

**THE UNITED REPUBLIC OF TANZANIA  
MINISTRY OF WATER AND IRRIGATION**



**CLIMATE RESILIENT WATER SUPPLY PROJECT IN BUSEGA,  
BARIADI AND ITILIMA DISTRICTS, SIMIYU REGION**

**STAKEHOLDER ENGAGEMENT PLAN**

**MARCH | 26 | 2019**

Location: Busega, Bariadi and Itilima Districts, Simiyu Region

Proponent: Ministry of Water and Irrigation, P.O. Box 9153, Dar es Salaam, Tanzania

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Consulting Engineers and Planners

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## ACRONYMS

COWSO	Community Owned Water Supply Organisation
DED	District Executive Director
GN	Guidance Note
ha	Hectare
IFC	International Finance Corporation
KfW	Kreditanstalt für Wiederaufbau
MLHHS	Ministry of Lands, Housing and Human Settlements
MoWI	Ministry of Water and Irrigation
PAP	Project Affected Person
PS	Performance Standard
RAP	Resettlement Action Plan
RPF	Resettlement Policy Framework
SIMWASA	Simiyu Water Supply and Sewerage Authority
TANESCO	Tanzania Electric Supply Company Limited
TANROADS	Tanzania National Roads Agency
TTCL	Tanzania Telecommunications Company Limited
UWSA	Urban Water and Sanitation Authority

# **1 INTRODUCTION**

## **1.1 Project Background**

The Ministry of Water and Irrigation (MoWI) is currently implementing the Water Sector Development Programme that aims to improve access to safe water and sanitation facilities in rural and urban areas in Tanzania. Under this programme, MoWI is planning to construct a water supply scheme in Simiyu region from Lake Victoria to the districts of Busega, Maswa, Bariadi, Meatu and Itilima.

The project will be financed and built in phases but is planned to eventually cover about 20 % of Simiyu's total area including the five district centres and about 250 villages with up to 55% of the region's total population. Phase 1 will bring piped water to the towns of Bariadi and Lagangabilili as well as to villages located up to a distance of 12 km from the water supply mains.

The project will be spearheaded by MoWI but it is assumed that a separate utility will be established for project implementation and provision of bulk water supply. For the purpose of this report, the project proponent/owner is referred to as MoWI and/or Simiyu Water Supply and Sewerage Authority (SIMWASA).

## **1.2 Justification**

The implementation of the proposed water supply project for Simiyu region requires direct involvement of a diverse range of stakeholders all with a substantial capacity to have an influence on the project positively or negatively. The geographical scope, nature and impact of activities envisaged coupled with the complexity of the social setting within which it is being planned dictates the involvement of a diverse range of stakeholders in the planning, land acquisition, grievance management, construction, operation and maintenance of the project. In addition, the implementation and execution of the proposed environmental and social mitigation measures will require a multi-sectoral approach to be able to achieve the intended objectives. For this reason, a stakeholder engagement plan (SEP) has been prepared as a guiding document for ensuring proper coordination and management of all the stakeholder interests and concerns in a prompt and well-coordinated structure.

## **1.3 Objectives**

The objectives of this stakeholder engagement plan are:

- To identify all potential project stakeholders including their priorities and concerns
- Identify strategies for information sharing and communication to stakeholders in ways that are meaningful and accessible throughout the project cycle
- To specify procedures and methodologies for stakeholder consultations, documentation of the proceedings and strategies for feedback
- To establish accessible and responsive grievance mechanism for the project
- Develop a strategy for stakeholder participation in the monitoring of project impacts and reporting or sharing of results among the different stakeholder groups

## 2 PROJECT DESCRIPTION

### 2.1 Geographical Location and General Layout

The Simiyu Water Supply Project is designed in order to supply treated potable water to the following towns, district centres and villages:

- Bariadi (Bariadi district)
- Lagangabilili (Itilima district)
- Mwanhuji (Meatu district)
- Nyashimo (headquarter of Busega district)
- Maswa (Maswa district)
- Villages within a 12 km zone from the water supply main

Water is planned to be abstracted from Lake Victoria and transferred to the above mentioned towns and villages via a long distance pipeline scheme. According to the draft feasibility study (GKW Consult 2015)<sup>1</sup>, taking into account the variations in the routing of the transmission pipelines and the development of the project in phases, the following alternatives were studied:

**Table 1: Options considered for the Simiyu Water Supply Project.**

Option	Description
1	Supply of Busega, Bariadi and Itilima in a first stage via pumping and gravity main; in a second stage: laying of a second pipe in parallel (70 km) and extension of transmission main to Maswa and to Meatu via Itilima branch
2	Supply of Busega, Bariadi and Itilima in a first stage via pumping and gravity main; in a second stage: laying of a second pipe in parallel (70 km) and extension of transmission main to Maswa and further to Meatu via Maswa branch
3	Supply of Busega, Bariadi and Itilima in a first stage via pumping and gravity main; in a possible second stage: laying of a second pipe in parallel (32 km) and supply of Maswa and Meatu through local surface and groundwater resources

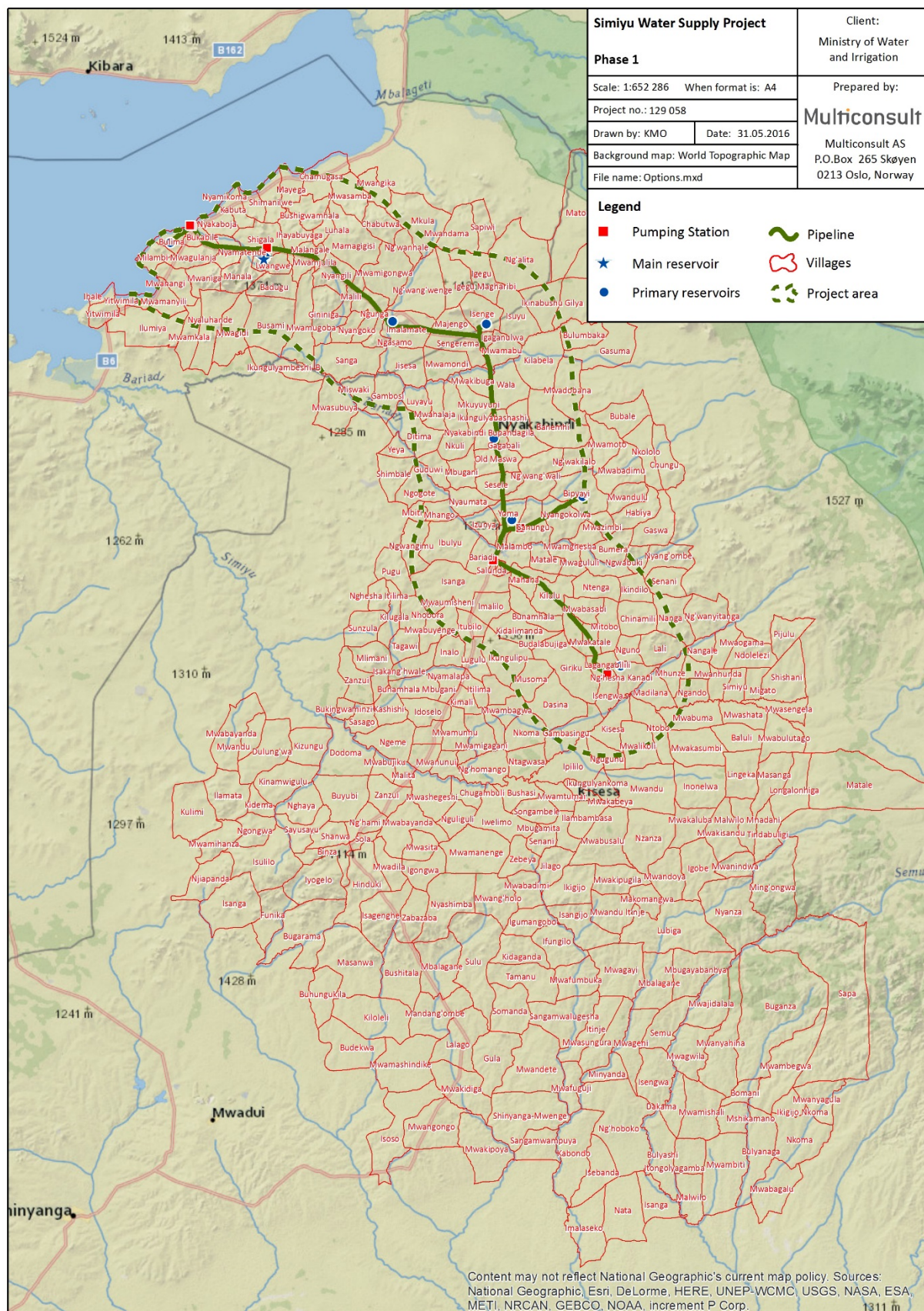
Engineering and financial analyses were prepared for the above mentioned options, and it was concluded that Option 2 should be eliminated and a phased approach should be implemented for the project as follows:

- In Phase 1, treated potable water will be supplied up to Busega, Bariadi and Lagaganbilili, and water supply to livestock is excluded. The total length of the water main for Phase 1 is 135 km.
- Phase 2 will commence following the completion of Phase 1 which will take approx. 3 years. It provides for an extension of the water supply to Meatu and to Maswa. Based on the results of further investigations regarding the availability of local water resources in the southern districts, either an extension of the transmission main up to 325 km (Option 1) or the construction/rehabilitation of boreholes and dams will be implemented (Option 3).

