

UNITED REPUBLIC OF TANZANIA



**PRESIDENT'S OFFICE REGIONAL
ADMINISTRATION AND LOCAL
GOVERNMENT**

**Scaling-Up Locally Led Climate Action Program-
SCALE P180742
(IPF Component)**

Stakeholder's Engagement Plan (SEP)

January 2025

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Abbreviation and Acronyms

ALAT	Association of Local Authorities of Tanzania
CBO	Community Based Organization
CDOs	Community Development Officers
DSD	Department of Social Development
ESF	Environmental and Social Framework
ESIA	Environmental and Social Impact Assessment
ESS 1-10	Environmental Social Standard 1-10
ESSA	Environmental and Social System Assessment
ESSs	Environmental and Social Standard
FAQs	Frequently Asked Questions
FVPO	First Vice President Office
GBV	Gender-Based Violence
GDP	Gross Domestic Product
GM	Grievance Mechanism
IIED	International Institute for Environment and Development
IPF	Investment Program Funding
KPIs	Key Performance Indicators
LGAs	Local Government Authorities
MoF	Ministry of Finance
MoH	Ministry of Health
MSC	Multi-Sectoral Committee
NCMC	National Carbon Monitoring Center
NGOs	Non-Government Organizations
NLUC	National Land Use Commission
OIP	Other Interested Parties
PCU	Project Coordination Unit
PforR	Program for Results
PMO	Prime Minister Office
PMO-LYED	Prime Minister Office Labor Youth Employment Persons with Disabilities
PoFP	President Office Finance and Planning
POLEI	President Office Labor Economic and Investment
PO-RALG	President Office Regional Administration Local Government
PORALG SD	President Office Regional Administration Local Government and Special Departments
PS	Principal Secretary
RSF	Resilience and Sustainability Facility
SCALE	Scale-Up Locally-Led Climate Action Program
SEA	Sexual Exploitation and Abuse
SEP	Stake Holder Engagement Plan
SNR	<i>Sema na Rais</i>
SRM	Social Risk Management
SUZA	State University of Zanzibar
TA	Technical Assistant
TASAF	Tanzania Social Action Fund
TTL	Task Team Leader
URT	United Republic of Tanzania

VMG	Vulnerable Marginalized Group
VPO	Vice President Office
WB	World Bank
WEO	Ward Executive Officer
WHO	World Health Organization
ZALGA	Zanzibar association of local government
ZU	Zanzibar University

1. INTRODUCTION

1.1 Social risk management in Tanzania

1. Social Risk Management (SRM) focuses on safeguarding local communities from the unintended negative effects that may arise from development program. It is an essential strategy for promoting inclusive and sustainable development. The aim of SRM is to address social risks, including displacement—both physical and economic—that may lead to poverty, exclusion from development activities, and the detrimental impact on livelihoods. Particular attention is given to the needs of vulnerable and marginalized groups (VMGs) and minorities who may be disproportionately affected. Other social risks of the SCALE investment project component of the SCALE Program include Project-related social conflicts, gender-based violence (GBV), sexual exploitation and abuse (SEA), and labor influx, which can be triggered by large-scale development initiatives.

2. SRM also emphasizes the importance of public participation in the development process, a fundamental constitutional right for all citizens in Tanzania. Ensuring inclusive participation means that development programs must engage in extensive consultation, ensuring that no one is overlooked and that stakeholders are given adequate information and opportunities to participate meaningfully in discussions about the program. SRM plays a critical role in the IPF aspect of management of the social risks of the investment project component. The IPF focuses on supporting the PDO's national outcome statement (strengthen national government systems to implement national climate strategies) by building national capacity in both Tanzania mainland and Zanzibar to implement the Program effectively, addressing weaknesses identified in the operation's assessments and financing Program coordination, management, and verification costs.

1.2 Scaling-Up Locally-led Climate Action Program

In 2022, Tanzania ranked 150th out of 191 countries on readiness to cope with climate change, and it is the 47th most vulnerable country to climate change with direct impacts on the economy. Floods and droughts are the two climate change threats that affect a large share of the country's population. Most climate models predict increases in temperature, with wide-ranging impacts across Tanzania's varied topography and economy. The Tanzanian economy relies on agriculture for about 28 percent of GDP and 70 percent of rural employment and is therefore highly vulnerable to climate impacts. Program indicate that

