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Stakeholder Engagement Plan

Design and Build of Dar es Salaam-
Morogoro-Makutupora segment (the
Project) of the Standard Gauge Railway
(SGR) from Dar es Salaam to Mwanza via
Isaka, Tanzania

4 March 2019

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Acronyms and Abbreviations

Name	Description
AIDS	Acquired Immune Deficiency Syndrome
EBRD	European Bank for Reconstruction and Development
EIA	Environmental Impact Assessment
EIS	Environmental Impact Statement
EMA	Environmental Management Act
EPC	Engineering, Procurement and Construction
ESIA	Environmental and Social Impact Assessment
ESMP	Environmental and Social Management Plan
EU	European Union
GLAC	Guide to Land Acquisition
GoT	Government of Tanzania
HIV	Human Immunodeficiency Virus
IFC	International Finance Corporation
IPs	Indigenous Peoples
MGR	Meter Gauge Railway
NEMC	National Environmental Management Council
NTS	Non-Technical Summary
RAP	Resettlement Action Plan
RoW	Right of Way
SEP	Stakeholder Engagement Plan
SGR	Standard Gauge Railway
TRC	Tanzania Railway Corporation
YM	Yapi Merkezi

1. INTRODUCTION

1.1 Background

This document is the Stakeholder Engagement Plan (SEP) developed for the Dar es Salaam-Morogoro-Makutopora (541 km) segment (the *Project*) of the Standard Gauge Railway (SGR) from Dar es Salaam to Mwanza via Isaka (1,219 km).

The Government of the United Republic of Tanzania (GoT) through the Tanzania Railways Corporation (TRC) is developing the SGR from Dar es Salaam to Mwanza as a parallel alignment adjacent to the existing meter gauge railway (MGR) along this route. This will allow continuation of existing MGR operations during the SGR construction.

The construction, commissioning and operation of the Dar es Salaam to Mwanza SGR is one of the country's top priorities to open-up socio-economic opportunities in hinterland of Tanzania and between member states of East African Community (EAC) region.

The Turkish Company Yapi Merkezi (YM) was awarded the contract by the GoT - and TRC as Project owner - to provide engineering, procurement and construction (EPC) services for the Project. Once constructed, the Project will be handed over to TRC, who will be responsible for operations. TRC will be responsible for managing stakeholder engagement relations including grievance management throughout the entire Project lifetime. YM will support TRC to ensure stakeholder engagement and grievance management during the pre-construction and construction phases.

Project Financing

To finance the Project, the Ministry of Finance of Tanzania will contract a loan from international lending institutions whose lending policies require that the Project complies with all applicable laws and regulations of Tanzania as well as international environmental and social standards and guidelines, such as those of the IFC. These international standards call for the preparation of a comprehensive Environmental and Social Impact Assessment (ESIA) for the Project.

An initial ESIA for the Project including a Stakeholder Engagement Framework (SEF, Annex E to the ESIA) were developed in May 2018, respectively June 2018 by Ardhi University (ARU). Currently, this ESIA is under review for the final approval by the Tanzania National Environmental Management Council (NEMC). The approval is anticipated to be issued by end of February 2019.

To support GoT with meeting the international project financing requirements, YM engaged ERM to conduct a gap analysis of the ESIA, including the SEF, which indicated that a number of actions were still needed to align the report to international lender requirements, including, for example:

- update of the initial ESIA according to lender requirements;
- Stakeholder Engagement Plan - SEP (this document in hand) to accurately reflect Project stakeholders and planned future engagement;
- Non-Technical Summary (NTS);
- Environmental and Social Management and Monitoring Plan (ESMMP);
- Resettlement Action Plans (RAPs) for Lots 1 and 2;
- Guide to Land Acquisition and Compensation Process (GLAC).

The draft updated ESIA, the NTS, SEP and ESMMP will be made publicly available over a period of 30 days. Comments received during this period will be incorporated in the Final version of the ESIA. The Final ESIA and any supplemental studies available for the Project will also be made publicly available. The documents are available for consultation on the YM website, under two sections defined for the Project phases or lots:

Design and Build of Dar es Salaam-Morogoro-Makutupora segment (the Project) of the Standard Gauge Railway (SGR) from Dar es Salaam to Mwanza via Isaka, Tanzania

- Section dedicated to Lot 1: <https://yapimerkezi.com.tr/En/Projects/Ongoing-Projects/Dar-Es-Salaam-Morogoro-RAILWAY> and
- Section dedicated to Lot 2: <https://yapimerkezi.com.tr/En/Projects/Ongoing-Projects/Morogoro-Makutupora-Railway>.

The website of the Swedish Export Credit Agency (EKN) also provided information about the Project at the following link <https://www.ekn.se/en/what-we-do/sustainability/transactions-with-environmental-and-social-impact-assessment/dar-es-salaam-to-dodoma-railway-tanzania/> and provides a link to Yapi Merkezi webpage for accessing the ESIA documents.

Locally, the documents listed above are available for consultation on the TRC website, at the following link: <http://www.trc.co.tz/publications/10>.

The responsibility for the ESIA disclosure process and relevant stakeholder engagement activities belongs to TRC. However, although TRC will be leading this process, YM will support relevant activities required in order to demonstrate to lenders that the ESIA disclosure is internationally compliant.

1.2 Project Description

1.2.1 General information

The proposed Dar es Salaam-Morogoro-Makutupora segment (refer to *Figure 1-1*) of the SGR will be undertaken in the following two phases:

- Phase I or Lot 1 (Dar es Salaam to Morogoro – 205 km), and
- Phase II or Lot 2 (Morogoro to Makutupora – 336 km).

The Project will cross the regions and districts presented in *Table 1-1* below and will run parallel to the existing MGR which starts from Dar es Salaam and ends in Mwanza via Isaka (1,231 km). The Project will pass through the regional headquarters of Dar es Salaam, Morogoro and Dodoma, which will be the major train stations (*Figure 1-1*). Additional minor stations along the Project route include Dar es Salaam, Pugu, Soga, Ruvu, Ngerengere, Morogoro, Mkata, Kilosa, Kidete, Gulwe, Igunda, Dodoma, Bahi and Makutupora (*Figure 1-1*).

The SGR will be designed to have an axle load of 35 t and a design speed of 160 km/h for passenger trains and 120 km/h for freight trains. Rail width will be 1,435 mm (4ft 8½ in).

Table 1-1 Regions and Districts Traversed by the Proposed SGR

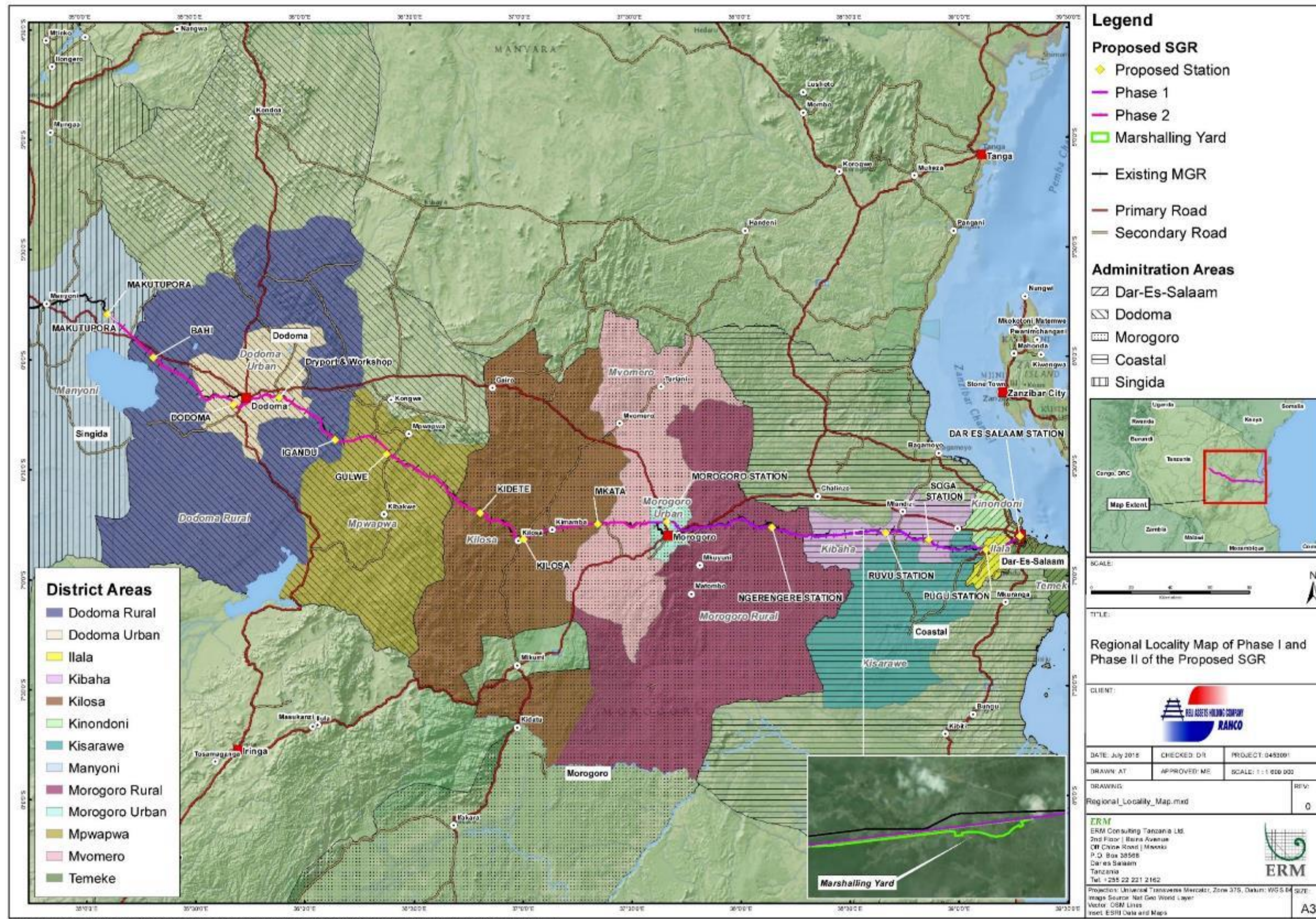
SGR Phase	Region	District
Phase I	Dar es Salaam	Ilala
		Coast
	Morogoro	Kisarawe
		Kibaha
		Morogoro Rural
		Morogoro Urban
Phase II	Morogoro	Morogoro Urban
		Mvomero
		Kilosa
	Dodoma	Mpwapwa
		Dodoma Rural
		Chamwino

Design and Build of Dar es Salaam-Morogoro-Makutopora segment (the Project) of the Standard Gauge Railway (SGR) from Dar es Salaam to Mwanza via Isaka, Tanzania

	Singida	Manyoni
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Source: Yapi Merkezi, 2019

Figure 1-1 Regional Locality Map of Phase I and Phase II of the Proposed SGR



1.2.2 Area of Influence

The Area of Influence (Aoi) for the purpose of stakeholder engagement activities is defined as a 500 m corridor along the Project route (250 m along either side of the centreline). This 500 m corridor is defined as it is considered that most impacts, including land-based impacts, will occur within this corridor as most surveyed settlements are located close to the lands they cultivate. In some cases, some settlements may be located further away from the 500 m corridor and still have cultivated land within this corridor. This Aoi has been defined tentatively at the ESIA stage and will be reviewed and confirmed following additional studies that will be undertaken for the Project.

1.2.3 Project Schedule

The construction activities for the SGR Project will be done in two phases:

- Phase 1: “Dar es Salaam - Morogoro section” (205 km); envisaged construction period from February 2017 to November 2019;
- Phase 2: “Morogoro - Makutupora section” (336 km) envisaged construction period from March 2018 to February 2021.

Table 1-2 below shows the progress of construction works by end of January 2019.

Table 1-2 Progress of Project works up to end of January 2019 (%)

Activity	Lot 1 (Dar es Salaam to Morogoro – 205 km)			Lot 2 (Morogoro to Makutupora – 336 km)	
	Actual Progress (%) KM 0 - 20	Actual Progress (%) KM 20 - 80	Actual Progress (%) KM 80 - 202	Actual Progress (%) KM 202 - 350	Actual Progress (%) KM 350 - 535
Pre-construction					
Mobilization	96	100	100	51	10
Camp Construction	96	100	100	54	12
Construction					
RoW Clearance	65	96	57	47	22
Earthworks (Cut and Fill)	8	71	35	24	1
Trackworks	Not started	31	Not started	Not started	Not started
Electromechanical Works	Not started	10	Not started	Not started	Not started
Commissioning	Not started	Not started	Not started	Not started	Not started

Source: ERM, January 2019, based on input from YM

As indicated in Table 1-2 above, pre-construction activities are completed for Lot 1 and on-going for Lot 2. Construction activities are on-going for both Lots 1 and 2.

