soil erosion during

rainy season, low costs of transporting crops and raw materials from one place to another along the TanTIP road project.

- ii. **Proposed road design and safety to road users:** The proposed road upgrading and rehabilitation will accommodate trucks, buses, salon cars, pedestrians, bicycles and motorcycles, the tarmac road that is accommodated livestock's crossings, zebra crossings in areas with public institutions like schools, checkpoints, markets. Also, there is bus bays to be placed near junctions at markets and schools' paths/entrances i.e.
- iii. **Avoid disruption of essential services by damaging the public facilities:** Some of the services that are being provided to the communities i.e. water supply, electricity and telecommunication along the TanTIP project will be affected/ or disrupted by the road construction. Where the construction activities take place across the rivers, the contractor should avoid debris accumulation by avoiding dumping and washing vehicles along the river bank. Water abstraction point to consider areas far from water intake for community use. To abide to Environmental Act and Guidelines which restrict human activities to be taking place inside 60 meters from river bank.
- iv. **Relocation of properties within road reserve:** Expropriation of project affected people's properties, especially houses, graves and crops. This issue is key and extremely sensitive since it is very costly with prevailing financial circumstances for an individual to put up a house structure or farms. These are among the assets which are highly valued by the communities.
- v. **Criteria for location of campsites:** Local people should be involved in the selection of the contractor's campsites. The contractor's camping site should be constructed in an area with less environmental risks and should be chosen under the consultation of LGAs, TANROADS, Contractors and local community.
- vi. **Gender-Based Violence:** Based on the experiences gained from the rise on incidences of GBV/SEA from other road construction projects, community members expressed their concerns that during road construction more people came to work in the project area and hence may trigger GBV/SEA in the communities as a result of interactions of people from different cultural backgrounds. The Project is engaged a SEA/SH Specialist in the Sub projects and guided by the Project SEA/SH Action Plan, have specific requirements in place for Contractors and provide support for Project induced GBV.

- vii. **Early pregnancies for school female children:** Stakeholders noted that most of road construction projects have been a major cause of early pregnancies for school female children. The stakeholders proposed some measures to address the situation i.e., parents should instil a culture of educating their children on sex and reproductive health education, abiding to moral and ethical values and also parents should behave responsibly as role models with whom the children can emulate them.
- viii. **Road Safety awareness creation to the communities:** It has been always observed and witnessed the increase in number of road accidents which are fatal, and leave affected with disabilities after the tarmac road is constructed; as proposed tarmac road will claim people's lives through accidents. The contractor/TANROADS to train villager's/communities' leaders on Road Safety issues so that they may be aware and disseminate the relevant knowledge, right and appropriate information, education and communication to the communities' members. This goes in conjunction with placement or installation of clear and understandable road signs (preferably in Kiswahili), use of speed humps limit at villages and general traffic police surveillance.
- ix. **Growth of town/villages:** The project is stimulating a growth of towns and village located along the road. These towns should be assisted by the government in planning (e.g. land use and plot surveying) in order to curb unplanned growth of settlements which directly affect the accessibility of essential public services like supply of clean water and managing waste generated by residents of respective towns and villages along the road.
- x. **Recruitment of local labourers during construction phase:** Each village being transverse by the road has been given priority in the provision of unskilled and semi-skilled labourers in the project. The contractor had been adhered to LMP in executing the project during recruitment of labourers.
- xi. **Insurance of workforce:** Experience gained from other foreign contractors is that they do not provide workplace insurance for casual labourers. In accordance with existing labour laws, TANROADS should enforce the contractors to abide with existing laws of the land in safeguarding safety of entire workforce at the construction site to make them well covered by appropriate insurance policies.
- xii. **Improved accessibility:** The road guarantee easy accessibility of road transportation of goods, commodities and people hence therefore enabling more physical development.

- xiii. **Dust production, noise and blasting of rocks during construction:** Dust production, noise from moving construction equipment / machines and blasting of rocks are inherent to all road construction works. The contractor must have means to suppress the dust, reduce the level of noise and provide early notification to the communities about the proper time of blasting rocks to obtain gravels.
- xiv. **Environmental Safeguard and Sustainability:** storm water channels should not be directed to farms since such practice has damaged structures, crops and farming land due to accelerated erosion. It should be directed to the proper water channels that are not polluting environment. Also, leakage of diesel, oil and other lubricants from construction equipment's and machines to road surface and in water sources should be avoided.

2. 3.0 Stakeholder Identification and Analysis

The PIT identified stakeholders based on the Project footprint, potential risks and impacts, stakeholder interests, institutional mandates, and capacity to influence or be affected by Project decisions. Stakeholder identification will continue throughout the Project life cycle. The stakeholder register will distinguish Project-Affected Parties from Other Interested Parties and will identify disadvantaged or vulnerable individuals and groups requiring differentiated measures. Engagement with communities meeting the ESS7 criteria will follow the VGPF and applicable ESS7 requirements.

3.1 Stakeholder Engagement Principles

Stakeholder engagement is usually informed by a set of principles defining core values underpinning interactions with stakeholders. Common principles based on international best practice include the following:

- **Commitment** is demonstrated when the need to understand, engage and identify the community is recognised and acted upon early in the process;
- **Integrity** occurs when engagement is conducted in a manner that fosters mutual respect and trust;
- **Respect** is created when the rights, cultural beliefs, values and interests of stakeholders and neighbouring communities are recognised;
- **Transparency** is demonstrated when community concerns are responded to in a timely, open and effective manner;

- **Inclusiveness** is achieved when broad participation is encouraged and supported by appropriate participation opportunities;
- **Trust** is achieved through open and meaningful dialogue that respects and upholds a community's beliefs, values and opinions;
- **Gender** equality is demonstrated not only by the physical participation of women during engagement activities but also by adopting transversal gender perspective and gender equality indicators;
- **Inclusiveness** is achieved when the project attends to the need of all the members equally including the vulnerable individuals such as elderly, disabled, women headed households, and other social classes; and special attention is paid to those community members who are at risk of social exclusion.

3.2 Engagement Methods

The PIT will undertake engagement in Project regions and subproject locations in coordination with relevant regional, district, ward, and village authorities. Engagement frequency will reflect the level of risk, the stage of implementation, the intensity of Project impacts, and stakeholder needs. Site-specific engagement arrangements will be included in contractor plans and monthly look-ahead schedules.

Social media communication

TANROADS will use its website and official communication channels to disclose Project updates, environmental and social performance information, GRM information, and notices of engagement activities. Digital communication will complement, rather than replace, methods accessible to stakeholders without reliable internet access.

Communication materials

Written information will be disclosed to the public via a variety of communication materials including project documents, brochures, flyers, posters, etc in Kiswahili. A public relations kit will be designed specifically for the Project and distributed both in print and online form. In addition, in person public engagements will be provided to inform stakeholders about the Project.

Trainings and workshops

Training on SEP implementation and grievance management will be provided to relevant PIT staff, regional staff, contractors, subcontractors, and supervision consultants. Training will cover stakeholder identification, meaningful consultation, inclusive and accessible communication, record keeping, feedback, grievance handling, confidentiality, non-

retaliation, worker engagement, SEA/SH-sensitive referral, and engagement with disadvantaged or vulnerable individuals and groups.

