

THE UNITED REPUBLIC OF TANZANIA

MINISTRY OF WORKS AND TRANSPORT



**The Second Tanzania Intermodal and Rail Development Project
(TIRP II)**

STAKEHOLDER ENGAGEMENT PLAN (SEP)

October 19, 2023

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LIST OF ABBREVIATIONS

ARAP	Abbreviated Resettlement Action Plan
CSO	Civil Society Organizations
E&S	Environmental and Social
ESIA	Environmental and Social Impact Assessment
ESF	Environmental and Social Framework
ESS	Environmental and Social Standard
FGDs	Focus Group Discussions
GoT	Government of the United Republic of Tanzania
GRM	Grievance Redress Mechanism
KIIs	Key Informant Interviews
MGR	Meter Gauge Railway
NGO	Non-Governmental Organization
OIP	Other interested parties
PDO	the Project Development Objective
PIL	Project Information Leaflet
Q&A	Question and Answer
SEP	Stakeholder Engagement Plan
TIRP	Tanzania Intermodal and Rail Development Project
TIRP I	First Tanzania Intermodal and Rail Development Project
TIRP II	Second Tanzania Intermodal and Rail Development Project
TRC	Tanzania Railways Corporation

1.0 Introduction

This Stakeholder Engagement Plan (SEP) has been prepared in line with national law and the World Bank's Environmental and Social Framework (ESF) Environmental and Social Standard (ESS) 10 on Stakeholder Engagement and Information disclosure will be implemented by the Government of Tanzania (GoT) through Tanzania Railways Corporation (TRC). This SEP is for the rehabilitation of the central corridor of the Meter Gauge Railway (MGR) Line from Dar es Salaam to Shinyanga region via Isaka under the Second Tanzania Intermodal and Rail Development Project (TIRP-II) with 970 km.

The proposed project will have three major components. Component A: Strengthening of Railway Infrastructure and Support of Design Studies. This component is proposed to strengthen the railway infrastructure to be able to safely carry 18.5-ton axle load between Dar es Salaam port and Isaka terminal, by upgrading 156 bridges, rehabilitating the Tabora - Isaka (130 km) section, and refurbishing the tracks of selected sections of about 350 km between Dar es Salaam and Tabora. Under this component, the project also plans to support improvement of safety at railway crossing areas in major towns of Dar es Salaam, Morogoro, Dodoma and Tabora and implementation of intermodal terminals of Ilala and Isaka to facilitate loading and offloading of containers which could not be implemented during TIRP I due to budgetary limitations. Component B: Institutional Safety and Operational Support. The newly developed train control system is expected to be fully work in integration with active and commensurate Operation and Maintenance component (O&M), review and amendments of operational manuals, LATRA/TRC staff safety training and safety culture cultivation to match the increased sub-sector performances and operational targets in terms of line speed and traffic up to 70 KPH and 1.2 mn tons respectively. Component C: Contingent Emergency Rapid Response (CERC). This zero-dollar component will allow for swift reallocation of credit proceeds from the other components to provide immediate emergency recovery support following an eligible crisis or emergency. This CERC can be triggered for emergencies and/or disasters that affect the railway track along the Dar es Salaam – Isaka railway section.

TIRP is being implemented in a phase-based approach. The first phase of the project (TIRP I) was implemented between July 2018 and January 2022, with the key objective of improving rail transport through infrastructure (track and bridges) improvement, installation of the electronic warrant system, procurement of rolling stock for block trains, and procurement of on-track equipment.

Following the review of the achievement of the TIRP I, the Government of the United Republic of Tanzania (GoT) and the World Bank agreed to continue with the second phase of the project (TIRP II). TIRP II is focusing on strengthening the safety of infrastructure (railway track, bridges, and railway crossings), the safety of train operations (capacity and train control systems) and strengthen the institutional setup (updating of manuals, core values, and job descriptions) for cultivating a safety culture from Dar es Salaam to Shinyanga region via Isaka-970km

Prior the commencement of TIRP II, TRC, in accordance with the legal agreements relating to TIRP II, is developing number of Environmental and Social (E&S) risk mitigation instruments in line with the World Bank ESF to function as road map/framework to guide addressing environmental and social risks and impacts related to the implementation of TIRP II. These E&S risk mitigation instruments include this Stakeholder Engagement Plan (SEP).

1.1 Brief Summary of the Engagement Activities Undertaken for TIRP II

This SEP has identified key project stakeholders, who are affected or likely to be affected by the project or may have an interest in the project, with clear approaches on how they will be consulted and engaged throughout the implementation of TIRP II.

Initially, different stakeholders have been consulted during preparation of E&S instruments such as Resettlement Policy Framework (RPF), Gender Based Violence (GBV) Prevention and Response Action Plan, Labour Management Procedures (LMPs) and Vulnerable Groups Planning Framework (VGPF). The consultations were made at the Ministerial, Regional, District, ward, Village/mtaa levels as well as representatives from Non-Government Organizations. Moreover, community members with the inclusion of vulnerable/marginalized groups were also part of the consultations. Different approaches such as focus group discussion, key Informant interviews, and public meetings were used during consultation processes. Among the consulted stakeholders are Regional/District Administrative Secretaries from respective Regions/Districts, District representative officers (community development officers, business officers, agriculture extension officers and planning officers), Village government Chairman, Village Executive Officer, small entrepreneurs, community members with the inclusions of vulnerable groups such as female headed household, pastoralists, Indigenous groups, women, youth, elderly, People with Physical / Mental Health Illnesses and Disabilities, and students). The other stakeholders who will be consulted are Children's Dignity Forum (CDF), C-sema, Women in Law and Development in Africa (WILDAF), Women and Poverty Alleviation in Tanzania (WOPATA), Tanzania Women Lawyers Association (TAWLA). Other stakeholders along the project corridor to be consulted include NGOs, CBOs, and other civil society organization.

Other consultations will be undertaken throughout project implementation. Future planned engagements will cover different project information such as project benefits, mitigation measures to be undertaken regarding the potential project negative impacts, implementation of Grievance redress Mechanism, guidance on land acquisition and compensation procedures (only if land will be acquired), disclosing relevant project documents, as well as workshop sessions with key stakeholders on World bank safeguard standards.

