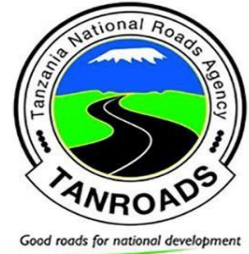


MINISTRY OF WORKS

TANZANIA NATIONAL ROAD AGENCY (TANROADS)



STAKEHOLDER ENGAGEMENT PLAN FOR PROPOSED UPGRADING OF BULAMATA– UVINZA ROAD (95.6 KM)

JULY 2025

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LIST OF ABBREVIATIONS

CBOs	-	Community Based Organisations
CRB	-	Contractors Registration Board
CSOs	-	Civil Society Organisations
DC	-	District Council
DPs	-	Development Partners
DSO	-	District Social Officer
ERB	-	Engineers Registration Board
ESIA	-	Environmental and Social Impact Assessment
ESMP	-	Environmental and Social Management Plan
E&S	-	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 Organisation
LGA	-	Local Government Authorities
LMP	-	Labour Management Plan
MoW	-	Ministry of Works
MPR	-	Monthly Progress Report
NGOs	-	Non-Government Organisations
NTP	-	National Transport Policy
OHS	-	Occupational Health and Safety
PAPs	-	Project Affected Persons
PIT	-	Project Implementing Unit

RAP	-	Resettlement Action Plan
RoW	-	Right of Way
SEA	-	Sexual Exploitation and Abuse
SEP	-	Stakeholder Engagement Plan
SH	-	Sexual Harassment
TANROADS	-	Tanzania National Roads Agency
VGPF	-	Vulnerable Groups Planning Framework

DEFINITIONS 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.
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.
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/preconstruction 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 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.
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EXECUTIVE SUMMARY

The Stakeholder Engagement Plan (SEP) for the proposed Construction of Bulamata – Uvinza road (95.6 km) project under TSSP sets out the process for effective and meaningful engagement of stakeholders in relation to the Project, paying special emphasis to the needs of members of vulnerable groups, including persons with disabilities, women, the poorest of the poor, and communities meeting the criteria of Environmental and Social Standard OS 7 of the African Development Bank Integrated Safeguard System. The TSSP will support the upgrading of the Bulamata – Uvinza road (95.6 km) that starts from Tanganyika Dc in Katavi region to Uvinza Dc in Kigoma region.

The SEP seeks to ensure openness, transparency, and inclusive stakeholder engagement and information disclosure as a means for managing Project environmental and social risks and achieving Project sustainable development objectives in line with the requirements of national law and the provisions of OS10 on Stakeholder Engagement and Information Disclosure and related provisions of the E&S. As a risk management and accountability mechanism, the SEP obliges TANROADS to ensure that all project affected parties, including Project Affected Persons (PAPs), and other stakeholders have ongoing opportunities throughout the Project life cycle for meaningful, informed and robust engagement in Project identification, design, preparation and implementation, for providing feedback to TANROADS on Project preparation and implementation, and ensuring that TANROADS responds to issues and concerns raised by the stakeholders, and hence improving project performance.

The TANROADS Project Implementation Unit (PIT) will ensure that activities are in full compliance with national law, as well as conformance to AfDB guidance regarding the COVID-19 situation in relation to stakeholder consultations, project worksites, and related areas.

Stakeholders identified are those either affected and/or interested parties and their formal and informal representatives, as provided under OS 10. The identification of stakeholders under the TSSP is based on their roles and responsibilities; and possible influence/interest in the Project. This SEP describes the measures that TANROADS/TSSP will use to remove obstacles to participation, and how the views of differently affected groups will be captured. The SEP includes differentiated measures to allow the effective participation of those PAPs and other stakeholders identified as disadvantaged or vulnerable, including persons with disabilities, poorest of the poor, and women. TANROADS/TSSP will provide adequate resources to ensure effective and meaningful engagement for such differently affected groups, to ensure members of these groups can obtain the information they need regarding issues that potentially

affect them. The SEP is designed to take into account the main characteristics and interests of the stakeholders, and the different levels of engagement and consultation that will be appropriate for different stakeholders. This SEP sets out how communication with stakeholders will be handled throughout project preparation and implementation.

Stakeholders to be involved include:

- Positively affected – group of persons or organisations affected by an activity such as project affected person or community that include (provide example to all types of SHs)
- 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.

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

The PIT will receive comments from stakeholders in written and oral forms (using suggestion boxes, local leaders, public meetings, interviews etc). The PIT will review stakeholders' comments and share summaries of how comments were taken into account.

To handle the grievances from affected communities and the public a formal process for receiving evaluating and redressing, a transparent Grievance Redress Mechanism (GRM) for the project has been designed. This includes establishment of GRM Committees at Project beneficiaries as well as at the project PIT. For workers hired by contractors, the contractors will be required to produce a GRM procedure as a prerequisite for tender which at a minimum conforms to these requirements and is in line with OS2.

Identified Potential Project Impacts

The environmental and social impacts associated with project components are well elaborated through the ESIA report that TANROADS has prepared for the proposed project. The Project environmental and social risk is substantial. The identified environmental impacts and risks will be addressed through the development of Project specific assessments and plans, and application of good design and construction practices. Land and way leave acquisition processes are conducted in a manner consistent with the Resettlement Action Plan (RAP) prepared for the Project, in line with OS5. Most of the identified safety risks can be mitigated through education on hazards of road and airport construction works, education on environmental conservation and management, and programs to assist the vulnerable groups and other project affected parties. As provided in the E&S, TANROADS will be required to ensure that the project designs take into consideration sensitive cultural and spiritual places, with full consultation and participation of affected communities and, where possible, avoid them. If project impacts on such sites are the subject of the issues covered under OS7, TANROADS will be required to obtain the Free, Prior and Informed Consent (FPIC) of the affected communities. TANROADS will be required to follow through on all mitigation measures set out in this SEP and will document its implementation of the mitigation measures in quarterly monitoring programme, as well as Resettlement Action Plan (RAP) Completion report, where relevant, to assess compliance with the applicable legislation and the World Bank Environmental and Social Framework (E&S).

Information disclosure

The TANROADS website (<http://www.tanroads.go.tz/home>) will be used to disclose project documents. Project documents will also be disclosed on the Ministry of Works (MoW) website (<http://www.mow.go.tz>). Documents to be disclosed will include the environmental and social risk mitigation documents such as the ESIA, RAPs and SEP documents on environmental and social performance, and other relevant material. Material will be provided in both Kiswahili and English (executive summaries of the environmental and social documents will be translated into Kiswahili). All future project related environmental and social monitoring reports, listed in the above sections will be disclosed on these webpages. Project updates (including news on construction activities and relevant environmental and social data) will also be posted on the homepage of TANROADS website and the MoW website. An easy-to understand guide to the terminology used in the environmental and social reports or documents will also be provided on the TANROADS website for project and through public/community meetings, mass/social media communication, communication materials such as brochures, flyers, and posters and information desks in each municipality. TANROADS will undertake special measures, including

through use of the radio and in-person meetings to ensure that project affected parties who are illiterate will be adequately informed about project documents and project activities.

SEP Implementation

The PIT will be responsible for coordinating and managing the SEP, including ensuring that contractors and subcontractors are fully and effectively implementing the SEP. In line with ESS10, this SEP is designed to be proportionate to the nature and scale of the Project and its potential risks and impacts. The SEP describes the timing and methods of engagement with stakeholders throughout the life cycle of the Project and describes the range and timing of information to be communicated to PAPs and other interested parties, as well as the type of information to be sought from them.

The PIT Social Specialist will be supported by a Community Engagement and Communication Specialist and be supported by the TANROADS Public Relations Unit. Implementation will be closely coordinated with PIT officers, in particular the PIT environmental and social specialists.

The PIT will ensure 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 will ensure 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 offers a strategy and agreed set of undertakings for engaging stakeholders from the beginning of the project up to completion and is therefore a living document that will be revisited and updated if necessary on an annual basis to reflect the changes in stakeholder engagement due to project developments and new stakeholders if any.

CHAPTER ONE

1.0 Introduction

The Bulamata – Uvinza (95.6 km) road section is part of Class T9 (Tanzanian classification) or RTRN Corridor EA 5 (East Africa Community Classification) running from Tunduma through Sumbawanga – Mpanda – Kigoma – Kasulu – Kibondo – Nyakanazi and branching at Mwandiga Manyovu (Tanzania) /Mugina (Burundi) – Mabanda – Rutunga – Bujumbura – Goma (Burundi/DRC Border). The corridor links Tanzania with Zambia, Zimbabwe, Malawi, Rwanda, Burundi, DRC Congo and Uganda, all of which form the Great Lakes Region. The project road falls under the projects managed by East Africa Community (EAC) through Tanzania National Roads Agency (TANROADS).