Information Desks

Information desks or designated local contact points will provide information on Project activities, construction schedules, environmental and social measures, engagement opportunities, and GRM channels. Information will also be available at construction sites and appropriate local government offices in accessible formats.

3.3 Engagement Techniques

Engagement techniques will be selected according to the purpose of engagement, stakeholder characteristics, sensitivity of the issue, accessibility requirements, and local context. Methods may include information centres and noticeboards, correspondence, telephone and digital communication, radio and print announcements, one-to-one interviews, formal meetings, public meetings, workshops, focus group discussions, surveys, and site visits. All engagement will be documented, including issues raised, responses provided, commitments, responsible persons, and agreed timelines.

Table 3-1: Engagement Techniques

Engagement Techniques	Appropriate application of techniques
Information Centre and Information Boards	Establish information boards in each Project area community
Correspondence by phone/email/Text/Instant messaging	- Invite stakeholders to meetings - Distribute Project information to government officials, organisations, agencies and companies
Print media and radio announcements	- Disseminate Project information to large audiences, illiterate stakeholders - Inform stakeholders about consultation meetings
One-on-one interviews	- Solicit views and opinions - Enable stakeholders to speak freely and confidentially about controversial and sensitive issues - Build personal relations with stakeholders

Engagement Techniques	Appropriate application of techniques
Formal meetings	• Present Project information to a group of stakeholders • Allow the group of stakeholders to provide their views and opinions • Build professional relations with high level stakeholders • Distribute technical documents • Facilitate meetings using PowerPoint presentations • Record discussion, comments/questions and responses
Public meetings	• Present Project information to a large audience of stakeholders and in particular communities • Allow the group of stakeholders to provide their views and opinions • Build relationships with neighbouring communities • Distribute non-technical information • Facilitate meetings using PowerPoint presentations, posters, models, videos and pamphlets/Project information documents
Workshops	• Present Project information to a group of stakeholders • Allow the group of stakeholders to provide their views and opinions • Use participatory exercises to facilitate group discussions, brainstorm issues, analyse information and development recommendations and strategies
Focus group discussion	• Allow a smaller group of 6-8 people to provide their views and opinions, including vulnerable groups • Build relationships with neighbouring communities • Use interview guidelines to facilitate discussion
Surveys	• Gather opinions and views from individual stakeholders • Gather baseline data for monitoring impacts
	•

3.4 Key Stakeholders Groups

The principal stakeholder categories are: (i) Project-Affected Parties; (ii) Other Interested Parties, including government institutions, local authorities, civil society, businesses, transport operators, conservation organizations, academia, media, and development partners; and (iii) disadvantaged or vulnerable individuals and groups who may require differentiated engagement and support.

- Government Institutions;
- Directly affected parties, including vulnerable groups and individuals
- Other interested parties such as NGOs/CBOs and conservation organisations.

This list of stakeholders has expanded in composition through project implementation process. Additional stakeholder groups includes:

- Contractors and subcontractors;
- Suppliers and businesses;
- Trade unions;
- Private sector;
- Academic community;
- Interested groups (media, other donors etc.).

3.4.1 Government Institutions

The Republic Union of Tanzania consists of a parliamentary representative democratic republic, whereby the Prime Minister is the head of government under the multi-party electoral system. Executive power is exercised by the government. Legislative power is vested in both the government and the Tanzania Parliament. The Judiciary is independent of the executive and the legislature.

The government Ministries and departments consulted includes:

- Ministry of Finance and Planning
- Ministry of Land
- Vice President's office dealing with Environment
- Ministry of Agriculture
- Ministry of Health
- Ministry of Culture
- Local Government Authorities and Municipality
- Forestry Department
- District Commissioners
- Ministry of Labour
- Ministry of Community Development, Gender and Children
- Department of Social Welfare
- TANAPA
- TAWA
- Tanzania Forest Agency

This list will be amended and expanded on as the Project progresses.

3.4.2 Affected Parties

a) Positively affected

Project beneficiaries include road and airport users, communities, households, farmers, businesses, transport operators, tourists, public institutions, and service providers that may benefit from improved connectivity, safety, access to markets and services, and reduced transport costs. Engagement will also consider how benefits are distributed and whether any groups face barriers to accessing Project opportunities.

Other direct beneficiaries of TanTIP subproject are transport operators through reduction in travel times and operating costs derived from road's improvements and maintenance. Among other, capacity building will have a strong focus on risk management (including road safety) and enhancing TANROADS's capacity to engage in meaningful consultation with relevant stakeholders and project beneficiaries.

Finally, the TanTIP subproject established measures of best practice through SEA/SH Action Plan to ensure the welfare of women and girls by simplifying accessibility to services and trading opportunity along/around the projects.

b) Negatively affected

Project-Affected Parties include individuals, households, communities, institutions, workers, businesses, and users of land or natural resources who may experience adverse impacts. Potential impacts include land acquisition, restrictions on land use, physical or economic displacement, loss of assets or income, access restrictions, construction nuisance, traffic and road-safety risks, labour influx, community health and safety risks, SEA/SH, impacts on cultural heritage and biodiversity, and temporary disruption of utilities and services.

The TanTIP implementation within Tanzania may affect several communities as there could be issues of physical and economic displacements as addressed in the ESS's: ESS1- Assessment and management of Environmental and Social Risks and Impacts; ESS2- Labour and Working Conditions; ESS3 - Resource Efficiency and Pollution Prevention and Management; ESS4 - Community Health and Safety; ESS5 - Land Acquisition, Restrictions on Land Use and Involuntary Resettlement; ESS6 - Biodiversity Conservation and Sustainable Management of Living Natural Resources; ESS8 - Cultural Heritage. These will also call for the implementation of the ESS10 to engage the vulnerable groups towards specific mitigation plans of the impacts.

3.4.3 Other Interested Parties

An interested party is any person, group of persons or organisations interested in an activity and may include project proponents, local or national government authorities, local or national politicians, traditional authorities, religious leaders, civil society organisations

including NGOs, community-based organisations, and other businesses and/or private sector.

3.4.4 Disadvantaged/ Vulnerable Individuals or Groups, including communities that meet the Criteria under ESS7

Disadvantaged or vulnerable individuals and groups may be more likely to experience adverse impacts, less able to benefit from Project opportunities, or more likely to be excluded from engagement. Depending on the subproject context, these may include people living in poverty, women-headed or child-headed households, older persons, youth, persons with disabilities, people with chronic illness, people with limited literacy, people living in remote locations, and communities meeting the ESS7 criteria. The PIT will confirm vulnerability through context-specific assessment and consultation and will avoid stigmatizing or publicly identifying individuals.

The ESMF, RPF, LMP, VGPF, and subproject instruments provide additional measures for managing environmental and social risks affecting disadvantaged or vulnerable individuals and groups. Barriers to participation may include language and literacy, disability, cultural norms, fear of speaking publicly, distance and transport costs, livelihood and household responsibilities, limited access to technology, and unsuitable meeting times or venues. Differentiated measures may include translated or simplified materials, sign-language interpretation and accessible formats, transport support, small or separate meetings, female facilitators, accessible venues, flexible timing, one-to-one engagement, and sufficient time for internal decision-making.