under a dry/hot future, inaction could lead to a 4 percent reduction in real GDP by 2050, compared to a baseline scenario that assumes no climate variability; however, implementing climate adaptation measures could reduce this decline to 3 percent, and under an aspirational scenario – to 2.7 percent. The vast majority of climate impacts on the economy under a dry/hot future are mostly due to reduction of crop yields, reduced labor productivity, and inland flooding. Climate impacts affect the vulnerable disproportionately and in different ways, including poor, rural, and marginalized communities, and women: 27.7 percent of the general population and 29.4 percent of the vulnerable population are exposed to at least one climate risk, including heat-related and waterborne diseases, reduced crop yields, impacts on livestock and fisheries production, human-wildlife conflict over resources, and weakening of tourism and infrastructure. As climate impacts affect people differently in different parts of the country, local climate action is an effective way to address these vulnerabilities, unlock the country's growth potential, and build a more prosperous, inclusive, and resilient economy

3. Due to the complex and ever-evolving nature of climate change and its local impacts, there is an opportunity to enhance strategic coordination between local and national climate stakeholders. Supporting locally driven climate initiatives can strengthen community resilience while fostering collaboration between communities and Local Government. These initiatives can integrate traditional knowledge with modern climate science to create innovative, inclusive, and sustainable solutions that directly address local needs and priorities. Particular attention should be given to the most vulnerable communities across 65 vulnerable districts

1.3 Program Description

4. The Program interventions are conceptualized within the proposed '**Scaling-Up Locally-Led Climate Action Program**', which is coordinated by Ministry of Finance and financed by the World Bank.

The Government of Tanzania has piloted a decentralized climate finance mechanism with good results that it wishes to scale up, and it is finalizing climate vulnerability reports to inform adaptation interventions. A 2016-2018 pilot of the Decentralized Climate Finance Program was managed by PO-RALG and implemented by the International Institute for Environment and Development (IIED) in three districts of Longido, Munduli and Ngorongoro in Arusha Region, where it established a Climate Adaptation Fund held by the LGAs, with actions prioritized by elected community representatives at the division level and successfully implemented, overseen, and maintained by the LGAs and village-level committees. The pilot generated important lessons on key requirements of a sustainable locally led climate action process, and the

government is keen on scaling it out nationally. The VPO and FVPO with the support of the United Nations Development Program and the Green Climate Fund are finalizing an assessment of climate vulnerability hotspots across nine key sectors in Tanzania mainland and Zanzibar to inform adaptation options. Concurrently, the PMO is working on climate vulnerability maps that Program climate scenarios for the country's territory in 2030, 2050, and 2080 with a focus on risks from flooding, landslides, mudslides, drought, and sea level rise. This work is supported by the Global Centre of Adaptation and follows the approval of the International Monetary Fund Board of a Resilience and Sustainability Facility (RSF).

5. The PSs for PORALG/PORALG SD, serving as the accounting officer, will oversee the overall coordination and execution of the SRM component. The PS will be primarily responsible for ensuring the program's efficient and effective implementation to achieve its development objectives. All major decisions, including those related to finance and procurement, will fall under the authority of the PSs.

6. An SRM Desk will be established within the PORALG PCU, led by a Task Team Leader (TTL) responsible for SRM. Its key functions include coordinating SRM activities within development programs, conducting and reviewing social impact assessments, monitoring and ensuring compliance with social risk standards, and collaborating with government bodies and higher learning institutions to develop SRM curriculum and certification processes for SRM experts. The TTL will oversee the daily administration of SRM-related activities and serve as the Secretariat for the SRM National Multi-Sectoral Committee.

1.4 Activities under the Investment Program Funding (IPF)

7. This climate change program has two funding modalities: the Program for Results (PforR) which will support components 1 and 2 and the Investment Program Financing (IPF) which will focus on components 3. This SEP covers the IPF part focusing on component 3. The IPF will finance the following activities at the national government level in support of local climate action:

- (i) Operational and technical capacity building of key stakeholders to improve their service delivery to LGAs in terms of carrying out Local-level climate change actions, particularly of PORALG/PORALG SD, MoF/PoFP, VPO/FVPO, including online connectivity.
- (ii) facilitation of cross-sectoral coordination between the POARALG/PORALG SD and relevant MDAs and other actors which play key roles in coordinating, monitoring, and reporting on climate change and disaster risk management activities in the country.

- (iii) Improving the operational and technical capacity of the National Carbon Monitoring Center (NCMC) and a resource center (to be named by government). for sharing of climate knowledge;
- (iv) Conducting/Complementing vulnerability assessment of LGAs to identify priority needs in partnership with pioneer partners such as the TASAF; and
- (v) Financing a climate change finance unit within MoF and POFP.