1.2 Project Description

1.2.1 General Information

The second Tanzania Intermodal and Rail Development Project (TIRP II) from Dar es Salaam to Isaka (970 km) will have three components:

- Component A: Strengthening of railway Infrastructure and support of transport.
- Component B: Strengthening climate resilience of Kilosa- Gulwe-Igandu section and
- Component C: Operational and institutional support
- Component D: Contingent Emergency responses.

Also, there are other areas which were not part of TIRP-I project but are proposed to be undertaken in TIRP II project. The areas include Installation of fibre optic cable from Dar es Salaam to Dodoma, Rehabilitation of Station Buildings including construction of passenger platform and fencing of station yards, Study for Kilosa-Gulwe-Igandu Section, Studies for other sections of Tabora–Kigoma, Isaka– Mwanza and the Northern line, Strengthening of Ballast Production plants, and Spare parts for track materials.

1.2.2 Project Location

TIRP II will focus more from Kilosa to Isaka section. TIRP II will be implemented on and along the existing meter gauge railway line from Dar es Salaam to Isaka town, which is the same physical route/location of as TIRP I as shown in table 1.

Table 1 Project Location

Region	District
Dar es Salaam	Ilala
Coast	Kisarawe
	Kibaha
Morogoro	Morogoro Rural
	Morogoro Urban
	Mvomero
	Kilosa
Dodoma	Mpwapwa
	Dodoma Rural
	Chamwino
Singida	Manyoni
	Itigi
Tabora	Sikonge
	Uyui
	Tabora Municipal
	Nzega
Shinyanga	Kahama
	Isaka

1.2.3 Area of Influence

The main economic activities found in communities living along the railway line are agriculture and livestock keeping. Other economic activities are small commercial activities such as petty trading, etc. Agriculture is the main economic activity and most of the people in communities living adjacent to the railway line engage in farming for both subsistence and cash crops, where the major food crops are paddy, maize, beans, cassava, sweet potatoes, vegetables, fruit, and bananas. The major cash crops are sisal, sugar cane, rice, maize, and sunflower¹.

2.0 Stakeholder Engagement

2.1 SEP Objectives

The main objectives of the development and implementation of the SEP for the TIRP II are as outlined in Table 2 below:

Table 2: SEP Objectives

Objective	Rationale
To establish a systematic approach to stakeholder engagement that will help project implementers to identify relevant stakeholders for the Project and Associated Facilities.	Identify and categorise individuals or organisations that may be affected or likely to be affected by the project or may have an interest in the project (other interested parties), noting that this is an ongoing process which many change throughout the life of the Project. This enables project implementers to build and maintain a constructive relationship with the stakeholders, in particular project-affected parties.
Distribute accurate Project information in an open	Ensure that appropriate project information on E&S risks and impacts is disclosed to stakeholders, particularly those directly affected by the

¹ Resettlement Policy Framework (RPF) for the first Tanzania Intermodal and Rail Development Project (TIRP I)

Objective	Rationale
and transparent manner.	proposed Project, in a timely, understandable, accessible, and appropriate manner and format. 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 initiative-taking interactions and avoid where possible, unnecessary conflicts based on rumour and misinformation. 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 by providing accessible and inclusive means to raise grievances.	Facilitate PAPs to raise grievances and allow GoT to respond to such grievances. 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.
Consideration of the marginalized/vulnerable groups.	Ensure that the concerns/views of the marginalized/vulnerable along the project corridor are well capture and addressed.
To assess the level of stakeholder interest, support for the project and manage stakeholders' expectations.	Enable stakeholders' views to be considered in project design and environmental and social performance. 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, including zero tolerance for threats, intimidation or attacks against stakeholder who raise concerns.	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.

2.2 Scope of the SEP

This SEP is based on Good International Industry Practice/guidance outlined by the World Bank Environmental and Social Framework requirements for stakeholder engagement, Environmental and Social Standard (ESS) 10, "*Stakeholder Engagement and Information Disclosure*".

This SEP is intended to cover the broad range of engagement activities required for the TIRP II. The SEP will be implemented with consideration of the existing documents and others which could be developed later as per the project need. Among of these documents are, Environmental and Social Impact Assessment (ESIA), Resettlement Action Plan (RAP), Labour Management Procedures (LMP), Vulnerable Groups Plan (VGP) and SEA/SH Action Plan. As part of developing and implementing these documents the following will be taken into board

2.2.1 Purpose and Timing of Stakeholder Engagement Program

This SEP will help to establish a systematic identification and engagement of different stakeholders for the Project and associated facilities. Project stakeholders will be consulted differently based on the activity to be undertaken in a specified timeframe. The community awareness campaign will be conducted on a quarterly basis, while other engagement especially those related to Grievance redress Mechanism, and contractor's compliance with E&S issues will be daily and monthly conducted. The location and time of any meeting will be designed to maximize the accessibility of project affected people, with particular attention to vulnerable groups.

Proposed Strategy for Information Disclosure. Following the preparation of the ESIA and RAP reports, Stakeholders Engagement Plan (SEP), Vulnerable Group Plan (VGP), Grievance Redress Mechanism (GRM), the documents will be disclosed to all affected households and other relevant stakeholders for comment. The documents will be made freely available in a variety of forms (hard copy and electronic) and non-technical summaries will be translated into Swahili. The documents will be available on the TRC website (<https://www.trc.co.tz>) and some will be available in local government offices and railway stations along the project alignment.

The mechanisms will provide people with the opportunity to ask questions and offer feedback related to the disclosed documents. It will also ensure a broad understanding of eligibility criteria and entitlements (if any), the Grievance Redress Mechanism, and how the community can continue to meaningfully participate in project activities

2.2.2 Proposed Strategy for Consultation

Different consultation strategies will be adopted based on the nature and type of stakeholders. Amongst others the following will be used: in-depth interviews, focus group discussions, public meetings, house to house meetings, workshops, exchange of letters, and informative materials such as flyers and brochures. For wider coverage, radios (more the local ones along the project area), social medias and Televisions will be used especially during community awareness and other related activities

Proposed Strategy to Incorporate Views of Vulnerable Groups. The project has devised mechanisms on how to approach vulnerable groups. So far TRC has in place a vulnerable group framework as well as Memorandum of Understanding (MoU) with Non-Governmental Organization (PAICODEO) which will work on all Indigenous Peoples (IP) communities related matters

2.2.3 Timelines

Project phases will be clearly explained to project stakeholders. The project issues will be channelled to the specific department for resolution. The closing timeline of each issue will depend on the procedures to be followed towards closing an issue. For example, the GRM has 15 days for feedback. The message will be shared to all stakeholders for stakeholders to understand the process.