1.3 Stakeholder Engagement

1.3.1 Scope of this SEP

This SEP is based on international good practice/guidance, e.g. the International Financing Corporation (IFC) *Stakeholder Engagement: A Good Practice Handbook for Companies Doing Business in Emerging Markets* and the European Bank for Reconstruction and Development (EBRD) *Guidance Note on Grievance Management*. Additionally, this SEP builds on the *Stakeholder Engagement and Grievance Mechanism Procedure* which YM developed for the Project in May 2018.

This SEP is intended to cover the broad range of engagement activities required for the Project (Lots 1 and 2), including:

- engagement activities for the land acquisition and resettlement (particularly for Lot 2);
- disclosure of the Project ESIA Package;
- engagement during Project construction.

This SEP is a *'living document'* which needs to be updated as the Project progresses and, for example:

- new stakeholders are identified for the Project;
- more details become available on stakeholder preferred means of engagement;
- more resources are needed for implementing the SEP;
- responsibilities for implementation change or are delegated.

This SEP does not cover engagement during operation and decommissioning phases. Engagement during these phases will be defined in separate SEPs and will consider feedback and results of past engagement during previous Project phases.

1.3.2 Stakeholder Engagement Principles

TRC understands that effective stakeholder engagement and public consultation is a cornerstone of successful Project development, and is committed to free, prior, and informed engagement with stakeholders throughout the Project lifecycle.

The key principles guiding the Project owner's approach to stakeholder engagement on this Project are:

- to be open and transparent with stakeholders, engaging in an open process and providing meaningful information on relevant aspects;
- to be accountable and willing to accept responsibility as a corporate citizen and to account for impacts associated with the Project activities;
- to have a relationship with stakeholders that is based on trust and a mutual commitment to acting in good faith;
- to respect stakeholders' interests, opinions and aspirations;
- to work collaboratively and cooperatively with stakeholders to find solutions that meet common interests;
- to be responsive and to coherently respond in good time to stakeholders;
- to be pro-active and to act in anticipation of the need for information or potential issues, trying to manage risks before they occur by offering opportunities for dialogue;
- to engage with stakeholders such that they feel they are treated fairly and their issues and concerns are afforded fair consideration;
- to be inclusive and accessible to stakeholders, including vulnerable and minority groups, so that they feel able to participate, to receive and understand information, and to be heard.

1.3.3 Objectives

The main objectives of the development and implementation of the SEP for the Project are outlined in *Table 1-3* below.

Table 1-3 Objectives of the Project Stakeholder Engagement Plan

Objective	Rationale
Identify relevant stakeholders for the Project and Associated Facilities	Identify and categorise individuals or organisations that may be affected by the Project and its Associated Facilities or have an effect on how the Project is implemented, noting that this is an ongoing process which many change throughout the life of the Project.
Distribute accurate Project information in an open and transparent manner.	Ensure that stakeholders, particularly those directly affected by the proposed Project, have all relevant information available to them to enable them to make informed comments and plan for the future. This helps reduce levels of uncertainty and anxiety. Information should allow affected parties to develop an understanding of potential impacts, risks and benefits and an open and transparent approach is central to achieving this aim.
Form partnerships to promote constructive interaction between all parties.	Develop relationships of trust between the Project and stakeholders to contribute to proactive interactions and avoid where possible, unnecessary conflicts based on rumor and misinformation. Identifying structures and processes to deal with conflicts and grievances allows the Project developer and the EPC Contractors a better understanding of stakeholder concerns and expectations thereby providing opportunities to increase the Project's value to local stakeholders.
Record and address public concerns, issues and suggestions.	Document stakeholder issues, concerns and comments to allow the rationale for Project decisions to be traced and understood. Records also assist during review and audits of the Project, in identifying thematic issues, which may need a more holistic response, and during follow up engagements with the affected people.
Manage stakeholders' expectations.	Expectations, both positive and negative, may not be aligned with the realities of the Project. Ensuring that expectations are kept at realistic levels (e.g. around job opportunities; provision of local infrastructure; social development; and disruption) limits disappointments and frustrations of directly affected parties at later stages of Project implementation, and therefore mitigates the potential for conflict with stakeholders.
Fulfil national and international requirements for consultation.	Ensuring compliance can avoid potential Project delays based on procedural issues rather than substantive ones, and contribute to obtaining the <i>social license to operate</i> and building effective and trustful relations with stakeholders.

2. REQUIREMENTS FOR STAKEHOLDER ENGAGEMENT

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 co-ordinator 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 recognise 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, international standards (IFC PS5) requires a more comprehensive engagement process than stipulated by local legislation, along with continued engagement throughout the resettlement process.

2.2 International Requirements

2.2.1 IFC Performance Standards

The International Finance Corporation Performance Standards (IFC PS) on Environmental and Social Sustainability are considered a benchmark for good practice for environmental and social risk management in private sector developments. The IFC PSs require that clients engage affected communities through disclosure of information, consultation, and informed participation, in a manner commensurate with the risks to and impacts of the Project on the affected communities.

The IFC PSs include specific guidance on conducting stakeholder engagement both during the planning phase and through the project lifecycle.

Stakeholder engagement requirements are outlined in *PS1: Assessment and Management of Environmental and Social Risks and Impacts*. The key requirements for consultation and disclosure through the life of the project are summarized in Box 2-1.

Box 2-1 Outline of IFC Performance Standard 1

Stakeholder Analysis and Engagement Planning

Stakeholder engagement is an on-going process that may involve, in varying degrees, the following elements: stakeholder analysis and planning, disclosure and dissemination of information, consultation and participation, grievance mechanism, and on-going reporting to Affected Stakeholders.

Disclosure of Relevant Project Information

Provide affected stakeholders with access to relevant information on: (i) the purpose, nature, and scale of the project; (ii) the duration of proposed project activities; (iii) any risks to and potential impacts on such stakeholders and relevant mitigation measures; (iv) the envisaged stakeholder engagement process; and (v) the grievance mechanism.

Consultation

Consultation will be in line with the degree of impact of the Project and should: i) begin early and continue through project, ii) be based on prior disclosure of relevant and easily accessible information on the project, iii) focus engagement on those who are directly affected, iv) be free of outside interference and external manipulation, v) enable meaningful participation, vi) be documented.

Informed Consultation and Participation

For projects with potentially significant adverse impacts on affected stakeholders, conduct an informed consultation and participation process. It should involve deep exchange of views and information, and an organized and iterative consultation, leading to the project incorporating into their decision-making process the views of the affected stakeholders on matters that affect them directly, such as the proposed mitigation measures, the sharing of development benefits and opportunities, and implementation issues. The process should be documented, in particular the measures taken to avoid or minimize risks to and adverse impacts on the affected stakeholders. The stakeholders should be informed about how their concerns have been considered.

External Communications

Implement and maintain a procedure for external communications that includes methods to (i) receive and register external communications from the public; (ii) screen and assess the issues raised and determine how to address them; (iii) provide, track, and document responses, if any; and (iv) adjust the management program, as appropriate. In addition, clients are encouraged to make publicly available periodic reports on their environmental and social sustainability.

Grievance Mechanism for Affected Stakeholders

Establish a grievance mechanism to receive and facilitate resolution of affected stakeholders' concerns and grievances about the client's environmental and social performance.

On-going Reporting to Affected Stakeholders

Provide periodic reports to the affected stakeholders that describe progress with implementation of the project Action Plans on issues that involve on-going risk to or impacts on affected stakeholders and on issues that the consultation process or grievance mechanism have identified as a concern to those stakeholders. The Performance Standards require that after completion of an environmental assessment the consultation and disclosure must continue throughout the life cycle (construction and operation phase) of the project.

The IFC PSs also have stakeholder engagement and consultation requirements to manage specific impacts as described in other Performance Standards as described in Table 2-1; this SEP also reflects these additional requirements:

Table 2-1 Other Relevant IFC Performance Standards

Standard	Key components
PS2: Labor and Working Conditions	<p>Recognizes that the pursuit of economic growth through employment creation and income generation should be balanced with the protection of basic rights for workers.</p> <p>Acknowledges that constructive worker-management relationship and safe and healthy working conditions may enhance the efficiency and productivity of operations. As such, requires engagement between projects and their workers including mechanisms for workers to report grievances.</p> <p>Although labour force is identified in this SEP as an important Project stakeholder, engagement with and grievance management of workers is outside of the scope of this SEP, and is managed separately.</p>
PS 4: Community Health, Safety & Security	<p>Recognizes that project activities, equipment and infrastructure bring benefits to communities including employment, services and opportunities for economic development. However, the project can also increase the potential for community exposure to risks from development.</p> <p>Where project activities pose risks of adverse impacts on the health, safety and security of affected communities the developer is required to make available relevant information (including the details of an Action Plan), in an appropriate form, to affected parties and government authorities so that they can fully understand the nature and extent of the risks.</p>
PS 5: Land acquisition and involuntary resettlement	<p>Recognizes that project-related land acquisition and restrictions on land use can have adverse impacts on communities and persons that use this land.</p>

Standard	Key components
	Where the Project will affect host communities, it will consult with and facilitate the informed participation of affected persons and communities in decision making process related to resettlement.
PS 6: Biodiversity Conservation and Sustainable Natural Resource Management	Recognizes that protecting and conserving biodiversity in all its forms is fundamental to sustainable development. Where the project has potential impacts on legally protected or critical habitats consultation with relevant authorities, specialists and communities must be undertaken. ¹
PS7: Indigenous Peoples	Recognizes that Indigenous Peoples (IPs), as distinct social groups, are often among the most marginalized and vulnerable segments of the population. In many cases, their economic, social, and legal status limits their capacity to defend their rights to, and interests in, lands and natural and cultural resources, and may restrict their ability to participate in and benefit from development. Where Projects affect IPs, the developer will establish and maintain an ongoing relationship based on informed consultation and participation with the Indigenous Peoples throughout the project's life-cycle. Furthermore, the developer will ensure the Free, Prior, and Informed Consent (FPIC) of the Affected Communities of Indigenous Peoples.
PS8: Cultural Heritage	Recognises the importance of cultural heritage for current and future generations and is consistent with the convention concerning the protection of the world's cultural and natural heritage. Where sites of cultural heritage are potentially impacted (i.e. graveyards) by the project the developer will consult with local communities as well as relevant national authorities responsible for the maintenance of such sites.

Source: Compiled by ERM, January 2019

2.2.2 EBRD Guidance Note on Grievance Management

The EBRD Guidance Note on Grievance Management is considered a benchmark for good practice with regard to defining grievance mechanism and managing grievances. The Guidance Note advocates that managing grievances is essential for a robust stakeholder engagement strategy and, implicitly, for a successful project implementation. The Guidance Note outlines how the grievances process should be set up, with human resources allocated to it, as well as arrangements made by the project developer around maintaining confidentiality and keeping timelines defined for resolving grievances.

The timeline indicated as best practice in the Guidance Note provides for 7 days for acknowledging grievances and overall 30 days for resolving them. The Guidance Note also provides best practice templates for the grievance forms and database, outlines the type of information to be captured in these tools, and how grievances are generally to be managed.

3. SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT

3.1 Engagement during the ESIA development

As part of the ESIA, a Stakeholder Engagement Framework (SEF) for the Project was included as Annex E.

¹ The Project does not affect any legally protected or critical habitats.

The preparation of the ESIA involved community and stakeholder engagement through disclosure of project-related information and consultation with regional and district stakeholders and local communities (see Section 1.6.2.2 of the ESIA). The main consultation activities performed for the ESIA were the following:

- identification of key stakeholders as part of developing the initial Stakeholder Engagement Framework (Annex E to ESIA);
- consultation for the purpose of socio-economic baseline data collection with local leaders including ward and village officials in Lot 1 - Pugu, Soga, Ngerengere and Lot 2 - Mkata, Gulwe, Bahi, Kintiku, Zuzu and Makutopora¹;
- conducting fifteen household surveys in each surveyed settlement;
- conducting focus groups discussions with different categories of community members: ward leaders, economic venture groups, influential elders, self help groups, sports team leaders, teachers, income generating groups, livestock keepers, farmers, women, disabled, businessmen and women;
- public consultation meetings in the 10 surveyed settlements: Lot 1 - Ngerengere, Soga and Pugu and Lot 2 - Makutopora, Kinkintu, Bahi, Zuzu, Ihumwa, Mkata, Msamvu. A summary of issues raised by stakeholders during these meetings is provided in Table 5.2, Section 5.4 of the ESIA. Topics of major interest for the communities included:
 - land take and compensation;
 - public safety;
 - employment;
 - human immunodeficiency virus infection and acquired immune deficiency syndrome and other sexually transmitted diseases;
 - solid and liquid waste management during construction and operation;
 - drainage, flooding and sedimentation;
 - removal of infrastructure and utilities within the Right of Way (RoW);
 - increased traffic;
 - provision of service ducts.

3.2 Engagement activities campaign by TRC

Following engagement activities conducted for ESIA preparation, TRC and YM jointly implemented a campaign to make communities aware about the Project and the entities involved in its implementation. The campaign included meetings from Dar es Salaam to Makutopora and was completed in May 2018 and was followed by meetings in Morogoro in August 2018.