It should be noted that Phase 1 is viable without Phase 2 but not vice versa. The layout and geographical coverage of the two project phases are shown in Figure 1 and Figure 2.

<sup>1</sup> GKW Consult (2015) Provision of Consultancy Services for Feasibility Study, Detailed Engineering Design, Preparation of Tender Documents for Water Supply Schemes from Lake Victoria to Bariadi, Lagangabilili and Mwanhuji Towns. Draft Feasibility Study Report. Ministry of Water and Irrigation, Tanzania.





**Figure 1: Routing of water main for Phase 1.**



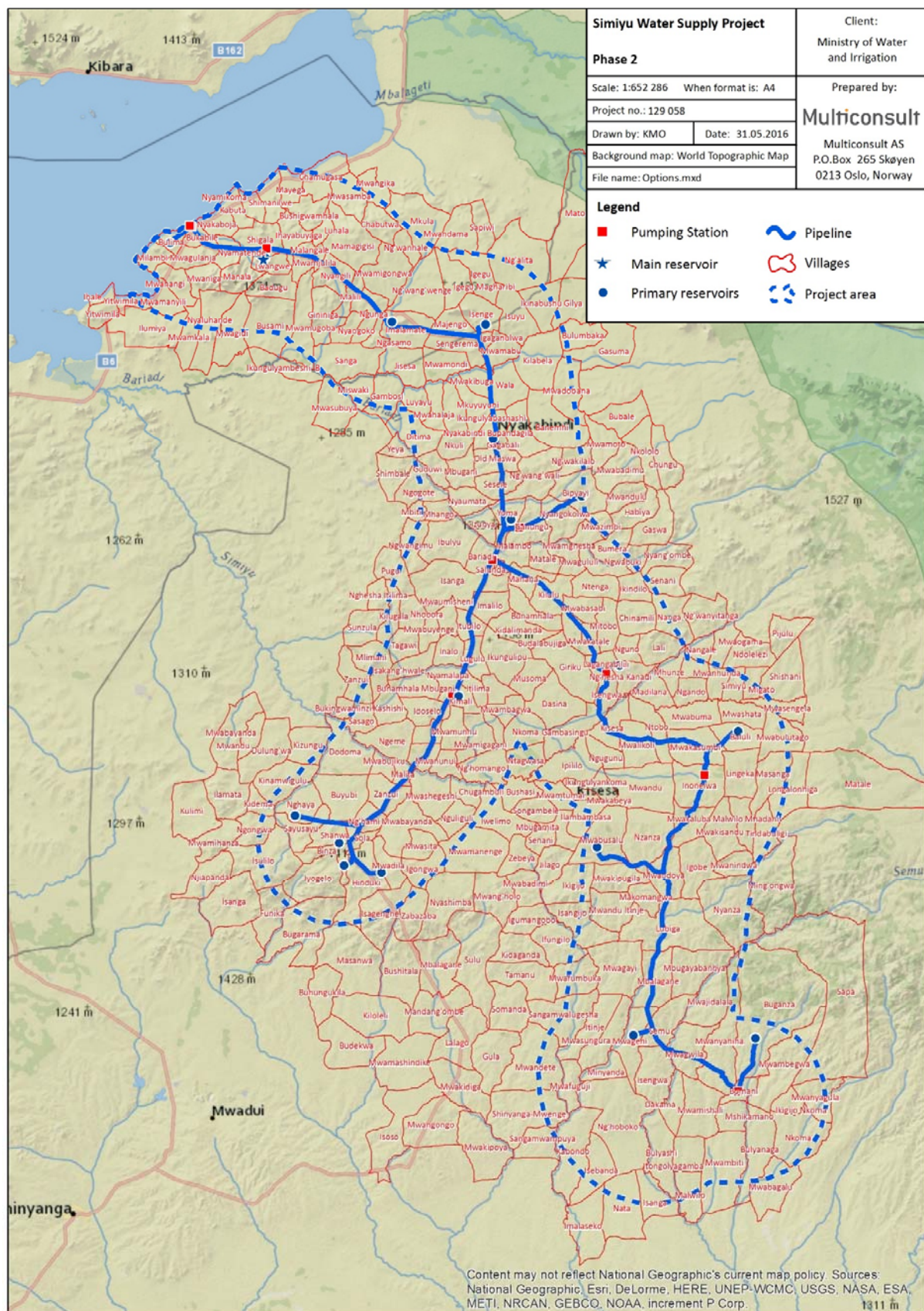


Figure 2: Routing of water main for Phase 2 (Option 1).

## **2.2 Project Components for Phase 1**

### **2.2.1 Water Intake**

The planned intake point is located at Bukabile village, Bariadi district, at a distance of 175 m from the Lake Victoria shore line (1,140 masl.) and with a total water depth of about 4 m and an extraction at 3 m depth. The water abstraction for Phase 1 of the project amounts to 19,000 m<sup>3</sup>/day. The connection to the water treatment plant will via a 2.75 km long steel pipe.

### **2.2.2 Water Treatment Plant**

The location of the water treatment plant is planned at a distance of about 1.7 km from the lake shoreline. The needed area for the final phase (year 2035) is about 10 ha. The treatment works will include installations for full standard water treatment comprising dosing, mixing, flocculation, sedimentation, filtering, disinfections with all necessary tools and equipment for optimal operation of the plant.

### **2.2.3 Pumping Stations and Pumping Main to Command Reservoir**

In order to transfer the treated water from the water treatment plant to the main command reservoir, water will be pumped directly from the water treatment plant to the new combined command and primary reservoir at Lwange hill.

### **2.2.4 Main Command Reservoir**

The main command reservoir will be located at Lwange hill (1438 masl.). The volume of the main command reservoir will be 2,000 m<sup>3</sup> and it will require a plot of 1 ha.

### **2.2.5 Gravity Main towards Bariadi and Lagangabilili**

From the main command reservoir, the water will be supplied by gravity towards Bariadi. In order to allow for gravity supply to the secondary reservoirs (for village supply), there will be two gravity mains from the main reservoir towards Bariadi.

The first gravity main will provide water to two secondary reservoirs (Isenge and Gagabali) and to Yoma reservoir. Yoma reservoir will be at an elevation of 1,328 masl., volume of 1,000 m<sup>3</sup> and will be the main reservoir for Bariadi.

The second gravity main will provide water towards Lagangabilili. From this pipeline, water will be abstracted at Nyangokolwa junction and pumped towards Nyangokolwa secondary reservoir.

## **2.3 General Description of Phase 2**

According to GKW Consult (2015)<sup>2</sup>, the district centres of Mwanhuizi and Maswa are currently using local water resources, and the situation regarding water supply, taking into account quantity and quality issues, "is not as strenuous as in Bariadi". Because of this and also based on engineering and financial analyses, GKW (2015)<sup>3</sup> has recommended a phased approach to project implementation. Phase 1 is already described above, while Phase 2 will extend the water supply to Mwanhuizi and Maswa.

The phased approach is based on the following reasoning (GKW 2015)<sup>4</sup>: Following an initial operation of the Phase 1 system for some ten years, a further extension could be considered. If response to the system is good and all villages/wards are connected and consuming the expected amount of water, an extension of the system beyond Lagangabilili would only be possible by constructing an additional main pipeline parallel to the pipeline constructed in Phase 1 (and extending the other system components, such as the

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<sup>2</sup> Ibid.

<sup>3</sup> Ibid.

<sup>4</sup> Ibid.

treatment plant, the pump stations, reservoirs, etc.). If response to the system is lower and villages remain reluctant to connect to the system or use considerably less water than assumed, there are still reserves in the system to extend the supply system towards Mwanhuzi and/or Maswa. There is also the possibility, which is to be investigated, of developing local water resources in order satisfy the water needs of Mwanhuzi and Maswa.