8. The IPF component is considered as a low risks and will focus on strengthening the capacity of LGAs and national government agencies through training and skill development in identifying, mitigating, and managing social risks and impacts associated with program activities.

9. Further, the IPF will support the Country's Capacity Building on SRM, which will be directed towards Technical Assistance to PMO-LYED/POLEI on SRM. The PMO-LYED/POLYEI will be an implementing partner under the program. The Department of Community Development (CDO) under PMO-LYED/POLEI derives its mandate from the Presidential Executive Order No. 1 of 2018 that include; (i) community mobilization; (ii) family promotion and protection; (iii) community development policy; (iv) registration of self-help groups; (v) implementation of the Social Protection Policy; (vi) policies and programs for persons with disabilities; (vii) policies and programs for older persons; (viii) National Volunteerism Policy; (ix) Vocational Training and rehabilitation of persons with disability. MLSP is in the process of expanding its mandate to include a Social Risk Management Policy and the establishment of a Social Risk Management Desk

10. This Program will support the following activities under the Country's Capacity Building on SRM

- i. support a working group of academic institutions and related partners (such as Institute of Social Welfare, Ardhi University, Local Government Training Institute, Institute of Rural Development, Zanzibar University (ZU), SUZA, University of Mwalimu Nyerere Memorial Academy in developing programs to train social experts and practitioners on social assessment for VMGs, Social Impact Assessment and Gender-Based Violence in line with international standards.
- ii. create awareness, training and capacity building of the social development officers under the SRM Desk on international policies and practice on social risks identification, assessment, mitigation measures and management at national and all 65 proposed LGAs.
- iii. formalization of a multi-stakeholder committee, with representation from national institutions responsible for specific aspects of SRM both at national and LGA levels such as National Environmental Management Council (NEMC), Zanzibar Environmental Management Authority

- (ZEMA), Association of Local Authorities of Tanzania (ALAT), National Land Use Commission(NLUC)/ Zanzibar Commission for Land, and others to spearhead stakeholders' engagement and other activities in the process of institutionalization of SRM in national and LGAs;
- iv. Technical Assistance for deeper analysis of social risks policy and regulations in Tanzania as compared to the World Bank's ESF;
 - v. Based on the outcome of the policy and regulations analysis, undertake a Technical Assistance for the development of a SRM policy framework consistent with the World Bank's ESF and specific responsibilities of the SRM Desk including coordination of screening of social risks, review and clearance of SRM assessment; and
 - vi. Establish regulations, which will guide their registration of social professionals, experts and practitioners to manage their continuous professional development and regulate their professional conduct.

1.5 Applicable World Bank Environmental and Social Standards (ESSs)

11. The SEP for the SRM component has been prepared under the World Bank's ESF. As per the Environmental and Social Standard (ESS) 10: *'Stakeholders Engagement and Information Disclosure'*, the implementing agencies are required to provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation. Stakeholder engagement is an inclusive process conducted throughout the project life cycle. Stakeholder engagement is most effective when initiated at an early stage of the project design process and is an integral part of early project decisions and the assessment, management, and monitoring of the program's environmental and social risks and impacts.

1.6 Objectives and scope of the SEP

12. The overall objective of this SEP is to define a plan for stakeholder engagement, including public information disclosure and consultation, throughout the program cycle. The SEP outlines ways in which the program team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about the program and any activities related to the program. This will ensure smooth collaboration between program staff and the stakeholders as well as minimize and mitigate any possible social risks related to the proposed program activities.

13. Specifically, the SEP will:

- i. Identify relevant stakeholders for this Program that might be affected, paying particular attention to, those interested and /or able to influence the Program and its Sub-Programs.
- ii. Provide guidance for stakeholder engagement so as to align with the provisions of Environmental and Social Standard 10 (ESS10) and other applicable ESSs of the World Bank Environmental and Social Framework (ESF).
- iii. Identify the most effective methods, timing and structures through which Program information will be shared, and to ensure regular, accessible, transparent and appropriate consultation forums, including ensuring addressing the needs and special circumstances of persons with disabilities, women, youth, and the elderly etc.
- iv. Develop a stakeholders' engagement processes that provide stakeholders with opportunities to participate in and contribute to all the phases of the Program.
- v. Define a clear and open communication and feedback plan.
- vi. Establish and operationalize a project Grievance Mechanism (GM).
- vii. Define roles and responsibilities for the implementation of the SEP; and
- viii. Define reporting and monitoring measures to ensure effectiveness of the SEP and periodic reviews of the SEP based on findings.