Example of meetings conducted during the awareness campaign for Lot 1 include talking to approximately 940 people from Chibwe, Chimwaga and Igandu villages (Igandu ward), railway staff working in Dodoma railway station, Kintiku and Makutopora villages (Manyoni District) and Bahi District.

Additionally, TRC are consulting the local communities, as required by Tanzanian regulations, to undertake the land acquisition process and relocate physical structures with the RoW. In addition to the consultations with local communities, TRC are also engaging with different authorities and hold

¹ Other wards and villages are also affected by the Project; however, only a samples of them, as listed above, were included in the scope of public consultations.

joint consultations, where needed, for Project permitting and/or for informing relocation/resettlement of assets. One example of such situations refers to the process of relocating graves identified with the RoW. TRC will continue engagement with different authorities throughout the entire Project lifecycle (see Section **Error! Reference source not found.**).

Similarly, TRC is constantly monitoring and engaging with the media in relation to the Project. This activity will be continued throughout the entire Project implementation (see Section **Error! Reference source not found.**).

3.3 Engagement activities by YM

YM is currently undertaking an ongoing series of engagement activities with the local communities in order to raise awareness about the Project and deliver safety trainings. The following activities have been and will continue to be undertaken:

- joint meetings with TRC to raise awareness about the Project in the local communities;
- construction safety training in communities within Lot (e.g. Kimamba, Mafuru, Mkadage villages and Mkwatani within Kilosa town);
- HIV awareness and family planning training;
- environmental education;
- corporate social responsibility activities in the affected communities;
- monthly community meetings to discuss grievances about the Project and report back to the communities on Project progress and the grievance management process.

These engagement activities will be continued throughout the entire involvement of YM in the Project pre-construction/planning (for Lot 2) and construction (for both Lot 1 and Lot 2) – see Sections 5.2 and **Error! Reference source not found.**

A detailed list of past engagement activities is maintained internally.

4. PROJECT STAKEHOLDERS

Stakeholders identified to date represent the organizations and individuals who may be directly or indirectly (positively or negatively) affected by the Project or who may have an effect on how the Project is implemented.

Stakeholders identified for inclusion in engagement activities meet one of the following criteria:

- have an interest in the Project;
- would potentially be impacted by the Project or have an influence on the Project (negatively or positively); or
- could provide commentary on issues and concerns related to the Project.

Key stakeholders are characterized in Table 4-1 including a description of their connection to the Project. This information is provided in order to consider the appropriate ways of providing information and consulting with the various groups. The list of stakeholders, including contact details, is included in *Appendix A* to this SEP. However, this list is not exhaustive.

Table 4-1 Stakeholder Category List

Level	Stakeholder Group	Connection to the Project	Stakeholders
National	<ul style="list-style-type: none"> ■ Government of Tanzania ■ National Regulatory bodies ■ Key Ministries ■ Government Agencies and Institutes 	National government are responsible for establishing policy, granting permits or other approvals for the Project, and monitoring and enforcing compliance with Tanzanian Law throughout all stages of the Project life cycle.	<p>National Regulatory Bodies</p> <ul style="list-style-type: none"> ■ The National Environmental Management Council (NEMC) ■ Vice Presidents' Office –Division of Environment <p>Key Ministries and Ministry Departments</p> <ul style="list-style-type: none"> ■ Ministry of Works, Transport and Communications ■ Ministry of Energy ■ Ministry of Minerals ■ Ministry of Agriculture ■ Ministry of Natural Resources and Tourism ■ Ministry of Health, Community Development, Gender, Elderly and Children ■ Ministry of Water ■ Ministry of Livestock and Fisheries <p>National Implementing Body Tanzania Railway Corporation (TRC)</p>
Agencies, Authorities, Parastatals and Departments	Government funded private enterprises in charge of managing specific activities.	Agencies, Authorities, Parastatals and Departments may have land or other assets which could be affected or used by the Project (eg TANESCO is the owner of the transmission line and electricity network that the Project will connect to).	<p>Government Chemist Laboratory Agency (GCLA)</p> <p>Tanzania Electric Supply Company Limited (TANESCO)</p> <p>Occupational Safety and Health Authority (OSHA)</p> <p>Tanzania National Roads Agency (TANROADS)</p> <p>Wami/Ruvu Water Basin Board</p> <p>Surface and Marine Transport Regulatory Authority (SUMATRA)</p> <p>Tanzania Official Seeds Certification Institute (TOSCI)</p> <p>Tanzania Forestry Services Agency (TFS)</p> <p>Tanzania Wildlife Research Institute (TAWIRI)</p> <p>Tanzania National Parks (TANAPA)</p> <p>Tanzania Meteorological Agency (TMA)</p> <p>Tanzania Telecommunications Company Limited (TTCL)</p> <p>Tanzania Ports Authority (TPA)</p>
Regional and Local Government	<ul style="list-style-type: none"> ■ Regional level government authorities 	Regional secretariat are responsible for the implementation of legislation, and development plans and policies at the regional level. This includes issuing authorization for land concession and physical resettlement.	<p>Dar es Salaam Regional Secretariat</p> <p>Coast Regional Secretariat</p> <p>Morogoro Regional Secretariat</p> <p>Dodoma Regional Secretariat</p> <p>Singida Regional Secretariat</p>

Level	Stakeholder Group	Connection to the Project	Stakeholders
			Engineers Registration Board (ERB) Contractors Registration Board (CRB)
<i>District & Municipality</i>	<ul style="list-style-type: none"> ■ District level government authorities ■ Local level government authorities 	<p>The district/municipal administration also plays a role in the implementation of physical resettlement.</p> <p>In addition, the districts and municipalities along the SGR alignment will be impacted by the Project and will need to be kept informed of progress and plans in their area, to consider the Project activities in their policy-making, regulatory and other duties and activities</p>	Ilala Municipal Council Kisarawe District Council Kibaha District Council Chalinze District Council Morogoro Rural District Council Morogoro Urban District Council Mvomero District Council Kilosa District Council Mpwapwa District Council Dodoma District/Municipal Council Chamwino District Council Manyoni District Council
<i>Ward and Village Level Authorities</i>	<ul style="list-style-type: none"> ■ Ward and Village level local administration representatives. ■ Village natural resource committees 	<p>Wards and Village leaders (the Ward Executive Officer and Village executive office) are representatives of the local community at Ward and Village level. These are the key leadership figures at local level. Meetings at this level will follow local practices and should be held prior to any wider communication in local communities in order to respect the political and social structures.</p>	<p>Ward and Village level administration included in the Aol or that have land/forest within the Aol (see below):</p> <ul style="list-style-type: none"> ■ Ward Executive Officers ■ Village Executive Officers ■ Village elders and councilors of affected settlements. ■ Village natural resource committees
<i>Communities or Settlements</i>	<ul style="list-style-type: none"> ■ Project affected communities ■ Landowners and users; ■ Community members who use access roads to access nearby natural resources ■ Social / public infrastructure and services. ■ Labour force 	<p>Households and communities that may be directly or indirectly affected by the proposed Project and its activities. This includes people living on land affected by the Project, through direct land take or by social and environmental impacts, and other people who visit or use land or resources that may be affected.</p> <p>Primary stakeholders include landowners and land users. These communities need to be engaged around Project impacts (construction and operations). Land affected households will need to be informed about land acquisition and restrictions to land, to participate in the finalization of agreements around compensation and livelihood restoration and take active ownership of the resulting implementation of these measures.</p>	<p><u>Dar es Salaam Region:</u></p> <p>Wards in Temeke District: <i>Sandali, Changombe, Keko, Kurasini, Temeke</i></p> <p>Wards in Ilala District: <i>Ukongwa, Kipawa, Gerezani, Gongolamboto, Kivukoni, Kiwalani, Mchafukoge, Vingunguti</i></p> <p>Wards in Kinondoni District: <i>Kibamba</i></p> <p><u>Coast Region/Pwani:</u></p> <p>Wards in Kisarawe: <i>Kisarawe, Kiluvya, Vihingo</i></p> <p>Wards in Kibaha District: <i>Soga, Janga, Ruvu, Kwala, Magindu</i></p> <p><u>Morogoro Region:</u></p> <p>Wards in Morogoro Rural: <i>Kidugalo, Ngerengere, Mikese, Mkambalani</i></p> <p>Wards in Morogoro Urban: <i>Kingolwira, Bigwa, Kihonda, Msamvu, Lukobe</i></p> <p>Wards in Mvomero District: <i>Mzumbe and Melela</i></p> <p>Wards in Kilosa District: <i>Chanzuru, Mabwerekwere, Kimamba 'A', Mkwatani, Mbumi, Kasiki, Magomeni, Masanze, Kidete</i></p>

Level	Stakeholder Group	Connection to the Project	Stakeholders
			<p><u>Dodoma Region:</u></p> <p>Wards in Mpwapa: Gode, Kimagai, Ving'hawe, Mazae, Chunyu</p> <p>Wards in Dodoma Rural: Gandu, Handali, Msamalo, Ibihwa, Kigwe, Chikola, Mpamantwa, Bahi</p> <p>Dodoma Urban: Kikombo, Mtumba, Dodoma Makulu, Tambukareli, Kilimani, Kikuyu South, Mkonze, Zuzu, Ihumwa.</p> <p><u>Singida Region:</u></p> <p>Wards in Manyoni District: Kintinku, Makanda, Maweni</p>
Vulnerable Persons/Groups	Vulnerable groups within the study area:	Vulnerable groups may be affected by the Project by virtue of their physical disability, social or economic standing, limited education, lack of employment or access to land. Appropriate engagement practices and tools will be adopted to ensure adequate access to information and participation.	<p>Vulnerable groups in the Study area include:</p> <ul style="list-style-type: none"> ■ Ethnic groups ■ Indigenous People/Sub-Saharan African Historically Underserved Traditional Local Communities (e.g. Maasai), if applicable¹ ■ Elderly people (over age of 60 yrs) ■ Women and girls ■ Unemployed male youth/adult men ■ Orphans or Orphan headed households ■ Children ■ Persons with disabilities ■ People living with long illness, for instance HIV/AIDS ■ Youths
Civil Society	<ul style="list-style-type: none"> ■ Community-Based Organisations (CBOs) ■ Community or Other Associations ■ Research and Academic Institutions 	<p>Organisations with direct interest in the Project, and its social and environmental aspects and that are able to influence the Project directly or through public opinion.</p> <p>Such organizations may also have useful data and insight and may potentially become partners to the Project in areas of common interest such as the implementation of community investment as applicable.</p>	<ul style="list-style-type: none"> ■ Trade Union' Congress of Tanzania ■ Community-Based Organisations (CBOs) in each district ■ Community or Other Associations in the wards and villages ■ Tanzania Institute of Rail Technology (TIRTEC)
Non-Governmental Organizations (NGOs)	<ul style="list-style-type: none"> ■ International ■ National ■ Local 	<p>NGOs with direct interest in the Project, and its social and environmental aspects and that are able to influence the Project directly or through public opinion. NGOs may also have useful data or insights into the local and national issues raised by the Project. International NGOs include organizations based within and outside Tanzania with an interest in the Project. They include international NGOs, multilateral and bilateral organisations.</p>	<p>Local NGOs and NGOs located in the Study Area:</p> <ul style="list-style-type: none"> ■ International NGOs and Pressure Groups: ■ Aga Khan Foundation (Tanzania) ■ IUCN ■ CARE ■ Tanzania Forest Conservation Group ■ WWF (Regional Office for Africa / WWF Tanzania) ■ Birdlife International (Tanzania) ■ African Wildlife Foundation (AWF)
Other interest groups:	<ul style="list-style-type: none"> ■ Media ■ Law enforcement 	<p>Local and Municipal level media will typically have a higher level of influence over the Project and may be leveraged to influence local stakeholders' perceptions of the Project.</p>	

¹ Further studies are on-going and will aim to determine whether the Project is impacting Indigenous Peoples

Level	Stakeholder Group	Connection to the Project	Stakeholders
<i>Potential business partners</i>	<ul style="list-style-type: none"> ■ Contractors ■ Suppliers and service providers. ■ Other businesses operating within the community ■ Local and international banks ■ Other 	Organisations, businesses and individuals with direct interest in the Project e.g. running businesses or providing services and supplies to the Project.	<ul style="list-style-type: none"> ■ Contractors: Yaate (blasting), Nitro (supplier of explosives), Kama Steel, Guruka Kwala (transport of hazardous waste), Mwanza Environmental Symphathisizers (Scrap metals), Puma energy ■ Partners: Mota Engil, KORAIL ■ Banks ■ Businesses in the study area