2.2.4 Review of Comments

Different channels will be used to gather stakeholder's comments where among others the Community Liaison Officers (CLOs) will function as the key linkage in gathering stakeholder's comments and providing feedback to them. Other information will be gathered through the TRC website, suggestion boxes along the project railway stations, TRC Toll free number (08001100042), letters, consultation meetings, workshops as well physical visits to TRC office. Figure 1 is a sample of GRM flyer that will be shared with community members residing along the project alignment

Figure 1 Sample of GRM Flyer

SHIRIKA LA RELI TANZANIA

**MTIRIRIKO WA NAMNA YA KUWASILISHA, KUSHUGHULIKIA NA
KUTATUA MALALAMIKO/KERO
YANAYOTOKANA NA UTEKELEZAJI WA MRADI WA RELI YA KATI (MGR TIRP II)**

HATUA YA 1; Kupokea na kusajili malalamiko
Mwananchi atawasilisha malalamiko/kero, msimamizi wa maswala ya kijamii atasajili kero/malamiko kwenye daftari pamoja na mfumo wa kumbukumbu. namna ya kuwasilisha malalamiko ni;
- Kupiga Simu ya bure (08001100042)
- Kutumia Sanduku za maoni
- Kusajili kero/lalamiko kwenye kitabu cha malalamiko kilichopo serikali ya kijiji.
- Kurwasiliana na afisa mahusiano ya jamii/mfanyakazi shirika la reli moja kwa moja
- Kuandika barua kwa mkurugenzi mkuu wa shirika la reli S.L.P 76959, Dar es salaam.
Barua igongwe muhuri na mtendaji wa kijiji/mtaa.



HATUA YA 2; Kuchambua na kuweka vipaumbele
Msimamizi wa maswala ya kijamii atachambua kero/malamiko na kuzipa kipaumbele kwa kushirikiana na kamati ya malalamiko iliyopo katika kijiji husika

HATUA YA 3; Kufanya uchunguzi
Zoezi la uchunguzi wa kina wa kero zilizowasilishwa litatekelezwa na idara ili kuainisha hatua za kuchukua katika kutafuta ufumbuzi wa kero husika.

HATUA YA 4: Kutoa maazimio na mrejesho kukubaliwa/kukataliwa
Baada ya uchunguzi kukamilika maazimio juu ya kero yataandaliwa. malamikaji atapata mrejesho juu ya hatua zilizochukuliwa.

HATUA YA 5; Tathmini na ufuatiliaji
Kamati itakuwa na jukumu la kufanya tathmini na ufuatiliaji wa maazimio yaliokubaliwa baina ya pande mbili.

Reli yetu Maenedeleo yetu Taifa letu Kazi iendelee.

This SEP is a 'living document' and will be updated as the Project in line with changing circumstances and other project developments.

2.3 Stakeholder Engagement Principles

The key principles guiding this SEP for meaningful consultations and information disclosure are:

- Stakeholder consultations to begin early in the project planning process to gather initial views on the project proposal and inform project design.
- To be open and transparent with stakeholders, paying special attention to the needs and interests of persons with disabilities, women, and other members of

marginalized/vulnerable groups, engaging in an open process and providing meaningful information on relevant aspects.

- To respect stakeholders' interests, opinions, and aspirations.
- To create and maintain safe platforms and channels for dialogue and exchange with and between stakeholders.
- To create a good relationship with stakeholders based on trust and a mutual commitment to acting in good faith.
- To be free of external manipulation, interference, coercion, discrimination, and intimidation
- To work collaboratively and cooperatively with stakeholders to find solutions that meet common interests.
- To be responsive and to coherently respond in suitable time to stakeholders, encouraging stakeholder feedback, particularly as ways of informing project design and engagement by stakeholders in the identification and mitigation of E&S risks and impacts.
- To be inclusive and accessible to all stakeholders, including vulnerable and minority groups, so that they feel able to participate, to receive and understand information, and to be heard.
- To promote gender-responsive and diverse stakeholder engagement with a tailored approach by stakeholder.
- To ensure that stakeholder engagement and information disclosure continues an ongoing basis throughout the project life cycle, as E&S risks and impacts arise.
- To disclose and disseminate relevant, transparent, objective, meaningful and easily accessible information in a timely manner and culturally appropriate format, including to ensure adequate access to information to persons who are illiterate, visually challenged/blind and/ or those persons requiring translation of materials into local languages.

2.4 Summary of Previous Stakeholder Engagement

2.4.1 Engagement During the Development of ARAP for TIRP I

During ARAP preparation, public consultation meetings were held with the communities living along the project corridor. The Project Implementation Team (PIT) for TIRP I and the Director of Technical Services (DTS) discussed the rail project. They were also met for their views and concerns about the project. The Consultant also met the Chief Traffic Inspector and Station Masters along the railway route. Moreover, from between February and April 2018, a total of 17 PAPs were also consulted from different areas of Kilosa, Kidete, Bahi, Makutupora, Uyui, Nzubuka, Ipala, Bukene and Mahene. (See page 12 and 13 of the ARAP)

2.4.2 Engagement during Awareness Campaigns

During the implementation of TIRP I, community's members and local government authorities along the project areas were consulted through different approaches. The major consultation approach was awareness campaigns. Approximately 20,000 community members along the project corridor were reached where among of the reached stakeholders were not limited to pastoralist, farmers, Regional/District representatives, as well the enter communities. Refer the submitted awareness reports for TIRP I (Package A & B).