A gravity supply towards Mwanhuzi and Maswa is not possible, and pumping will therefore be required. At Bariadi junction, the main splits, one branch will supply Mwanhuzi (via the Phase 1 main to Lagangabilili), while the second branch will supply Maswa.

## **2.4 Secondary System to Supply Villages and Wards**

A secondary system of reservoirs and pipelines is suggested for water supply to the villages and wards located within a 12 km zone from the water supply main. The proposed concept does not foresee direct water extraction from the main pipeline but village / ward supply via secondary reservoirs. The village connections are not designed in detail at this stage of the project, but the connections from the secondary reservoirs to the wards/villages have been estimated to cover a total distance of approx. 590 km.

The scale and coverage of the secondary system depends on the actual demand in the villages and the process of establishing COWSOs (community owned water supply organisations). The design of each secondary connection will be done through a participatory and demand-driven process, whereby the communities themselves identify suitable locations for the water infrastructure including routing of secondary pipelines. The COWSOs will be responsible for operation and maintenance of the water infrastructure and for setting user tariffs, with technical support through the districts and consultants/NGOs. It is assumed that the impacts of the secondary system will be minimal, provided that this bottom-up approach is respected and enforced.

## **2.5 Construction Activities**

The installation of the water pipelines, which constitutes the main construction works (in terms of scale and duration), involves the following steps/tasks: mobilisation, clearing of work strip, trenching, spoil disposal, pipe installing, backfilling, strength testing, clean-up, and work strip restoration. The detailed work schedule has not yet been defined, but it should be noted that the construction works for Phase 1 will take approx. 3 years and even longer for Phase 2 (if implemented).

Clearing of work strip for the pipeline right-of-way is performed in order to provide space for construction equipment, while trenching is performed in order to provide the minimum required cover and side clearance to the pipeline. Spoil removed from the trench is normally left alongside the trench in a spoil bank, unless traffic conditions require immediate transport. Excess soil or rock should be disposed of in appropriate areas or spread over disturbed areas along the pipeline route, if possible.

Usually pipe segments are strung on wooden skids alongside the trench. The pipe installation works depend on the pipe material. Backfilling is done, according to the technical specification, using partly native material and partly imported sand or soil. Further, the pipeline is pressurised to a minimum of 1.25 times its design pressure, according to the technical specifications. Clean-up and work strip restoration include re-contouring the work strip and repairing roads, drainage, river banks and fences.

The number of construction workers will be decided by the contractors. It is expected that the construction works will be divided into several lots and that each contractor will deploy multiple teams for the installation of pipelines, water reservoirs and pump stations. Each team typically consist of 8-15 persons. The expected number of workers for the water treatment plant is 50-70 persons. In total, there will be several hundred workers involved in the construction of the entire water supply scheme during the construction phase (estimated at 3 years for Phase 1).



## **2.6 Wayleave Requirements and Routing of Water Mains**

The main water pipelines are planned to be routed along the main roads and within the existing road reserve. For national (trunk) and regional roads, the width of the road reserve is 60 m (i.e. 30 m on each side of the centre line), which is an expansion of the former road reserve width (50 m). TANROADS is currently in the process to secure the expanded portion (i.e. from 22.5 m to 30 m from the centre line) including relocation of structures and payment of compensations to affected property owners.

The standard wayleave requirement for water mains in Tanzania is 10 m (i.e. 5 m on each side of the centre line). The pipelines are planned to be located at the boundary of the road reserve, i.e. along a 10 m wide corridor at 20-30 m distance from the centre line of the roads. It should be noted, however, that permission to use the road reserve has not yet been granted by TANROADS, but MoWI will make the necessary arrangements and negotiate the conditions for obtaining the required right-of-way from TANROADS.

Where the acquisition of the expanded portion of the road reserve is purposely for the project's water mains, it is recommended that MoWI takes lead of land acquisition to ensure that the process adheres to the requirements stipulated in this RPF.

In situations where land has already been acquired by TANROADS, MoWI will ensure that potential complaints arising from the land acquisition process are resolved with due consideration of the requirements of the RPF.

### 3 LEGAL FRAMEWORK

#### 3.1 National Legislation and Policies

##### 3.1.1 Legislation Governing Land Acquisition, Compensation and Resettlement

The Stakeholder Engagement Plan is developed as a result of the need to comply with the EIA and Audit Regulations (2005), Land Act (1999), Village Land Act (1999), Land Disputes Courts Act (2002), Land (Compensation Claims) Regulations (2001), Graves Removal Act (1969), the Valuation and Valuers (General) Regulations (2018) and the KfW/IFC/GCF safeguard policies. All these instruments unanimously advocate for meaningful involvement of project stakeholders in decisions that affect them, participatory planning and transparent grievance management mechanisms.

##### The Constitution of the United Republic of Tanzania

Theme	Relevant Sections
Information and communication	Part III, Article 18, states that every person - (a) has a freedom of opinion and expression of his ideas; (b) has out right to seek, receive and, or disseminate information regardless of national boundaries; (d) has a right to be informed at all times of various important events of life and activities of the people and also of issues of importance to the society.

##### Environmental Impact Assessment and Audit Regulations, 2005

Theme	Relevant Sections
Information and communication	Part IV, Section 7, requires that project proponents shall in consultation with the Council, seek the views of any person who is or is likely to be affected by the project and shall publicize the project and its anticipated effects and benefits by a) posting posters in strategic public places in the vicinity of the site of the proposed project informing the affected parties and communities of the proposed project; b) publishing a notice on the proposed project for two successive weeks in a newspaper that has a nationwide circulation; and c) making an announcement of the notice in both Kiswahili and English languages in a radio with a nationwide overage for at least once a week for two consecutive weeks; d) 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; e) 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 f) ensure, in consultation with the Council, that a suitably qualified coordinator is appointed to receive and record both oral and written comments and any translations of it as received during the public meetings for onward transmission to the Council.

##### Environmental Management Act, 2004

Theme	Relevant Sections
Information and communication	Section 89 of the Environmental Management Act advocates for public participation in the process of conducting environmental and impacts assessments and emphasises the need for consultations with those directly affected by the proposed project. It also highlights the need for a multisectoral approach to the review of the EIS. Section 46, advocates for the public participation and disclosure during the preparation of the Environmental action plan.

Theme	Relevant Sections
	Section 90 highlights that as part of the information disclosure and review process of the EIS public hearings might be organized for purposes of collecting stakeholder comments and submissions on the proposed undertaking.

### The Land Act, 1999

Theme	Relevant Sections
Notice for acquisition of public way leave	Part XI, Sub-part 3, Section 152, Sub-section 4 requires the applicant of a way leave to serve notice to all (a) all persons occupying land under a right of occupancy over which the proposed wayleave is to be created, including persons occupying land in accordance with customary pastoral rights; (b) All local government authorities in whose area of jurisdiction land over which the proposed wayleave is to be created is located. (c) All persons in actual occupation of land in an urban and peri-urban area over which the proposed way leave is to be created; (d) Any other interested person.
Grievance resolution	Part X, Section 156, Sub-section 4 stipulates that in case of a disagreement on the amount or method of payment of compensation or in case of dissatisfaction with the time taken by the body under a duty to pay that compensation, , recipient of the compensation may apply to the High Court to determine the amount and method of payment of compensation and the High Court may in making any award, make an additional costs and inconvenience incurred by the person entitled to compensation through the dilatory or other unsatisfactory procedures of that public authority.
Institutions for grievance resolution	Part XIII, Section 167-(1) vests exclusive the following land courts with the responsibility to hear and determine all manner of disputes, actions and proceedings concerning land. (a) the Court of Appeal; (b) the Land Division of the High Court established in accordance with law for time being in force for establishing courts divisions; (C) The District Land and Housing Tribunal (d) Ward Tribunals (6) Village Land Council
Information disclosure	Part XIV, Sections 168 and 169 offer guidance on how detailed information should be disclosed to affected persons occupying general or village land. Information should be disclosed both in written and oral format in either English or Swahili.
Advance notice prior to land entry	Part XIV, Sections 170 requires any person authorized by the commissioner to give an advance notice of not less than 48 hours prior to entry of any land for inspection and to inspect at reasonable times between 6:00am and 6:00pm. Any damages caused during such inspections shall be promptly assessed and compensation paid.