In its strategy to accelerate the economic growth of the country through improvement of its road network, the Government of Tanzania intends to upgrade the section from Bulamata – Mishamo – Uvinza (100km) road section to Bitumen standard. This section is the major setback left for the completion of the connection of western corridor. The Bulamata – Mishamo – Uvinza road section will be under the finance from both the government and the African Development Bank. This financing is part of the main credit Transport Sector Support Program (TSSP) that was signed on 4th December 2015 for the amounts of UA 54 million and USD 270.95 million. The project comprised among others the civil works for upgrading from gravel to bitumen standards of the Tabora (Usesula) – Koga – Mpanda road (342.9 km), the Mbinga – Mbamba Bay Road (67 km) on Mainland Tanzania, and the rehabilitation of the Bububu - Mahonda – Mkokotoni road (30.994km) and upgrading of 21km of gravel roads on Zanzibar Island.

The current road condition is of gravel standard passable with difficulties during rainy season with some areas especially hilly areas paved with concrete surfacing. The road geometry is difficult in some sections. Almost 60% of the road passes through a forest reserve area.

Bulamata – Mishamo – Uvinza Road Section

The section is generally in fair condition with most of the road section about 95.6 km traverses through the forest reserves managed by different authorities. From Bulamata to the border between Katavi and Kigoma, the road passes in Tongwe West and East Forest reserves managed by Tanganyika District Council and the rest of the road section passes in Mishamo Immigration Settlement and Uvinza residential area. The road has several challenging terrain areas, some of which are paved with concrete surfacing such as Salanda and Magorofani sections. There are more than 120 culverts existing both pipe and box culverts. Also, there are 3 existing bridges. Generally, there are very few settlements along the corridor at Uvinza section.

1.1 Project Description

The Bulamata – Uvinza road section is unpaved part of the trunk road (T9) that connect Katavi and Kigoma regions in Tanzania. The first 80.4 km is in Tanganyika District in Katavi Region and the rest 12.5 are in Uvinza District, Kigoma region. The road traverses through flat to rolling terrain and some mountainous sections where it is characterized by steep grades and sharp curves especially on the Katavi section. Large part of the road passes through the forest reserve. The

road crosses Railway at Uvinza area where the Railway Overpass Bridge is installed. It also crosses the Malagarasi River at Uvinza and Mnyamasi River in Mnyamasi village. The Malagarasi river is in the Bulamata – Uvinza Section where as Mnyamasi River is on the Vikonge – Bulamata section. The surface condition is generally fair and allow opportunity of being passable throughout a year with short sections of rigid pavements at escarpment areas.

The road is designed to be upgraded to asphalt concrete standard using 50mm dense graded SP12.5 surfacing. Other layers include; Base of 150mm granular material CRR, Sub-base of 200mm cemented material C1 and a Subgrade Layer of maximum of 300 mm layer of Class G7 material overlain by 150mm layer of G15 materials. Through harmonization of the Tanzania standards and EAC Standards the width of the carriage way is provided as 7m. In rural areas, the road shall have a shoulder of 2m each side and the outer shoulder of 0.5m while in the urban centers or village centres, shoulder 2m each side, a pedestrian and cyclist way of 2.5m each side and outer shoulder of 0.2m. The project is designed for a design life of 20years.

Due to difficult terrain of some sections and in order to improve the geometry of the road several realignments have been proposed from the main road such as at Nkondwe hill, Salanda, Magorofani and at Malagarasi Bridge.

Three (3) bridges over the rivers and 1 railway bridge along the project road has been proposed. The bridges have been designed for a return period of 100 years. Two out of three bridges (Shongwa Bridge and Malagarasi Bridge) and the railway bridge are in the Bulamata – Mishamo – Uvinza section while one bridge (Mnyamasi) is on the Vikonge – Bulamata section.

More than 200 pipe culverts and about 15 major box culverts have been proposed along the project road. The culverts are intended for; carrying streams and minor water courses under the road, drainage of pockets resulting from road embankment, drainage of the water from the road ditches. All the pipe culverts have been designed with a diameter ranging from 600 – 1200mm. Some of the pipe culverts have been replaced with box culverts. The design has proposed box culverts with single and multiple cells. 25 years return period has been adopted for pipe culverts while 50 years return period was adopted for the box culverts.

In this context, the Stakeholder Engagement Plan (SEP) was prepared in accordance with the requirements established under Tanzanian law and the requirements set forth in Environmental and Social Operational Safeguard 10 (OS 10) Stakeholder Engagement and Information Disclosure and related provisions of the African Development Bank Operational Safeguards. OS 10 calls for development and implementation of a SEP proportionate to the nature and scale of the project and its potential risks and impacts.

This SEP seeks to identify and analyse key stakeholders to be engaged in the project by taking into account the characteristics and interests of the stakeholders, and the different levels of engagement and consultation that will be appropriate for different stakeholders. The SEP sets out how communication with stakeholders will be handled throughout project preparation and implementation, including establishment of a project Grievance Redress Mechanism (GRM) and

The SEP outlines the ways in which TANROADS, as Project implementing agency, consultants and contractors will undertake inclusive, participatory, and meaningful engagement with stakeholders and includes a robust grievance mechanism in line with OS10, by which Project stakeholders, including Project Affected Persons (PAPs), can raise concerns, provide feedback, or make complaints in relation to project performance throughout the Project's life cycle. Implementation of TSSP is centred on benefitting the people of Tanzania, in particular project affected local communities, hence the critical involvement of project affected parties, in particular members of disadvantaged and vulnerable groups, towards the success of project activities is critical, including through identification of measures to minimise and mitigate environmental and social risks. Implementation of this SEP will serve to ensure smooth and effective collaboration among Project staff, contractors and sub-contractors, government officials, communities and other beneficiaries.

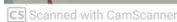


Figure 1.1 Map showing Project Road

The upgrading of Bulamata – Uvinza road (95.6 km) section affect two villages, Kapemba village in Tanganyika District council, Katavi region and Uvinza village in Uvinza District Council, Kigoma region. The map shows the Mishamo Refugee settlement in which Kapemba village is found specifically Salanda shopping centre for travellers along Mpanda – Uvinza road, most of the sellers are refugees who are not entitled to compensation according to the Tanzania National Laws and regulations and at the end of the project road is Uvinza village where the affected villagers are Tanzania nationality who are entitled to compensation. All these stakeholders have been engaged and will continue to be engaged in development of the road project.

In order to reduce relocation of the affected properties the project will be implemented within existing corridor of 45m ROW from Bulamata - Mishamo - Uvinza Chainage 95+600km and therefore at the moment there will be only 25 properties falling within the 45m of the road reserve.

Stakeholder engagement will be conducted to the primary stakeholders e.g. the affected persons and utility entities and secondary stakeholders including associated government entities.

In this core financing, the AfDB will cover the cost for construction of the Lot 1: Road works section (83.1 km) and Lot 2: Construction of Malagarasi Bridges and Rail Bridges and (12.5 km) of Approach roads while the GoT shall be responsible for compensation of the affected properties along the proposed road.

Different forms of compensation have been presented to communities; however, cash payment was the major form of compensation which PAPs indicated their preference to be used for all properties that will be acquired and affected. During the public consultations PAPs emphasized the need for compensation for all assets acquired be at present market value, timely and adequate. Besides, it was recommended for compensation to be paid prior to displacement of PAPs and fully paid at once rather than paid by installments.

1.2 Purpose and Scope

This Stakeholder Engagement Plan (SEP) will assist the PIT with managing and facilitating engagement through the various stages of the Project's life cycle from pre-feasibility stage, feasibility, design, construction, operations, closure, and rehabilitation stages. This version of the SEP is a set of measures that TANROADS has agreed to undertake for engagement with stakeholders in line with the requirements of Tanzanian law and the AfDB Bank OS10 and will need to be revised as needed during project implementation to reflect ongoing stakeholder engagement.

The purpose of the SEP is to explain how stakeholder engagement will be practiced throughout the course of the project and which methods will be used as part of the process; as well as to outline their roles and responsibilities in its implementation. The SEP has been drafted to ensure

that TSSP stakeholder engagement conforms to the requirements of Tanzanian law and the African Development Bank Environmental and Social Operational Safeguard 10 (OS 10).