- Language barrier;
- Parents not consenting their children to participate in consultation meetings;
- Cultural limitations (in some traditions women and youth are not allowed to speak in public or in the presence of the elders);
- Fear of expressing themselves;
- Transport limitations; and
- Nature of the disability.
- Income loss (i.e. not being able to work while in consultation)
- Household responsibilities (such as child care)
- Accessibility (both in term of relative distance and abilities)

Individuals that may be susceptible to being excluded from the consultation process such as women, elderly, youth, the unemployed, people living with disabilities, etc. Attendance will be encouraged at consultation meetings and certain additional measures will be put in place to encourage participation (Table 3-2).

Table 3-2: Summary for consultation methods for vulnerable individuals

No	Category	Method of consultation	Potential concerns
1	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 as culturally appropriate Option of one-on-one interviews	They fear the high voltage conductivities to their society
2	Youths	• Ask about issues that are important to that are part of their day-to-day experiences • Use language that is clear, age appropriate and jargon free separate meetings for boys and girls	They request for work engagement during the project implementation
3	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	They are concerned on losing their farming plots
4	People with Disabilities	• Consultation with representatives of the persons with disabilities e.g., NGOs • Selection and use of sign language and other appropriate assistive tools, as required • Translation into local language • Providing transportation to the meeting venues (which should be at a short distance) • Provision of sufficient time for internal decision-making process Meeting timing and duration based on input from participants	They are concerned on exclusion during the project implementation and benefits

No	Category	Method of consultation	Potential concerns
5	Groups that meet the ESS7 criteria	- Following the guidelines stipulated in the VGPF to guide consultations Engaging community members - Engaging communities' representative bodies and organisations and where appropriate other community members - translation into local language - provision of sufficient time for VGs to conduct internal-decision making process - Effective participation in the project design or mitigation measures that could potentially impact them	Cultural appropriate approaches, language barriers

3.5 Summary of Project Stakeholder Needs

The table provided below summarises the level of interest in and potential influence over the project of the various stakeholder categories identified above. Categories color-coded in red will require regular and frequent engagement, typically face-to-face and several times per year, including written and verbal information. Categories color-coded in orange will require regular engagement (e.g. every half-a-year), typically through written information. Finally, categories color-coded in green will require infrequent engagement (e.g. once a year), typically through indirect written information (e.g. mass media).

Table 3-3: Summary of project stakeholder considerations

Stakeholder group	Key characteristics	Language needs	Preferred notification means	Specific needs
Project Affected Parties	Those who are affected or likely to be affected by the project	Translators (local and, sign language) Local languages in Swahili	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.	accessibility, large print, child care, daytime meetings, gender, cultural and age sensitivity consultations, illiteracy
Other interested parties	Those who may have an interest in the project			

Table 3-4: Analysis and prioritisation of stakeholder groups based on level of interest in and influence over the project

	High ability or likelihood to influence or impact the project	Medium ability or likelihood to influence or impact the project	Low ability or likelihood to influence or impact the project
High level of interest in the project	-People affected by land acquisition -People residing in project areas -Vulnerable households, Ward and villages -Business (formal and informal) in the vicinity of works for the roads and airports subcomponents	- Local Government Authorities Municipalities and Ward/villages	- Jobseekers
Medium level of interest in the project	- NGOs - Press and Media	- Businesses and workers' organisations - Other project developers	Academic institutions General public
Low level of interest in the project			Development Partners

4.0 Stakeholder Engagement Program

4.1 Purpose and Timing of Stakeholder Engagement Program

The stakeholder engagement program is intended to ensure that engagement is timely, continuous, proportionate to risk, and integrated into Project planning, design, construction, operation, and closure. Engagement will inform design decisions, mitigation measures, construction planning, road-safety measures, access arrangements, livelihood restoration, community investments, and monitoring.

Stakeholder engagement will support the protection of communities and the design of inclusive infrastructure. Consultation will consider the mobility and safety needs of pedestrians, cyclists, motorcycle users, public transport users, persons with disabilities, children, older persons, livestock owners, freight operators, and other road and airport users. Relevant consultation outcomes will be incorporated into designs, bidding documents, contracts, and management plans, where technically and financially feasible and consistent with Project requirements.

As part of developing SEP, public consultation was undertaken around the sites of all seven road and airport subprojects of TanTIP to capture opinion and views of adjacent communities, local leaders, road users and other stakeholders on road safety risks and other challenges the communities are facing which are related to transport projects.

Stakeholders will be engaged at the following stages of the project:

1. **TanTIP Project preparation stage** - The project footprint is fully defined and thus consultations under the project were done with stakeholders at the national level on several occasions.
2. **Preparation of subprojects** – Consultations were conducted with stakeholders (TANROADS) required to implement the project;
3. **Feasibility and design of the subprojects** – Consultations at this stage were conducted with the stakeholders identified under Section 3 and with the communities and issues and concerns raised by them have been factored in the project design and planning for risk and impact mitigation;
4. **Construction stages of the project** – Consultations are conducted with the project neighbouring communities, NGOs and local administration to disseminate information on project implementation progress, sensitise the community on implementation of the ESMP and its requirements, collect the community's views/concerns/grievances and provide feedback;
5. **Finalisation of implementation of the project** - Consultation will be conducted with the project neighbouring communities, NGOs and local administration to disseminate information on project construction implementation and its timeline, sensitise the community on implementation of the ESMP and its requirements, collect the communities' views/concerns/grievances and provide feedback.

4.2. Proposed Strategy for Information Disclosure

Engagement techniques will be selected according to the purpose of engagement, stakeholder characteristics, sensitivity of the issue, accessibility requirements, and local context. Methods may include information centres and noticeboards, correspondence, telephone and digital communication, radio and print announcements, one-to-one interviews, formal meetings, public meetings, workshops, focus group discussions,

surveys, and site visits. All engagement will be documented, including issues raised, responses provided, commitments, responsible persons, and agreed timelines.