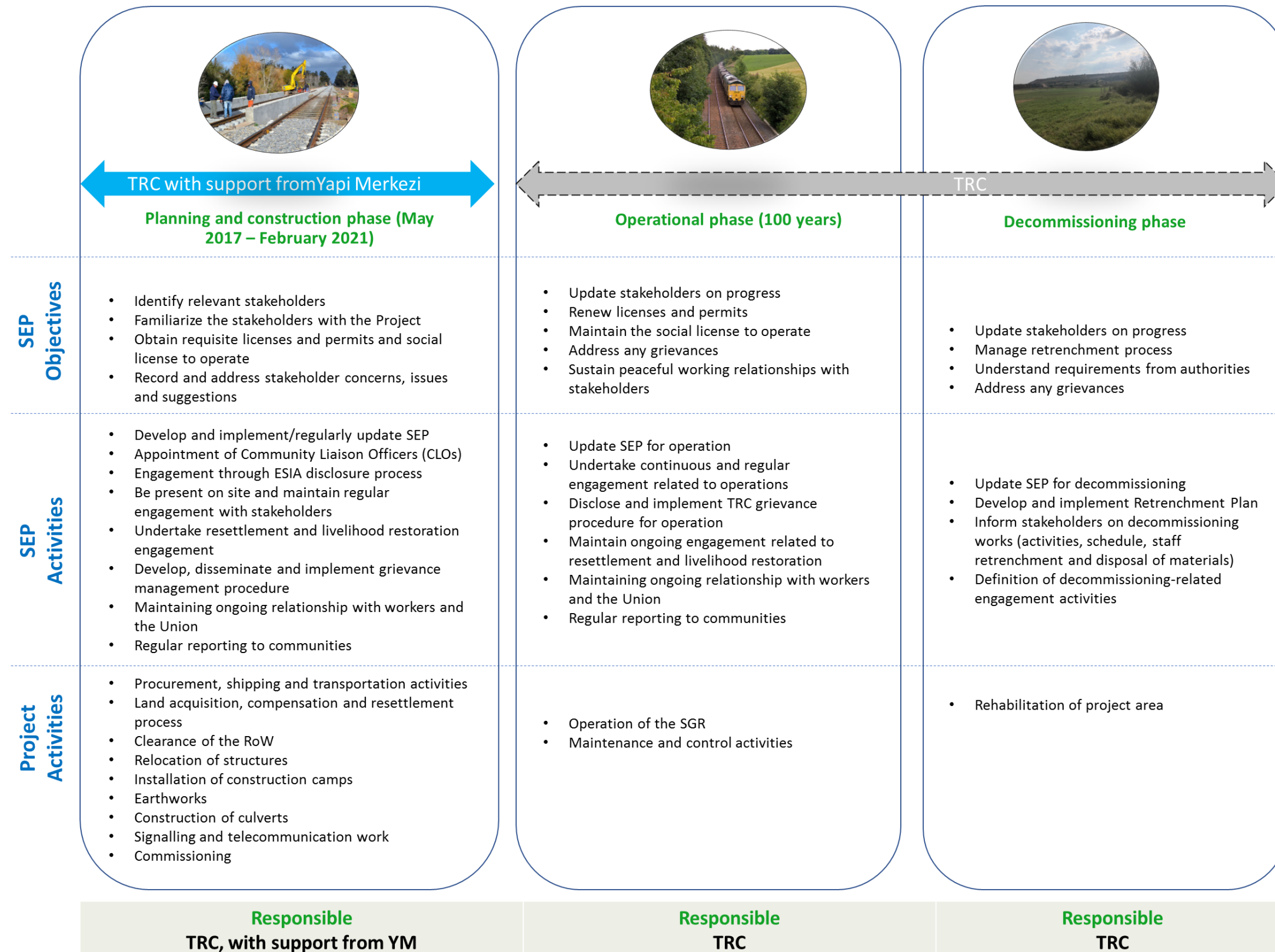
Stakeholders identified above are being analysed according to their influence on and interest in the Project.

5. ENGAGEMENT APPROACH

5.1 Overview

This SEP is designed to cover specifically the planning and construction phase. For the long period of SGR operation (100 years) and subsequent decommissioning, YM will hand over the Project to TRC, who is the Project owner. Prior to starting each of these phases, TRC will update this SEP, to describe the planned engagement activities. *Figure 5-1* below presents the general objectives of stakeholder engagement throughout the entire Project lifetime.

Figure 5-1 Stakeholder Engagement Objectives and Activities for Each Project Phase



Source: ERM, 2019

Specific planning and engagement activities will be necessary at each Project phase (planning, construction, operation and decommissioning). However, some activities will be ongoing throughout the entire Project cycle and therefore common to the different phases. Activities which will be undertaken throughout the entire Project lifecycle are presented in Section 5.2 below. Section **Error! Reference source not found.** then presents specific stakeholder engagement workstreams which will be undertaken for each Project phase.

5.2 Ongoing engagement activities throughout the entire Project implementation

5.2.1 Community Liaison

Liaison with the affected communities, presented under Section 3.3, will continue to be maintained throughout the entire Project lifecycle. This will enable the Project teams to establish a relationship with community members, inform them about the Project progress and impacts, gauge their concerns and opinions and define appropriate mitigation and management measures. Ongoing community liaison will allow consulting community views on a wide range of topics such as community health, safety and security, land acquisition and involuntary resettlement, cultural heritage and others.. Distinct ethnic groups identified along the project route will meaningfully be consulted in accordance with international standards. Effective community liaison will contribute to an early identification and management of risks to the Project as well as securing the “social license”.

TRC will ensure a team of Community Liaison Officers (CLOs) in the field to undertake stakeholder engagement for resettlement and livelihood restoration planning and implementation. YM will ensure a team of Community Liaison Officers (CLOs) to oversee community and stakeholder engagement activities excluding support with land acquisition and compensation related engagement. YM has already appointed eight CLOs who are under the coordination of one Social Coordinator and is taking steps towards recruiting additional two CLOs. The CLOs are responsible for interfacing between the stakeholders and the Project.

The YM CLOs and YM Social Coordinator will continue collaboration and support currently being provided to TRC Social Expert in order to ensure that stakeholder engagement is implemented effectively and to international requirements.

The CLOs will be trained to become acquainted with the stakeholders and international stakeholder engagement requirements, as outlined in this SEP, and to have a clear understanding and inform people of the Project, construction schedule, engagement milestones, planned disruptions.. Additionally, CLOs will be trained to support TRC in managing the land valuation and compensation process so they can provide support, if needed, to the Land Acquisition and Compensation field teams of TRC, in engaging with land affected households and providing information on the process ahead.

For those areas where the land acquisition process has already happened, CLOs will provide support in engagement related to the livelihood restoration process and grievance management.

TRC will undertake community liaison during all the phases of the Project, with special focus on:

- land acquisition, involuntary resettlement and livelihood restoration during planning;
- construction-related impacts and management measures during construction;
- transitioning out of YM involvement with the Project and start of operations;
- operation-related impacts and management measures during operation;
- decommissioning impacts including retrenchment and relevant mitigation measures during decommissioning.

Community liaison will be built through continued regular meetings between communities and TRC and YM CLOs. Such meetings are currently being held on a monthly basis by YM CLOs – see Section 3.3.

5.2.2 Grievance Management

A grievance mechanism will be implemented for the Project, as described in Section 7 of this SEP. Furthermore, during the planning and construction phases, the grievance mechanism will need to be widely disseminated and publicized within the local communities in order to ensure that people are aware of how they can make their concerns and issues known to the Project team(s). This will be the task of the CLOs that TRC will appoint for the Project, supported by YM CLOs. Grievances related to land acquisition and compensation will be the responsibility of TRC to manage. Construction-related grievances will be managed by YM through its Social Coordinator and the CLOs deployed in each area. The YM Social Coordinator will work closely with the TRC Social Expert (Joint Task Force – See Section 6.2.3) to review grievances and ensure these are logged in the Grievance Database and addressed on time.

The grievance mechanism will be regularly reviewed to ensure it is appropriately capturing and closing out community grievances and is fit for purpose. Once construction is completed, YM will hand over the responsibility of implementing the grievance mechanism to TRC for the operation and decommissioning phases.

The grievance mechanism will allow community members and other stakeholders to address grievances related to a wide variety of topics such as community health, safety and security, land acquisition and involuntary resettlement, cultural heritage and others.

Grievances related to labour and working conditions (as per requirements of IFC PS 2) are not covered by this SEP. These will be dealt with under a separate procedure to be developed for grievances addressed by Project direct and subcontracted personnel.

5.2.3 Maintain the SEP

The SEP is a “living” document. It will be regularly updated with the results of stakeholder engagement activities carried out by the Project team (a detailed list of past engagement is maintained internally). Similarly, as new stakeholders are identified, the list of stakeholders (*Appendix A* to this SEP) will also be updated by the Joint Task Force (see Section 6). The engagement activities program (also maintained internally) will be adapted to the Project evolution and will reflect any significant change in the Project design or execution.

TRC will further update this SEP, prior to starting the operation and decommissioning phases of the Project. In this context, engagement activities will be defined building on knowledge of stakeholder engagement methods and results of past engagement.

5.2.4 Ongoing reporting to communities

There will be ongoing reporting to local communities to keep them informed of the Project progress and other relevant topics, such as:

- grievances collected and the process of managing them;
- management measures implemented following grievances received or information collected through consulting the local communities/authorities on topics such as community health, safety and security, cultural heritage, involuntary resettlement and livelihood restoration ;
- lessons learnt from past activities in order to reduce or manage disturbance/impacts to the communities;
- community-support initiatives undertaken within the reporting period.

Additional reporting requirements for the Project are covered in Section 8.

5.2.5 *Engagement with government authorities and media*

TRC will continue engagement activities presented under Section 3.2, including engagement with different authorities for Project permitting and for relocating assets (e.g. graves and other religious facilities). In the same context, TRC will continue monitoring the media releases for the Project and engaging with these stakeholders for dissemination of Project information and reporting on Project performance to external stakeholders.

The following section describes the specific streams of work for stakeholder engagement during the following Project phases.

5.3 **Specific engagement activities during the Project implementation**

5.3.1 *Planning and Construction*

Engagement for ESIA disclosure

The ESIA disclosure will occur after the commencement of construction works in some areas (particularly in Lot 1 but also in Lot 2), while in others, no Project works would have been undertaken by that time. In this sense, the ESIA disclosure will be undertaken during planning in some areas (particularly in Lot 2) and during construction in others.

Disclosure of the ESIA will require engaging with national, provincial and local stakeholders. The ESIA disclosure process requires consultation with all affected communities and interested stakeholders to ensure their views and concerns are taken into consideration in the development of the Final ESIA. It is also a requirement to ensure they are informed in a timely manner of the Project activities and timeline.

TRC will be supported by YM to put together an ESIA disclosure team and ensure that the ESIA is disclosed in a way that is culturally and technically adapted to each group of stakeholders. It will particularly present the project activities and their associated impacts in non-technical language to local communities to ensure they are fully understood. Stakeholder comments collected during the ESIA disclosure period will be reflected in a Consultation Report that will be a part of the Final ESIA. Furthermore, relevant comments received will be considered in the Final ESIA report.

The Resettlement Action Plans (RAPs) for Lots 1 and 2 are being developed in line with Tanzanian law and lender requirements. A Guide to Land Acquisition (GLAC) will also be developed in English and Swahili to serve as a summarizing document of the RAPs and present the compensation process to non-technical target readers. Separate GLACs will be prepared for Lot 1 and Lot 2. Along with the ESIA, the GLACs will be presented to stakeholders with a focus on landowners and land users affected by resettlement. The purpose of the disclosure of Lot 1 GLAC aims at soliciting affected people's views on the adopted process and mitigation for compensation and resettlement. However, the disclosure of Lot 2 GLAC aims to inform stakeholders potentially affected by involuntary resettlement, either physical or economical, of the resettlement process that the Project is planning to implement and of the supplementary measures in line with international financing standards.

Construction of Lot 1 of the Project has already started; however, it will follow best practise and disclose the GLAC together with the ESIA.

A Project Information Leaflet (PIL) will be developed in English and Swahili and distributed during ESIA disclosure engagements. The PIL will provide a description of the proposed Project, the Project schedule the engagement programme and schedule, contact details for the CLOs and information on the grievance mechanism.

The draft ESIA disclosure started in February 2019 over a period of 30 days. Community consultation meetings as part of the disclosure process are anticipated to be held by end of the first quarter of 2019. Prior to these meetings, the ESIA documents will be made available to regional and local

government authorities, operators of Project Associated Facilities. Additionally, relevant non-technical documents will be made available to the communities, in local language, for consultation.

For the disclosure meetings, TRC will define a Project disclosure team to include social specialist, compensation specialist, technical specialist and CLO and will announce the schedule of activities in due time. YM will support the planning process and will supplement the Project disclosure team with the YM Social Coordinator and CLO staff.

All comments received during the disclosure process will be logged and duly considered in the Final ESIA.

Engagement during Resettlement and Livelihood Restoration Planning and Implementation

The resettlement and livelihood restoration activities will involve significant engagement with affected people along the route corridor including announcement of cut-off date, census of population affected by resettlement activities, asset inventories and household surveys. These activities will be presented to affected stakeholders through specific engagement activities which will be detailed in the RAPs and will include:

- Disclosing resettlement and livelihood restoration options;
- Disclosing the livelihood restoration plan;
- Ongoing dissemination of information during implementation ; and
- Monitoring implementation of livelihood restoration.