14. This SEP describes how the Program will engage internal and external stakeholders during planning, implementation, monitoring and evaluation phases of the Program. The SEP outlines the following:

- Program description.
- Previous stakeholder engagement activities.
- Stakeholder identification and analysis as part of stakeholders mapping.
- Stakeholder engagement program (activities).
- Resources and responsibilities for implementing stakeholder engagement activities.
- GM; and
- Monitoring and reporting.

15. This plan is considered to be a 'live' document and may be amended periodically considering operational changes and experiences during its implementation.

2. BRIEF SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

2.1 Key Institutional stakeholder meetings and consultations on the Program

16. The PMO-LYED/POLYEI will hold numerous high-level meetings with key institutional stakeholders in readiness for implementation of SRM in programs/Programs across the country according to the Existing Laws in both Tanzania Mainland (Discharge of Ministerial Functions) Act cap 299 made under section 5(1) on the Ministers (Assignment of Ministerial Function) notice, 2021 first schedule and

17. The engagements and consultations will be held by PMO-LYED/POLYEI on SRM (specifically on the climate change programs) involving relevant Government agencies, development partners, academic institutions and various key stakeholders. The SRM team has ensured and will continue to ensure compliance with national laws, policies and protocol requirements, as well as World Health Organization (WHO) and World Bank guidance regarding the communicable diseases like Murburg, COVID-19 in relation to stakeholder consultations and related activities.

Table 1: Past engagements on SRM

Stakeholder	Date	Participant	Key Points Discussed
Council's Planning Officers	December, 2024	<ul style="list-style-type: none">• District Planning Officers from all 184 Councils in Tanzania Mainland	<ul style="list-style-type: none">• Orientation on the SCALE Program• Allocation of budget on issues related to climate change
Council's Environmental Officers	October, 2024	<ul style="list-style-type: none">▪ Environmental Officers from all the Councils that were heavily affected by climate change	<ul style="list-style-type: none">• To discuss on various mitigation measures as far as climate change is concerned.• Orientation on the SCALE Program
Assistant Regional Administrative Secretaries Planning and	December, 2024	<ul style="list-style-type: none">▪ Assistant Regional Administrative Secretaries Planning and Economic Affairs from all 26 Regional Secretariat	<ul style="list-style-type: none">▪ Allocation of budget on issues related to climate change▪ Orientation on the SCALE Program

Economic Affairs			
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3. STAKEHOLDERS IDENTIFICATION AND ANALYSIS

3.1 Program stakeholders

18. Program stakeholders are defined as individuals, groups or other entities who are interested in the program at different levels. The Department of Community Development will identify program stakeholders who will be informed and consulted about the program in the implementation of the program. program stakeholders are categorized into two main groups as described below.

Affected Parties: persons, groups, local communities and other entities within the Program Area that may be adversely affected by the Program directly or indirectly, positively or negatively. The Program will focus particularly on those directly and adversely affected by Program activities. This category includes government officials, institutions of higher learning, LGAs and individuals who may offer specific services to the Program. During Program implementation, the SRM Desk will identify and include other stakeholders who may need to be brought on board.

Other Interested Parties (OIP): constitute individuals/groups/entities who may be interested in the Program because of its location, its proximity to natural or other resources or parties involved in the Program. OIP may be affected by the Program and have the potential to influence Program outcomes. They may not experience direct impacts from the Program but they may consider or perceive their interests as being affected by the Program and/or who could affect the Program and the process of its implementation in some way. Such stakeholders include NGOs, local government officials, community leaders, and civil society organizations, particularly those who work with the affected communities. These stakeholders can help play a role in identifying risks, potential impacts and opportunities for the borrower to consider and address in the assessment process. These stakeholders include institutions of higher learning currently providing training on ESIA, Universities that might have an interest in the Program, entities currently collaborating with the LGAs on development Programs, media, development partners, among others.

Given the fact this Program is a technical assistance (TA) on SRM at the national and LGA levels, vulnerable and marginalized groups (VMGs) shall not be directly affected by the Program activities. To ensure social inclusion, the VMGs will be part of stakeholders to be consulted throughout project implementation. However, if the Program moves into piloting the TA outcomes, then this SEP will be adjusted to reflect the additional stakeholders and the attended engagement strategies.