1.3 Objectives of the Stakeholder Engagement Plan (SEP)

The SEP seeks to define a technically and culturally appropriate approach to consultation and disclosure. The goal of this SEP is to improve and facilitate two-way communication between the Project and stakeholders and to create an atmosphere of understanding that actively involves project affected people and other stakeholders in a timely manner, and that these groups are provided sufficient opportunity to voice their opinions and concerns. The SEP is a useful tool for managing communications between the PIT and their stakeholders. The key objectives of the SEP are to:

- Provide guidance for stakeholder engagement such that it meets AfDB OS10, and all other relevant provisions of the Integrated Safeguard Systems;
- 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, poorest of the poor, persons with serious illnesses, and members of communities meeting the criteria of OS10;
- 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 Resolution 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.

1.4 Approach and Methodology

1.4.1 Engagement Approach:

It is not practical nor smart to engage all identified Stakeholder groups on the same level of intensity, using the same approach. It is important to be highly selective in choosing Stakeholders for ongoing consultation and collaboration because being strategic and clear about whom to engaging with — and why — can help save both time and money. Even more important, it will help better manage the expectations of the Stakeholders. When Stakeholder groups are consulted and express opinions, only to find no action taken, can significantly undermine the perceived value of the exercise and negatively impact trust and reputation.

There are several approaches for the Stakeholder engagement. The engagement approaches are listed below.

Message

Adapting communications scope and messaging to meet Stakeholder expectations. Creating and targeting messages to specific Stakeholders;

Advocate

Activities to enlist support for a specific effort or position that may have opposition or reflect an actual or perceived imbalance of power;

Consult

Soliciting explicit feedback or input on a project. Consultation with Stakeholders on policy or process changes regarding the projects approach to a particular issue; and

Monitor

Tracking or monitoring Stakeholder positions through interviewing and discussion with other parties.

1.4.2 Engagement Methodology:

Following Project effectiveness, the Project will organise launch meetings in Katavi and Kigoma regions. As part of the preparation of the launch meetings, the Project will engage with the districts to ensure other district community/social officers are aware of the project and can play a role in information sharing and engagement with communities in accordance with stakeholder engagement plans that will be developed in conjunction with project preparation. The PIT will organise community meetings/sensitisation sessions in all wards/villages on a quarterly basis throughout the Project's lifecycle. TANROADS will ensure that TSSP budget will adequately cover all activities related to this SEP in line with the requirements of national law and the ISS.

Mass/social media communication

The PIT Community Engagement and Communications Specialist will post information on the TANROADS websites. In addition, information will be shared on the TANROADS official page on the TANROADS website. TANROADS will update its website regularly (at least on a quarterly basis) with key project updates and reports on the project's environmental and social performance both in English and Swahili. The websites will also provide information about the GRM for the Project. The Project will also communicate with the local population via social media campaigns

or tools like WhatsApp throughout the Project's lifecycle, to ensure effective communication with all stakeholders, including persons who are illiterate and other members of vulnerable populations. Social media channels will be used primarily in urban areas as much as possible to disseminate information as rates of social media use appear to be high across users of different age and background in project affected communities.

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, workshops

Trainings related to implementation of the SEP will be provided to all PIT staff involved with procurement, Project design, supervision of project implementation, and Project environmental and social issues, and to all contractors and their staffs, government (including agencies such as NEMC), and other involved entities early in Project implementation. Trainings will include general environmental and social standards training for the PIT, training on stakeholder engagement and grievance management for the social and environmental staff, and training on environmental and social safeguards for community officers and other entities. The trainings will also include extensive, thorough and regular training/sensitisation to all project-affected parties, including PAPs and other stakeholders, on gender-based violence risks, inclusiveness of vulnerable individuals, prevention of transmission of HIV/AIDS, COVID-19 and other communicable diseases, identifying and combatting child labour and trafficking of persons, and participatory approaches. In the first years of project implementation a firm will be recruited to support capacity building efforts including on-the-job training and workshops.

Information Desks

Information Desks in each municipality will provide local residents with information on stakeholder engagement activities, construction updates, GRM and contact details of the Project staff. Information will also be distributed at the construction sites. When necessary, community

officers can meet nearby and share information about the Project with PAPs and other stakeholders. Documents, brochures and fliers on various project related social and environmental issues will be made available at these sites.

1.5 Guiding 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.

1.6 Structure of the Report

This SEP is prepared and presented in the following eight Chapters:

1. Introduction and Project Description;
2. Regulatory Requirements - both Bank and in Country regulatory requirements;
3. Previous Stakeholders Engagement Activities;
4. Stakeholder Identification and Analysis;
5. Stakeholder Engagement Program;
6. Resources and Responsibilities for stakeholder engagements activities; 7. Grievance Redress Mechanism (GRM);
8. Monitoring & Reporting.

CHAPTER TWO

2.0 Regulatory Requirements - both Bank and in Country regulatory requirements

2.1 Tanzanian Requirements

2.1.1 Tanzanian requirements for stakeholder engagement for projects

In the United Republic of Tanzania, the requirements for public consultation are guided by national laws and policies.

According to the Tanzanian Environmental Management Act (EMA, No. 20 of 2004) and the Environmental Impact Assessment (EIA) and Audit Regulations (No. 349 of 2005), the proposed Project falls under type “A” requiring a full EIA. The First Schedule of the EMA states that transport and infrastructure projects (9. Transport and Infrastructure, (iii) Construction of new, or expansion to existing railway lines) require a mandatory EIA.

The EIA and Audit Regulations (2005) is the major legislation in Tanzania defining the process of stakeholder engagement when undertaking a project. Part 1 of the Regulation, Article 17 (Public Participation) requires the developer to seek views of any person who is or is likely to be affected by the Project. It further explains that in seeking the views of the public, the following shall be done:

- Publicize the Project and its anticipated effects and benefits by:
- Posting posters in strategic public places near the site of the proposed project informing the affected parties and communities of the proposed project;
- Publishing a notice on the proposed project for two successive weeks in a newspaper that has a nationwide circulation;
- Making an announcement of the notice in both Kiswahili and English languages in a radio with a nationwide coverage for at least once a week for two consecutive weeks;
- Hold, where appropriate, public meetings with the affected parties and communities to explain the project and its effects, and to receive their oral or written comments;

- Ensure that appropriate notices are sent out at least one week prior to the meetings and that the venue and times of the meetings are convenient for the affected communities and the other concerned parties; and
- Ensure that a suitably qualified coordinator is appointed to receive and record both oral and written comments and any translations of it as received during the public meetings.

Nowadays, newer and faster means of communication are employed (e.g. mobile phones) to inform the public. Generally, meetings are organized locally through the village leadership unless a project covers the whole country and the meetings are at a national level.

According to the EMA, the review of the Environmental Impact Statement needs to also be conducted through public hearings. In this context, all relevant reports, documents and written submissions need to be made publically available during and after the period of review until the public hearing is finalized.

2.1.2 Tanzanian requirements for stakeholder engagement for land acquisition

The Land Acquisition Act 1967 is the principal legislation governing the compulsory acquisition of land in Tanzania. Sections 3 and 4 of the Act empowers the President to acquire land in any locality provided that the land is required for public purposes such as for exclusive government use, general public use, any government scheme, development of social services or commercial development of any kind.

The Act (Sections 5 to 18) provides the procedures to be followed when compulsory land acquisition occurs, including: the notice provided to all interested persons or those claiming to be interested in land (Section 6); the investigation of the land to confirm suitability for the intended purpose; notification to the landowner(s) to inform them of the decision to acquire their land; and payment of compensation to those who will be adversely affected.

Additional Acts that govern land acquisition and compensation in Tanzania include:

- The Land Act (1999) - provides the legal framework for two of the three categories of land in Tanzania: General Land and Reserved Land.
- The Village Land Act (1999) - provides details on the governance and administration of Village Land. The purpose of the Act is to recognize and secure customary rights in land in rural communities.

The Village Land Act 1999 and the Land Act 1999, define avenues for hearing disputes, actions and proceedings concerning land. According to Tanzanian requirements, citizens shall participate in decision-making on matters connected to their occupation of land. (National Land Policy and Land Act, 1999). However, AfDB Integrated Safeguard System (OS 10) requires a more comprehensive engagement process than stipulated by local legislation, along with continued engagement throughout the resettlement process.

2.2 Operational safeguards of AfDB

AfDB Operating Safeguard 10 (OS10) states that the borrower or client shall be responsible for carrying out and providing evidence of meaningful consultation (i.e. consultation that is free, prior and informed) with communities likely to be affected by environmental and social impacts, and with other local stakeholders. The key focus of meaningful consultation is inclusivity; namely, the approach taken needs to ensure that all groups (including those that are disadvantaged or vulnerable) are embraced within the consultation process on equal terms, and that all groups are given the capacity to express their views with the knowledge that these views will be properly considered. OS 10 also states that the developer (TANROADS) shall be responsible for ensuring the satisfaction of broad community support.