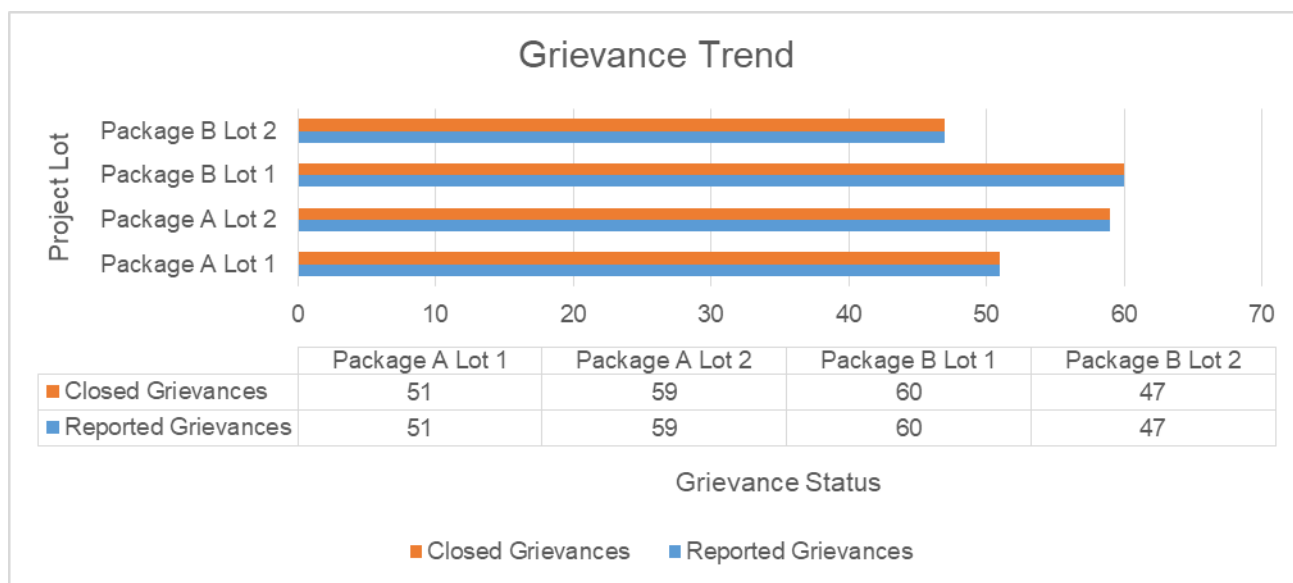
2.4.3 Engagement during Implementation of Grievance Redress Mechanism (GRM)

Community members were informed about the functionality of the established GRM system through different means including sensitization and meeting sessions. Also, monthly community progress meetings regarding project grievances were conducted to the entire streets/villages along the project alignment. About 45 meetings have been conducted since the start of the project. More important, cases related to Gender Based Violence/Sexual Exploitation and Abuse (GBV/SEA-SH) were managed under close consultation with the communities and local governments residing along the project corridor.

The existing GRM has been modified and will be adopted in TIRP II. The grievance officer who was responsible with TIRP I grievances will also be responsible for TIRP II related grievances. For sustainable record keeping, all the reported grievances will be stored electronically.

None of the households along the project corridor were displaced. Therefore, no compensation was made. On the other hand, during the rehabilitation process, TRC received 217 grievances² where, 51 grievances were from Package A-Lot 1, 59 grievances were from package B-Lot 2, and 60 grievances were from Package B-Lot 1, and 47 grievances were from Package B-Lot 2. All the reported grievances have been closed. Figure 2-0 summarizes status of the report community complaints.

Figure 2-0 Summarized Status of the Report Community Complaints



3.0 Stakeholder Identification and Mapping

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 influence how the Project is implemented. Stakeholders identified for inclusion in engagement activities meet one of the following criteria:

- Have an interest in the Project

² About 95% of the reported grievances were about Labor and Working Conditions such as shortage of safety gears, worker mistreatment and unfair termination. Other 9% were from community members such as dusts and provision of employment opportunities

- 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 as described in table 3 includes organisations, stakeholder and their mandates, interest, and type (project affected - PAP) or other interested parties- OIP) and their connection to the Project. This information is provided to consider the appropriate ways of providing information and consulting with the various groups. It should be noted that stakeholder identification and mapping, consultation and information disclosure will continue as a core project activity throughout the development and implementation of the Project and the SEP will be updated in line with changing project needs and circumstances.

TABLE 3: LIST OF KEY PROJECT STAKEHOLDERS

Organisation	Category / department	Mandate/ role	TYPE (PAP/OIP)	Interest
<p>National Regulatory Bodies</p> <p>The National Environmental Management Council (NEMC) Vice Presidents’ Office.</p> <p>Ministries</p> <ul style="list-style-type: none"> • Ministry of Works, Transport and Communications • Ministry of Finance and Planning • Ministry of Energy • Ministry of Minerals • Ministry of Agriculture • Ministry of Natural Resources and Tourism • Ministry of Health, Community Development, <i>Gender, Elderly and Children</i> • <i>Ministry of Water National</i> 	Government	National governments 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.	OIP	High
<p>Agencies, Authorities, Parastatals</p> <ul style="list-style-type: none"> • Tanzania Railway Corporation (TRC) • Occupational Safety and Health Authority (OSHA) • Tanzania National Roads Agency (TANROADS) • Surface and Marine Transport Regulatory Authority (SUMATRA) • Land Transport Regulatory 	Government	Agencies, Authorities, Parastatals and Departments may have land or other assets which could be affected or used by the Project	OIP	High

Organisation	Category / department	Mandate/ role	TYPE (PAP/OIP)	Interest
Authority (LATRA) Tanzania Port Authority (TPA)				
Regional and Local Government <ul style="list-style-type: none"> • Dar es Salaam Regional Secretariat • Coast Regional Secretariat • Morogoro Regional Secretariat • Dodoma Regional Secretariat • Singida Regional Secretariat • Tabora Regional Secretariat • Shinyanga Regional Secretariat 	Government	Regional secretariat is responsible for the implementation of legislation, and development plans and policies at the regional level	OIP	High
District & Municipality Municipal Council <ul style="list-style-type: none"> • 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 • Tabora Municipal • Tabora Municipal District councils Chamwino, Manyoni, Itigi, Sikonge, Uyui, Nzega, Kahama and, Isaka	Government	The districts and municipalities along the corridor 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 policymaking, regulatory and other duties, and activities	OIP	High
Ward and Village Level Authorities <ul style="list-style-type: none"> • Ward and Village level administration • Ward Executive Officers • Village Executive Officers • Village elders and councillors Village natural resource committees	Village Government	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.	OIP	High