Continued information sharing is important to ensure acceptance of the resettlement process, to manage expectations and also to allay any tensions between households receiving differential benefits. Presenting consistent Project information and messages to all stakeholders will support a greater understanding of the resettlement livelihood restoration process, and reduce the chance of misinformation. In this regard, land-affected households will be regularly engaged during Project planning and construction, including addressing grievances and managing incidences with agriculture reestablishment. The resettlement and livelihood restoration activities will be managed by TRC and will be carried out sequentially, in line with the construction schedule. RAPs will be developed for each of the two Project Lots to meet Tanzanian and lender requirements.

Engagement over planning and construction-related activities

Construction activities for linear Projects are not undertaken everywhere at the same time. Linear infrastructure projects including the SGR are constructed sequentially in different areas along the alignment. Construction activities are currently being undertaken in both Lots 1 and 2 and, consequently, engagement activities outlined in this section will be undertaken along the entire alignment.

Specific engagement will be undertaken by YM to communicate to stakeholders about geotechnical surveys, shipment of rails, and liaison with suppliers and contractors in areas where construction is planned to commence.

Similarly, stakeholders will be informed of the nature of the work, the number of workers on site and the duration of works as well as planned interruptions of traffic on local roads or regular supply of services and planned utilisation of resources in the area. Engagement activities will aim to consult people's views, identify Project risks at a very early stage and jointly identify mitigation and/or management measures. Additionally, YM will continue activities presented in Section 3.3, to provide training on to raise community awareness about safety risks during construction.

5.3.2 Operation

At the end of the construction phase, when the Project commissioning is completed, the responsibility for operating and maintaining the SGR will be transferred to TRC. YM's contractual obligations to GoT and TRC end with the completion of commissioning, and YM will have no further role during the long duration of the operational phase (the railway is designed to serve for approximately 100 years). TRC will then have the responsibility to update this SEP, including to update the grievance mechanisms for operation (worker grievance mechanism according to IFC PS 2 and community grievance mechanism according to IFC PS 1). However, it is expected that before transition starts, YM will deliver capacity building/training of TRC. This section below presents an overview of the expected engagement activities that will be undertaken by TRC.

Engagement Related to Transition to Operations

When transitioning to operations, YM will hand over all engagement responsibilities to TRC. Before the transition is completed, TRC and YM will jointly inform all stakeholders of the change of responsibilities during specific engagement activities. The information shared with stakeholders will include mechanisms for communicating with TRC, including raising grievances, and the process by which TRC will engage with local communities in case of necessary maintenance works.

Engagement for developing operation management plans

Prior to the start of operation, TRC will undertake stakeholder engagement activities to inform the development of Operation Management Plans (e.g. Community Health, Safety and Security Management Plan – IFC PS 4). TRC will ensure community views are consulted in order to tailor the relevant management plans accordingly and minimize impacts.

Engagement over operation-related impacts

During operation, TRC will ensure sufficient staff (CLOs) to engage stakeholders during the Project operation in order to communicate: schedule of freight and passenger traffic, maintenance activities, planned interruptions of normal traffic, etc. TRC will ensure that engagement is continuous and regular and it is undertaken in a manner that is fit for purpose. Planned engagement activities will need to be documented in the SEP for operation. Similarly, all engagement activities undertaken will be documented in a log/database allowing for ongoing reporting to stakeholders (see Section 8). Furthermore, TRC will continue engagement with authorities to secure all permits required for operation and will continue monitoring of the communication with the media.

5.3.3 Decommissioning

Decommissioning is currently envisioned to occur about 100 years from now and thus involves a high level of uncertainty regarding requirements for engagement that will be applicable at that time. Prior to moving into the decommissioning phase, TRC will update this SEP or similar document in line with applicable legislation and practices in place at that future time. It is presently expected that the minimum information needs will include:

- Nature and schedule of decommissioning works;
- Removal and disposal of materials;
- Retrenchment impacts and defined mitigation measures and
- Potential other uses of station areas.

5.4 Engagemen Action Plan

A Detailed Engagement Action Plan will be prepared to include actions to be managed by TRC, with YM support. This Plan will include actions for planning and implementing ESIA disclosure to local communities and external stakeholders, stakeholder engagement during planning of Lot 2 and

construction of both Lot 1 and Lot 2. Once defined, these actions will be implemented in order to meet the lender requirements, address stakeholder issues and concerns, as well as implement mitigation and enhancement measures across the Project's management systems.

As the Project progresses from planning into construction (particularly for Lot 2), this Detailed Engagement Action Plan will need to be periodically reviewed and refined building on feedback and lesson learnt from past engagement. This will be the task of the Joint Task Force (see Section 6).

Upcoming stakeholder engagement activities during the Q1 of 2019 will include the ESIA disclosure, ongoing engagement as detailed in Section 5.2 and specific engagement as detailed in Section 5.3.

5.5 Engagement Tools

To achieve a consistent and effective stakeholder engagement programme implementation, the tools outlined in *Table 5-1* below will be key in all phases of the Project. The contents and messages shall be reviewed and approved by the Project team prior to dissemination.

Table 5-1 Stakeholder Engagement Tools

Tool	Description
Project Information Leaflet (PIL)	A PIL will be developed in English and Swahili and distributed during ESIA disclosure engagements. The PIL will provide a description of the proposed Project, the Project schedule the engagement programme and schedule, contact details for the CLOs and information on the grievance mechanism. As the Project progresses, this document will be reviewed and updated as often as necessary to ensure accuracy of information at any given time.
Guide to Land Acquisition and Compensation (GLAC)	The GLAC will be prepared in English and Swahili. It will be a flyer presenting the key stages of the land acquisition and compensation process, which will be distributed in the planning phase during engagements. The GLAC will describe the key stages of the process (according to national regulations but also supplementary top-up measures according to international standards), the associated schedule, contact details of the land acquisition and compensation team and information on the grievance mechanism. As the process progresses, different flyers will be developed providing updated information on the progress of implementing the land acquisition and compensation and livelihood restoration processes.
Notice board	Notice boards will be erected at the entrance to the Project work sites and at other agreed locations in each settlement, accessible to the communities, and updated on a regular basis. The notice board will serve as an information dissemination tool. For example, it will display Project contact details, construction updates, heavy traffic movement information, recruitment updates as well as responses to most frequent questions. Project information should be available in English and Swahili. Wherever possible, maps or visual aids will be used to increase accessibility of the notices.
Radio announcements	The use of local radio for communication to stakeholders shall be explored. Local radio broadcasts could be used to provide updates and information related to the Project as well as promote the schedule for ESIA disclosure public meetings.
Reporting to Stakeholders	TRC and YM will provide Project updates to different stakeholder groups at agreed timelines.
Question and Answer (Q&A) document	TRC and YM will develop a Q&A for internal use that should help providing consistent responses during regular community and stakeholder engagement. The Q&A is a key tool in helping manage community expectations (i.e. employment).

Tool	Description
Stakeholder Engagement Register	The Joint Task Force / CLOs will maintain a stakeholder engagement register to plan and track engagements related to the different ESMS Management Plans and Project activities.
Stakeholder Grievance Database	<p>The Joint Task Force will coordinate and maintain a stakeholder grievance database to record and track grievances as well as resolution status. CLOs will log grievances they receive into this database where both TRC and YM will have access.</p> <p>Regular reports will be extracted from this database and communicated on a monthly basis to local communities, as part of the ongoing efforts to share information with local stakeholders during the planning and construction phase and also to promote transparency.</p>

6. RESPONSIBILITIES AND RESOURCES

6.1 Responsibilities for stakeholder engagement

Overall TRC, as Project owner, will be responsible to ensure stakeholder engagement and grievance management throughout the Project lifetime. In order to effectively implement this SEP, YM will support TRC with the necessary human and logistic resources to implement international requirements in terms of managing stakeholders. In this context, a Joint Engagement and Grievance Management Task Force (Joint Task Force) will be established among TRC and YM to plan and coordinate engagement. The Joint Task Force will be in charge of the following activities:

- constantly coordinate on all aspects related to the implementation of this SEP according to international lender standards;
- review resources in place, identify and communicate needs for additional resources dedicated to stakeholder engagement and grievance management activities;
- train staff deployed in the field with regard to international standards for stakeholder engagement and grievance management;
- review the Grievance Database and debrief on the process of addressing grievances received;
- maintain constant connection with field staff in order to identify potential Project risks at an early stage;
- periodically update the past stakeholder engagement log (maintained internally);
- periodically update the list of stakeholders (*Appendix A* to this SEP) as new stakeholders are identified for the Project;
- validate the Engagement Plan, define detailed engagement actions into the Final Engagement Plan;
- periodically amend the Engagement Plan as the Project progresses;
- debrief following each stakeholder engagement activity to agree on any actions which require follow up and coordination with additional departments for implementation;
- coordinate and agree on the content of reporting to external Project stakeholders.

The Joint Task Force will be formed with resources existing within TRC and YM, which are presented in the following section. The Joint Task Force will be formed by the TRC Social Expert and the YM Social Coordinator. Additional resources existing within TRC and YM will also support the Joint Task Force as needed.

6.2 Resources for stakeholder engagement

6.2.1 TRC resources

There is a Social Department within the PR function under TRC structure. This department will be in responsible for the implementation of the stakeholder engagement and grievance mechanism. Under the Social Department, Ms. Catherine Mroso, catherine.mroso@trc.co.tz, who is a Social Expert has been appointed by TRC to be in charge with engagement activities for land acquisition and compensation.

Additional field staff (CLOs) will be ensured by TRC to deliver stakeholder engagement and grievance management, particularly related to involuntary resettlement and livelihood restoration, according to lender requirements.

6.2.2 YM resources

This section of the SEP has been developed building on the YM procedure already in place and aims at providing an overview on the roles and responsibilities YM will allocate in order to effectively deliver on stakeholder engagement and grievance management.

During planning and construction, YM Health, Safety and Environmental (HSE) Manager will be responsible for the management and implementation of this SEP. The HSE Manager will be supported by the Social Coordinator and the Community Liaison Team (CLT), which will effectively be in charge building and maintaining relations with stakeholders on behalf of YM.

The Social Coordinator within YM is Ms. Evodia Mrengo evodia.mrengo@ym.com.tr. The Community Liaison Team, subordinated to the YM Social Coordinator, currently consists of 8 full-time staff, referred to as *sociologists*, as follows:

- Lot 1: two women and one man;
- Lot 2: three women and two men.

Management approvals within YM are pending with regard to recruiting 2 additional Community Liaison Officers (CLOs) for Lot 2.

YM has defined the two lots into sections (based on chainage) and ensures one CLO for each of the defined Sections listed below:

- Lot 1:
 - Ilala section: Km 0-20;
 - Soga section: Km 20-80;
 - Ngerengere section: Km 80-200;
- Lot 2:
 - Kilosa section: Km 201-350;
 - Dodoma section: Km 350-535.

The specific roles and responsibilities which will be required for the implementation of the SEP are presented in **Error! Reference source not found.** below.

Table 6-1 SEP roles and responsibilities within YM

Role	Responsibility
Project Manager – YM	<ul style="list-style-type: none"> ■ Ensure ongoing communication and coordination with TRC and implementation of commitments made with regard to stakeholder engagement and grievance management ■ Review the existing procedure on stakeholder engagement and grievance mechanism and trigger the update process, to harmonise it with this SEP ■ Provide additional human and/or logistic resources to support TRC to ensure an effective implementation of stakeholder engagement and grievance management ■ Coordinate with the YM HSE Manager on aspects related to stakeholder engagement and grievance management ■ Coordinate with YM Financing Manager and TRC management and support feedback to lenders ■ Coordinate with TRC management on risks identified for the Project in relation to stakeholder engagement
Health, Safety and Environmental Manager (HSE Manager) - YM	<ul style="list-style-type: none"> ■ Ensure ongoing communication with YM Project Manager with regard to the implementation of the SEP ■ Ensure implementation and follow up of the SEP and the existing YM procedure ■ Regularly discuss grievances with the Social Coordinator

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	<ul style="list-style-type: none"> ■ Guide the process of addressing grievances received through identifying which departments need to deal with the grievance and whether additional support is needed ■ Ensure the YM HSE and Social coordination team reports on time with the agreed topics ■ Ensure resources for the implementation of the stakeholder engagement and grievance management commitments
Social Coordinator – YM	<ul style="list-style-type: none"> ■ Plan the stakeholder engagement activities and ensure they are appropriately implemented by the CLOs (currently referred to as <i>sociologists</i> in the existing YM procedure) deployed in the Project sections. ■ Manage the grievance mechanism and grievance resolution process ■ Report to HSE Manager and YM Project Manager on stakeholder engagement activities and grievance resolution process. ■ Attend joint meetings with TRC representatives in the affected communities. ■ Compile centralised documentation of stakeholder engagement activities undertaken to support regular reporting to external stakeholders
Community Liaison Officers - CLOs (currently referred to as <i>sociologists</i> in the existing YM procedure)	<ul style="list-style-type: none"> ■ Lead stakeholder engagement activities required for the implementation of the SEP in their relevant areas of responsibility ■ Collect and document grievances and feed them back to the relevant departments for resolution ■ Seek feedback from stakeholders on how grievances were solved ■ Document stakeholder engagement activities in their relevant areas of responsibility ■ Develop red flag reports and submit them to the Social Coordinator ■ Collect and document grievances related to land acquisition and compensation and refer them to TRC for resolution. ■ Supervise/monitor and coordinate activities with subcontractors to ensure they comply with the SEP.
YM Site Managers/Engineers	<ul style="list-style-type: none"> ■ Collect grievances, log them and direct them to the CLOs for resolution

Source: ERM, based on data provided by YM, 2019

7. GRIEVANCE MANAGEMENT

7.1 Definitions and good practise

The IFC's Good Practice Guide to addressing grievances from Project-affected communities describes a grievance as: ()

'...a concern or complaint raised by an individual or a group within communities affected by company operations. Both concerns and complaints can result from either real or perceived impacts of a company's operations, and may be filed in the same manner and handled with the same procedure.'