The Bank requires that stakeholder engagement starts at an early stage during project preparation and that it should continue throughout. The results of such engagement should be adequately reflected in project design, as well as in the preparation of project documentation. In all cases, consultation should be carried out after, or in conjunction with, the release of environmental and social information.

Once all stakeholders were identified, TANROADS will develop and implement a Stakeholder Engagement Plan (SEP) that is proportionate to the project risks, impacts and development stage, and that is tailored to the characteristics and interests of the affected communities. The advantage of having a SEP is that it provides a formal commitment, defines responsibilities, and ensures that adequate funds are made available to carry out the program of consultation.

A SEP typically describes measures to allow the effective consultation and participation of all affected communities, a description of any consultations that have already taken place, and a definition of the reporting procedures. A Grievance Mechanism will be developed by TANROADS, and detail all procedures that a project will establish for managing complaints and grievances.

In addition to the national regulation framework, the project is subjected to the involuntary resettlement requirements of African Development Bank (AfDB). First institution of financing of the development in Africa, the African Bank of Development gathers 78 Member States, including 53 African countries. The major challenge of the AfDB is the reduction of poverty in Africa.

The Bank has developed an Integrated Safeguards System (ISS) to update its safeguards policies and consolidate them into a set of Operational Safeguards (OSs).

The ISS of the AfDB is conceived to promote the durability of the results of the projects by environmental protection and the people against the possible negative impacts of the projects. The safeguards of the ADB aim at: Avoiding, as far as possible, negative impacts of the projects on the environment and the people concerned, while optimizing the potential benefit of the development; minimizing, attenuating and/or compensating for the negative impacts of the projects on the environment and the touched people, failing to avoid them; and helping the borrowers/customers to reinforce their systems of safeguard and to develop their capacity to manage the environmental and social risks. The Bank requires that the borrowers/customers

conform to these safeguards during the preparation and of the execution of the projects. The declaration of policy of safeguards integrated establishes the essential principles which found the approach of the Bank as regards safeguard. Consequently, the Bank adopted five Operational Safeguards, thus limiting their number at least necessary to achieve its goals and to ensure the optimal operation of ISS:

CHAPTER THREE

3.0 Previous Stakeholders Engagement Activities

There have been various engagement activities with stakeholders as part of Project preparation, and which relate to various aspects of the Project. Consultations have taken place between August, 2023 and March, 2025. In addition, there have been consultations with the institutional stakeholders for the TSSP including in Tanzania Forest Services Agency (TFS), Katavi Regional Commissioner's Office, Tanganyika and Uvinza Districts Councils. The overview of the Project level consultations is provided in Table 3-1 below. The stakeholders consulted include government ministries, departments or agencies at national level (e.g. PO-RALG, Ministry of Land and Human Settlements, Ministry of Water, Utilities like TANESCO, TTCL) and local levels communities' leaders, community-based organizations and individual community members and people who potentially will be directly affected by the project as well as interested public and private organizations. Stakeholder consultations were carried out through interviews and meetings. In the stakeholder engagement and information disclosure process, the content and potential impacts of TSSP were explained; stakeholders also provided useful primary baseline information, guidance and recommendations on best practices acceptable and suitable to local environment.

Previous Stakeholder activities for Tanganyika District Council						
S/No	Date	Location	Type of engagement	Objective	Number of Participants	Summary of Outcomes
1.	18 th March, 2025	Kapemba Village (Salanda Centre)	Community meeting	Raise awareness about the project	28 Females 22 Male	Majority welcomed the project Key concern was improvement of their trading centre

Previous Stakeholder activities for Uvinza District Council						
S/No	Date	Location	Type of engagement	Objective	Number of Participants	Summary of Outcomes
1.	19 th March, 2025	Uvinza Village	Community meeting	Planning on ESI A and RAP	6 Females 18 Males	Majority welcomed the project Key concern was employment and compensation

CHAPTER FOUR

4.0 Stakeholder Identification and Analysis

TANROADS will prepare a list of project-affected parties based on the affected project area of impact. The list will include government authorities and agencies, local organizations, NGOs, companies, politicians, academics, religious groups, vulnerable groups nearby communities as well as TFS that are directly involved in planning, designing, decision making and implementation of the project. This should include the disadvantaged or vulnerable groups who are 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 as stated in OS 10. As part of the stakeholder engagement and information disclosure process, TANROADS will make special dedicated efforts to identify individuals and groups who may find it more difficult to participate and those who may be differentially or disproportionately affected by the project because of their marginalized or vulnerable status, including persons with disabilities, women, youth, poorest of the poor, the elderly and communities meeting the criteria of OS 10. The engagement with a wide set of stakeholders will inform the ESIA and related risk and impact management. TANROADS recognizes that it is critical for project success that TANROADS seek to understand how each stakeholder may be affected – or perceives so that engagement can be tailored to inform them and understand their views and concerns in an appropriate manner. TANROADS will ensure that all engagements will proceed on the basis of what are culturally acceptable and appropriate methods for each of the different stakeholder groups targeted. TANROADS will continue to undertake due diligence throughout the project life cycle to identify stakeholders.

4.1 Key Stakeholders Groups

The following stakeholder groups has been identified, and each of these groups is discussed in greater detail below:

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

This list of stakeholders is likely to expand/change in composition through project implementation process. Additional stakeholder groups might include:

- Contractors and subcontractors;
- Suppliers and businesses;

- Trade unions;
- Private sector;
- Academic community;
- Interested groups (media, other donors etc.).

4.1.1 Government Officials

The government Ministries and departments that will be consulted include:

- Ministry of Finance and Planning
- Ministry of Land
- Vice President's office dealing with Environment
- Ministry of Agriculture
- Ministry of Health
- Local Government Authorities (Uvinza and Tanganyika DC)
- District Commissioners
- Ministry of Labour
- Ministry of Community Development, Gender and Children
- Department of Social Welfare
- Tanzania Forest Agency

This list will be amended and expanded on as the Project progresses. – Please add The Lake Tanganyika Water Body Authority, the Uvinza Salt Factory, The village/ward with PAPs and other road users to be affected by construction activities, benefit with the project

4.1.2 Affected Parties

a) Positively affected

This group include those who will benefit directly from the project. They may include general population of the specific areas where the project will be implemented. Area connectivity will enhance travelling and transport to production areas, trades and access to social services. Beneficiaries will include road users, households and the agriculture sector stakeholders that will benefit from improved access to services, markets and opportunities, safer roads, improvement in transport services and reduction in travel costs and operation costs. All road users (mainly pedestrians, bikers and those using motorized vehicles (mostly motorcycles and public transport), but also trucks, Lorries and automobiles users will benefit from improved, safer and resilient roads. Children accessing schools will also be benefited through improved accessibility and better safety conditions. To support the GoT and its institutions on better connectivity for reducing administrative costs and improvement of social provision and enhanced government revenue.

Other direct beneficiaries of TSSP 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 Bulamata – Uvinza project will establish measures of best practice through GBV Action Plan to ensure the welfare of women and girls by simplifying accessibility to services and trading opportunity along/around the projects. -List these SHs

- inappropriate physical contact, such as unwelcome touching;
- staring or leering;
- a suggestive comment or joke;
- a sexually explicit picture or poster;
- an unwanted invitation to go out on dates;
- a request for sex;
- intrusive questioning about a person's private life or body;

- unnecessary familiarity, such as deliberately brushing up against a person;
- an insult or a taunt of a sexual nature;
- a sexually explicit email or text message e.t.c.

b) Negatively affected

The negatively affected parties include individuals, groups, local communities, institutions and other stakeholders that may be directly negatively affected by the Project. These will involve those with various interests in the land that is within the RoW or land that is earmarked for project implementation. Majority of these stakeholders are the land and right holders with established structures, farms and businesses who will be affected by land acquisition and displacement hence, they will suffer loss of land, structures and economic earnings. This group will also include the general public along the RoW that will suffer other environmental and social negative impacts and other disturbances from during the implementation phase of the TSSP specific activities.

The Bulamata - Uvinza implementation will affect several communities as there could be issues of physical and economic displacements as addressed in the OS 01- Assessment and management of Environmental and Social Risks and Impacts; OS 02- Labour and Working Conditions; OS 05 - Land Acquisition, Restrictions on Land Use and Involuntary Resettlement. These will also call for the implementation of the OS 10 to engage the vulnerable groups towards specific mitigation plans of the impacts. -List these SHs

- inappropriate physical contact, such as unwelcome touching;
- staring or leering;
- a suggestive comment or joke;
- a sexually explicit picture or poster;
- an unwanted invitation to go out on dates;
- a request for sex;
- intrusive questioning about a person's private life or body;
- unnecessary familiarity, such as deliberately brushing up against a person;
- an insult or a taunt of a sexual nature;
- a sexually explicit email or text message e.t.c.