Table 4-1: Strategy for Information Disclosure

Project stage	Information to be disclosed	Methods proposed	Target stakeholder	Responsibilities
Design	• RPF • ESMF • VGPF • SEP • LMP • SEA/SH Action Plan • Subproject specific RAPs and ESIAs.	✓ World Bank-Website ✓ TANROADS websites and Regional offices ✓ Directly to stakeholders through formal letters, phone numbers, radio, e-mail and WhatsApp groups ✓ Community informer, ✓ VGs focal persons ✓ Public Address System ✓ Formal letters to community leaders. ✓ Meetings that are accessible for different groups and during times and in places where everyone can participate. ✓ Visual displays in public places such as market & business centres, village/ward offices, worship areas, schools etc ✓ Brochures/leaflets, posters ✓ Social media ✓ Nontechnical summary of documents and reports	✓ Communities living along the project areas ✓ Relevant Ministries, Authorities and Agencies ✓ Local Government Authorities (LGAs) ✓ Relevant NGOs/CBOs ✓ Vulnerable groups ✓ Community leadership ✓ Business community within the project areas ✓ Social amenities and their leadership ✓ Transporters and general road users	• Design Consultant • Safeguards staff • TANROADS • PIT

Project stage	Information to be disclosed	Methods proposed	Target stakeholder	Responsibilities
Project Implementation/ Construction	Progress reports: - Implementation of site specific ESMP, RAPs and ESIAs, and VGPF, LMP, SEP, and SEA/SH Action Plan. - Implementation of VGPF, GRM, GBV and any related social safeguards documents.	✓ TANROADS websites ✓ Stakeholders' email addresses, WhatsApp group ✓ TANROADS regional offices ✓ Meetings ✓ Visual displays ✓ Brochures/leaflets, posters ✓ Social media ✓ Nontechnical summary of documents and reports ✓ Social media	✓ Communities living along the project areas including VGs ✓ Relevant Ministries and Agencies ✓ LGAs ✓ NGOs at the national, regional, and local levels.	• Contractors-safeguards staff • Supervision Consultants-safeguards staff • PIT
Project Closure	- Project implementation reports for subproject ESIAs and RAPs - Project Evaluation reports for LMP, SEP, SEA/SH Action Plan, and VGPF implementation	✓ TANROADS websites ✓ Stakeholders' WhatsApp, email addresses ✓ Meetings ✓ Visual displays ✓ Brochures/leaflets, posters ✓ Social media ✓ Nontechnical summary of documents and reports ✓ Social media	✓ Communities living along the project areas including VGs ✓ Relevant Ministries, authorities and Agencies ✓ Local Government Authority (LGAs) ✓ NGOs/CBOs at and local levels.	• Contractors-safeguards staff • Supervision Consultants-safeguards staff • PIT

4.3 Strategy for Consultation

4.3.1 Project Design and Preparation

TANROADS has undertaken consultations for the road and airport subprojects to disclose Project information, understand stakeholder concerns and priorities, identify risks and impacts, obtain local knowledge, and inform design and mitigation measures. Consultation records will document participants by stakeholder category, issues raised, responses, commitments, responsibilities, and timelines, while protecting confidential and sensitive information.

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

During preparation of the projects, TANROADS has conducted community consultation and engagement sessions along/around the sites of each of the seven road and airport subproject areas. These meetings entailed consultation with a representative sample of the beneficiary and project-affected persons:

- Introduce and inform the communities of the proposed interventions under the project;
- Listen and record stakeholder and community needs, challenges in using the roads/airports 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/ PIT will:

- Ensure Contractor prepare a site-specific stakeholder engagement strategy as per template in appendix I for the said intervention showing – community/stakeholder; location of the 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 programme;
- By using the stakeholder identification strategy prepared by the Contractors, which TANROADS will ensure is fully consistent with this SEP and the provisions of ESS10, will identify all stakeholders, including: beneficiary communities; vulnerable groups; communities impacted by the project; and stakeholders within and neighbouring the project area with an interest or required during project implementation;
- 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.

Upon finalisation of the design reports and intervention design, TANROADS through the PIT will disclose a summary of finding and agreed actions in languages understood by each of the communities affected by the seven individual subprojects. To ensure that project-affected persons who are illiterate or are blind benefit from adequate and meaningful consultation, TANROADS will provide verbal meetings at times and locations that are culturally appropriate and accessible to such members of disadvantaged/vulnerable groups

and will undertake appropriate measures to ensure these persons are able to attend these meetings.

At regular intervals throughout the Project preparation and implementation phases, PIT will report back to all project affected local communities the results of stakeholder engagement activities, including information/feedback obtained from project-affected persons regarding project performance and how TANROADS responded to that feedback, including any modifications TANROADS made to Project design or operation due to such feedback.

4.3.2 Project Implementation

Implementation-stage engagement is critical because construction activities may generate direct impacts and grievances. Contractors will prepare and implement site-specific stakeholder engagement plans or strategies consistent with this SEP. These will identify affected stakeholders, anticipated impacts, engagement objectives and methods, disclosure materials, responsible personnel, schedules linked to the works program, feedback arrangements, and reporting requirements.

Stakeholder engagement will be continuous throughout implementation. Activities will be documented through consultation records that capture the purpose, stakeholder categories, issues raised, responses, commitments, responsible persons, and deadlines. Participant lists and photographs may be retained where appropriate and with due regard to privacy, informed consent, and the sensitivity of the engagement. Identifying information will not be included in public reports where disclosure could create risk or breach confidentiality.

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 project implementation progress;
- To find ways to collaborate in managing 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;
- NGOs working in the project area
- Government agencies and line ministry departments.

The PIT will manage and coordinate SEP implementation and supervise contractor and consultant performance. Relevant responsibilities will be assigned to qualified environmental, social, community engagement, labour, health and safety, road safety, communications, and grievance-management personnel. Contractors will report engagement activities, emerging issues, commitments, and grievances through monthly progress reports.

- 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;
- LGA correspondence;
- Project awareness to public.
- Tool box meetings and seminars;
- HIV/AIDS sensitisation and awareness;
- Community Consultation and Sensitisation – operational updates and design consultations;
- SEA/SH risk-awareness activities;
- Formal coordination consultations – Local governments and CSOs update and consultation meetings;
- Road Safety Awareness campaigns;
- Daily OHS during toolbox with workers to explain issues on general project implementation and community relations.

4.3.3 Project Closure

Before subproject completion, the PIT and contractors will engage affected communities, workers, local authorities, and relevant organizations on completion schedules, demobilization, restoration of temporary facilities, outstanding commitments, unresolved grievances, worker retrenchment, and arrangements for operation and maintenance. Stakeholders will be informed of the responsible institutions and grievance channels that remain available after construction.

- **Community sensitisations** – Provide a summary of project completion. This may include but not limited to: Status of project; a) Dates of completion and demobilisation of equipment; b) Presentation of demobilisation 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, labour management, SEA/SH and VGPF implementation, closure and resolutions.

- **Project workforce sensitisation** – The contractors under the supervision of PIT 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 NGO/CSOs/CBOs engagement** – The contractors under the supervision of PIT will also organise and engage with the local administration and NGOs/CSOs/CBOs on project status; project close-down; grievance management and status of the same at the time of completion; decommissioning status and plan of all facilities; redundancy of workers and timelines associated with the same; and

4.4.1 Timelines

Detailed engagement planning will begin early enough to allow stakeholder feedback to inform subproject design and environmental and social instruments. Engagement will continue throughout implementation and will be tailored to subproject conditions, risks and impacts, implementation milestones, and the needs of affected and vulnerable groups.

Stakeholder engagement for all TanTIP Subprojects are more advanced, and stakeholder engagement required during preparation of design, ESIA and RAPs are nearing completion.

4.4.2 Future Phases of Project

Stakeholders will receive periodic information on Project progress, environmental and social performance, implementation of mitigation measures, engagement activities, and GRM performance. Contractors will include monthly engagement look-ahead plans and reports in their progress reporting. The PIT will prepare periodic environmental and social reports and disclose non-confidential information in accessible formats.