### The Land Acquisition Act, 1967

Theme	Relevant Sections
Notice of intention to acquire land	Part 2, Section 6 requires that once a resolution to acquire land for a public purpose has been made, a notification in regard to the intention to acquire the land should be given to the persons interested or claiming to be interested in such land, or to the persons entitled to sell or convey the same, or to such of them as shall, after reasonable inquiry, be known.
Notice to take over land	Part 2, Section 7, Sub-sections 1, requires the parties interested in land to officially publish a notice to take over land in a gazette and give at least 6 weeks' notice period to the previous owners prior to takeover of land ownership. The 6 weeks begin from the day of the published notice in the gazette.  In section 8, Sub-section 1, it is preferable that all notices are delivered in person to all the concerned. Owners who cannot be easily identified or located, the notices should be given to the current occupiers of land or left within their land boundaries. In case of a corporation, the notice should be delivered to the company premises or to the company representative.

Theme	Relevant Sections
	Part 2c, Section 23 cautions that, when a notice is served it does not imply that the land owners have been automatically relieved of their rights as owners of land. The notices will only serve as information and the acquisition will follow the procedures laid out in the law until compensation is made and formal transfer process has been completed.

### The Village Land Act, 1999

Theme	Relevant Sections
Notification of village councils upon identification of land	Part III, Section 4, Sub-section 3 requires that once such land has been identified a notification should be forwarded to the village council, specifying (a) the location of the area of the village transfer land (b) the extent and boundaries of the village transfer land (c) a brief statement of the reasons for the proposed transfer
Notification of affected households	Part III, Section 4, Sub-section 4 requires the village council to disseminate the details of the contents of the notice to the affected villagers.
Notification for transfer of village land	Part III, Section 13 stipulates that a transfer of village land to general or reserved land shall be notified in the Gazette and shall come into effect thirty days after the date of the publication of the notice.
Conflict resolution	Part IV, Section 15, Sub-section 9 recommends that where there is a dispute between two or more persons, family units or groups of persons as to which of the parties is entitled to land under any of the provisions of subsections (1), (2) or (3), the village council shall refer the matter to the Village Land Council to mediate between the parties and where the Village Land Council is unable to resolve the dispute between the parties, the village council shall refer the dispute to the Ward Tribunal and may further refer the matter to court having jurisdiction in the area where the Land is situated.

### The Land (Compensation Claims) Regulations, 2001

Theme	Relevant Sections
Participation during valuation	Section 6 requires that the following procedures be followed to ensure participation and involvement of the land subject to compensation. I. publish a notice in a public notice board/gazette notifying the occupiers of land subject to compensation II. occupiers to submit their claims for compensation III. Physical presence of the occupier during the assessment.

### The Valuation and Valuers (General) Regulations, 2018

Theme	Relevant Sections
Information sharing and disclosure	Section 57(1 and 2) requires that valuation for compensation purpose is preceded by sensitization meetings to be attended by the Valuer with the objective of conveying the purpose of valuation, procedures involved, duration of the exercise, the rates applicable in valuation, legal rights and obligations. Section 59(3) Verbal or written communication, for non-statutory valuations may be served to property owner or authorized representative specifying date and time of proposed entry. Section 62 requires that upon completion of the property inspection for compensation, there shall be a formal certification for the completion of inspection work so carried out to be filled by property owner, local government officials and the field Valuer for each property inspected.
Mobilisation for valuation	Section 64.(1) In undertaking valuation for compensation a Valuer shall:- (a) receive formal instructions from the acquiring authority indicating all necessary information to enable him undertake the valuation; (b) satisfy himself that the acquisition of the said land is satisfactory; (c) conduct preliminary inspection of the project site which shall include the following:-



Theme	Relevant Sections
	<ul style="list-style-type: none"> <li>(i) identification of boundaries of the project area;</li> <li>(ii) determination of compensation value rates to be used for the project;</li> <li>(iii) identification and notification of local leaders who will participate; and</li> <li>(iv) mobilization of resources and tools;</li> <li>(d) participate or convene in sensitization and awareness meetings for all interested parties; and</li> <li>(i) make known the purposes of the exercise, name of the acquiring authority;</li> <li>(ii) inform coverage of the project area;</li> <li>(iii) define compensable items;</li> <li>(iv) describe the valuation methodology to be used;</li> <li>(v) share value rates to be applied;</li> <li>(vi) make known all statutory entitlements and obligations;</li> <li>(vii) give cut-off date and entitlements to people affected with the project;</li> <li>(viii) indicate duration of the exercise;</li> <li>(ix) oversee distribution of statutory forms;</li> <li>(x) any other relevant information stakeholders might require.</li> </ul>
Verification of valuation report	<ul style="list-style-type: none"> <li>(2) The Chief Valuer shall approve valuation reports and compensation Schedules after verification by the following in the following order: <ul style="list-style-type: none"> <li>(a) field Valuer in-charge;</li> <li>(b) Valuer in-charge;</li> <li>(c) Executive Officers in-charge for the Villages (in rural areas) and Mtaa (in urban areas);</li> <li>(d) Executive Officers in-charge of the Wards (in both urban and rural areas);</li> <li>(e) Authorized Land Officer and authorized Valuer;</li> <li>(f) District Commissioner (DC).</li> </ul> </li> <li>(3) Valuation report and compensation schedule for the purpose of payments shall be read together.</li> </ul>

### The Graves (Removal) Act, 1969

Theme	Relevant Sections
Notification of interested parties	<p>Section 4 requires that all parties (individuals, families, religious communities) with an interest in the grave should be notified in person and the notice should also be published in a gazette, as soon as may be practical.</p> <p>Section 5, specifies the contents of the notice as the following</p> <ul style="list-style-type: none"> <li>a) A description of the land from which it is intended to remove the grave or dead body;</li> <li>b) An address at which particulars of the graves and dead bodies concerned may be inspected;</li> <li>c) The name or description of the cemetery or burial ground where it is proposed to re-inter such dead bodies and the manner in which it is proposed to reinstate such graves or any parts thereof;</li> </ul>

## 3.2 International Requirements

The Environmental and Social Safeguards of the Green Climate Fund, a potential financier of the proposed project, is based on the International Finance Corporation (IFC) Performance Standards, 2012. The below table summarises the requirements of the IFC Performance Standards related to stakeholder engagement. It should be noted that all Performance Standards include provisions for stakeholder engagement but only the most relevant ones are included here.

Theme	Relevant Sections
<b>PS 1 Assessment and Management of Environmental and Social Risks and Impacts</b>	
Informed participation	IFC Performance Standard 1, Paragraph 31 requires projects with potentially significant adverse impacts on Affected Communities; the client will conduct an Informed Consultation and Participation (ICP) process that will build upon the steps outlined above in Consultation

Theme	Relevant Sections
	and will result in the Affected Communities' informed participation. ICP involves a more in-depth exchange of views and information, and an organized and iterative consultation, leading to the client is incorporating into their decision-making process the views of the Affected Communities on matters that affect them directly, such as the proposed mitigation measures, the sharing of development benefits and opportunities, and implementation issues.
Disclosure of information	The client will provide Affected Communities with access to relevant information <sup>26</sup> 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 communities and relevant mitigation measures; (iv) the envisaged stakeholder engagement process; and (v) the grievance mechanism.
Consultation	When Affected Communities are subject to identified risks and adverse impacts from a project, the client will undertake a process of consultation in a manner that provides the Affected Communities with opportunities to express their views on project risks, impacts and mitigation measures, and allows the client to consider and respond to them. Effective consultation is a two-way process that should: (i) begin early in the process of identification of environmental and social risks and impacts and continue on an ongoing basis as risks and impacts arise; (ii) be based on the prior disclosure and dissemination of relevant, transparent, objective, meaningful and easily accessible information which is in a culturally appropriate local language(s) and format and is understandable to Affected Communities; (iii) focus inclusive <sup>27</sup> engagement on those directly affected as opposed to those not directly affected; (iv) be free of external manipulation, interference, coercion, or intimidation; (v) enable meaningful participation, where applicable; and (vi) Be documented.
Informed consultation and participation	For projects with potentially significant adverse impacts on Affected Communities, the client will conduct an Informed Consultation and Participation (ICP) process that will result in the Affected Communities' informed participation. ICP involves a more in-depth exchange of views and information, and an organized and iterative consultation leading to the client's incorporating into their decision-making process the views of the Affected Communities on matters that affect them directly, such as the proposed mitigation measures, the sharing of development benefits and opportunities, and implementation issues. The consultation process should (i) capture both men's and women's views, if necessary through separate forums or engagements, and (ii) Reflect men's and women's different concerns and priorities about impacts, mitigation mechanisms, and benefits, where appropriate. (iii) The client will document the process, in particular the measures taken to avoid or minimize risks to and adverse impacts on the Affected Communities, and will inform those affected about how their concerns have been considered.
External communications	Clients will 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. (v) avail environmental and social sustainability periodic reports for public review
Grievance mechanism	Where there are Affected Communities, the client will establish a grievance mechanism to receive and facilitate resolution of Affected Communities' concerns and grievances about the client's environmental and social performance. It should seek to resolve concerns promptly, using an understandable and transparent consultative process that is culturally appropriate and readily accessible, and at no cost and without retribution to the party that originated the issue or concern. The mechanism should not impede access to judicial or administrative remedies.