4.1.3 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.

4.1.4 Disadvantaged/ Vulnerable Individuals or Groups, including communities that meet the Criteria under OS 07

Disadvantaged / vulnerable individuals or groups are potentially disproportionately affected and less able to benefit from opportunities offered by the project due to various socio-economic factors, including groups that meet the criteria under OS 07 as detailed in the VGPF. These groups are also at risk of being excluded from the consultation process and may also have difficulties accessing and/or understanding information about the project and its environmental and social impacts and mitigation strategies. These group include women-headed households; elderheaded households (over 65 years' pension age) without any other household member bringing in income; and households headed by disabled people. In addition, women and girls may be subject to impacts from GBV. – These are general Vulnerable but the specific once for the project are the Disables and Elderly over 65 years of age.

Details on vulnerability on environmental and social risks, including land and labour, are also addressed in detail in the Environmental and Social Management Framework, (ESMF), the Resettlement Policy Framework (RFP), and the Labour Management Procedures (LMP) and the VGPF. The SEP addresses risks related to exclusion from consultations which are due to several circumstances vulnerable groups usually face a number of limitations in participating and/or in understanding the project information or participating in the consultation process such as:

- 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, refugees etc. Attendance will be encouraged at consultation meetings and certain additional measures will be put in place to encourage participation (Table 4-2).

Table 4-2: Summary for consultation methods for vulnerable individuals

No	Category	Method of consultation	Potential concerns
1	Elderly	<ul style="list-style-type: none"> • 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 	They fear the high voltage conductivities to their society
		culturally appropriate Option of one-on-one interviews	

2	Youths	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 	They are concerned on exclusion during the project implementation and benefits

		<ul style="list-style-type: none"> • Providing transportation to the meeting venues (which should be at a short distance) • Provision of sufficient time for internal decision-making process <p>Meeting timing and duration based on input from participants</p>			
5	Groups that meet the OS 07 criteria	<ul style="list-style-type: none"> • 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 approaches, language barriers		
Community	Stakeholder Groups	Key characteristics	Language needs	Preferred notification	Specific needs
Kapemba Village	Refugees	50 households affected	Swahili	Visit with civil society rep	Daytime meetings.
(Salanda Centre)					

4.2 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 4-3: 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 4-4: 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
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High level of interest in the project	<ul style="list-style-type: none"> -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 	<ul style="list-style-type: none"> - Local Government Authorities Municipalities and Ward/villages 	- Jobseekers
Medium level of interest in the project	<ul style="list-style-type: none"> NGOs Press and Media 	<ul style="list-style-type: none"> Businesses and workers' organisations Other project developers 	<ul style="list-style-type: none"> Academic institutions General public
Low level of interest in the project			<ul style="list-style-type: none"> Development Partners

CHAPTER FIVE

5.0 Stakeholder Engagement Program **5.1 Purpose and Timing of Stakeholder Engagement Program**

Stakeholder engagement program for the Bulamata – Uvinza road under TSSP is to ensure that all stakeholders are fully involved in all stages (i.e. planning, design and construction) in a transparent and inclusive manner through consultation, involvement and engagement principles which are the best practice undertaken by TANROADS on roads and airports projects.

The stakeholder consultation and engagement aim at supporting and protecting communities that will benefit from the Project implementation. To ensure that the roads are inclusive and protect the communities, and to improve access through upgrading and rehabilitation (pavements, bridge, culverts, road furniture's, earth works and drainage), the project phases consultation will consider the mobility needs of all road users; the majority of whom are nonmotorised and some of which may face disabilities such as sight or mobility limitations. Early consultation will also result in sensitive treatments of all segments including the implementation of special treatments in populated areas with bikeways and sidewalks/walkways, traffic calmed areas and speed management, public transport stands, and bays as needed (catering to all public transport modes such as buses, three-wheelers and moto-taxis) and space for freight needs for loading and off-loading and other needs. The results of public consultation will be included into project design as well as tender documents for being implemented by the contractors.

As part of developing SEP, public consultation was undertaken around the sites of the road project under TSSP 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:

Bulamata - Uvinza Road (95.6 km) Project preparation stage

The project footprint is not yet fully defined and thus consultations under the project were done with stakeholders at the national level on two (2) occasions. The first round of consultations was conducted during the preparation of the ESIA and RAP since August, 2023 with government agencies and local communities.

1. **Feasibility and design of the project** – Consultations at this stage will be conducted with the stakeholders identified under Section 3 and with the communities and issues and concerns raised by them will be factored in the project design and planning for risk and impact mitigation;
2. **Construction stages of the project** – Consultation will be 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 communities' views/concerns/grievances and provide feedback;
3. **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.

5.2. Proposed Strategy for Information Disclosure

There are a variety of engagement techniques used to build relationships with stakeholders, gather information from stakeholders, consult with stakeholders, and disseminate project information to stakeholders. When selecting an appropriate consultation technique, culturally appropriate consultation methods, and the purpose for engaging with a stakeholder group will be considered. Table 5-1 provides a list of different consultation techniques and suggests the appropriate application.

Table 5-1 Strategy for Information Disclosure

Project stage	Information to be disclosed	Methods proposed	Target stakeholder	Responsibilities
Design	<ul style="list-style-type: none"> • SEP • project specific RAPs and ESIA. 	<ul style="list-style-type: none"> ✓ African Development Bank-Website ✓ TANROADS websites and Regional offices ✓ Directly to stakeholders through formal letters, phone numbers, radio, e-mail and WhatsApp groups ✓ Community informer, ✓ Public Address System ✓ Formal letters to community leaders. ✓ Meetings that are accessible for 	<ul style="list-style-type: none"> ✓ 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 	<ul style="list-style-type: none"> • Design Consultant Safeguards staff • TANROADS

Project stage	Information to be disclosed	Methods proposed	Target stakeholder	Responsibilities
		<p>different groups and during times and in places where everyone can participate.</p> <p>✓ Visual displays in public places such as market & business centres, village/ward offices, worship areas, schools etc</p> <p>Brochures/leaflets, posters</p> <p>✓ Social media</p> <p>✓ Nontechnical summary of documents and reports</p>	<p>their leadership</p> <p>✓ Transporters and general road users</p>	
Project Implementation/ Construction	<p>Progress reports:</p> <p>□ Implementation of site-specific RAPs, SEP and ESIA</p>	<p>✓ TANROADS websites</p> <p>✓ Stakeholders' email addresses, WhatsApp group</p>	<p>✓ Communities living along the project areas including VGs</p>	<p>• Contractorssafeguards staff</p> <p>• Supervision Consultants-</p>

Project stage	Information to be disclosed	Methods proposed	Target stakeholder	Responsibilities
	<ul style="list-style-type: none"> □ Implementation of VGPF, GRM, GBV and any related social safeguards documents. 	<ul style="list-style-type: none"> ✓ TANROADS regional offices ✓ Meetings ✓ Visual displays ✓ Brochures/leaflets, posters ✓ Social media ✓ Nontechnical summary of documents and reports ✓ Social media 	<ul style="list-style-type: none"> ✓ Relevant Ministries and Agencies ✓ LGAs ✓ NGOs at the national, regional, and local levels. 	<ul style="list-style-type: none"> safeguards staff □ PIT
Project Closure	<ul style="list-style-type: none"> • Project implementation reports for project ESIA and RAP • Project Evaluation reports for LMP, SEP, implementation 	<ul style="list-style-type: none"> ✓ TANROADS websites ✓ Stakeholders' WhatsApp, email addresses ✓ Meetings ✓ Visual displays ✓ Brochures/leaflets, posters 	<ul style="list-style-type: none"> ✓ Communities living along the project areas including VGs ✓ Relevant Ministries, authorities and Agencies 	<ul style="list-style-type: none"> • Contractorssafeguards staff • Supervision Consultantssafeguards staff

			✓ Local Government	
Project stage	Information to be disclosed	Methods proposed	Target stakeholder	Responsibilities
		✓ Social media ✓ Nontechnical summary of documents and reports ✓ Social media	Authority (LGAs) ✓ NGOs/CBOs at and local levels.	