3.2 Approaches to Stakeholder Engagement

19. *Main principles:* To ensure the adoption of best practices aligned with ESS10 provisions, the Program will adhere to the following principles for stakeholder engagement:

- a) Transparency and Lifecycle Approach – Stakeholder consultations and engagements will be conducted throughout the entire lifecycle of the Program in an open, inclusive manner, free from external pressure, manipulation, or intimidation.
- b) Informed Participation and Feedback – Relevant information will be widely shared with stakeholders in an accessible and appropriate format, ensuring ongoing opportunities for feedback and active participation.
- c) Inclusivity and Sensitivity – Stakeholder identification will prioritize effective, meaningful communication and relationship-building. The Program and sub-Programs will encourage inclusive participation, ensuring all stakeholders have the opportunity to contribute to the consultation process.
- d)** Responsiveness to Stakeholders' Needs – The consultation process will be designed to meet stakeholders' accessibility and engagement preferences. Additionally, health and safety measures will be implemented to protect participants from communicable diseases such as Marburg or COVID-19. This includes leveraging virtual platforms like Zoom and Teams and conducting small in-person meetings while observing safety protocols, such as mask-wearing, avoiding handshakes, and using hand sanitizers, as outlined in Section 4.2 of this SEP.

Proposed strategy for information disclosure

20. To ensure that the Program maintains information disclosure, continuous and effective interaction with stakeholders, a number of methods will be used, including:

- Early notification (e.g. at least two weeks in advance) for consultation sessions and preferably sending out invitations to the stakeholders with a clear agenda for discussion.
- Providing adequate time for preparation prior to consultative sessions.
- Sharing information for public consumption well in advance (at least two weeks in advance) and providing opportunity for feedback and comments.
- Choosing appropriate methods of communication especially for remotely located stakeholders during roll-out in LGAs, such as the use of local radio, television, distribution of printed materials, visual presentations, notice boards, internet, or telephone etc.
- Ensuring concise and understandable documentation of all stakeholder engagement sessions with a record of minutes, lists of attendance (signed) and photographs for the consultative process.
- Establishing a well-designed GM that will enhance the efficiency and effectiveness of the Program and is operationalized and its existence well disseminated; and

21. Table 4 presents the key methods/tools to be used for ensuring effective stakeholder consultation and participation. The responsibility for execution will lie solely with the PORALG PCU.

Table 4: Stakeholder engagement plan: Methods, tools and target groups

Topic of consultation/ message	Method used	Target stakeholders	Responsible parties
After appraisal			
Publicity on Program approval and roll out plans	<ul style="list-style-type: none"> - Audio-visual messages on Program information (radio, TV in different languages) -Newspaper stories/supplement - Printed materials on Program information -Emails - Press releases - Speeches - Website 	<ul style="list-style-type: none"> -Multisectoral committee at National and LGA level -LGAs and Wards-Social Development Officers -ALAT/ZALGA 	<ul style="list-style-type: none"> -PCU -PORALG/PORALG SD PIUs.
Disclosure of the Program documents	<ul style="list-style-type: none"> - Websites – PORALG/PORALG SD and World Bank 	<ul style="list-style-type: none"> - (Open access to) All interested parties 	<ul style="list-style-type: none"> -World Bank Team -PORALG/PORALG SD

			-MoF/POFP
During implementation			
-Establish and coordinate the multi-sectoral SRM committee formally -Prepare the committee's TORs	-Consultation meetings -Participatory preparation of TORs with members' validation	-Members of de facto SRM multi-stakeholder committee -New members of the formally established multi-sectoral SRM committee	PORALG PCU SRM Desk
Engage with the committee to design the SRM mechanism and exact roles and functions of the Unit, other agencies (NEMC, ZEMA) and LGAs	Regular meetings with a minimum periodicity of one meeting per month to establish	Committee members	PORALG PCU SRM Desk
Role of LGAs vis-à-vis the SRM Desk within the PORALG/PORALG SD	Workshop consultations (virtual or in person)	ALAT/ZALGA and LGAs	PMO-LYED/POLYEI Committee
Managing social risks on LGA-level Programs	Call for proposals of training courses on SRM (including virtual modules)	Academic institutions SRM practitioners LGAs	- PCU SRM-Desk -PORALG/PORALG SD PIUs -Academic institutions
Initial announcements highlight on new SRM framework for awareness raising	-Radio spots/activations and announcement -Printed materials (newsletters and flyers) -Community Town hall meetings -TV -Newspaper stories/supplement	-Program beneficiaries (Community members) -Implementing partners -Other interested parties -General public	-PORALG communication expert - SRM Multisectoral Committee -PCU-SRM Desk -LGA (including Community Development Officers