It describes a Project-level grievance mechanism for affected communities as:

'...a process for receiving, evaluating, and addressing project-related grievances from affected communities at the level of the company, or project.'

The community grievance mechanism should be broadly and regularly publicised, especially during the planning and construction phase to ensure that comments, questions and grievances are appropriately channelled and registered.

7.2 Purpose

The community grievance mechanism enables any stakeholder to make a complaint or a suggestion about the way the Project is being implemented. Grievances may take the form of specific complaints for damages/injury, concerns about routine Project activities, or perceived incidents or impacts.

The purpose of the community grievance mechanism procedure is to implement a formalised process (identification, tracking and redress) to manage complaints/grievances from communities and other local stakeholders in a systematic and transparent manner that could potentially arise from the Project.

7.3 Scope

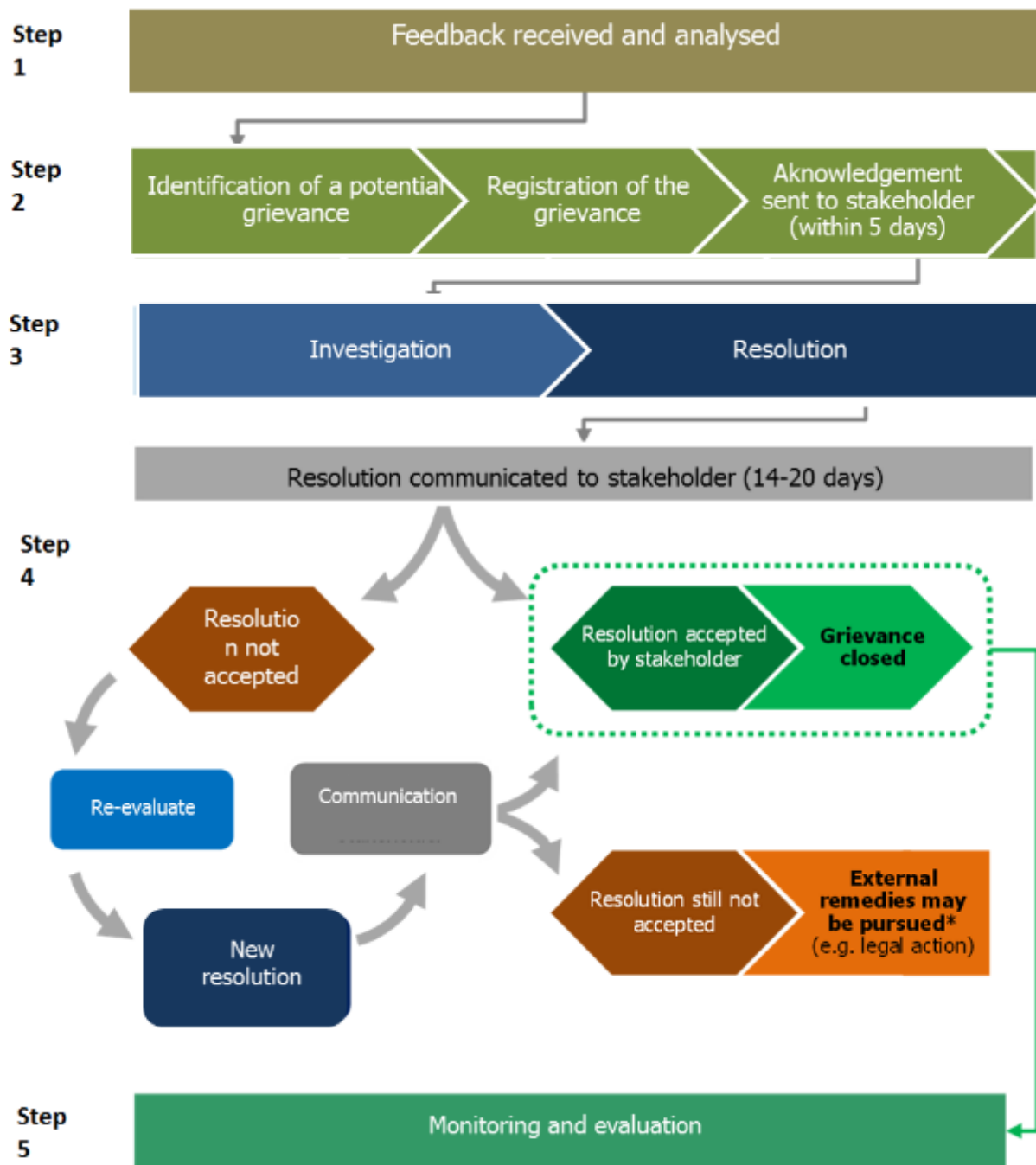
The grievance procedure presented in this section of the SEP builds on the *Stakeholder Engagement and Grievance Mechanism Procedure* developed by YM for the Project and on TRC existing procedure. In line with the existing procedures, responsibilities for managing grievances during planning and construction are as follows:

- Grievances related to the Project in general and to land acquisition and involuntary resettlement are under TRC's responsibility to manage; these will be logged into the Grievance Database and monitored through resolution, in line with the steps outlines in Section 7.4, by the Joint Task Force; and
- Grievances and directly related to construction activities (such as noise, vibration, traffic, security, health and safety, local recruitment, behavior of sub-contractors, etc.) are under YME's responsibility to manage; these will be logged into the Grievance Database and monitored through resolution, in line with the steps outlines in Section 7.4, by the Joint Task Force.

7.4 Grievance Procedure

The overall Project grievance mechanism that will be followed during planning and construction, to comply with international standards, is illustrated in Figure 7-1 below. It builds on the existing procedures within TRC and YM while formalizing some of the steps and timelines allocated for them: eg timeline for acknowledging receipt of grievance, formalizing the process of accepting the proposed resolution and pursuing external remedies in case of dissatisfaction.

Figure 7-1 Grievance Mechanism during Planning and Construction Phase



7.4.1 Step 1: Grievance receipt and registration

Stakeholders will have different ways of submitting a grievance, such as:

- via the community leader, who then transfers it to the CLOs;
- via telephone to the CLOs or to the YM Social Coordinator;
- via hotline and Project website, once these are set up by TRC, with support, if needed, from YM;
- in person, at the construction camps, to the CLOs of YM or TRC;

- in person, at the sites, to YM manager or engineer, who are then responsible to log them and direct them to the CLOs.

The Project Grievance Form in English and Swahili is included in *Appendix B* to this SEP

These grievances may be anonymous, in written form or verbal complaints, and shall be treated with equal respect. The filing of grievances shall be made easy for communities with various levels of literacy and shall be accessible and culturally appropriate.

All grievances or complaints received will be channelled to the team of CLOs, who will be responsible for logging in the Grievance Database. Where the CLO is able to resolve the grievance, they will proceed to do so. It is envisaged that many grievances will be able to be resolved quickly between the CLO, the complainant and the local construction teams.

All received grievances, even those rapidly resolved, shall be logged in a centralised database that can be accessed by the Joint Task Force on the day of receipt. The log will include details of the complaint (unless anonymous) and details of the grievance.

TRC/YM shall acknowledge receipt of the complaint within a standardised time period (ideally at reception) or within 5 days and explain to the complainant the process including timelines of the remaining steps in the procedure.

7.4.2 Step 2: Screening and Prioritisation

All grievances will need to undergo some degree of screening and prioritisation. The CLOs will be responsible for managing the grievance resolution process. The CLOs will coordinate with the Social Coordinator/ Joint Task Force and will determine the nature of the investigation considering the type of grievance and the potential social risk attached to it. This may require reviewing records of previous similar incidents or occurrences, any available evidence, supporting documents or statements.

During this step, the CLO shall establish the nature of the grievance to determine the measures needed for review and investigation of unresolved grievances. Depending on the circumstances of the complaint, various YM and/or TRC departments may need to get involved and submit their proposed resolution for the grievance.

7.4.3 Step 3: Grievance Investigation

As necessary, the CLOs will organise telephone or face-to-face meetings to investigate the complainant's allegations, verify the validity and gravity of the grievance. If necessary, if the grievance relates to a given site or location, the CLO will organise a site inspection.

The CLO will work with other responsible members of the Project team to investigate the grievance and identify corrective or preventive measures to properly address the grievance.

The resolution of a grievance may require additional information to clarify the situation and/or improve communication between the complainant and TRC or YM, or to introduce mitigation measures to prevent the recurrence of the problem.

In the case of grievances related to land acquisition and compensation, these will be logged in the Grievance Database and correspondingly addressed by TRC. The Joint Task Force will be responsible to periodically review the Grievance Database and the process of managing the logged grievances.

7.4.4 Resolution and Feedback to Complainant(s)

Once grievance investigations are completed and/or relevant responses are received from the competent department(s), the CLOs shall draft a formal communication to the complainant, advising of findings and the outcome. The CLOs will communicate the response, stipulate mutual commitments, and ask for the complainants' agreement. If the complainant is not satisfied with the

resolution, or the outcome of the agreed corrective actions the response should be reviewed and if appropriate amended in light of any discussions or negotiations.

While preparing the response to the complainant, CLOs will:

- take photos or collect other documentary evidence to form a comprehensive record of the grievance and how it was resolved;
- create a record of resolution internally, with the date and time it took place, and have responsible staff sign off;
- have a meeting with the complainants to get a collective agreement to close out the claim; and
- if the issue was resolved to the satisfaction of the complainants, get a confirmation and file it along with the case documentation.

Grievance resolution should be provided to complainants within one month of receipt of the initial grievance.

If the complainant is not satisfied with the resolution, or the outcome of the agreed corrective actions, they should be free to take their grievances to a dispute resolution mechanism outside of the company grievance mechanism.

7.4.5 Grievance Close-out and Database Update

Where the complainant is satisfied with the responses provided to their grievances, the specific grievances will be concluded by the CLO and the database correspondingly updated. All correspondences will be filed and the corrective actions clearly updated against the grievances.

TRC and YM will ensure that all grievances raised by Project stakeholders are treated impartially, respectfully and confidentially. To achieve this, where relevant, YM will ensure relevant coordination with TRC.

8. MONITORING, EVALUATION AND REPORTING

8.1 Overview

In order to record activities and assess the effectiveness of this SEP and associated community dialogue activities, TRC and YM will continue the implementation of a data management and monitoring process which has started to be set up under the *Stakeholder Engagement and Grievance Mechanism Procedure*. The data management process will be organised as outlined below.

In addition, this section includes mechanisms for reporting to external stakeholders as an integral step in building relationships with stakeholders and promoting understanding between TRC/YM and the public.

8.2 Data management

Community dialogue activities will be documented and filed in order to track and refer to records when required and ensure delivery of commitments made to stakeholders. The following stakeholder community dialogue records and documentation will be used and maintained during the Project lifetime:

- *Past Stakeholder Engagement log/database*: Used to store, analyse and report on stakeholder dialogue activities. It will be populated with details on information presented, audience questions, responses and actions, and meeting evaluation results, when appropriate. The possibility of converting the log into a database will be considered, given the complexity of the Project, to track frequency of meetings over the life of the Project.
- *Commitments register*: Used to keep track of the commitments made to various stakeholders.
- *Meeting minute template*: Used to collect meeting minutes to be filed within the past stakeholder engagement log /database.
- *Stakeholder list*: On-going updates to the list (*Appendix A* to this SEP), including key contacts and contact details (telephone number, email address etc.) as additional stakeholders are identified.
- *Grievance database* will record all grievances received, management actions and whether it has satisfactorily been closed out.
- *Media monitoring* of press and radio stories relevant to the Project.

Records will be reviewed by the Joint Task Force on a quarterly basis to ensure that records are being used and maintained. Commitments and actions recorded during community interaction activities will also be regularly reviewed to ensure they are taken forward.