5.3 Proposed Strategy for Consultation

5.3.1 Project Design and Preparation

TANROADS shall organise and conduct consultations/meetings with stakeholders for Bulamata – Uvinza Road project. The aim of these consultation meetings is to inform the stakeholders about the program and solicit information to facilitate planning of the program. Information on potential project risks and impacts will be shared with communities together with proposed mitigation measures.

The consultations will solicit concerns, views, opinions, and suggestions, and collect any secondary information and data that form part of a baseline for the feasibility. Stakeholders are provided with a project background information 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 road project 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 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 program;
- By using the stakeholder identification strategy prepared by the Contractors, which TANROADS will ensure is fully consistent with this SEP and the provisions of OS10, 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 project. 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, Consultant 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.

5.3.3 Project Implementation

This phase is critical for ways dialogue to be ensured, as this is the phase most likely to lead to grievances if not transparent and participatory. Contractors will prepare site specific stakeholder engagement strategy showing 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 as well as community/stakeholder, interest of stakeholders in the project; how the stakeholder would be impacted by the project; expected outcome of the consultations; message content to be discussed during consultations; timeline to execute consultations factoring planned design and implementation program.

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

The purposes of these engagements will be:

- To scope for project risks and impacts and collaboratively find ways to mitigate them;
- Create project ownership and sustainable management and implementation of best practice introduced by the project by several agencies;
- To keep all stakeholders informed of the 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 be responsible for management and coordinating the implementation of SEP by Contractors. The PIT will comprise expertise of different discipline that will be able to ensure all

issues outlined within SEP are followed and implemented accordingly. The PIT will include project engineers, environmentalist, sociologist, road safety engineers, community development officers, labour officer, legal officers, GBV specialist, contractor project manager, resident engineers. The SEP implementation will be championed by the environmental and social experts from the PIT. The consultation activities and engagement to be conducted by contractors during project implementation will include:

- Public consultations, key informant interviews and focus group discussions, depending on the target group and topic;
- Formal coordination meetings with government agencies;
- Monthly update meetings for progress presentation;
- 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;
- GBV/SEA community sensitisation;
- 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.

5.3.4 Project Closure

Prior to project completion, TANROADS through PIT will organise a stakeholders' workshop at project to elaborate the exit strategy, challenges and future plans if any as well as presenting the final project report. For the project the following will be conducted:

- **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. borrowPITs, quarry sites, camps, diversion roads; c) Redundancy plan for the workers; d) Status of grievance management, labour management, GBV/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

5.4.1 Stakeholder Engagement during Project Implementation in Pandemic Situations such as COVID-19, HIV/AIDS and Tuberculosis (TB)

There may be an event of an outbreak of a pandemic where people are advised, or may be mandated by national or local law, to exercise social distancing, and specifically to avoid public gatherings to prevent and reduce the risk of the disease/infection transmission.

In the event that the Country takes various restrictive measures, such as imposing strict restrictions on public gatherings, meetings and people's movement, and others advising against public group events. Relations with the community should be carefully managed, with a focus on measures that are being implemented to safeguard both workers and the community. The

project, through the Social Specialist of the respective implementing agencies, will also ensure that consultation measures adopted under the pandemic outbreak environment include the following:

- Ensure active outreach to collect feedback from persons with disabilities.
- Disseminate information that uses clear and simple language. Provide information in accessible formats, such as like braille and large print, when needed.
- Offer multiple forms of communication when needed, such as text captioning or signed videos, text captioning for hearing impaired, online materials for people who use assistive technology.
- Involve organisations of persons with disabilities in consultation and decision making.

The preparation and implementation of site-specific SEPs and stakeholder engagement in the proje will therefore ensure meaningful consultations while complying with projects SEP, GoT and World Health Organisation provided guidelines on global pandemics such as COVID-19 Infection Prevention and Control.

PIT will use a selection of the following platforms of engagements to engage the projects stakeholders during project implementation. These may include:

- Conduct meetings on online platforms where stakeholders have access to the technology and internet connections to enable them to connect. Such as: Webex, Zoom, Skype.
- Adopt project specific dedicated social media and online channels. This could include as appropriate: (i) dedicated chat groups on WhatsApp; and (ii) Discussion forums on Facebook.
- Share information on traditional channels of communications such as: (i) television (TV); (ii) newspapers; (iii) radio; (iv) dedicated phone-lines; (v) public announcements and mail to share information.

- Adopt call-in shows on television and radio as ways to share information, engage with large numbers of people and obtain feedback from stakeholders on specific subject matters upon review and recommendation of projects Social Specialist from the PIT.
- Set up a dedicated phone line to engage with individual stakeholders. These can also be used to obtain feedback after or during online sessions.
- Production of project related information on posters and brochures transmitted to the target community at strategic locations.

All channels of communication need to clearly specify how stakeholders can provide their feedback and suggestions.

The PIT Social Specialist will ensure that the means used in stakeholder engagement take into account the ability of different members of the community to access them and make sure that communication reaches these groups.

Online meetings shall observe protocols similar to face-to-face meetings:

- Identify participants to be included in the invitation. Meetings shall be based on a stakeholder analysis. The project Social Specialist will identify which stakeholders are relevant but may have challenges accessing the format of the meeting proposed. He or She will also identify which medium works best for them (e.g., phone-calls) and engage with them using that medium.
- Send invitations ahead of the meeting. Use an accessible medium (email, phone, WhatsApp, etc.) to send invitations. Invitations shall be sent well in advance and at least seven days prior to the meeting.
- Register participants. By doing a rollcall or registering online.
- Distribute material prior to meeting. This may include the agenda, project documents, presentations, questionnaires and discussion topics. These can be sent, for example, by email, courier or WhatsApp prior to the meeting (at least seven days prior).

- Provide technical support. The consultations team shall provide technical support to the participants during the virtual consultations, particularly in terms of connection options (e.g., possibility of being called in instead of opting for a connection requiring internet).
- Ensure appropriate opportunities for discussion and feedback. Participants can be organised and assigned to different topic groups by being in smaller chat groups, or by having smaller virtual sessions. Feedback can also be provided through an electronic questionnaire or feedback forms that can be emailed to the team.
- Share the conclusions and summary of the meeting. The chair of the meeting should summarise the virtual workshop discussion, formulate conclusions and share with all participants in an accessible medium.
- Document the meeting just as you would a face-to-face meeting. As with a face-to face meeting, ensure that the meeting is well-documented, including information on how stakeholders were identified, how invitations were sent out, how the meeting was held and measures taken to ensure that the meeting was accessible, what issues were raised and how the responses to the issues. It will be important to document in detail the processes such as invitations, online platforms, accessibility, etc.

5.4.4 Timelines

Detailed plans for stakeholder engagement, including stakeholder analysis, will start as early as possible in project preparation to ensure that there is sufficient time for stakeholders to provide input to project design and reflected into site specific plans, including the ESIA/ESMP and RAP for the project. Stakeholder engagement will be carried out continuously in the project. The stakeholder engagement will follow the principles and strategies set out in this SEP but will be specifically tailored to the site conditions – for example, to ensure the inclusion of vulnerable groups. However, additional planning for continuous engagement will be carried out pending the AfDB approval of the Project, including contractor engagement. Further planning of stakeholder engagement will be in sequence with the project timeframe and

5.4.5 Future Phases of Project

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

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.

CHAPTER SIX

6.0 Resources and Responsibilities for stakeholder engagements activities

6.1 Resources

TANROADS has allocated approximately USD 1.44 million out of the TSSP saving budget for social infrastructure and community-based initiatives, SEP implementation, in relation to the road project. The detailed budget allocation will be developed in conjunction with the annual workplans. The tentative financial budget for the Stakeholder implementation for the proposed road project will be fetched from Category Item: Other Activities of the estimated costs of the project component approximately USD 0.96 Million out of the TSSP saving budget

COMPONENT	AMOUNT IN USD
Cost for hiring NGO	23,076.0
Facilitation Stakeholder Engagement meetings	10,000.0
Expenses for three committees (GRC) (Sitting and Transport allowances)	20,000.0
Sub total	53,076.0

6.2 Management Functions and Responsibilities

The PIT Environmental and Social Team will be managing and implementing the SEP. The SEP implementation will be overseen by a Social Specialist, who will work closely with the TANROADS Environment and Social Section.

The actual personnel for the implementation of the SEP at TANROADS HQ and Regional Level are:

- Ms. Zafarani Madayi (Manager of Environment and Social – TANROADS HQ)
Mobile: +255 754 287 457
Email: zafarani.madayi@tanroads.go.tz
- Eng. Narcis Choma (TANROADS Regional Manager - Kigoma)
Mobile: +255 787 222 442
Email: rm-kigoma@tanroads.go.tz
- Eng. Martin Mwakabenda (TANROADS Regional Manager - Katavi)
Mobile: +255 713 242325
Email: rm-katavi@tanroads.go.tz

CHAPTER SEVEN

7.0 Grievance Mechanism

This section provides the Bulamata – Uvinza project under TSSP comprehensive Grievance Redress Mechanism for E&S -related issues. It includes the design, procedures, institutional responsibilities and operational aspects of the GRM, which are to be summarised and cross-referenced in the project E&S instruments including the ESIA, RAP and SEP.