Theme	Relevant Sections
Feedback and reporting	The client will provide periodic reports to the Affected Communities that describe progress with implementation of the project Action Plans on issues that involve ongoing risk to or impacts on Affected Communities and on issues that the consultation process or grievance mechanism have identified as a concern to those Communities.
<b>PS 5 Involuntary Land Acquisition</b>	
Consultation	<p>IFC Guidance Note 5, GN 2 advocates for Informed participation and consultation throughout resettlement planning. This way project development benefits will be enhanced, communities are able to share in the project benefits thereby improving their standards of living.</p> <p>IFC Guidance Note 5, GN 9 advocates for the identification and consultation with individuals and communities that will be displaced by land acquisition and/or restrictions on land use as well as host communities who will receive those who are resettled, to obtain adequate information about land titles, claims, and use. All categories of affected households and communities should be consulted, and particular attention should be paid to vulnerable groups.</p> <p>It further recommends that consultation should capture men's and women's views and concerns. In addition, clients should ensure all households and communities are informed early in the planning process about their options and rights regarding displacement and compensation.</p> <p>It further recommends ongoing consultation, reporting and feedback to communities throughout project development.</p> <p>This project has taken care of all these requirements during the stakeholder engagement process which was started during the preparation of the EIS is planned to continue throughout the project development phase.</p>
External communications	<p>IFC Performance Standard 1, Paragraph 34. Clients will implement and maintain a procedure for external communications that includes methods to</p> <ul style="list-style-type: none"> <li>(i) Receive and register external communications from the public;</li> <li>(ii) Screen and assess the issues raised and determine how to address them;</li> <li>(iii) Provide, track, and document responses, if any; and</li> <li>(iv) Adjust the management program, as appropriate.</li> </ul> <p>In addition, clients are encouraged to make publicly available periodic reports on their environmental and social sustainability.</p>
Grievance redress	<p>IFC Guidance Note 5, GN 30 recognizes that regardless of scale, involuntary resettlement may give rise to grievances among affected households and communities over issues ranging from rates of compensation and eligibility criteria to the location of resettlement sites and the quality of services at those sites. Timely redress of grievances through an effective and transparent grievance mechanism is vital to the satisfactory implementation of resettlement and to completion of the project on schedule.</p> <p>The grievance mechanism should seek to resolve concerns promptly, using an understandable and transparent consultative process that is culturally appropriate and readily accessible, and at no cost and without retribution to the party that originated the issue or concern. The mechanism should not impede access to judicial or administrative remedies. The client will inform the Affected Communities about the mechanism in the course of the stakeholder engagement process.</p> <p>IFC Guidance Note 5, GN 31 advises that the client should make every effort to resolve grievances at the community level without impeding access to any judicial or administrative remedies that may be available. The client should ensure that designated staff are trained and available to receive grievances and coordinate efforts to redress those grievances through the appropriate channels, taking into consideration any customary and traditional methods of dispute resolution within the Affected Communities.</p> <p>IFC Performance Standard 2, Paragraph 20, requires that the institution of grievance mechanism for workers (and their organizations, where they exist) to raise workplace concerns. Workers are expected to be informed of the grievance mechanism at the time of recruitment. The mechanism should involve an appropriate level of management, should be accessible and able to address concerns promptly, using an understandable and transparent process that provides timely feedback to those concerned, without any retribution.</p> <p>For that reason the project has developed a community based grievance resolution procedure as outlined in chapter 10 of this document.</p>

Theme	Relevant Sections
Ongoing reporting	IFC Performance Standard 1, Paragraph, 36. Requires that periodic reports describing progress with implementation of the project Action Plans on issues that involve ongoing risk to or impacts on Affected Communities and on issues that the consultation process or grievance mechanism have identified as a concern to those Communities should be provided to the affected communities promptly
Cut-off date	IFC Guidance Note 5, GN 32 defines the cut-off date as the date of completion of the census and assets inventory. Individuals taking up residence in the project area after the cut-off date are not eligible for compensation or resettlement assistance provided that notification of the cut-off date has been well communicated, documented, and disseminated.  The cut-off date for this project will be pegged to census and asset inventory exercise per district. The cut-off date will be communicated both verbally and officially (letters addressed to each PAP) with copies to the local leadership.
Emergency preparedness and response	IFC Performance Standard 4 Paragraph 11 requires the disclosure of emergency preparedness and response activities, resources, and responsibilities, to Affected Communities, relevant government agencies, or other relevant parties.
Vulnerable groups	IFC Guidance Note 5, GN 44: Additional measures, such as the provision of emergency health care, should be designed for vulnerable groups during physical relocation, particularly pregnant women, children, the elderly, and the handicapped.  This will be considered on a case by case basis during resettlement implementation.
Relocation assistance	IFC Guidance Note 5, GN 44: Relocation assistance should be provided to people who are physically displaced by a project. Assistance may include transportation, food, shelter, and social services that are provided to affected people during the relocation to their new site. Assistance may also include cash allowances that compensate affected people for the inconvenience associated with resettlement and defray the expenses of relocating to a new location, such as moving and lost workdays.  The national law makes through provisions for support during the relocation process through provisions for transport allowance and accommodation allowance. However, no support is given during the transition period.
<b>PS 8 Cultural Heritage</b>	
Consultation	Where a project may affect cultural heritage, the client will consult with Affected Communities within the host country who use, or have used within living memory, the cultural heritage for long-standing cultural purposes. The client will consult with the Affected Communities to identify cultural heritage of importance, and to incorporate into the client's decision-making process the views of the Affected Communities on such cultural heritage. Consultation will also involve the relevant national or local regulatory agencies that are entrusted with the protection of cultural heritage.

## 4 STAKEHOLDER IDENTIFICATION AND MAPPING

### 4.1 Stakeholder Identification

The stakeholder identification process is based on the following principles:

- those involved in project preparation
- those whose activities coincide or overlap with those proposed by the project (such as relevant ministries, environmental and local authority officials)
- those directly affected by the project (individuals, groups, communities)
- those likely to be indirectly affected either by virtue of their proximity to the project or subject to disrupted access to communal property within the project footprint
- those likely to be impacted by the project activities
- those with an influence on project development
- those whose interests make them stakeholders
- those with the capacity to be partners in development

Based on the above criteria, the stakeholders' interests and levels of influence were mapped and analysed. The results of that process were used to identify the key stakeholder groups prioritised for further engagement during the project development. The stakeholder list will be continuously updated as and when more stakeholders are identified.

### 4.2 List of Stakeholders

The below tables gives the list of stakeholders and their roles and responsibilities.

**Table 2: List of stakeholders**

Institution	Role and Responsibility
Ministry of Water and Irrigation (MoWI)	Lead implementing agency/project developer On behalf of government, manage and oversee project execution including ESMP and stakeholder engagement Ensure compliance with environmental and social standards Spearhead the formation of the bulk water supply organisation as well as Urban Water and Sanitation Authorities (UWSAs) in Itilima and Busega
Vice President's Office - (Division of Environment, DoE)	Coordinates Environmental Management Policy, Act and EIA guidelines Approval and signing of EIA certificate
Riparian states	Uganda, Kenya, Rwanda and Burundi
National Environment Management Council (NEMC)	Approval of ToR, review of EIA Issuing of Environmental Certificate Environmental Monitoring and Compliance Auditing Advise Government on all environmental matters
Ministry of Works, Transport and Communication	Responsible for the construction sector, including roads and bridges Promoting a quality, efficient, environmentally friendly, and cost-effective construction industry
Ministry of Energy and Minerals	Coordinator of the energy and mining sector and spearheads the implementation of the sector strategies
Ministry of Natural Resources and Tourism	Responsible for sustainable conservation of natural and cultural resources and tourism
Ministry of Labour and Employment	Responsible organ for labour management issues including occupational health and safety Follow up on occupational health and safety issues