Organisation	Category / department	Mandate/ role	TYPE (PAP/OIP)	Interest
<p><i>Communities</i></p> <p>Communities residing along the Project corridor</p>	Communities	Households and communities that may be directly or indirectly affected by the proposed Project and its activities. Their critical role will be to support project implementation process by for example	PAP	Medium
<p><i>Vulnerable Persons/Groups</i></p> <p>Vulnerable groups in the study area include but are not limited to:</p> <ul style="list-style-type: none"> ▪ Indigenous People (e.g., Maasai, Barbaig) ▪ Elderly people (over age of 65 yrs.) ▪ Women and girls ▪ Unemployed male youth/adult men ▪ Orphans or women headed households ▪ Children and Youths ▪ Persons with disabilities <p>People living with prolonged illness, for instance HIV/AIDs</p>	<i>Vulnerable Communities</i>	Vulnerable groups may be affected by the Project by virtue of their physical disability, social or economic standing, limited education, lack of employment. Appropriate engagement practices and tools will be adopted to ensure adequate access to information and participation.	PAP	Low
<p>NGOs and Civil Society</p> <ul style="list-style-type: none"> • NGOs that were used in TIRP I will also be used in TIRP II 	NGOs/CSOs	NGOs with direct interest in the Project, and its social and environmental aspects and that can influence the Project directly or through public opinion.	OIP	Medium

4.0 Inclusion of Vulnerable and Marginalized Groups

The project will consider the existence of vulnerable and marginalized groups as per the Environmental and Social Standard (ESS7). The ESS7 requires the projects to enhance opportunities for Vulnerable Groups including pastoralists and hunter-gatherers to participate in and benefit from the development process in ways that do not threaten their unique cultural identities and wellbeing. Both the indigenous people (the Maasai, Barbaig, Taturu and Sandawe) and non-indigenous groups (such as disabled, Elderly, people with chronic illness, female headed households and the marginalized youth) will be considered.

For the case of indigenous people, a Vulnerable Group Policy Framework (VGPF) for the indigenous People (IPs) has been prepared and will be implemented throughout the project phases, whereby among of the engagement strategies will include Informed Consultation and Participation (ICP) Strategy, implementation of Free, Prior and Informed Consent (FPIC), as well as inclusion in project opportunities such consideration in employment opportunities.

5.0 Engagement Tools

To achieve a consistent and effective stakeholder engagement programme implementation, the tools outlined in Table 5 will be used. The contents and messages with regards to specific activity such as GBV issues, Guidance for Land Acquisition and Compensation, as well as health and safety shall be reviewed and approved by the director General.

Table 3: Stakeholder engagement tools

Tool	Audience	Topic Of Engagement/Descriptions	Timeframe	Responsible Agency
Project Information Leaflet (PIL)	E&S Project implementation team	description of the proposed Project, the Project schedule the engagement programme and schedule, safety-related information, and rehabilitation progress and activities ahead of rehabilitation	Will be reviewed and updated as often as necessary to ensure accuracy of information at any given time.	<ul style="list-style-type: none"> • TRC • Contractor • Consultant
Notice boards to the Project work sites and at other agreed locations in each settlement, accessible to the communities	<ul style="list-style-type: none"> • Workers • Community members along the project areas 	Project contact details, grievance redress mechanism, construction updates, heavy traffic movement information, recruitment updates, health, and safety issues as well as responses to most frequent questions.	Notice boards will be erected at the entrance and updated on a regular basis.	<ul style="list-style-type: none"> • TRC • Contractor • Consultant
Media (Radio, TV, mobile phone & newspaper)	<ul style="list-style-type: none"> • Community members along the project areas • The entire project stakeholders (secondary and tertiary) 	Project implementation progress, grievance redress mechanism, health and safety issues, project opportunities	Frequently (Daily, Monthly, and quarterly)	<ul style="list-style-type: none"> • TRC • Contractor • Consultant
Question and Answer (Q&A) document that will help providing consistent responses during	E&S Project implementation team	Project opportunities (such as employment and recruitment procedures, corporate social responsibilities) project risks and mitigation measures, community expectations, labor and working conditions,	Will be reviewed and updated as often as necessary to ensure accuracy of project information	<ul style="list-style-type: none"> • TRC • Contractor • Consultant

Tool	Audience	Topic Of Engagement/Descriptions	Timeframe	Responsible Agency
regular community and stakeholder engagement.		project implementation progress		
Stakeholder Grievance Database	<ul style="list-style-type: none"> Workers Community members along the project areas 	TRC will coordinate and maintain a stakeholder grievance database to record and track grievances as well as resolution status.	<ul style="list-style-type: none"> Daily 	<ul style="list-style-type: none"> TRC Contractor Consultant
Focus Group Discussions (FGDs)	<ul style="list-style-type: none"> Workers Government officials community representatives CSOs/NGOs other prominent individuals 	Different stakeholder groups are engaged separately (for example men and elders, and women). The questions explored and discussed can follow several themes for example issues grievances experienced in relation to the project, labour related issues, and livelihoods.	<ul style="list-style-type: none"> Frequently (Daily, Monthly, and quarterly) 	<ul style="list-style-type: none"> TRC
Key Informant Interviews (KIIs)	<ul style="list-style-type: none"> Workers Government officials community representatives CSOs/NGOs other prominent individuals 	Views about the project, how to maintain project sustainability, Project implementation progress, health and safety issues, project opportunities, resettlement/impact mitigations	<ul style="list-style-type: none"> Frequently (Daily, Monthly, and quarterly) 	<ul style="list-style-type: none"> TRC
Public Meetings	<ul style="list-style-type: none"> Workers Community members along the project areas Government officials 	Project implementation progress, grievance redress mechanism, health and safety issues, project opportunities, resettlement/impact mitigations	<ul style="list-style-type: none"> Frequently (Daily, Monthly, and quarterly) 	<ul style="list-style-type: none"> TRC
Site Visits	<ul style="list-style-type: none"> Affected community members/representatives Contractor 	To oversee contractor's compliance on the implementation of E&S matters as per WB requirements	<ul style="list-style-type: none"> Frequently (Daily, Monthly, and quarterly) 	<ul style="list-style-type: none"> TRC
Door to door meetings	<ul style="list-style-type: none"> Vulnerable groups community members 	Project implementation progress, grievance redress mechanism, health and safety issues, project opportunities, resettlement/impact mitigations	<ul style="list-style-type: none"> Frequently (Daily, Monthly, and quarterly) 	<ul style="list-style-type: none"> TRC

5.0 Responsibilities For Stakeholder Engagement

Environmental and Social (E&S) specialists within TRC and Contractor side will be in responsible for the implementation of the stakeholder engagement and grievance mechanism. Table 6 summarizes TRC's and Contractor's responsibilities during SEP implementation

Table 4: SEP Roles and Responsibilities

Organisation	Responsibility
TRC	<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 provide feedback 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 and submit to the responsible department for resolution. ▪ Supervise/monitor and coordinate activities with contractor and subcontractors to ensure they comply with the SEP.
Contractor	<ul style="list-style-type: none"> ▪ Ensure ongoing communication and coordination with TRC and implementation of commitments made regarding stakeholder engagement and grievance management ▪ Review the existing procedure on stakeholder engagement and grievance mechanism and trigger the update process. ▪ Coordinate with TRC management on risks identified for the Project in relation to stakeholder engagement ▪ Collect and document grievances and submit to the responsible department for resolution
TRC/Contractor	<ul style="list-style-type: none"> ▪ Coordinate with contractors on site, collect all resolved grievances and provide feedback accordingly.