8.3 Reporting to Stakeholders

8.3.1 Internal Reporting

The following internal reports will be developed:

- *Red Flag Reports*: weekly or daily reports for urgent items (e.g. concerns, grievances) or incidents of significant nature. These red flag reports will be prepared by the Social Coordinator and sent to the HSE Manager, who will take action and/or escalate if necessary. The Grievance Procedure will need to define the level of incident to be communicated in the red flag reports together with reporting time requirements.
- *Monthly Progress reports*: internal monthly progress reports will be prepared by the Joint Task Force in collaboration with the CLOs. These reports will review:

- Dialogue activities undertaken thus far: stakeholders met, key topics discussed, main concerns and expectations, issues or cases which need immediate attention or quick response, positioning towards Project activities;
- Grievance mechanism: participation, main grievances reported, progress summary (actions to be taken and status);
- Risks to the Project;
 - Limitations (e.g. resources, internal alignment);
 - Priorities for next month/quarter.

Reports and key issues will be communicated to the TRC management and YM management, as required.

8.3.2 External Reporting

Once consultation with stakeholders has taken place, stakeholders generally want to know which of their suggestions have been taken on board, what risk or impact mitigation measures will be put in place to address their concerns, and how, for example, projects impacts are being monitored.

Commitments made will be tracked (commitments tracker) progress made against these commitments will be reported on a regular basis (for instance during monthly meetings with the community representatives). The external reporting will be a responsibility to stakeholders and will be the responsibility of the Joint Task Force.

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Appendix A LIST OF STAKEHOLDERS

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Level	Stakeholder Group	Connection to the Project	Stakeholders	Contact details
<i>National</i>	<ul style="list-style-type: none"> ■ National Regulatory bodies ■ Key Ministries ■ Government Agencies and Institutes 	National government are responsible for establishing policy, granting permits or other approvals for the Project, and monitoring and enforcing compliance with Tanzanian Law throughout all stages of the Project life cycle.	<i>National Regulatory Bodies</i> <ul style="list-style-type: none"> ■ The National Environmental Management Council (NEMC) ■ Vice Presidents' Office –Division of Environment 	The National Environment Management Council, Regent Estate Plot No. 29/30, P.O. Box 63154 Dar es Salaam, Tanzania. Tel: +255 22 2774852/4889; Mob. 0713608930 Email: dg@nemc.or.tz
			<i>Key Ministries and Ministry Departments</i>	Permanent Secretary, The Office Of Vice President Makole Street, LAPF Building, 7th Floor P. O. Box 2502, 40406 Dodoma, Tanzania. Tel. No. : + (255) 026 2329006 Email: ps@vpo.go.tz / km@vpo.go.tz
			<ul style="list-style-type: none"> ■ Ministry of Works, Transport and Communications 	WORKS SECTOR Permanent Secretary Tanzania Building Agency (TBA) House, 1st Floor, Moshi Street, P. o Box 2888, 40470 Dodoma, TANZANIA. Phone: +255 26 2322251 Email: ps@mow.go.tz TRANSPORT SECTOR Permanent Secretary, Tanzania Building Agency (TBA) House, 5 th Floor, Moshi Street, P. o Box 638, 40470 Dodoma, TANZANIA Phone: +255 26 2322703, 2322702 Email: km@uchukuzi.go.tz
			<ul style="list-style-type: none"> ■ Ministry of Energy 	Permanent Secretary, Ministry of Energy, Kikuyu Avenue, P.O. Box 2494, 40474 Dodoma,

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Level	Stakeholder Group	Connection to the Project	Stakeholders	Contact details
				Tel: +255-26-2322018 Email: ps@nishati.go.tz
			■ Ministry of Minerals	Permanent Secretary, Ministry of Minerals, Kikuyu Avenue, P.O Box 422, 40474 Dodoma, Tel: +255 26230051, Fax: +255 26 2322282 Email: ps@madini.go.tz
			■ Ministry of Agriculture	Permanent Secretary, Ministry of Agriculture Administration Department, Kilimo IV P.O. Box 2182 Dodoma Tel: +255 (026) 2321407/ 2320035 Email: ps@kilimo.go.tz
			■ Ministry of Natural Resources and Tourism	Ministry of Natural Resources and Tourism Kilimani Street, 40472, Dodoma, Tanzania Email: ps@mnrt.go.tz
			■ Ministry of Health, Community Development, Gender, Elderly and Children	Ministry of Health, Community Development, Gender, Elderly and Children Block 11, P.O. Box 573, 40478 Dodoma, Tanzania. Tel +255 26 2963341/42/46 Email: ps@communitydevelopment.go.tz
			■ Ministry of Water	P.O. Box 456 Dodoma Tel: 022 2450838/40-41/022 2450533 Email: ps@maji.go.tz

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Level	Stakeholder Group	Connection to the Project	Stakeholders	Contact details
			<ul style="list-style-type: none"> ■ Ministry of Livestock and Fisheries 	<p>Fisheries Sector Phone: +255 26 2322612 Fax: +255 (0)22 2861908 Email Address: ps@uvuvi.go.tz</p> <p>Livestock Sector Phone: +255 26 2322610 Fax: +255 2861908 Email Address: ps@mifugo.go.tz</p>
			<i>National Implementing Body</i> Tanzania Railway Corporation (TRC)	Railway Street/Sokoine Drive P.O Box 76959, Dar es Salaam, Tanzania Tel: +255 (0) 22 2112695
<i>Agencies, Authorities, Parastatals and Departments</i>	Government funded private enterprises in charge of managing specific activities.	Agencies, Authorities, Parastatals and Departments may have land or other assets which could be affected by the Project. TANESCO is the owner of the transmission line and electricity network that the Project will connect to.	Government Chemist Laboratory Agency (GCLA)	Head Office, Chief Government Chemist 5 Barack Obama drive, P.O. Box 164, Dar es Salaam. Tanzania. Tel: +255 22 2113383/4; Email: gcla@gcla.go.tz
			Tanzania Electric Supply Company Limited (TANESCO),	TANESCO Headquarters Plot No. 114, Block G, Dar es Salaam Road, P.O.BOX 453 Dodoma, Tanzania. Tel: (+255) 21944000/ (+255) 768 985 100 Email: info@tanESCO.co.tz

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Level	Stakeholder Group	Connection to the Project	Stakeholders	Contact details
			Occupational Safety and Health Authority (OSHA)	OSHA Office - Dar es Salaam, P.O Box 519, Dar es Salaam. Phone : +255-22-2760548/2760552 OSHA Central office - Dodoma Along Askari Road, P.O. BOX 1818, Dodoma TOLL FREE NUMBER 0800110092 Phone : +255 (0) 26 2320205
			Tanzania National Roads Agency (TANROADS)	Airtel House, 3rd Floor, Ali Hassan Mwinyi/Kawawa Road Junction. Tel: +255 22 2926001/6 Email: tanroadshq@tanroads.go.tz
			Wami/Ruvu Water Basin Board	PO Box 826, Morogoro Phone +255 23 2614 748/3519 Email: basins.wamiruvu@maji.go.tz
			Surface and Marine Transport Regulatory Authority (SUMATRA)	Address : Mawasiliano House, Ali Hassan Mwinyi Road/Nkomo Street P.O Box 3093 Dar Es Salaam, Tanzania Phone : 022- 2197500/022- 2197501 Fax : 022-2116697
			Tanzania Official Seeds Certification Institute (TOSCI)	Tanzania Official Seed Certification Institute (TOSCI) Phone: +255 23 2600797 Email: tosci-morogoro@iwayafrica.com City: Morogoro Representative: T.Z. Maingu
			Tanzania Forestry Services Agency (TFS)	Mpingo House, Ivory Room, Nyerere Rd, Dar Es Salaam, Tanzania RE ROAD, DAR ES SALAAMP.O. BOX 40832, TANZANIA Tel: +255 (0)22 2864249

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Level	Stakeholder Group	Connection to the Project	Stakeholders	Contact details
			Tanzania Wildlife Research Institute (TAWIRI)	Tanzania Wildlife Research Institute Box 661, Arusha Tel: +255 27 254 9571 Email: info@tawiri.or.tz
			Tanzania National Parks (TANAPA)	Director General Tanzania National Parks P.O Box 3134, Arusha, Tanzania Tel: +255 (0) 272 970 404 or +255 (0) 272 970 405 or +255 (0) 272 970 406 or +255 (0) 272 970 407 Email: info@tanzaniaparks.go.tz
			Tanzania Meteorological Agency (TMA)	Morogoro Road, Ubungo Plaza ,3rd Floor P.O Box 3056, Dar es Salaam Tel : +255 22 2460706-8, Email : met@meteo.go.tz
			Tanzania Telecommunications Company Limited (TTCL)	TTCL, EXTELCOMS HOUSE, SAMORA AVENUE P. O. Box 9070, Dar es Salaam. Tel: +255 22 214 2000 E-mail: info@ttcl.co.tz
			Tanzania Ports Authority (TPA)	Tanzania Ports Authority (TPA) P.O Box 9184 Dar es salaam Phone: +255 211 7816 Email: dg@ports.go.tz
<i>Regional and Local Government</i>	■ Regional level government authorities	Regional secretariat are responsible for the implementation of legislation, and development plans	Dar es Salaam Regional Secretariat	Regional Commissioners Office – Dar es Salaam, PO Box 5429, Dar es Salaam, Tanzania. Tel: +255 22 2203158 Mobile: +255 22 2203156 Email: ras@dsm.go.tz

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Level	Stakeholder Group	Connection to the Project	Stakeholders	Contact details
		and policies at the regional level. This includes issuing authorization for land concession and physical resettlement.	Coast Regional Secretariat	Regional Commissioners Office – Coast Region, PO Box 30080, Kibaha Tel: 023 2402287/2402500 Mobile: 023 2402287/2402500 Email: ras@pwani.go.tz / ras.pwani@tamisemi.go.tz
	Morogoro Regional Secretariat			
	Dodoma Regional Secretariat		Regional Commissioners Office – Dodoma Nyerere Road PO Box: 914 Dodoma Tel: +255 26 232 4343 Email: ras@dodoma.go.tz	
	Singida Regional Secretariat		Regional Commissioners Office – Singida P O BOX 5, SINGIDA Tel: 2502170, 2502089 Email: info@singida.go.tz and ras@singida.go.tz	
	Engineers Registration Board (ERB)		Engineers Registration Board (ERB) Tetex Building (2nd and 4th Floor) P.O.Box 14942 Dar es Salaam - Tanzania. Tel: +255 22 2122836/+255 22 2129087 Email: info@erb.go.tz	
	Contractors Registration Board (CRB)		CRB Headquarter in Dar es Salaam P.O Box 13374, Pamba Road Tetex House, 3rd Floor Tel: +255-22-2131169/2137962-3 E-mail: crbhq@crbtz.org	

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Level	Stakeholder Group	Connection to the Project	Stakeholders	Contact details
<i>District & Municipality</i>	<ul style="list-style-type: none"> ■ District level government authorities ■ Local level government authorities 	<p>The district/municipal administration also plays a role in the implementation of physical resettlement.</p> <p>In addition, the districts and municipalities along the SGR alignment will be impacted by the Project and will need to be kept informed of progress and plans in their area, to consider the Project activities in their policy-making, regulatory and other duties and activities</p>	Ilala Municipal Council	Ilala Municipal Council Po Box 20950 Dar es Salaam, Tanzania Tel: 2128800 Mobile: +255752687564 / Email: info@imc.go.tz
			Kisarawe District Council	Bomani Road, Kisarawe Postal Address: Box 28001 Kisarawe Telephone: +255 23 2401045 Email: ded@kisarawedc.go.tz , ded.kisarawe@pwani.go.tz
			Kibaha District Council	KIBAHA DISTRICT COUNCIL P.O BOX 30153 Tel: +255 23240224 Mobile: +255 0767520048 Email: ded.kibaha@pwani.go.tz
			Chalinze District Council	
			Morogoro Rural District Council	
			Morogoro Urban District Council	
			Mvomero District Council	
			Kilosa District Council	
			Mpwapwa District Council	PO Box 12, Tel: 255 26 2320122/2320 Mobile: +255 784399016 Email: info@mpwapwadc.go.tz
			Dodoma District/Municipal Council	CDA Street PO Box 1249, DODOMA, TANZANIA Tel: +255 26 232 4817

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Level	Stakeholder Group	Connection to the Project	Stakeholders	Contact details
				Email: cd@dodomacc.go.tz
			Chamwino District Council	PO Box 1126, Chamwino, Dodoma Tel: +255 26 296 1511 Email: info@chamwinodc.go.tz
			Manyoni District Council	Po Box 60, Manyoni Tel: +255 26 2540136 Mobile: +255 712 028027 Email: ded.manyonidc@singida.go.tz ded@manyonidc.go.tz
<i>Ward and Village Level Authorities</i>	<ul style="list-style-type: none"> ■ Ward and Village level local administration representatives. ■ Village natural resource committees 	Wards and Village leaders (the Ward Executive Officer and Village executive office) are representatives of the local community at Ward and Village level. These are the key leadership figures at local level. Meetings at this level will follow local practices and should be held prior to any wider communication in local communities in order to respect the political and social structures.	Ward and Village level administration included in the Aol or that have land/forest reserves within the Aol (see below): <ul style="list-style-type: none"> ■ Ward Executive Officers ■ Village Executive Officers ■ Village elders and councilors of affected settlements. 	