Institution	Role and Responsibility
	Advise the contractors in regard to national occupational health and safety requirements
Ministry of Lands, Housing and Human Settlements Development (Office of the Chief Valuer)	Responsible for land use planning, surveying and demarcating land/parcel/farms, and provision of land ownership Support the project and communities in regard to land use planning, surveying and demarcating land/parcel/farms, and provision of land ownership Support MoWI in the acquisition of wayleaves for the main pipeline Support MoWI in the process of land transfer and preparation of residual titles for PAPs Regulator valuation and compensation process Approval of compensation schedule and valuation report
Ministry of Agriculture	Support agricultural based Livelihood Restoration Initiatives Provision of data during the computation of crop compensation values Technical support for the implementation of the climate resilient agriculture component
Ministry of Livestock and Fisheries Development	Responsible for the overall management and development of livestock and fisheries resources
Ministry of Health, Community Development, Gender, Elderly and Children	Health social marketing Support during emergencies Support with the implementation of preventive health campaigns Women empowerment initiatives in relation to health and hygiene Coordinates NGOs in the health sector
Department of Antiquities	Responsible for preservation of cultural heritage resources Provide technical advice in case of chance finds
EWURA	Regulator of the electricity, petroleum, natural gas and water sectors, including licensing, tariff and standard setting in respect to water supply and sanitation Monitor water quality and standards of performance for the provision of water supply and sanitation services Promote the development of water supply and sanitation services in accordance with recognized international standard practices and public demand Approval of business plans for the Urban Water Authorities
TANROADS	Responsible for planning and development of road infrastructure in the country, including road reserves Guidance on the use and management of road reserves Advisory to the contractors in regard to road reserve use and management Sharing information with the contractor in regard to surface and underground installations in the road reserve
TANESCO	Regulator of electricity transmission and owner of transmission lines Give advice to the project developer and contractors in regard to energy installations in the road reserve, including safety issues related to transmission lines Provide power supply to the project facilities like pumping stations, camp sites, etc.
Tanzania Building Agency (TBA)	Support MoWI in the design and construction of replacement housing if found necessary
Lake Victoria Basin Commission	Consent on water abstraction Implementation of LVEMP III Coordination of all projects on the Lake

Institution	Role and Responsibility
Lake Victoria Basin Water Office	Ensure that water resources are managed sustainably through water governance and integrated water resources management principles Collect water resources data and monitor water levels, use and quality Processing of water use permits Pollution monitoring and control Coordinate establishment of Integrated Water Resources Management Plans
GKW	Design consultant
Multiconsult	ESIA and RAP consultant
Simiyu Region	Provide technical advice and capacity building to Local Government Authorities (LGA) Ensure that social and economic activities are harmonized and aligned to the national development policies and strategies Ensure peace and tranquillity prevail in the region by creating enabling environment for LGAs to perform their functions
Busega, Bariadi and Itilima Districts	Oversee and advise on implementation of national policies at district level Oversee enforcement of laws and regulations Advise on implementation of development projects and activities at district level Monitoring of project activities
Wards	Oversee general development plans for ward level Provide information on local conditions and extension services Project monitoring in their area of jurisdiction
Villages	Maintain peace and tranquillity Protect public and private properties Promote social and economic development Potential PAPs as a result of the proposed water supply scheme
KfW	Potential financier Ensure that funds are available for completion of the project Monitor project implementation including environmental and social performance
Green Climate Fund (GCF)	Potential financier Ensure that funds are available for completion of the project Monitor project implementation including environmental and social performance
Development Partners	Linkages/partnerships with the USAID Social Health Marketing Project targeting HIV prevention and testing, prevention of malaria and waterborne diseases Linkages/partnerships with the LVEMP catchment management interventions
Bulk Water Supplier	Sale of bulk water to Urban Water Supply and Sanitation Authorities (UWSAs) Operation and maintenance of the water treatment plant, pumping stations, transmission mains and the command reservoir Future project owner MoWI representative at regional level Key contact institution at regional level probably during construction phase Lead institution for the management and implementation of the SEP Lead entity for purchasing, leasing or otherwise acquiring land or arranging for compulsory acquisition of land. Entering into agreement with the land owner or occupier of land for more effectively collecting, conveying or preserving the purity of water which the water authority is authorized to take Construct and operate water works and sanitation works

Institution	Role and Responsibility
	Install water meters for the purpose of measuring the amount of water supplied to the customer Charge fees for services rendered Restrict, diminish, withhold or suspend the supply of water Supply water fittings to any person to whom a water authority supplies water
Urban Water Supply and Sanitation Authorities,( UWSAs) (Bariadi, Nyashimo and Lagangabilili)	Support to the bulk water supplier during operation phase Operation and maintenance of the supply reservoirs and distribution networks Technical support to COWSOs in the Operation and Maintenance of the water supply facilities Install water meters for the purpose of measuring the amount of water supplied to the customer Charge fees for services rendered Restrict, diminish, withhold or suspend the supply of water Supply water fittings to any person to whom a water authority supplies water
Community Owned Water Supply Organisations (COWSOs)	Manage, operate and maintain public taps and waterworks and provide an adequate and safe supply of water to its consumers Make rules for the use of public taps and or water works by consumers Install water meters for the purpose of measuring the amount of water supplied to a public tap or a consumer Charge consumers for the water supplied from public taps and waterworks Limit access of any persons from the water source, public taps or from supplies from the water works who are not complying with the rules, regulations or the constitution of the community organization Consult and cooperate with the village council or any other institution responsible for land to plan and control use of land in the immediate vicinity of water points and or water works Own movable and immovable properties including public taps and waterworks



## **5 PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES**

### **5.1 Objectives of the Stakeholder Engagement Strategy**

The objectives for the stakeholder engagement strategy are as follows:

- To ensure meaningful consultation (free, prior and informed) in a format and language that is readily understandable and tailored to the needs of the target stakeholder group(s)
- To disseminate relevant project information in ways and locations that make it easy for stakeholders to access it
- To facilitate two-way dialogue that gives both sides the opportunity to exchange views and information, to listen, and to have their issues heard and addressed
- To promote inclusiveness in representation of views, including women, vulnerable and/or minority groups
- To promote a stakeholder engagement strategy that is free of intimidation or coercion
- To provide clear mechanisms for responding to people's concerns, suggestions, and grievances
- To establish ways of incorporating feedback into project design, and to institute methods for providing feedback to stakeholders
- To secure broad community support for the project

### **5.2 Information to be Disclosed**

During the preparation of the ESIA and Resettlement Policy Framework (RPF), the information disclosed included:

- Project purpose
- Technical project details
- Project's area of influence
- Potential impacts (positive and negative) during construction and operation phase
- Details of project developer
- Procedures to be followed for land acquisition, compensation, and grievance handling
- Roles and responsibilities of the parties involved
- Expected resettlement activities
- Timelines for project implementation

### **5.3 Mobilisation and Consultation Approach**

#### **5.3.1 Mobilisation Strategies**

*Letters:* MoWI distributed official letters to regional and district authorities informing them about the proposed project and the upcoming consultation activities and requesting them to further mobilise the lower level stakeholders. Mobilisation letters were also forwarded to the Bariadi Urban Water Supply Authority and the Lake Victoria Basin Water Office. Copies of the information and mobilisation requests are attached in Appendix 1.

*Reconfirmation of appointments:* Prior to the appointment dates, the consultant reconfirmed the appointments by physically visiting the contact persons at each venue at least one day prior to the meeting to verify whether the proposed schedule was still valid for the expected audience.

#### **5.3.2 Participation and Consultation Methods**

A combination of methods were adopted for information disclosure and consultation. The choice of methodology varied with the information requirements and the targeted audience. Below are some of the strategies that have been used:

- *Information dissemination:* Information dissemination was through workshops, community meetings, focus group discussions and media publications. Tools used included information brochures, media announcements, maps, aerial photographs and illustrations among others.
- *Joint planning sessions:* This method was adopted when dealing with institutional stakeholders with interests in the project area. For example, the design consultant, TANROADs and town authorities among others.
- *Regular periodic meetings:* Regular periodic updates with the regulatory institutions, KfW and MoWI to share progress updates and brainstorm on outstanding issues. Periodic updates were in form of progress reports, conference calls, among others
- *Community social assessments:* social assessments were conducted throughout the project area in an effort to establish the social, cultural and economic factors within the contextual setting of the project. Focus group discussions with community leadership and existing literature were the main sources of information.
- *Key informant interviews:* In-depth interviews with key informants were adopted for consultations with key supporting institutions expected to have a role during the implementation and compliance monitoring of the Environmental and Social Management Plan (ESMP). For example, the health departments in the project area, the nickel mining company, Lake Victoria Basin Office among others.
- *District and ward meetings:* The consultant together with MoWI representatives held meetings with district officials and department heads in the three districts targeted for Phase 1 (Busega, Bariadi and Itilima) as well as with Bariadi Town Council and the two districts under Phase 2 (Meatu and Maswa). In addition, separate meetings were held with Ward Development Committees in all wards within the planned coverage of Phase 1 (i.e. within the 12 km corridor).
- *Village meetings:* The respective ward CDOs (Community Development Officers) were mobilised to conduct public meetings in all villages traversed by the water main, i.e. those villages that will be directly affected by land acquisition. The ward CDOs were recruited and trained in conjunction with the ward meetings (see above) before they were deployed into the communities. A total of 38 village meetings were held with a total number of participants amounting to 3,315 persons (see Appendix 2, Appendix 3 and Appendix 4).