The PIT Environmental and Social team will prepare quarterly, semi-annual and annual progress reports that will summarise 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.

5.0 Resources and Responsibilities for Implementing Stakeholder Engagement Activities

5.1 Resources

TANROADS has allocated approximately USD 4.42 million (1%) out of the TanTIP budget for social infrastructure and community-based initiatives, SEP implementation, in relation

to the road and airport subprojects. The detailed budget allocation will be developed in conjunction with the annual workplans.

5.2 Management Functions and Responsibilities

The PIT Environmental and Social Team will manage SEP implementation. The Community Engagement and Communications Specialist will coordinate with environmental and social specialists, regional offices, the Public Relations Unit, contractors, supervision consultants, and local authorities. Responsibilities will include planning, disclosure, consultation, stakeholder database management, grievance oversight, monitoring, reporting, and corrective action.

6.0 Grievance Mechanism

This section describes the Project's Grievance Redress Mechanism for environmental and social matters. The GRM is linked to, and will be applied consistently across, the ESMF, RPF, LMP, VGPF, SEA/SH Action Plan, subproject instruments, and contractor management plans. It includes distinct procedures for community grievances, resettlement and compensation grievances, worker grievances, and SEA/SH allegations.

The GRM is an accessible, inclusive, transparent, and culturally appropriate process for receiving and facilitating the resolution of concerns and grievances arising in connection with the Project. It will be free of charge, allow anonymous submissions, protect complainants from retaliation, provide timely acknowledgement and feedback, maintain appropriate confidentiality, and not prevent complainants from accessing judicial or administrative remedies.

The objectives of the GRM are to identify and address concerns promptly; provide fair, predictable, and transparent resolution pathways; strengthen accountability and trust; identify recurring issues and systemic risks; inform corrective action and adaptive management; and improve Project environmental and social performance.

Potential Grievances under the Project

Potential grievances have been grouped into four categories: (i) environmental and social impacts affecting communities; (ii) land acquisition, resettlement, and compensation; (iii) labour and working conditions; and (iv) SEA/SH. Each category requires appropriately trained personnel, defined referral pathways, records, response timelines, and escalation arrangements.

Table 6-1 Potential Grievances under TanTIP

Potential Grievances	
----------------------	--

Potential Grievances	
1. Environmental and Social Impacts	2. Resettlement and Compensation
• Reduced Access to Local Communities' Services • Increased Traffic Accidents to Pedestrians, Livestock and Communities • Risk of Crimes Occurrence • Impacts on Livestock Herders • Impacts on water resources • Impacts on protected areas and wildlife crossing. • Land degradation • Noise and vibration • Environmental pollution	• Delay in effecting compensation • Conflict between beneficiaries/PAPs • Complaints on ownership • Dissatisfaction on amount paid • Complaints on unpaid properties • Anonymous properties
3. Labour and Workers	4. Gender-Based Violence
• Low wages • Overtime • Workers risks • Hazardous environment for workers • Contracts issues • Contribution to social security funds	• Sexual harassment • Gender violence • Gender harassment • Sexual Abuse • Child Abuse • Rape

Summary of Comprehensive Project GRM

The Project GRM combines local-level access with Project-level oversight and higher-level recourse. Community and resettlement grievances may be addressed initially through appropriate local committees, with escalation to the Project or district level. Worker grievances will be handled through the worker grievance mechanism. SEA/SH allegations will follow a separate survivor-centred protocol and will not be investigated or mediated by general grievance committees.

The PIT established an independent GRM for each TanTIP subproject as part of stakeholder engagement planning, which must conform to the requirements for this project wide GRM.

Table 6-2 Overview of Project GRM

GRM Responsible Parties	Description	Applicability to Each Category of Grievance			
		Environmental and Social Impacts	Resettlement and Compensation	Labour and Workers	GBV

GRM Responsible Parties	Description	Applicability to Each Category of Grievance			
		Environmental and Social Impacts	Resettlement and Compensation	Labour and Workers	GBV
Higher-level recourse	For any grievances that are not resolved, affected people can seek recourse in courts of law. (Communities may choose to use the national system from outset)	X	X	X	X
Project-level GRC	Chaired by the PIT Social Specialist, the Project-level committee will receive and register all grievances, track the resolution and hear appeals. The project GRC will ensure consistency and coordination of the resolution of Project related issues.	X	NA	X	X
District-level GRC	Chaired by the District Commissioner, the Committee will handle appeals for land and compensation issues	NA	X	NA	NA
Ward GRC	Committee established at the Ward-level and chaired by the Ward Executive Officer (WEO) that handles community complaints related to nuisances, land issues, and general disturbances of project activities.	X	X	NA	NA
Contractor/ subcontractor grievance mechanism	Each contractor and subcontractor will establish grievance procedures to handle complaints from communities and workers.	X	NA	X	NA
SEA/SH Specialist	SEA/SH allegations received through any GRM system should be referred to the GBV specialist who will work with GBV service providers.	NA	NA	NA	X

The following sections outline the specific levels and step-by-step procedures for each of the four grievance categories.

6.2 GRM for General Environmental and Social Issues

Potential Types of Grievances

Community grievances may relate to access restrictions, disruption of services, traffic and road safety, worker-community interactions, impacts on livelihoods and natural resources, pollution, dust, noise, vibration, waste, drainage, erosion, damage to property, biodiversity and cultural heritage, contractor conduct, and failure to implement agreed mitigation measures.

- Reduced Access to Local Communities' Services
- Increased Traffic Accidents to Pedestrians, Livestock and Communities
- Risk of Crimes Occurrence
- Impacts on Livestock Herders
- Impacts on water resources
- Land degradation
- Noise and vibration
- Environmental pollution

Table 6-3 community grievance mechanism Levels

Levels		Responsible Persons/Department	Role
Level 3	Higher-level recourse for unresolved disputes	Court of law	In the case that the Project committee's decision fails to resolve the case to the person's satisfaction, they can seek redress in a court of law. (Communities may choose to use the national system from outset)
Level 2	Project Level Committee	1. PIT (Social specialists) 2. Community Engagement and Communication Specialist 3. Vulnerable Groups Specialist 4. District Executive Officer (DEO) 5. Rep of local NGOs/CBOs.	The committee will be responsible for receiving and register the grievances, hearing process, resolve and settle the grievances that cannot be resolved at the Ward-level.

Levels		Responsible Persons/Department	Role
Level 1	Ward-level grievance committee	This GRM committee for hearing environmental and social complaints will include: 1. Ward Environmental Committee 2. WEO (Chairperson) 3. Village Executive Officer 4. VC 5. Community Development Officer 6. Rep of local NGOs/CBOs	The committee will be responsible for receiving and register the grievances related to environmental and social issues and disturbances, hearing process, resolve and settle the grievances.