	-Social Media (twitter, Facebook, Instagram WhatsApp) -Emails -Speeches		
Update on Program process	-Printed materials (newsletter, flyers, etc.) -Program progress reports -Community Town Hall meetings	- All stakeholders	PCU-SRM Desk -LGA (including Community Development Officers
Complaints/Compliments about the mechanism	-Logs and reports from the LGAs and Ward Offices (GM complaints points LGAs and Ward offices, etc.)	All stakeholders	- PCU-SRM Desk -LGA (including Community Development Officers
Monitoring and reporting			
Monitoring and evaluation of the Program	-Key informant interviews -Surveys	-Program beneficiaries	- PCU-SRM Desk -LGA (including Community Development Officers - M&E team

LGAs and Ward Community Development Officers (CDOs) will continue to play a vital role in facilitating, coordinating, and ensuring effective stakeholder engagement at both the LGA and Ward levels. The SRM LGAs and Ward Program Coordination Committee will oversee the coordination, implementation, and monitoring of the mechanism at the LGA level, while also reporting to the PORALG PCU-SRM Desk. In collaboration with the National Multisectoral Committee, the PORALG PCU-SRM Desk will support stakeholder engagement initiatives and provide updates on activities required at the LGAs, Wards, public forums, and other stakeholder engagement platforms.

22. The Program will take special measures to ensure that members of disadvantaged and vulnerable groups have equal opportunity to provide feedback on the mechanism during its preparation and during implementation to incorporate communities' views, voices and needs. Meeting venues will be considered taking into view the access needs of persons with disabilities while information dissemination will also consider communicating with persons with disabilities. Where available, there will be a sign language translation during meetings. The documents produced and shared will be translated into Kiswahili.

4.2 Protection against Communicable Diseases

Protection against possible risks as provided for in OSH Act in view of Communicable Diseases infection risk, will be managed through several means. These will include:

- i. Provision and maintenance of procedures of work that are safe and without risks to health (including social distancing and access to handwashing facilities).
- ii. Arrangements for ensuring safety and absence of risks to Communicable Diseases in connection with the use, handling, storage and transportation of Program materials.
- iii. Provision of such information, instructions, training and supervision as is necessary on Communicable Diseases to ensure the safety and health at work of every person engaged in Program activities.
- iv. Informing all persons engaged in Program activities of imminent risk and appropriate recourse measures.
- v. Ensuring that every person engaged in Program activities participates in the application and review of safety and health measures.
- vi. Ensuring that all workers have adequate and updated information on current communicable Diseases; and
- vii. Establishing measures and a referral pathway if any worker is infected with any communicable diseases including establishing linkages with the Ministry of Health (MoH).
 - i. Types of courses offered on SRM;
 - ii. Number of people trained on SRM;
 - iii. Status of implementation of SRM in URT;
 - iv. GM processes in place to facilitate reporting; and
 - v. The list of Program related complaints received and resolved.

23. Table 4 presents a list of key stakeholders who will be engaged directly on the Program, the regularity of engagement and the level of interaction. It is notable that the communication specified here is

over and above the use of media during general correspondence by the Ministry on Departmental activities. This list will be reviewed and adjusted from time to time based on the prevailing contexts and emerging communication needs.

Table 5: Stakeholder participation framework

Stakeholder	Specific org / agency	Message	Communicator	Delivery method	Schedule
Who will you communicate to?	Who exactly will be targeted at this level?	What is the purpose of communication?	Who will the communication be from?	How will the communication be delivered?	When will it happen and how often
Key implementing partners	PORALG/PORAL G SD ALAT NEMC ZEMA MoF POFP and other MDAs and World Bank	-Update on the Program -Assigning of roles and responsibilities -Work plan of activities -GRM -Program progress (M&E results) -Stakeholder perceptions	LGA and Ward Community Development officers National, LGA and Ward Community Multisectoral committee	- E-technology: zoom, Teams, Skype, etc. - Briefing reports - Phone calls	Monthly
	PORALG/PORAL G SD	-Preparedness for SRM process mitigation -Reported Program cases -Key challenges being experienced in the Program -GRM	LGA and Ward Community Development officers National, LGA and Ward Multisectoral committee	- Detailed reports -E-technology: Zoom, Skype, Teams	Bi-weekly and on need basis
	LGAs Wards	-Update on the Program -Work plan of activities	- LGAs Coordinators	-Monitoring reports -Briefing reports	Monthly and on need basis

Stakeholder	Specific org / agency	Message	Communicator	Delivery method	Schedule
	SRM Committee, Community leaders	-Program progress (M&E results) -Stakeholders' perceptions -LGAs and Wards SRM situation	- Community Development Officers		
Other partners	MDAs Media, development partners, etc.	-Update on the Program Expectations/deliverables -Work plan of activities -Program progress (M&E results) -Stakeholders' perceptions surveys -Updates on SRM sector	-National, LGAs and Wards - Multisectoral committee	-Program reports -Monitoring reports -Briefing reports -Status update reports -FAQs	Quarterly and on need basis