The results from the stakeholder engagement process were used as input in the ESIA, ESMP, and the RPF. The expressed views of the target groups were the basis for confirming the community perceived social impacts. The results also offered useful insights to the possibilities for linkages and partnerships with existing development partners. The views and opinions expressed by women and other special interest groups were used as a basis for the design of customised mitigation measures to ensure equitable sharing in the project benefits.

Upon the completion of the ESIA and the RPF studies, MoWI organised for the review and disclosure process of the study results. This was through the formal ESIA disclosure process spearheaded by NEMC and KfW.

- *Draft ESIA disclosure:* The draft ESIA was disclosed in Bariadi to the regional authorities in June 2016. The results of the review process were used incorporated in the final report.
- *NEMC review:* NEMC organised a review of the Draft ESIA 2016 version prior to issuing of the Environmental Certificate. The results were incorporated in the final report.
- *Community consultations:* Additional consultations were held with the communities of Lwange, Ngasamo and Shigala in August 2018 triggered by the changes in the location of the command reservoir from Ngasamo hill to Lwange hill and the new primary reservoir at Isadukilo hill.
- *Workshop:* A workshop was conducted on the 7<sup>th</sup> of February 2019 to disclose the project Resettlement Policy Framework (RPF) to all involved institutions for purposes of seeking consensus on the proposed strategies for managing the social risks likely to arise from the land acquisition process. Details of the workshop proceedings and participants are attached in Appendix 5.

- *Joint site visits:* A joint site visit between the design consultant, the ESIA consultant and MoWI was conducted in the period February 11<sup>th</sup> to 14<sup>th</sup> 2019. The results of the joint site visit are attached as Appendix 6.

## 5.4 Consultation Schedule

The schedule of the consultation activities undertaken during the ESIA process is shown in Table 3.

**Table 3: Schedule of the consultation meetings.**

Date	Stakeholder
19 May 2016	MoWI and KfW
20 May 2016	Simiyu Regional Commissioner's Office
21 May 2016	Bariadi Urban Water Supply Authority
21 May 2016	Busega District Water Office
23 May 2016	Bariadi District Commissioner's Office
23 May 2016	Busega District Council
23 May 2016	Itilima District Commissioner's Office
23 May 2016	TANROADS – Regional Manager
23 May 2016	TANESCO – Simiyu Regional Office
23 May 2016	Itilima District Council
24 May 2016	Bariadi District Council
24 May 2016	Busega District Commissioner's Office
24 May 2016	Simiyu Resident Mining Office
24-25 May 2016	Itilima DC Wards
25 May 2016	Red Hill Nickel
25 May 2016	Lake Victoria Basin Water Office
25 May 2016	Lake Victoria Environmental Management Project
26-27 May 2016	Bariadi TC Wards
27-30 May 2016	Itilima DC Villages
27 May – 13 June 2016	Bariadi DC/TC Villages
29 May – 3 June 2016	Busega DC Wards
29 May – 3 June 2016	Bariadi DC Wards
29 May – 3 June 2016	Busega DC Wards
30 June 2016	Simiyu Region Game Officer
30 June 2016	Maswa Game Reserve
31 May 2016	Tanzania Fisheries Research Institute (TAFIRI)
25 May 2016	Lake Victoria Environmental Management Project
1-3 June 2016	Busega DC Villages
2 June 2016	Meatu District Council
3 June 2016	Maswa District Council
June 2016	Site visit and Draft ESIA review and disclosure (Bariadi)
8 August 2018	Lwange Community
10 August 2018	Shigala Community
11 August 2018	Ngasamo Community
7 February 2019	Workshop (ESIA & RAP issues) with MoWIMoWI; KfW, Regional stakeholders and ESIA/RAP Consultant
12 February 2019	Meeting with Simiyu Regional Valuers
13 -14 February 2019	Joint site visit (GKW, MoWIMoWI and ESIA consultant and Regional Authorities)
15 February 2019	Meeting (GKW, MoWIMoWI and ESIA consultant and Regional authorities)
15 February 2019	Meeting with Isenge hill cultural and community leaders
15 February 2019	Meeting with TANROADS Simiyu

## **5.5 Summary of Issues Raised**

The main issues raised during the consultation meetings are presented in the tables below. Details of the participants and stakeholders consulted in 2016 are enclosed in Appendix 3 while the minutes of meetings are enclosed in Appendix 2. The minutes of meetings and attendance sheets for consultations undertaken in 2019 are enclosed in Appendix 5 and Appendix 6.

**Table 4: Summary of issues raised (2016).**

Issue	Stakeholder Concerns and Questions	Response
Mining at Ngasamo hill	<ul style="list-style-type: none"> <li>The consultant was informed that the proposed location for the command reservoir at Ngasamo hill had already been earmarked for a nickel mining project to be developed by Red Hill Nickel. The company has previously had an exploration license and currently holds a retention license valid for 5 years. The ESIA study was completed and there is a compensation plan although compensation packages have not yet been delivered due the delays in project implementation.</li> <li>In addition, more mining potential was identified at Ng'wamangola hill near Dutwa and a potential Phase 2 at Zanzui hill in Bariadi near the border to Maswa.</li> <li>In addition, stakeholders recommended that the project consider measures to control the risk of water pollution, damage and other hazards resulting from the mining processes.</li> <li>It was proposed that the water supply project considers Mwamigunga hill near Dutwa as an alternative location for the command reservoir.</li> </ul>	<ul style="list-style-type: none"> <li>Issue to be discussed with the design consultant for assessment of alternative locations. (A new location has later been identified at Shigala)</li> </ul>
Alternative pipeline route	<ul style="list-style-type: none"> <li>Stakeholders in Itilima (Chinamili ward) inquired why the pipe does not pass along the northern side of the ward where elevation is higher and it can feed the 24 km southerly as opposed to 12 km on both sides. That way, the main population centre of Nanga could also be 100% covered (as well as many other villages) instead of the current proposal of less than 50% coverage.</li> <li>A potential route for bypassing Bariadi town was proposed, starting from Yoma tank through Matale and connecting to the original route at Kilulu.</li> </ul>	<ul style="list-style-type: none"> <li>It was clarified that the main consideration for the pipeline route was to minimise resettlement by using the road reserve. However, the proposal would be presented to the design team for their consideration.</li> </ul>
Utilisation of the road reserve for the water main	<ul style="list-style-type: none"> <li>It was highlighted that use of the road reserve for the main pipeline might not be feasible as the road reserve is exclusively for TANRAODS and already utilised by other utilities like TANESCO and TTC in some sections while in other sections, particularly towards Maswa, water supply facilities (charco dams) to the communities are located within the road reserve.</li> <li>The consultant was also informed that currently TANROADS is in the process of clearing buildings out of the road reserve throughout the entire country for purposes of ensuring that they will have land free of encumbrances when they need it. For that reason, the team was advised to consider alternative pipeline routing especially in the rural areas where land is still readily available with minor impacts on resettlement.</li> </ul>	<ul style="list-style-type: none"> <li>MoWI to follow up on the issue with TANROADS at national level for consensus on the way forward.</li> </ul>
Other planned developments in the project area	<ul style="list-style-type: none"> <li>The consultant was informed that as part of the Dutwa Mining activities on Ngansamo hill, a railway project is being planned to facilitate the transportation of raw materials and products from the mine.</li> <li>The consultant was also informed about a planned railway running through Bariadi district</li> </ul>	<ul style="list-style-type: none"> <li>All issues to be forwarded to the design consultant for consideration and assessment of alternatives.</li> </ul>