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Design and Build of Dar es Salaam-Morogoro-Makutopora segment (the Project) of the Standard Gauge Railway (SGR) from Dar es Salaam to Mwanza via Isaka, Tanzania

Level	Stakeholder Group	Connection to the Project	Stakeholders	Contact details
Communities or Settlements	<ul style="list-style-type: none"> ■ Project affected communities ■ Landowners and users; ■ Community members who use access roads to access nearby natural resources ■ Social / public infrastructure and services. 	<p>Households and communities that may be directly or indirectly affected by the proposed Project and its activities. This includes people living on land affected by the Project, through direct land take or by social and environmental impacts, and other people who visit or use land or resources that may be affected. Primary stakeholders include landowners and land users. These communities need to be engaged around Project impacts (construction and operations). Land affected households will need to be informed about land acquisition and</p>	<p><u>Dar es Salaam Region:</u></p> <p>Wards in Temeke District: <i>Sandali, Changombe, Keko, Kurasini, Temeke</i></p> <p>Wards in Ilala District: <i>Ukonga, Kipawa, Gerezani, Gongolamboto, Kivukoni, Kiwalani, Mchafukoge, Vingunguti</i></p> <p>Wards in Kinondoni District: <i>Kibamba</i></p> <p><u>Coast Region/Pwani:</u></p> <p>Wards in Kisarawe: <i>Kisarawe, Kiluvya, Vihingo</i></p> <p>Wards in Kibaha District: <i>Soga, Janga, Ruvu, Kwala, Magindu</i></p> <p><u>Morogoro Region:</u></p> <p>Wards in Morogoro Rural: <i>Kidugalo, Ngerengere, Mikese, Mkambalani</i></p>	

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Level	Stakeholder Group	Connection to the Project	Stakeholders	Contact details
		restrictions to land, to participate in the finalization of agreements around compensation and livelihood restoration and take active ownership of the resulting implementation of these measures.	<p>Wards in Morogoro Urban: Kingolwira, Bigwa, Kihonda, Msamvu, Lukobe</p> <p>Wards in Mvomero District: Mzumbe and Melela</p> <p>Wards in Kilosa District: Chanzuru, Mabwerebwere, Kimamba 'A', Mkwatani, Mbumi, Kasiki, Magomeni, Masanze, Kidete</p> <p><u>Dodoma Region:</u></p> <p>Wards in Mpwapa: Gode, Kimagai, Ving'hawe, Mazae, Chunyu</p> <p>Wards in Dodoma Rural: Gandu, Handali, Msamalo, Ibihwa, Kigwe, Chikola, Mpamantwa, Bahi</p>	

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Level	Stakeholder Group	Connection to the Project	Stakeholders	Contact details
			<p>Dodoma Urban: Kikombo, Mtumba, Dodoma Makulu, Tambukareli, Kilimani, Kikuyu South, Mkonze, Zuzu, Ihumwa.</p> <p><u>Singida Region:</u></p> <p>Wards in Manyoni District: Kintinku, Makanda, Maweni</p>	
<i>Vulnerable Persons/Groups</i>	Vulnerable groups within the study area:	Vulnerable groups may be affected by the Project by virtue of their physical disability, social or economic standing, limited education, lack of employment or access to land. Appropriate engagement practices and tools will be adopted to ensure adequate access to information and participation.	<p>Vulnerable groups in the Study area include:</p> <ul style="list-style-type: none"> ■ Ethnic groups ■ Indigenous Peoples / Sub-Saharan African Historically Underserved Traditional Local Communities (e.g. Maasai), if applicable ■ Elderly people (over age of 60 yrs) ■ Women and girls ■ Unemployed male youth/adult men ■ Orphans or Orphan headed households ■ Children ■ Persons with disabilities ■ People living with long illness, for instance HIV/AIDS 	

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Level	Stakeholder Group	Connection to the Project	Stakeholders	Contact details
			<ul style="list-style-type: none"> ■ Youths 	
<i>Civil Society</i>	<ul style="list-style-type: none"> ■ Community-Based Organisations (CBOs) ■ Community or Other Associations ■ Research and Academic Institutions 	<p>Organisations with direct interest in the Project, and its social and environmental aspects and that are able to influence the Project directly or through public opinion.</p> <p>Such organizations may also have useful data and insight and may potentially become partners to the Project in areas of common interest such as the implementation of community investment as applicable.</p>	<ul style="list-style-type: none"> ■ Community-Based Organisations (CBOs) in each district ■ Community or Other Associations in the wards and villages ■ Tanzania Institute of Rail Technology (TIRTEC) 	<p>Tanzania institute of rail technology P.O. Box 321, Tabora, Tanzania. Tel: +255(0)262605630 Email: info@tirtec.sc.tz</p>
<i>Non-Governmental Organizations (NGOs)</i>	<ul style="list-style-type: none"> ■ International ■ National ■ Local 	<p>NGOs with direct interest in the Project, and its social and environmental aspects and that are able to influence the</p>	<p>Local NGOs and NGOs located in the Study Area:</p> <ul style="list-style-type: none"> ■ International NGOs and Pressure Groups: ■ Aga Khan Foundation (Tanzania) 	<p>PO Box 125 Plot 37, Haile Selassie Road Dar es Salaam, TANZANIA</p>

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Level	Stakeholder Group	Connection to the Project	Stakeholders	Contact details
		Project directly or through public opinion. NGOs may also have useful data or insights into the local and national issues raised by the Project. International NGOs include organizations based within and outside Tanzania with an interest in the Project. They include international NGOs, multilateral and bilateral organisations.		Tel: (22) 2668651 / 2667923 E-mail: info.akftz@akfea.org
			■ IUCN	Floor 2 left wing, adjacent to French Embassy on Kilimani Street, Kinondoni P. O Box 13513, Dar es Salaam, United Republic of Tanzania. Tel: +255 22 2669084 -5
			■ CARE	CARE TANZANIA P.O. Box 10242 Dar-es-Salaam Tanzania Phone: +255 22 2668 061 Email: TZACAREHQ@care.org
			■ Tanzania Forest Conservation Group	Plot 323, Msasani Village, Old Bagamoyo Road PO Box 23410 Dar es Salaam, Tanzania Tel / Fax: +255 22 2669007 ffc@ffc.or.tz
			■ WWF	WWF Tanzania Country Office Plot No. 350 Regent Estate Mikocheni, Dar es Salaam Tanzania Tel: +25522 270 0077/+255 22 277 5535
			■ Birdlife International (Tanzania)	Contact: Emmanuel Mгимwa Email: Emmanuel.Mgimwa@birdlife.org Mobile: 0785402085
			■ African Wildlife Foundation (AWF)	AWF Ifakara (Tanzania) P.O. Box 277 Ifakara, Tanzania Tel: +255 742 317 754

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Level	Stakeholder Group	Connection to the Project	Stakeholders	Contact details
				Email: africanwildlife@awf.org
<i>Other interest groups:</i>	<ul style="list-style-type: none"> ■ Media ■ Law enforcement 	Local and Municipal level media will typically have a higher level of influence over the Project and may be leveraged to influence local stakeholders' perceptions of the Project.		
<i>Potential business partners</i>	<ul style="list-style-type: none"> ■ Contractors ■ Suppliers and service providers. ■ Other businesses operating within the community ■ Local and international banks ■ Other 	Organisations, businesses and individuals with direct interest in the Project e.g. running businesses or providing services and supplies to the Project.	<ul style="list-style-type: none"> ■ Contractors: Yaate (blasting), Nitro (supplier of explosives), Kama Steel, Guruka Kwala (transport of hazardous waste), Mwanza Environmental Symphathisizers (Scrap metals), Puma energy ■ Partners: Mota Engil, KORAIL ■ Banks ■ Businesses in the study area 	

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Appendix B PROJECT GRIEVANCE FORM

STAKEHOLDER ENGAGEMENT PLAN

Design and Build of Dar es Salaam-Morogoro-Makutupora segment (the Project) of the Standard Gauge Railway (SGR) from Dar es Salaam to Mwanza via Isaka, Tanzania

GRIEVANCE FORM ŞİKAYET FORMU FOMU YA MALALAMIKO	
Information about the person submitting the grievance Şikâyet başvurusu olan kiři hakkında bilgiler Taarifa kuhusu mtu anayekusanya malalamiko haya	
Name & ID: İsim & ID: Jina & ID:	
<i>Note: You can remain anonymous if you prefer or request not to disclose your identity to the third parties without your consent Not: Eđer tercih ederseniz; řikayetinizi anonim olarak iletebilirsiniz; ya da izniniz olmadan üçüncü taraflara kimliğinizin ifřa edilmemesini talep edebilirsiniz. Angalizo: Sio lazima uandie jina lako kama huitaji kufahamika na mtu mwingine bila ridhaa yako.</i>	
<input type="checkbox"/> I wish to raise my grievance anonymously <input type="checkbox"/> Şikayetimi anonim olarak iletmek istiyorum. <input type="checkbox"/> Ningependa kusema kero yangu bila kujulikana.	
<input type="checkbox"/> I request not to disclose my identity without my consent <input type="checkbox"/> İznim olmadan kimliğimin ifřa edilmemesini talep ediyorum. <input type="checkbox"/> Sitopenda nijulikane bila ridhaa yangu.	
Sex / Cinsiyet / Jinsia: <input type="checkbox"/> Female / Bayan / KE <input type="checkbox"/> Male / Bay / ME	
Date: Tarih: Tarehe:.....	
Telephone: Telefon: Namba ya	
E-mail: E-mail: Barua	
Address: Adres: Anuani:.....	
Signature: İmza: Saini:.....	
Information about the grievance Şikâyet hakkında bilgiler Maelezo ya malalamiko	

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Describe the grievance: Şikâyeti açıklayınız: Elezea malalamiko:					
What would you like to be done about the grievance? Şikâyet hakkında ne yapılmasını istersiniz? Je, nini ungependa kifanyike juu ya malalamiko haya?					
What outcome would you like to see? Ne tür sonuçlar görmek istersiniz? Ungependa kuona matokeo gani?					
<p style="color: red;">This page will be filled by Environmental and Social Section Bu sayfa Çevre ve Sosyal Birimi tarafından doldurulacaktır Ukurasa huu ujazwe na idara ya Mazingira na Jamii tu.</p>					
RECORDING AND RESPONSE KAYIT ALTINA ALMA VE CEVAPLAMA					
How was the grievance lodged? Şikâyet nasıl bildirildi?	<input type="checkbox"/> In Person Bizzat Kendisi	<input type="checkbox"/> By Phone Telefon ile	<input type="checkbox"/> By E-Mail E-Mail ile	<input type="checkbox"/> Grievance Box Şikâyet Kutusu	<input type="checkbox"/> Other Diğer.....
Grievance Reference Number: Şikâyet Referans: Nambari ya Kero:.....					
Name of staff member recording the grievance: Şikâyeti kaydeden personelin adı: Jina la Mfanyakazi ana nakili kero:.....					
Department and manager responsible for action to address grievance: Şikâyetin yöneltileceği ve sorumlu olan yetkili veya departman: Meneja wa Idara anayehusika na kujibu kero.....					
Action required (to be updated as needed as the grievance is progressed): Gerektiği kadar güncellenecektir: Hatua zinazotakiwa kuchukuliwa:					

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Deadline for reporting back to complainant on progress (to be updated as necessary): Şikâyet için son geri bildirim tarihi (gerektiği takdirde güncellenecektir): Tarehe ya mwisho kumpatia majbu mlalamikaji:.....
STATUS OF GRIEVANCE ŞİKÂYET DURUMU HALI YA KERO
Grievance Closure Description: Şikâyet Kapatma Açıklaması: Maelezo ya Kero kumalizwa:.....
Date: Tarih Tarehe:.....
Environmental & Social Engineer Name and Signature: Çevre & Sosyal Mühendisi İsmi ve İmzası Jina na Sahihi la Mhandisi wa Mazingira na Jamii:.....

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Appendix C SAMPLE GRIEVANCE REGISTER

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No.	Grievance #	Date Received	Access point	Received by	Name of Complainant	Gender	Community/Village of Origin	Brief Complaint/Grievance Description	Category
1	13-005-AP	23-ene-13	Municipality	XXXX	YYYY		Village A	Chicken got killed by company vehicle	

Acknowledgement date	Rapid Response by	Associated Dpt/ Contractor/Third Party	Complaint Owner	Proposed Resolution/Feedback to Complainant	Preliminary Resolution Date	Satisfied with Process (yes/no)?	If no, why not?	Conclusive Resolution Date	Satisfied with Outcome (yes/no)?	If no, why not?	Closure Date
24-Jan-13	XXX	Exploration	XXXX	Provide compensation to complainant							