GRM Principles and Objective

A grievance redress mechanism is an accessible and inclusive system, process, or procedure that receives and acts upon complaints and suggestions for improvement in a timely fashion and facilitates resolution of concerns and grievances arising in connection with a project. An effective grievance mechanism provides project-affected parties with redress and helps address issues at an early stage.

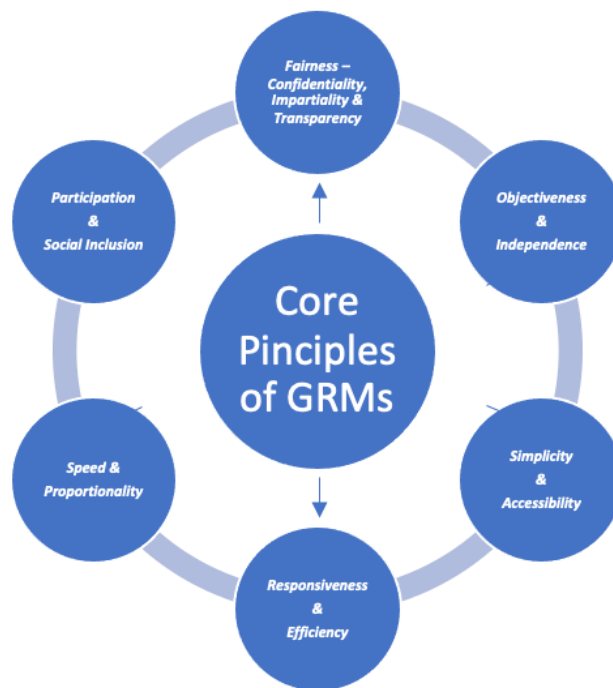


Figure 7-1: GRM Core Principles

The objective of the GRM is to satisfactorily address complaints (grievances) from beneficiaries and nonbeneficiaries of the Bulamata – Uvinza road. The goals of the GRM are to ensure people use the

system, staff understand what is going well or poorly with program design and implementation, and communication messages around the GRM are tested and improved.

Potential Grievances under the Project

Through the preparation of the Bulamata – Uvinza road project E&S instruments, potential grievances that might arise from project activities were identified and grouped into four distinct categories that require specific procedures for handling those grievances. The four categories are (i) Labour and workers, (ii) Gender Based Violence (GBV), (iii) Resettlement and compensation, and (iv) Environmental and social impacts of project activities. The potential grievances that have been identified for each category are listed in Table 7-1 below.

Table 7-1 Potential Grievances of the Bulamata – Uvinza Road Project under TSSP

Potential Grievances	
1. Environmental and Social Impacts	2. Resettlement and Compensation
<ul style="list-style-type: none"> • Reduced Access to Local Communities' Services • Increased Traffic Accidents to Pedestrians, Livestock and Communities • Risk of Crimes Occurrence • Impact on Cattle Headers • Impacts on water resources • Impacts on protected areas and wildlife crossing. • Land degradation • Noise and vibration • Environmental pollution • Poor communication among stakeholders can lead to misunderstandings, mistakes, and ultimately, disputes. <p>Miscommunication can occur at any</p>	<ul style="list-style-type: none"> • Delay in effecting compensation • Conflict between beneficiaries/PAPs • Complaints on ownership • Dissatisfaction on amount paid • Complaints on unpaid properties • Anonymous properties
Potential Grievances	

<p>stage of the project and among any parties involved.</p> <p>□ Delays can be caused by various factors, including unrealistic timelines, unforeseen events, or client or contractor delays. These delays can lead to significant financial strain and disputes.</p>	
3. Labour and Workers	4. Gender-Based Violence
<ul style="list-style-type: none"> • Low wages • Overtime • Workers risks • Hazardous environment for workers □ <p>Contracts issues</p> <ul style="list-style-type: none"> • Contribution to social security funds 	<ul style="list-style-type: none"> • Sexual harassment • Gender violence • Gender harassment • Sexual Abuse • Child Abuse • Rape

Summary of Comprehensive Project GRM

Because the Project activities could involve several categories of grievances that have different methods of procedural and legal resolution, as well as requirements under the E&S, the Project has developed a comprehensive GRM that has specific procedures for each category of grievances.

The PIT will establish an independent GRM for the project 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
Higher-level recourse	For any grievances that are not resolved, affected people can seek recourse in courts of law.	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 ¹
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

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


7.1 GRM for General Environmental and Social Issues

7.1.1 Potential Types of Grievances

Although the environmental and social impacts of project activities show that over 80% the road project passes through reserve forest but the nuisances could affect and cause disturbances to local communities, which include but are not limited to:

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

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.
Level 2	Project Committee Level	1. PIT (Social specialists) 2. Community Engagement and Communication Specialist 3. Vulnerable Groups Specialist 4. District Executive Officer (DEO) 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.



Level 1	Ward level grievance committee	<p>This GRM committee for hearing environmental and social complaints will include:</p> <ol style="list-style-type: none"> 1. Ward Environmental Committee 2. WEO (Chairperson) 3. Village Executive Officer 4. VC 5. Community Development Officer 6. Rep of local NGOs/CBOs 	<p>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.</p>
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Table 7-3 ES-GRM Levels


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

E&S-GRM Standard Operating Procedures

Access to the E&S-GRM

- The Environmental and Social GRM (E&S-GRM), will be presented to all affected persons and other local stakeholders during public consultations.
- 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 GBV Specialist following the procedures set out in the GBV 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 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	

7.2 GRM for Labour and Workers

The worker grievance mechanism (W-GRM) for project workers engaged through contractors/subcontractors to raise workplace concerns will be part of the contractual obligations of contractors. Under the W-GRM, Project workers will be able to raise all workplace-related concerns, including regarding unfair treatment, problems with payment of wages or benefits, as well as unsafe or unhealthy work situations, including workplace sexual harassment. Contractors must report status of issues raised through regular reporting. Where a worker wants a high-level review, an issue raised may be appealed through the Project level GRM at the PIT.

The W-GRM, however, does not replace or override the requirement that the PIT provide for workplace processes for Project workers to report work situations that they believe are not safe or healthy, such as reporting requirements regarding workplace injuries and accidents. The W-GRM also does not preclude any Project worker's ability to access any other judicial or administrative remedies that might be available under national law or through existing arbitration procedures, or substitute for grievance mechanisms provided through collective agreements.

Potential Types of Grievances

Preparation of the Project LMP found that the following types of grievances could be possible as part of project implementation activities, including but not limited to:

- 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.

W-GRM Principles

The W-GRM is based on the following principles:

- 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 W-GRM will not prevent workers from using the dispute procedures provided in Part VIII of the Employment and Labour Relations Act of 2004.

Level		Responsible Persons/Department	Role
Level 3	Higher-level recourse for unresolved disputes (workers may choose to use the national system from outset)	<ul style="list-style-type: none"> Labour Court Commission for Mediation and Arbitration (CMA) Local Government Authority/Regional Office - Labour Office 	
Level 2	TANROADS PIT	GRC PIT Human Resources Officer	<input type="checkbox"/> Overall supervision of the project W-GRM
Level 1	Contractor/ subcontractor grievance mechanism	Responsible person for handling grievances to be identified through Contractor or Subcontractor's specific GRM	<input type="checkbox"/> Handles grievances of workers engaged or employed by them <input type="checkbox"/> Provides progress and status report to PIT

Table 6-5 W-GRM Levels

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 W-GRM, before the beginning of project implementation. The W-GRMs 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 W-GRM;
 - ☐ 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 W-GRM, through regular worker trainings, worker handbooks, on notice boards and other communications media, throughout the duration of the design and implementation of the project.

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- PIT will require all project contractors to develop and implement a W-GRM 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 W-GRM 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 W-GRM resolution matters are properly trained in understanding and implementing the project W-GRM.

W-GRM Standard Operating Procedures

Access to the W-GRM:

- 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 W-GRM;
- Grievances related to GBV will be immediately channelled to the GBV-GRM.

For workers who feel dissatisfied after following the contractor's W-GRM, 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	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.	