In addition to the levels outlined in the table, Contractors are required to establish a worker grievance mechanism as part of the contractual arrangements.

community grievance mechanism Standard Operating Procedures

Access to the community grievance mechanism

- The community GRM will be disclosed before relevant works commence and reiterated during consultations and construction updates. Stakeholders will be informed of available channels, responsible contact persons, expected response times, confidentiality arrangements, escalation options, and their right to use other remedies. Multiple uptake channels will be available, including in-person, telephone, written, and anonymous channels.
- Project workers must, as part of inductions, be provided with both Project and contractor specific GRM guidance.
- Communities will be informed of the grievance mechanism at the time of projects commencement and the measures put in place to resolve their grievances.
- In the case of GBV incidences, reports should be channelled to the SEA/SH Specialist following the procedures set out in the SEA/SH Action Plan.

People who are negatively affected by project activities may register their concerns, which will be handled according to the following steps:

Step	Reporting Officer/ Committee	Officer/ Committee Members	Time Frame	Grievance Redressed	Grievance not Redressed
Step 1	Environmental and social complaints should be submitted to the Ward Executive Officer (WEO/VEO) on an ongoing basis.	Ward-level Grievance Committee	14 days	Committee settles with the aggrieved and closes internal record.	If the grievance is not resolved, go to step 2

Step	Reporting Officer/ Committee	Officer/ Committee Members	Time Frame	Grievance Redressed	Grievance not Redressed
Step 2	If the claimant is not satisfied with the Step 1 decision, the case will be forwarded to Project GRC	Project GRC Committee	14 days		If the grievance is not resolved, go to step 3
Step 3	Formal appeal using national system	PIT	14 days	PIT will follow case resolution and reflect lessons learned in reporting	

6.3 GRM for Resettlement and Compensation

Potential Types of Grievances

Resettlement grievances may relate to eligibility, census and asset inventory errors, ownership or inheritance disputes, valuation, compensation amounts and allowances, payment delays, livelihood restoration, relocation assistance, replacement land, access restrictions, damage to assets, and implementation of RAP or ARAP commitments.

- Errors in the identification of affected properties and persons within infrastructure rights- of-way;
- Disputes over property ownership (e.g., inheritance and divorce);
- Disputes over land and asset valuation;
- Disagreements on other compensation allowances; and
- Issues relating to the time and manner of compensation.

resettlement grievance mechanism Principles

- Affected persons will receive accessible information on eligibility, valuation, entitlements, payment arrangements, livelihood-restoration measures, implementation schedules, and grievance channels. Resettlement grievances will be recorded and addressed promptly and will not delay undisputed payments or restrict access to courts or other remedies. The specific arrangements will be detailed in each RAP or ARAP.
- Specific provisions for consultation and grievance redress procedures related to land, compensation and resettlement are provided and will be customized to the needs of specific Resettlement Action Plans as necessary; and

- GRCs' members and their roles at the Ward/Village and District-levels are defined and the right of complainants to take their case to the courts if not satisfied with the resolutions proposed by the project GRM is clear.

Table 6-4 resettlement grievance mechanism Levels

Levels		Responsible Persons/Department	Role
Level 3	Higher-level recourse for unresolved disputes	Court of law	In the case that the DGRC's decision fails to resolve the case to the claimant's satisfaction, the PAP can seek redress in a court of law. (Communities may choose to use the national system from outset)
Level 2	District Grievance Redress Committee (DGRC)	The District Grievance Redress Committee (DGRC) for land and compensation issues will be composed of the following members: • District Commissioner (Chairperson) • TANROADS Regional Manager/coordinator (Secretariat) • District Land Officer • District Legal Officer • District Valuer • District Community Development Officer/Sociologist • NGO representative • Mtaa/Village Executive Officer from the area where the project is located 6. Representative of PAPs	The committee will be responsible for receiving and register the grievances, hearing process, resolve and settle the grievances that cannot be resolved at the Ward-level.
Level 1	Ward-level grievance committee	This GRM committee at ward level for land and compensation issues will consist of: • Ward or Village Executive Officer (VEO) (Chairperson); • Ward Community Development Officer; • Community-level Representative who is neither interested in nor affected by the project; • Street/Village level Representative of PAPs; • Ward-level Representative/Ward Community Development Officer; • Mtaa/Village Executive Officers and Chairperson; and • NGO representative.	The committee will be responsible for receiving and register the grievances related to compensation, land and resettlement issues, hearing process, resolve and settle the grievances.

Standard Operating Procedures

Access to the resettlement grievance mechanism

The Resettlement Grievance Redress Mechanism (resettlement grievance mechanism), in accordance with the Compensation and Resettlement Guidelines (2009) and the principles of the SEP, will be presented to all affected persons and other key local stakeholders during public consultations with District Officials.

PAPs who feel dissatisfied with their compensation package, resettlement process or other related issues may register their concerns, which will be handled according to the following steps:

Step	Reporting Officer/ Committee	Officer/ Committee Members	Time Frame	Grievance Redressed	Grievance not Redressed
Step 1	Compensation-related complaints should be submitted to Ward Executive Officer (WEO/VEO) within one (1) month following compensation. Other complaints regarding the construction phase can be submitted to the Office on an ongoing basis.	Ward-level Grievance Committee	14 days	If the case is resolved and the claimant, a report will be prepared and signed by the claimant, with a copy given to them.	If the grievance is not resolved, go to step 2.
Step 2	If the claimant is not satisfied with the Step 1 decision, the case will be forwarded to the land DGRC.	District-level Grievance Committee	14 days	If the case is resolved and the claimant satisfied with the decision, a report will be prepared by the respective LGA and signed by the claimant, with a copy given to them and another submitted to the local community.	If the grievance is not resolved, go to step 3.
Step 3	If grievances are not resolved by the District GRC, then the claimant may then choose to take the case to a court of law. In the case that claimant is not satisfied with the court decision, they have the option of taking the case to the Court of Appeal.				

6.4 GRM for Labour and Workers

A worker grievance mechanism will be established for direct and contracted workers in accordance with ESS2 and the LMP. It will enable workers to raise workplace concerns, including terms and conditions of employment, wages and benefits, discrimination, harassment, occupational health and safety, accommodation and welfare, disciplinary matters, and contractor conduct. The mechanism will be readily accessible, confidential where requested, free from retaliation, and explained during recruitment and induction.

The worker grievance mechanism does not replace procedures for reporting imminent danger, occupational incidents, injuries, or other matters requiring immediate action. It also does not restrict workers from using remedies available under national law, collective agreements, mediation, arbitration, or the courts.

Potential Types of Grievances

Worker grievances may relate to recruitment and contracts, wages and overtime, working hours, leave, social security contributions, discrimination, harassment, occupational health and safety, worker accommodation and welfare, disciplinary action, child labour, forced labour, trafficking in persons, and access to the worker grievance mechanism.

- Low wages
- Fair hiring practices
- Overtime
- Workers risks
- Hazardous environment for workers
- Contracts issues

- Contribution to social security funds
- Sexual harassment
- Child labour
- Labour related to trafficking in persons
- Unsafe, unhygienic, unhealthy, unsanitary, and inadequate living, cooking/eating, washing, and sleeping facilities at worker camps for the project workers.

worker grievance mechanism Principles

The worker grievance mechanism will be understandable, transparent, accessible, and responsive; allow confidential and anonymous complaints; prohibit retaliation; provide timely acknowledgement and feedback; maintain secure records; and include escalation and appeal options. Workers will be informed of the mechanism in a language and format they understand.