6. Proposed strategy for information disclosure

Information disclosure strategies involve TRC attempts to increase the availability of information related to TIRP II by publicly disclosing the information to project stakeholders. E&S documents will be disclosed through different methods to project stakeholders from the Regional to the village levels. The mechanism will provide the stakeholders with the opportunity to ask questions and offer feedback. Also, through this it will be easily to ensure meaningfully stakeholder's participation throughout project implementation. Table 6 summarizes list of documents to be disclosed and methods.

Table 6: List of documents to be disclosed

Project stage	List of information to be disclosed	Methods proposed	Frequency	Target stakeholders	Responsibilities
Appraisal	Full documents for:	To upload into WB	Once	General public	WB and TR public relation office

Project stage	List of information to be disclosed	Methods proposed	Frequency	Target stakeholders	Responsibilities
	ESIA RFP ESMP SEP VGPF LMP	& TRC websites • Regional District offices along the project areas			
Implementation / Construction	Progress reports Implementation of site specific ESMP, and LMP Implementation of ESCP, SEP, and VGPs and any related Social Assessments.	<ul style="list-style-type: none"> • Updates shared through meetings • Stakeholder email addresses • Awareness campaign through the use of posters • Posted to TRC website and socio media • To be posted at the ward and village notice board offices in all project area 	After every six months	<ul style="list-style-type: none"> • Officials at the ward and village levels (along project) • Community members (along project) 	TRC & Contractor's CLOs

6.0 Grievance Management

6.1 Definitions and Good Practice

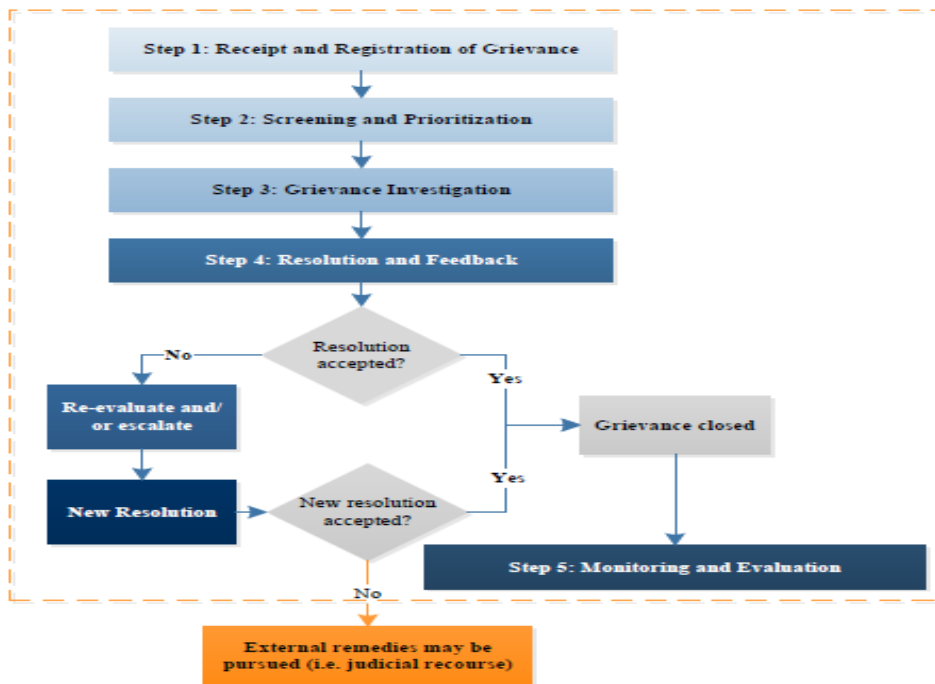
Under World Bank Environmental and Social Standards (ESS), grievance mechanism is key aspect of stakeholder engagement activities. The ESS-10 requires that the project shall respond to concerns and grievances of project-affected parties related to the environmental and social performance of the project in a timely manner.

6.2 TRC's Grievance Redress Mechanism (GRM)

In addressing this, TRC prepared Grievance Redress Mechanism (GRM) which was used to address grievances during the implementation of TIRP I. The same GRM will be used in TIRP II. In term of grievance reporting and resolving process, both marginalized and non-marginalized groups have been well considered. The GRM includes the following five-step procedure:

- Step 1: Receipt and Registration
- Step 2: Classification and Prioritization
- Step 3: Investigation
- Step 4: Resolution and Feedback
- Step 5: Monitoring and Evaluation

Figure 3: Grievance Mechanism



6.2.2 TRC’s GRM Procedures

Step 1: Grievance receipt and registration

Complainants may submit a grievance verbally or in writing via the Project Grievance Form, to their respective village chairman or local authority. Where feasible, the chairman/authority may resolve the grievance according to customary rules/procedures. Where the chairman/authority is unable to find a satisfactory solution, he/she may refer the grievance to authorities within the TRC/Contractor Implementation Team.

The Implementation team will be responsible for receiving unresolved grievances as well as compiling newly registered grievances on a weekly basis. Compiled grievances will be monitored in a grievance database that is managed by a designated TRC database analyst.

Complainants may bypass local authorities and register their grievance directly through channel established by the Project. Where grievances cannot be addressed by the Implementation team, they will be escalated to the E&S Committee.

The receiving party will record the grievance in an official logbook as well as acknowledge the grievance upon receipt or within a five-day period. Receiving parties will communicate to the complainant the remaining steps within the GRM and any relevant timelines.

Box 1: Tips For Receiving a Project-Related Grievance

TRC recognizes the need for grievance filing procedures to be easily accessible and culturally appropriate for stakeholders regardless of education levels, gender, or other access issues. Within this context, the following channels have been established for registering a grievance:

☑ **Written communication** via Project Grievance Forms and/or Suggestions/Feedback Boxes available in impacted villages and rail stations along the Project corridor.