7.3 GRM for Resettlement and Compensation

7.3.1 Potential Types of Grievances

The RAP found that grievances related to compensation could arise from the following issues, that include but are not limited to:

- 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.

R-GRM Principles

- PAPs will have full access to information on the resettlement process and their compensation options through their participation in resettlement planning and decision-making;
- 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 7-4 R-GRM 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

Levels		Responsible Persons/Department	Role
			claimant's satisfaction, the PAP can seek redress in a court of law.
Level 2	District Grievance Redress Committee (DGRC)	<p>The District Grievance Redress Committee (DGRC) for land and compensation issues will be composed of the following members:</p> <ul style="list-style-type: none"> • 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 <p>6. Representative of PAPs</p>	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	<p>This GRM committee at ward level for land and compensation issues will consist of:</p> <ul style="list-style-type: none"> • 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 R-GRM

The Resettlement Grievance Redress Mechanism (R-GRM), 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.				

7.4 GRM for Gender-Based Violence

Types of Risks

Preparation of the Project GBV Action Plan found that the following types of risks could be possible as part of project implementation activities, including but not limited to:

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

GBV/SEA-GRM Principles

The GRM for GBV/SEA/SH and VAC cases will be based on the following principles:

- 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 GBV cases in the GRM logbook
- Separate coding system for names should be created and stored in a locked cabinet in the officers 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.
- The GRM should record information on more than three aspects related to the GBV incidents: (a) the nature of the complaint (what the complainant says in her/his own words without direct questioning, (b) if, to the best of their knowledge, the perpetrator was associated with the project, and if, possible, the age and sex of the survivors.

Table 7-6 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, GBV Specialist, HRO and Local NGOs/ CBOs).	Maintain records related to GBV grievances following the procedures as outline in the GBV Action Plan.
GBV Specialist	GBV Specialist will work closely with GBV service providers identified in the Project areas.	<ul style="list-style-type: none"> • Register grievances □ Filing grievances • Healing and 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 about the existence of the grievance mechanism will be readily available to all project workers/community (direct and contracted) through notice boards, public offices such as WEO, VEO and community centres, suggestion/complaint boxes, and other means such mobile phone, walk-ins as needed.

Project Level Committee

Because the Project activities could involve several categories of grievances that have different methods of procedural and legal resolution, as well as requirements the Project will develop a comprehensive GRM that has specific procedures for each category of grievances. 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. The Committee will also receive the grievances which have been decided by the focal person to be handled at project level.

The members of the committee will include:

- i) District Commissioner - Chairperson ii)
District Executive Director
- iii) Focal Person (Social specialists) From TANROADS
- iv) Community Development Officer

- v) Vulnerable Groups Specialist

Ward Level Grievance Committee

This Ward GRM Committee will be established to address grievances at ward level along the project road. GRM committee will receive the grievances from the focal person. The member of the committee will include:

- i) Ward Executive Officer (Chairperson)
- i) Village Executive Officer (Secretary)
- ii) Village Chairperson
- iii) Community Development Officer
- iv) Member from the community
- v) Rep of local NGOs/CBOs

District Level Grievance Committee

This District GRM Committee will be established to address grievances at District level along the project road. GRM committee will receive the grievances from the focal person. The member of the committee will include:

- i) District Commissioner (Chairperson)
- ii) ii) TANROADS Regional Manager (Secretary)
- iii) District Executive Director
- iv) Legal Counsel
- v) Valuer
- vi) vi) Land Officer
- vii) Ward Executive Officer
- viii) Community Development Officer
- ix) PAP Representative
- x) Rep of local NGOs/CBOs

In the case that all committee's decisions fail to resolve the case to the person's satisfaction, they can seek redress in a court of law.

7.5 GRM Monitoring and Reporting

A robust monitoring and reporting protocol will be established to track all grievances across subprojects.

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 spread sheet 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.

CHAPTER EIGHT

8.0 Monitoring & Reporting

8.1 Involvement of Stakeholders in Monitoring Activities

Monitoring will be conducted as a routine exercise to avoid occurrence of environmental and social risks, in accordance with the Procedures set out in the ESIA, RAP and SEP and adjustments to the approach, including remedial measures will be determined, where appropriate to comply with the Project's requirements. Regional offices of TANROADS and the Supervising Engineer will be responsible for day-to-day monitoring contractor implementation.

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 AfDB. 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.

8.2 Reporting back to Stakeholder Groups

Important details on the progress of the project will be reported to stakeholders, the reporting may also include new or corrected information since the last report. The PIT will prepare a plan and organise measures to keep track on commitments made to various stakeholder groups at various times, and communicating progress made against these commitments on a regular basis.

Table 8: Methods and frequency of reporting to stakeholders

Reporting Party	Reporting Method	Stakeholder	Reporting Information	Frequency
PIT	Official Correspondence	Relevant Ministries & Agencies	<ul style="list-style-type: none"> ✓ Project progress ✓ Plans for next step ✓ Issues and changes 	Quarterly
PIT Community Engagement and Communication Specialist	<ul style="list-style-type: none"> ✓ Official Correspondence ✓ Public meetings ✓ Correspondence by email or postal mail ✓ Newspapers & posters ✓ Radio and television ✓ Website and social media 	<ul style="list-style-type: none"> ✓ Local Community ✓ Private Investors ✓ NGOs 	<ul style="list-style-type: none"> ✓ Project progress ✓ Plans for next step ✓ Issues and changes 	<ul style="list-style-type: none"> ✓ Quarterly ✓ when changes occur

ANNEXES ANNEX 1: LOG SHEET FOR RECORDING GRIEVANCES AND DISPUTES

MRADI WA UJENZI WA BARABARA YA BULAMATA - UVINZA KWA KIWANGO CHA LAMI

JEDWALI A: MALALAMIKO YATOKANAYO NA MALIPO YA FIDIA YALIYOSHUGHULIKIWA KATIKA NGAZI YA KATA

KATA: _____ TAREHE: _____

Na.	Jina la Mlalamikaji	Kijiji/Kata Anapoishi	Lalamiko/Malalamiko	Ufumbuzi Uliotolewa	
				Jina	Cheo

ANGALIZO:

1. *Malalamiko yote yanayohusu fidia yawasilishwe kwenye ofisi ya Mtendaji wa Kijiji/Kata **ndani ya siku 30** baada ya kulipa fidia.*
2. *Endapo malalamiko hayo hayatashughulikiwa ipasavyo **ndani ya siku 14** au Mlalamikaji asiporidhishwa na usuluhishi uliotolewa katika ngazi ya Kijiji/Kata, anaruhusiwa kuyapeleka malalamiko yake kwenye Kamati ya Wilaya ya Usuluhishi wa Masuala ya Fidia (Kamati ya Mkuu wa Wilaya).*
3. *Watendaji (WEO/VEO) wataandaa Taarifa fupi inayoonyesha idadi ya malalamiko yaliyowasilishwa kwenye ofisi zao, yaliyosuluhishwa na ofisi zao, malalamiko yaliyoshindikana na kuwasilishwa kwenye Kamati ya Usuluhishi. Taarifa itaeleza kwa kifupi jinsi malalamiko yalivyoshughulikiwa.*

MRADI WA UJENZI WA BARABARA YA BULAMATA - UVINZA KWA KIWANGO CHA LAMI

JEDWALI A: MALALAMIKO YATOKANAYO NA MALIPO YA FIDIA YALIYOSHUGHULIKIWA KATIKA NGAZI YA WILAYA

WILAYA: _____ TAREHE: _____

Na.	Jina la Mlalamikaji	Kijiji/Kata Anapoishi	Lalamiko/Malalamiko	Ufumbuzi Uliotolewa	Orodha ya Wajumbe Walioshiriki kutoa Maamuzi		
					Jina	Cheo	Sahihi

ANGALIZO:

1. Endapo mlalamikaji hatoridhika na uamuzi/usuluhishi uliotolewa na Kamati ya Wilaya hapo juu, atapeleka malalamiko yake kwenye Mahakama ya Sheria kwa mapitio na ufumbuzi.
2. Endapo mlalamikaji hatoridhishwa na uamuzi wa Mahakama ya Sheria, ataruhusiwa kukata rufaa na shauri lake kusikilizwa kwenye Mahakama ya Rufaa.

Kamati itaandaa Taarifa fupi inayoonesha idadi ya malalamiko yaliyowasilishwa kwenye Kamati, yaliyosuluhishwa na Kamati, malalamiko yaliyoshindikana na kupelekwa Mahakama ya Sheria. Taarifa itaeleza kwa kifupi jinsi malalamiko yalivyoshughulikiwa na Kamati ya Usuluhisi **ANNEX**

2: COMMUNICATION TEMPLATE