- The process will be transparent and allow workers to express their concerns and file grievances and receive timely feedback in a manner that they understand in English or Kiswahili, where appropriate.
- There will be no discrimination against those who express grievances, and all grievances will be treated confidentially.
- Anonymous grievances will also be accepted and treated equally as other grievances whose origins are known.
- Management will treat grievances seriously and take timely and appropriate action in response.
- The worker grievance mechanism will not prevent workers from using the dispute procedures provided in Part VIII of the Employment and Labour Relations Act of 2004.

Table 6-5 worker grievance mechanism Levels

Level		Responsible Persons/Department	Role
Level 3	Higher-level recourse for unresolved disputes (Workers may choose to use the national system from outset)	• Labour Court • Commission for Mediation and Arbitration (CMA) • Local Government Authority/Regional Office - Labour Office	
Level 2	TANROADS PIT	GRC PIT Human Resources Officer	• Overall supervision of the project worker grievance mechanism

Level		Responsible Persons/Department	Role
Level 1	Contractor/ subcontractor grievance mechanism	Responsible person for handling grievances to be identified through Contractor or Subcontractor's specific GRM	- Handles grievances of workers engaged or employed by them - Provides progress and status report to PIT

Specific responsibilities of project implementers for worker grievances

Contractors/Subcontractors

- Project construction contractors will prepare their labour management procedures, which will also include a detailed description of the worker grievance mechanism, before the beginning of project implementation. The worker grievance mechanisms will be proportionate to the nature and scale of the potential risks and impacts of the subproject.
- The contractor/subcontractor will also inform their respective project workers verbally and in writing at the time of recruitment, that no reprisals shall be taken against any project worker for using the worker grievance mechanism.
- The contractor/subcontractor will provide information both orally and in writing to project workers in English and Kiswahili about the purpose of and means to access the worker grievance mechanism, through regular worker trainings, worker handbooks, on notice boards and other communications media, throughout the duration of the design and implementation of the project.

TANROADS PIT

- PIT will require all project contractors to develop and implement a worker grievance mechanism for their workforces, including subcontractors, prior to implementation of project activities.
- The PIT shall ensure that all contractors/subcontractors inform every Project worker employed/engaged of the terms of the worker grievance mechanism at the time of the worker's recruitment.
- PIT will record and monitor all worker grievances.
- PIT will include a responsible person to record and track resolution of grievances. In the case of the project direct hires working for the PIT HR Officer will be responsible for receiving, recording and tracking resolution of such grievances.
- PIT will ensure that the all persons involved in project worker grievance mechanism resolution matters are properly trained in understanding and implementing the project worker grievance mechanism.

worker grievance mechanism Standard Operating Procedures

Access to the worker grievance mechanism:

- Multiple uptake channels will be provided by the Contractor/Subcontractor, such as comment/complaint form, suggestion boxes, email, a telephone hotline. A confidential procedure for workers to submit anonymous grievances in writing or otherwise will be made available.
- Workers are encouraged to submit issues directly to the contractor, using the contractor defined worker grievance mechanism.
- Grievances related to GBV will be immediately channelled to the GBV-GRM.

For workers who feel dissatisfied after following the contractor's worker grievance mechanism, may register their concerns which will be handled according to the following steps:

Step	Reporting Officer/ Committee	Officer/ Committee Members	Time Frame	Grievance Redressed	Grievance not Redressed
------	---------------------------------	----------------------------------	---------------	---------------------	----------------------------

Step	Reporting Officer/ Committee	Officer/ Committee Members	Time Frame	Grievance Redressed	Grievance not Redressed
Step 1	Worker complaints that are not resolved by the contractor should be submitted to the PIT HR Officer where not resolved within 30 days.	PIT HR Officer and review by the Project GRC	14 days	If the case is resolved a report will be prepared and signed by the worker, with a copy given to them.	If the grievance is not resolved, move to Step 2.
Step 2	If the worker is not satisfied with the Step 1 decision, the case will can be submitted to arbitration following national procedures.	PIT monitors	14 days	PIT records the resolution.	If the grievance is not resolved, move to Step 3.
Step 3	Where arbitration fails to satisfy the worker, the worker can appeal through Labour Courts.	PIT monitors	NA	PIT records the resolution.	

6.5 GRM for Gender-Based Violence

Types of Risks

The Project will maintain separate procedures for receiving and referring allegations of Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH), consistent with the SEA/SH Action Plan. These procedures will prioritize safety, confidentiality, informed consent, dignity, non-discrimination, and access to appropriate services.

- Sexual harassment (SH)
- Gender violence
- Gender harassment
- Sexual Exploitation and Abuse (SEA)
- Violence against children (VAC)
- Rape

SEA/SH-sensitive GRM procedures Principles

SEA/SH allegations will be handled through a survivor-centred process. General grievance committees will not investigate, verify, mediate, or seek detailed information regarding allegations. Trained focal points will receive the minimum information necessary, explain options, obtain informed consent, and facilitate confidential referral to appropriate service providers. Personally identifiable information will not be entered into the general grievance register or included in routine reports.

- The process will be transparent and allow workers/community to express their concerns and file grievances.
- There will be no discrimination against those who express grievances.
- Grievances will be treated confidentially.

- Put in place info sharing procedure to ensure that only those having a role to play in the response to an allegation (i.e. GBV service providers) receive case level information.
- Anonymous grievances will be treated equally as other grievances, whose origin is known. No identifiable information of SEA/SH allegations in the GRM logbook
- Separate coding system for names should be created and stored in a locked cabinet in the offices of GRM level 1 and 2. The complaint logbook should also be stored in a different locked cabinet.
- Survivors will be informed of how their grievances are resolved. Feedback on the case is provided to the survivor only and strong caution is exercised before communicating any results beyond the survivor.
- Resolution of anonymous grievances will be announced to the wider workforce.
- Multiple/accessible channels through which SEA/SH complaints can be registered must be established.
- Process to seek survivor's informed consent is in place throughout the GRM process.
- All those handling GBV complaints in the GRM must be trained on survivor centred approaches.
- Management will treat grievances seriously and take timely and appropriate action in response.
- For SEA/SH allegations, the Project will record only the minimum non-identifying information required for referral and reporting, in accordance with the SEA/SH Action Plan and information-sharing protocol. Records will be securely stored with restricted access. Aggregate reporting will not contain details that could identify a survivor or complainant.

Table 6-6 GBV-GRM Levels

Levels	Responsible Persons/Department	Role
Project Committee	The committee at project level will consist of PIT Members (Project Engineer, Sociologist (Chairperson), WEO, Supervising Engineer (RE), Contractor (PM), -Legal officer, Land officer, SEA/SH Specialist, HRO and Local NGOs/ CBOs).	Maintain records related to GBV grievances following the procedures as outline in the SEA/SH Action Plan.
SEA/SH Specialist	SEA/SH Specialist will work closely with GBV service providers identified in the Project areas.	• Register grievances • Filing grievances • Solving complaint, including referrals • Notifying the Project GRC of the allegation in line with pre-established information-sharing protocols • Provide feedback to survivors

Standard Operating Procedures Access to the GBV GRM:

Information on confidential SEA/SH reporting channels and available services will be communicated safely and discreetly to workers and communities. Access points will include trained focal persons and other channels identified in the SEA/SH Action Plan. Referral will be based on informed consent, except where mandatory reporting obligations lawfully apply and have been clearly explained.