☑ **Verbal communication** in-person or via telephone to village representatives, or other TRC/Contractor staff at constructions sites/camps.

☒ **Toll-free Project hotline (0800-110-042)** monitored by two designated TRC personnel.

Step 2: Screening and Prioritization

Grievances that have not been resolved at the local level will be classified and prioritised whereby the potential risks will be determined, and subsequent steps for investigation. This may require reviewing records of similar incidents or occurrences, any available evidence, supporting documents, or statements.

Step 3: Grievance Investigation

The resolution of a grievance may require additional information to clarify the situation and/or improve communication between the complainant and TRC. In addition, it may be necessary to introduce mitigation measures to prevent the problem from recurring in the future.

Where these cases occur, TRC social team will organise telephone or face-to-face meetings to investigate the complainant's allegations as well as verify the validity and/or gravity of the grievance. If the grievance relates to a specific site or location, the social team will organise a site inspection.

The social team will gather supporting information to identify corrective or preventive measures to properly address the grievance including photographs and/or other documentary evidence.

Step 4: Resolution and Feedback to Complainant (s)

At the completion of investigations, the social team will draft a formal communication to the complainant detailing the investigation findings as well as any proposed response.

The social team will communicate the response, discuss any 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 considering further discussion/negotiation. TRC may provide mediation as an option where users are not satisfied with the proposed resolution.

Grievance resolution should be provided to complainants within 15 days of receipt of the initial grievance. If more time is required, this will be communicated clearly in advance to the concerned party. Where the complainant is satisfied with the response provided to their grievance, the social team will close-out the grievance in the grievance database

If the complainant is not satisfied with the resolution or the outcome of the agreed corrective actions, the issue may be escalated to the E&S Committee for further review and additional corrective actions. The aggrieved party will also retain the right at any point throughout the GRM to appeal to judicial recourse. Any party resorting to a court of law will be exempt from all administrative and legal fees pursuant to the grievance redress procedures. Forms for receiving, responding, and closing reported grievance attached in annex 1

Step 5: Monitoring and Evaluation

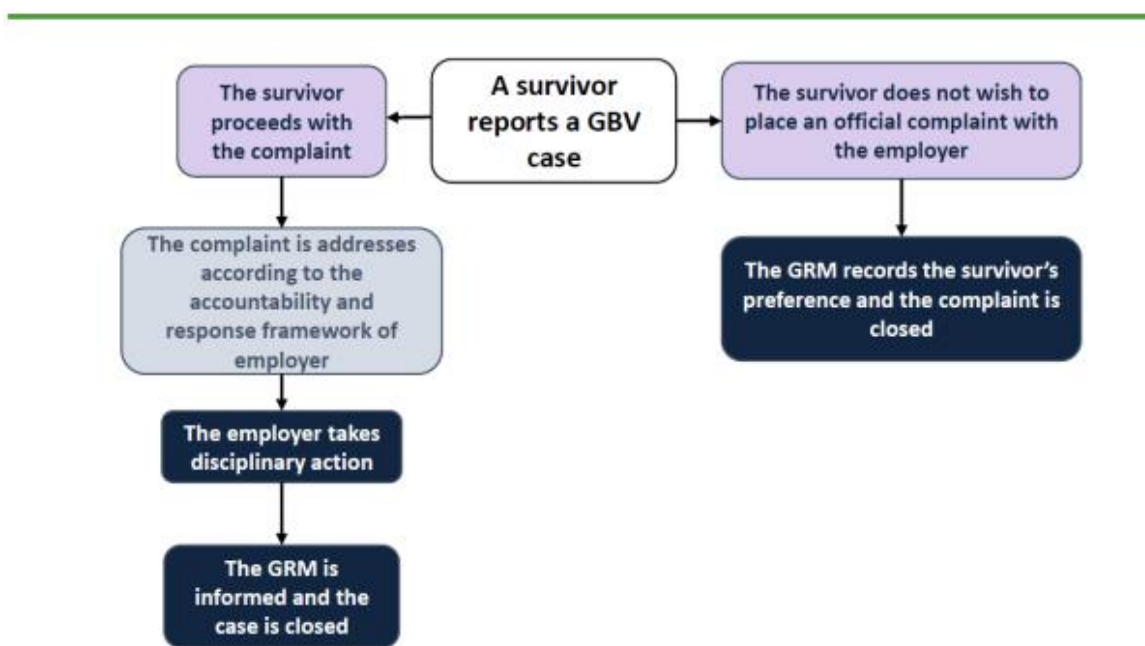
All correspondence and corrective actions will be tracked in the grievance database. Reports from the grievance database including resolution and feedback will be discussed monthly by the Joint Task Force.

6.2.3 GRM Awareness Materials

GRM awareness materials used during TIRP 1 will be updated to ensure covers scope of TIRP II. Those materials will be mainly brochures and leaflets, all written into Kiswahili. Also, community radios, TRC website and social media will be used for above-mentioned purpose. Awareness costs of GRM awareness will be embedded in broader stakeholder engagement which will be done on quarterly basis. Any grievance related to GBV/SEA/SH, will be channeled, and resolved through the GBV GRM plan.

6.2.4 Handling of GR related to GBV/SE/SH

TRC prepared Sexual Exploitation and Abuse (SEA)/Sexual Harassment (SH) for TIRP II project. The SEA/SH Prevention and Response will guide to address GBV related grievances. TRC will be accountable to manage all related GBV, SEA/SH, but will work collaborate with different entities/systems in the country in addressing the raised claims. This will include Hospitals, Police Stations, Psychologist, court, and Social Workers. TRC will ensure GBV/SE/SH registering protocols are adhered to including (a) the nature of the complaint (what the complainant says in her/his own words without direct questioning, (b) if, to the best of their knowledge, the perpetrator is associated with the project, and if, possible, the age and sex of the survivors. Different entry points where survivor can place complaints confidentially shall be identified and linked to the GRM process.