4. STAKEHOLDER ENGAGEMENT PROGRAM

4.1. Summary of stakeholder engagement during project preparation

During project preparation, three public consultation meetings were conducted from October to December, 2024 by the PORAG in Mainland and Zanzibar aiming at collecting stakeholders' views and comments on the project. The key issues were on the overall objectives and description of the project preparations so as to raise their awareness of the project and its components. Representatives from government institutions, private sectors, CSOs, community members attended these meetings.

Feedback and concerns received during consultations were on land acquisition, involvement of community members in program activities, employment, GRM for workers and community members during the project implementation, establishment of community police, restriction on using community resources such as water by contractors. These concerns were taken into account by the project team. Please see annex for more details.

The following documents will be disclosed prior to appraisal: (i) Stakeholder Engagement Plan (SEP), including Grievance Mechanism (GM) procedures; and Environment and Social Commitment Plan (ESCP). The disclosure will be through the Project website, both Kiswahili and English language will be mainly used in public and consultation meetings.

4.4. Reporting back to stakeholders

Stakeholders will be continuously informed as the project develops, including reporting twice a year on project environmental and social performance and implementation of the stakeholder engagement plan and Grievance Mechanism, and on the project's overall implementation progress.

5. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

5.1. Resources

PO-RAG will be in charge of stakeholder engagement activities. The budget for the SEP is TZS **361,040,000** and is included in component (iv) Project Management and Monitoring and Evaluation of the project.

	Budget Category		Quantity	Unit Costs	Total
1.	Staff facilitation and related expenses				
	Communications expenses	pers	6.	2,000,000.00	12,000,000.00
	Travel costs (Per Diem)	pers	6	,2,720,000.00	16,320,000/.00
	Travel costs (Fuels)	fuel liters	6,400	3,000.00	19,200,000.00

2.	Events				
	Organization of focus groups discussion	pers	120	30,000.00	3,600,000.00
	Supporting staff for focus group discussion	pers	24	50,000.00	1,200,000.00
3.	Communication campaigns				
	Production and printing of posters, flyers, procures, banners	set	20	10,000,000.00	200,000,000.00
4.	Training				
	Training on social/environmental issues for PIU and contractor staff]	sessions	8	3,500,000.00	28,000,000.00
	Officials to support training	pers	24	30,000.00	720,000..00
5.	Beneficiary surveys				
	Conduct beneficiary survey	lump sum	2	5,000,000.00	10,000,000.00
6.	Grievance Mechanism				
	Training of GM committees	sessions	4	3,500,000.00	14,000,000.00
	Suggestion boxes in villages]	site	4	1,000,000.00	4,000,000.00
	GM communication materials]	set	2	2,000,000.00	4,000,000.00
	Transport and other material for GM management team	set	4	2,0 00,000.00	8,000,000.00
	Total				361,040,000.00

5.2. Management functions and responsibilities

The entities responsible for carrying out stakeholder engagement activities are PORAG.

The stakeholder engagement activities will be documented through tracking sheet, Stakeholder engagement report, photos, meeting minutes, reporting files.

6. GRIEVANCE MECHANISM

The main objective of a GRM is to assist in resolving complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved.

6.1. Description of GRM

GRM implementation structure	Consists of several levels starting with a Shehia/Ward Committees at the lowest level through the District to the project grievance committee at the Ministerial level.	Throughout the project period	PORAG
Grievance uptake	Grievances can be submitted via the following channels: <ul style="list-style-type: none"> • Project toll free number • Suggestion boxes Face to face meetings/Community meetings Walk in to Shehia offices	Throughout the project period	Community Local Leader/Sheha
Sorting, processing	<p>- Any complaint received are registered in grievance the logbook and categorized according to the following complaint types:</p> <p>Category 1: Project management (including communication/consultation, /corruption, accountability and transparency).</p> <p>Grievances related to GBV and sexual harassment will be resolved through existing mechanism. sexual harassment in the workplace, and</p> <p>1. Occupational Health and Safety</p> <p>Category 3: Exclusion risks</p> <p>2. The complaint relates to the perception by a community or a person that they were unfairly excluded from participating in the project</p> <p>3.</p>	Upon receipt of complaint	Local grievance committee
Acknowledgement and follow-up	Receipt of the grievance is acknowledged to the complainant by the PIU	Within 2 days of receipt	Local grievance committee
Verification, investigation, action	Different types of grievances require different expertise and means of investigation. eg labor grievances or grievances on GBV allegations.	Within 14 working days	Local grievance committee composed of