6.6 GRM Monitoring and Reporting

The PIT will maintain a consolidated grievance register and monitoring system. Community, resettlement, and worker grievances will be categorized and tracked by date received, location, issue, status, responsible person, actions, resolution date, and complainant feedback. SEA/SH information will be stored separately and reported only in non-identifying aggregate form.

TANROADS PIT

PIT will be responsible for oversight of grievance handling across all subproject sites and will carefully monitor the status and resolution of grievances. To this end PIT will:

- Keep a master register in an Excel spreadsheet or similar format to record and track the timely resolution of grievances across all subprojects.
- The register will classify grievances by type, by subproject, status, date received, date resolved, etc.
- The PIT will monitor the contractors' recording and resolution of grievances, and report these to TANROADS in monthly Project progress reports.

Contractors and Subcontractors

- Record complaints and provides monthly summaries to PIT Worker Grievance Mechanism Focal Point for PIT records.
- When contractor/subcontractor is notified where workers use national system, they must report to PIT regardless of how the issue arose.

Grievance Committees, contractors and subcontractors

For grievances registered with grievance committees, contractors and subcontractors, they will be responsible for keeping records and reporting cases to PIT.

During setup of the GRM in each institution, the recording of grievances should include:

- 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.

6.7 External Recourse

The availability of the TANTIP GRM does not limit or replace complainants' rights to pursue grievances through external mechanisms. At any point in the GRM process, complainants may access:

- **World Bank Grievance Redress Service (GRS):** Complainants may submit concerns about World Bank-supported projects directly to the GRS. Complaints may be submitted online or in writing. The complaints may be submitted in writing via the GRS website <http://www.worldbank.org/GRS>, by email grievances@worldbank.org, by mail to World Bank Headquarters, or through a World Bank Country Office hotline [+255 22216 3777](tel:+255222163777) or email tanzaniaalert@worldbank.org
- **National Judicial System:** Complainants may pursue legal remedies through Tanzania's national courts or formal arbitration mechanisms at any time.

Complainants are informed of these external options at the point of grievance submission and in all resolution and appeal communications.

7.0 SEP Monitoring and Reporting

7.1 Involvement of Stakeholders in Monitoring Activities

SEP monitoring will assess whether engagement is timely, inclusive, accessible, responsive, and effective. Monitoring will consider the range of stakeholders reached, participation of disadvantaged or vulnerable groups, issues raised, commitments completed, feedback provided, grievance trends and resolution times, contractor performance, and required corrective actions. Findings will inform updates to engagement plans and Project management measures.

TANROADS regional offices and supervision consultants will undertake day-to-day monitoring of contractor SEP implementation. Contractors will submit monthly and periodic reports on engagement, commitments, grievances, emerging risks, and planned activities. The PIT will verify performance and require corrective action where necessary.

Contractor will prepare quarterly, and annual progress reports that will summarise the environmental and social compliance. These reports will be submitted to TANROADS (through Supervision Engineer) 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 centre;
- Progress on partnership and other social projects;
- New stakeholder groups (where relevant); and
- Plans for the next month and longer-term plans.

7.2. Reporting back to Stakeholder Groups

The PIT will report back to stakeholders on Project progress, environmental and social performance, consultation outcomes, decisions, commitments, changes in activities or schedules, and grievance-management performance. Feedback will be provided through channels appropriate to each stakeholder group and at a frequency proportionate to Project risks, impacts, and implementation milestones.

Table 7: Methods and frequency of reporting to stakeholders

Reporting Party	Reporting Method	Stakeholder	Reporting Information	Frequency
PIT	Official Correspondence	Relevant Ministries & Agencies	✓ Project progress ✓ Plans for next step ✓ Issues and changes	Quarterly
PIT Community Engagement and Communication Specialist	✓ Official Correspondence ✓ Public meetings ✓ Correspondence by email or postal mail ✓ Newspapers & posters ✓ Radio and television ✓ Website and social media	✓ Local Community ✓ Private Investors ✓ NGOs	✓ Project progress ✓ Plans for next step ✓ Issues and changes	✓ Quarterly ✓ when changes occur

APPENDIX

Appendix I: Template of Site-Specific Stakeholder Engagement Strategy

Each contractor will prepare a site-specific stakeholder engagement plan or strategy consistent with this SEP before commencing relevant activities. The plan will describe the subproject and anticipated impacts; stakeholder groups and engagement needs; engagement objectives, methods, materials, responsibilities, schedule, and budget; feedback and grievance channels; monitoring indicators; reporting arrangements; and measures for disadvantaged or vulnerable individuals and groups.

1. Brief introduction of the project including physical progress of works. This section shall also include major activities that might have direct or indirect impacts to targeted stakeholders

.....
.....

2. What are the purposes

- To...
- To...

3. What is the scope of the engagement?

Our engagement focus is:

- ...
- ...

How to meet engagement purposes?

- ...
- ...

What is the budget?

Include the expected budget to facilitate stakeholder engagement e.g., Stationaries, Airtime, travel costs, allowances etc.,

Item	Purpose	Cost

Roles and responsibilities of Stakeholders

Person (internal and external participants)	Role	Responsibilities

Targeted stakeholders and means of reaching them

Institutions

Stakeholder name	Methods to reach them
<i>e.g., Local Government, Regulatory authorities such as NEMC, OSHA, Water Basins technology suppliers, utility companies, police etc.</i>	

External stakeholders:

Stakeholder name	Methods to reach them
<i>e.g., other contractors, road users, Service providers, subcontractors, etc.</i>	

Community:

Stakeholder name	Methods to reach them

Stakeholder name	Methods to reach them
<i>e.g., particular residents and businesses that have an interest or are impacted by the project, community groups (e.g., farmers, bodaboda, pastoralists, students, vendors) etc.</i>	

Internal stakeholders:

Stakeholder name	Methods to reach them
<i>e.g., Resident engineer and contractor staff, etc.</i>	

Vulnerable groups:

Stakeholder name	Methods to reach them
<i>e.g., Elderly, children, women, disabled, GBV case etc.,</i>	

Engagement Timing

Project Phase	Engagement objectives	Audience	Level of Engagement	Engagement method	Communication Method

Project Phase	Engagement objectives	Audience	Level of Engagement	Engagement method	Communication Method

How to collect input / feedback?

Information required	How it is collected	Who collects it	How it is used

Evaluation of engagement to be included in project Monitoring and Evaluation Plan.

Stakeholder mapping and issues analysis

Stakeholder name	Status of the relationship	Issue / concern	Potential contributors	Level of interest	Level of influence	Type of engagement	Timeframe