GRM PROTOCOL FOR GBV SURVIVORS

Table 7. Roles and responsibilities for TRC and other external stakeholders

Category	Actors	Roles and Responsibilities
Internal (TRC)	Human Resource	<ul style="list-style-type: none"> • Custodian • Implementation of GBV action plan through work contracts and code of conduct • Provide orientation courses to new staffs in collaboration with

Category	Actors	Roles and Responsibilities
		E&S team
	Legal	<ul style="list-style-type: none"> • Provide legal awareness to staff on related organization frameworks. • Ensuring that contractors are in compliance with GBV action plan • Provide Legal advice ensuring all the required proceedings for survivors of SEA/SH are taken and reaches its finality internally and externally.
	Environment and Social	<ul style="list-style-type: none"> • Prepare policy implementation, action plans and strategies • Stakeholder engagement and raising awareness internally and externally • Resource mobilization • Conduct and coordinate public outreach • Mainstreaming the GBV policy and GBV action plan in all departments within TRC. • Take lead in Prevention, Protection, Assessing, Mitigating, monitoring, and responding to GBV and SEA/SEA cases • Updating and managing of GBV and SEA data base • Monitoring and evaluation
	Public Relations	<ul style="list-style-type: none"> • Integrate GBV policy into TRC Communication strategy • Publish and share information about GBV and SEA
	Police and Police Rail	<ul style="list-style-type: none"> • Enforce GBV and SEA/SH policies
External	Non-Governmental Organizations (NGOs)	<ul style="list-style-type: none"> • Provide technical support/assistance in accordance with policy • Provide victim assistance in accordance with national agreed service provision to GBV survivors
	Sector Ministries (Ministries, Departments and Agencies)	<ul style="list-style-type: none"> • Reform and expand legal aid services especially to vulnerable groups • Strengthen access to justice for effective implementation of the GBV policy • Provision of guidelines on how to handle GBV and SEA case.
	Local Government	<ul style="list-style-type: none"> • Ensuring safety and protection to the community. • Helping in establishing GBV prevention committee.

Category	Actors	Roles and Responsibilities
	Authorities	<ul style="list-style-type: none"> • Respond to GBV cases
	Service provider (contractors)	<ul style="list-style-type: none"> • Ensure implementation of GBV mainly SEA/SH policies • Provide awareness Training to their workers by contractor's team as well as TRC-GBV specialists • Work close with community leader in address GBV cases
	Media House	<ul style="list-style-type: none"> • Integrate GBV policy into TRC Communication strategy • Publish and share info about GBV
	Project hosting communities	<ul style="list-style-type: none"> • Report al form of project related GBV issues
	Religious and Traditional leaders	<ul style="list-style-type: none"> • Provide awareness to the community
	Development Partners	<ul style="list-style-type: none"> • Financial aids • Technical support

6.2.4 Reporting GRM results

The GRM results will be reported back to the community via.

- Phone conversations
- Village-grievance committees
- Awareness campaign sessions
- Site visit sessions that will be conducted by TRC-CLOs
- TRC website
- suggestion boxes along the project railway stations
- TRC Toll free number (08001100042)
- Letters Consultation meetings
- Workshops
- Physical visit to TRC office
- Whistle blowing mechanisms

7.0 Monitoring, Evaluation and Reporting

7.1 Monitoring and Evaluation

In order to record activities and assess the effectiveness of this SEP and associated community dialogue activities, TRC social specialist, contractor and other key project implementers will review SEP implementation progress on a monthly basis and adjustments will be made where necessary.

7.2 Reporting

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. All issues that will be raised by stakeholder during the engagement process will be submitted to respective department within TRC/Contractor for prompt responses. Some of the issues will need to be investigated before going back to the community for feedback, hence stakeholder will be notified the progress of the

raised issues under a monthly basis until its resolution. Feedback will be provided by CLOs who will be stationed at the site under close support of local leaders from respective villages.

The following stakeholder community dialogue records and documentation will be used and maintained during the Project lifetime:

- **Stakeholder Engagement log/database:** Used to store, analyses, 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
- **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, 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

Annexure

Annex 1

FORMS FOR RECEIVING, RESPONDING, AND CLOSING REPORTED GRIEVANCES

A. Complaint Acknowledgement Form

TANZANIA RAILWAY CORPORATION



FORM No.....

1. STATEMENT OF THE COMPLAINANT

- a) Name..... b). Gender Female Male
c) Occupation: d). Mobile No.....
e). Region: f). District:
g). Ward: h). Street/Village:

1.1. COMPLAINTS HAVE BEEN RECEIVED THROUGH:

- a). Complaint form b). Letter c). Toll free number d). Office visiting
e). Meeting with the representative of the corporation in person/site
f). Visiting the local government office g). Postal address

2. DETAILS OF THE COMPLAINT

The Corporation acknowledges to receive your complaint of Date..... Month..... Year.....
Concerning with.....
.....
.....
.....

We would like to inform you that your complaint is being dealt with and you will be given initial feedback within fourteen days, starting from Date...../...../.....

3. RECIPIENT OF THE COMPLAINT

Name:
Title:
Signature.....

4. COMPLAINT/REPRESENTATIVE

Name:
Signature:

B. Complaint Feedback Form

TANZANIA RAILWAY CORPORATION



FORM No.....

5. COMPLAINT DETAILS

- b) Name: b) Gender Female Male
- d) Age: d) Mobile No.:
- e) Region: f) District:
- f) Street/Village: h) Date.....
- i) Valuation number (*if the complaint concerns with Valuation/compensation*)

6. REFERENCE

Complaint received Date...../...../..... Through form Number.....

7. FEEDBACK

Initial feedback of the complaint concerning with
.....
.....
.....
.....
.....
.....

8. COMPLAINT FEEDBACK PROVIDER INFORMATION

Name:
Title: Signature:

9. COMPLAINT/REPRESENTATIVE

Name: Signature:

C. Complaint Closing Form

TANZANIA RAILWAY CORPORATION



Form No.....

10. COMPLAINT DETAILS

- c) Name: b) Gender Female Male
e) Age: d) Mobile No.....
g) Region: f) District.....
g) Street/Village: h) Date.....
j) Valuation number (*if the complaint concerns with Valuation/compensation*)

11. REFERENCE

Complaint received Date...../...../..... Through form Number.....
.....with a feedback form No.....

3. STAGES TO CLOSE GRIEVANCES

The following steps have been followed by the Railway Corporation to find a solution concerning with your complaint.

- i.
ii.
iii.
iv.

12. COMPLAINT CLOSING FORM

Due to the steps mentioned above, Railway Corporation would like to inform you that your complaint which was presented through a form No..... has been closed.

13. AGREEMENTS

I.....with whom I had a complaint with form No.....

I agree I do not agree with the solution towards my complaint.

14. COMPLAINT FEEDBACK PROVIDER INFORMATION

Name:

Title:Signature:

15. COMPLAINT/REPRESENTATIVE

Name: Signature