			1.Shehia leaders/Local leaders 1. Representatives from the community 2. District/ward Community development officer
Monitoring and evaluation	Data on complaints are collected from local leadres reported to PIU	Throughout the implementation of the project	The M&E personnel
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution is collected by the Mtaa/Shehia grievance committee	Every month	grievance committee
Training	Training needs for staff/consultants in the PIU, Contractors, and Supervision Consultants are as follows: 1.GRM 2.Health and safety 3.Environmental and social risk management.	Six months	Training officer

The GM will provide appeals process if the complainant is not satisfied with the proposed resolution of the complaint. Once all possible means to resolve the complaint have been proposed and if the complainant is still not satisfied, then they should be advised of their right to legal recourse.

The Project may result in incidences of Gender Based Violence (GBV) and Sexual Exploitation and Abuse (SEA) affecting and the community. Handling GBV cases is quite different from handling other complaints. At the Ward level, GBV coordinator will receive GBV related grievances including matters of confidentiality, treating survivors with empathy and what non-identifiable data should be collected and how to refer the case to service providers. Labour Grievance Mechanism, will be developed to resolve workers related grievances. The World Bank and the PORAG do not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects.

24. The SEP will be periodically revised and updated as necessary in order to ensure that the information and the methods of engagement remain appropriate and effective in relation to the Program context. Any major changes to the Program related activities and to its schedule will be duly reflected in the updated SEP. Monthly/quarterly summaries and internal reports on public grievances, enquiries and related incidents, together with the status of implementation of associated corrective/preventive actions will be collated by responsible staff and referred to the senior management of the Program.

25. The monthly/quarterly summaries will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the Program's ability to address those in a timely and effective manner. Information on public engagement activities undertaken by the Program during the year may be conveyed to the stakeholders in two possible ways:

- i. Publication of a standalone annual report on Program's interaction with the stakeholders; and
- ii. A number of Key Performance Indicators (KPIs) will also be monitored by the Program on a regular basis and reported on.

8.1 Timeline for Provision of Feedback

26. The MLSP and the PMU will provide appropriate background and relevant technical information to stakeholders whose feedback is sought on various Program issues with sufficient advance notice (7-10 business days) so that the stakeholders have enough time to prepare to provide meaningful feedback.

Annex 2: Complaints form

Grievance Redress Mechanism (GRM) Complaint Form

Grievance Redress Mechanism (GRM) Complaint Form

Section 1: Complainant Information

- **Full Name:** _____
- **Contact Information (Phone/Email):** _____
- **Address:** _____
- **Preferred Mode of Contact:** ☐ Phone ☐ Email ☐ In-person ☐ Other: _____
- **Are you filing this complaint on behalf of someone else?** ☐ Yes ☐ No
 - If yes, please provide their name and relationship: _____

Section 2: Complaint Details

- **Date of Incident:** _____
- **Location of Incident:** _____
- **Description of the Complaint (Please provide detailed information, including what happened, who was involved, and any relevant background information):**

- **Have you reported this issue before?** ☐ Yes ☐ No
 - If yes, when and to whom? _____
- **What actions do you suggest to resolve this issue?**

Section 3: Supporting Documents

- ☐ Photos
- ☐ Emails/Correspondence
- ☐ Reports
- ☐ Other (please specify): _____

Section 4: Declaration and Signature

I hereby confirm that the information provided is true and accurate to the best of my knowledge.

Signature: _____

Date: _____

Annex 3: Complaints log

Date and complaint from	Complaint e.g. non-issuance of ID	Officer/ department complained against	Nature of complaint/ service issue, e.g. delay	Type of cause – physical (e.g. system failure), human (e.g. inefficient officers, slow, unresponsive) or organization (e.g. policies, procedures, regulations)	Remedy granted	Corrective/ preventive action to be taken	Feedback given to complainant

Please note that this form may be substituted based WB format.

Annex 4: Complaints reporting template

No. of complaints received	Main mode complaint lodged	No. of complaints resolved	No. of complaints pending	Duration taken to resolve, e.g. spot resolution, 1 day, 7 days, 14 days, 1 month, quarterly, annual	Recommendations for system improvement

Please note that this form may be substituted by the GEMS system, which is backed by the World Bank.

Annex 5: Members of the SRM Multi-Sectoral Committee

To be identified

Name	Area of focus