Issue	Stakeholder Concerns and Questions	Response
	<p>along the main road, as part of the regional interconnection project.</p> <ul style="list-style-type: none"> <li>The consultant was informed of the expected commencement of the REA phase III project, which will facilitate the extension of the electricity to all non-electrified villages. In order to minimise land acquisition, the project relies on the utilisation on the road reserves as well.</li> <li>In Itilima district, the consultant was informed of a large dam project intended to provide water for production to the communities. The District Commissioner requested that the MoWI ensures that the proposed project does not replace but rather complements the dam project for maximum benefit to the livelihoods of the people.</li> <li>The consultant was informed of the proposed international airport project in the villages Igegu and Ng'alita in Bariadi district.</li> <li>There are fiber optic underground cables running along the main roads, within the road reserve, except for the Nyashimo-Ngansamo-Dutwa road.</li> </ul>	
Additional water customers	<ul style="list-style-type: none"> <li>A request was submitted for the project proponents to consider inclusion of a separate and dedicated water pipeline to the planned nickel mine. Peak water demand for the mine was estimated at 170,000 l/hr.</li> <li>There is also a planned hospital at Nguno to serve the population of Itilima. Itilima District Commissioner requested that provisions for extending water to this hospital should be factored into the project.</li> <li>Busega district administration complex is under construction at Nyashimo, and a dedicated water pipeline needs to be constructed to serve the district headquarters.</li> <li>The consultant was also informed that Bariadi town will host the regional headquarters for Simiyu region, and regional headquarters are usually the host town of other supporting partners in development. For that reason, Bariadi town boundaries had been expanded to create space for NGOs, utilities, recreational facilities among others. Overall, the project planning team was advised to plan for a rapid growth in population in Bariadi town in the coming 5-10 years.</li> <li>There is a plan for the government to put up an international airport in Igegu village, which in that case should also be served by the proposed water supply scheme.</li> </ul>	<ul style="list-style-type: none"> <li>All issues to be discussed with design consultant for consideration.</li> </ul>
Health benefits	<ul style="list-style-type: none"> <li>Stakeholders in Busega and Itilima expressed their gratitude to the project especially for the fact that it will help them reduce the incidence of water borne diseases, specifically Schistosomiasis and Gastroenteritis (acute diarrhoea) which are prevalent in the area among children.</li> </ul>	<ul style="list-style-type: none"> <li>Noted</li> </ul>
Catchment management	<ul style="list-style-type: none"> <li>According to the Acting Water Basin Officer, there is need to harmonize legislation pertaining to land use with the requirements in the Water Resources Act, especially related to the</li> </ul>	<ul style="list-style-type: none"> <li>The consultant agreed that this was a crosscutting issue affecting several</li> </ul>

Issue	Stakeholder Concerns and Questions	Response
	enforcement of the 60 m buffer zone around all water bodies in Tanzania	sectors and deserved attention at policy level.
Operation and maintenance	<ul style="list-style-type: none"> <li>Several stakeholders advocated for a comprehensive and customised plan for operation and maintenance of the project as that has been a major challenge for many of the existing facilities.</li> <li>In Busega district, it was specifically recommended that as part of the O&amp;M strategy, MoWI considers recruiting plumbers to support the local artisans at community level</li> <li>It was advised that the existing Community Owned Water Supply Organisations (COWSO) should be strengthened to get ready for the upcoming project.</li> <li>Inquiries were made on which entity would have the responsibility for operation and maintenance and whether it was the communities or government that will take the costs of repair.</li> </ul>	<ul style="list-style-type: none"> <li>Issue to be handled by the design consultant together with the relevant stakeholders when defining the institutional and implementation arrangements.</li> <li>It was clarified that a strategy for operation and maintenance will be developed and communicated in future stages of project development.</li> </ul>
Community mobilisation	<ul style="list-style-type: none"> <li>All stakeholders unanimously advocated for the need of information dissemination to the lowest level stakeholders as they will be the direct beneficiaries but will also suffer the negative impacts along the way.</li> <li>On this note, all districts proposed to use their extension staff to support MoWI and the consultant in the project information dissemination process.</li> <li>More clarifications should be given to the people on where exactly the pipeline will pass so that people are aware of the areas and if possible put aside the land and order the owners not to plant perennial crops.</li> <li>Other information dissemination strategies should also be considered, for example radio. On this note, radio stations Radio Free Africa and Sibuka were recommended for use in information dissemination.</li> </ul>	<ul style="list-style-type: none"> <li>Agreed. Plans for information dissemination to communities were developed, of which some were during the ESIA process.</li> <li>The next round consultations will clarify exact location of the pipeline, pumping stations and water tanks.</li> <li>Use of radio for information dissemination will be adopted in future phases of project implementation.</li> </ul>
Water connections to public infrastructure	<ul style="list-style-type: none"> <li>It was recommended that water pipelines be extended to all schools, health centres, existing cattle dips and water troughs.</li> </ul>	<ul style="list-style-type: none"> <li>Issue to be forwarded to the design consultant</li> </ul>
Land acquisition	<ul style="list-style-type: none"> <li>The consultant was informed that the process of land acquisition will necessitate direct engagement with the village councils and the private utilisers of the directly impacted land. The process was not expected to be cumbersome given the real felt need for water by all.</li> <li>Project should avoid long timespan between valuation and compensation to minimise the consequential impact on people's livelihoods.</li> </ul>	<ul style="list-style-type: none"> <li>Agreed. Strategies to engage communities were devised. Decision to use district extension staff in this exercise was reached.</li> </ul>
Replacement land availability	<ul style="list-style-type: none"> <li>The consultant was requested to ensure that physical displacement of households is minimised owing to the fact that village councils do not have land for allocating to displaced households as replacement land. Land in the region has already been distributed among the residents and there is no more general land available.</li> </ul>	<ul style="list-style-type: none"> <li>Noted. Project to assess all possibilities of minimising land acquisition.</li> </ul>

Issue	Stakeholder Concerns and Questions	Response
Displacement of houses	<ul style="list-style-type: none"> <li>WDC leaders suggested that if possible there should be other methods to make sure that the main pipelines do not pass through settled areas because then most houses will be destroyed and this might affect many people.</li> </ul>	<ul style="list-style-type: none"> <li>Communities were assured that the project would try all means to minimise physical displacement of households by considering all feasible alternatives.</li> </ul>
Current and future water prices	<ul style="list-style-type: none"> <li>In most rural communities within the project area, the prevailing water prices were TShs. 50-100 per 20 litres of dirty and untreated water.</li> <li>All stakeholders consulted confirmed that communities were ready and willing to pay for water as long as the price for water does not exceed what they currently pay.</li> <li>It was recommended that an early evaluation of the potential future prices for water be undertaken and the decision be communicated to the stakeholders so that both the communities and private institutions would know how much it would cost them to acquire the water services.</li> <li>There is need to raise awareness of the communities before and during the project construction especially on the issue of water pricing. Short of this, communities (pastoralists) will resort back to unsafe water.</li> <li>Communities indicated a heavy burden on buying water in government project as compared to private owned sources. These are TShs. 2,000 per m<sup>3</sup> at government owned infrastructure of Nyang'anga as compared to TShs. 800 per same unit from Dirworthy and Mtebe.</li> </ul>	<ul style="list-style-type: none"> <li>Noted</li> </ul>
Impact on livelihoods	<ul style="list-style-type: none"> <li>It was suggested that construction activities should be scheduled in such a way that they cause minimal impact on people's livelihoods. Preference was to have construction activities in peoples farms scheduled after the peak agricultural season (October-July) to avoid unwanted consequences on household food security and income. The underlying justification behind this proposal was the fact that the region has only one agricultural season and the communities solely depend on rain fed agriculture for all their needs.</li> <li>Stakeholders inquired about the permitted land uses after construction along the main pipeline.</li> </ul>	<ul style="list-style-type: none"> <li>Noted. Information to be shared with the design consultant and to be included in the ESMP.</li> <li>No structures or perennial crops will be permitted within the pipeline corridor.</li> </ul>
Employment	<ul style="list-style-type: none"> <li>There is a need for employment opportunities to the youth during the construction phase.</li> <li>It was suggested that first priority for employment during construction phase should be given to the youth resident in the project area</li> </ul>	<ul style="list-style-type: none"> <li>Noted. The contractors will be required to prioritize local workers including youth.</li> </ul>
Alternative forms of compensation	<ul style="list-style-type: none"> <li>It was suggested that agricultural households directly impacted by the project should be given first priority when recruiting workers for the project. That way they will be able to have an alternative source of income during the periods of construction disruptions in their farms.</li> </ul>	<ul style="list-style-type: none"> <li>Noted.</li> </ul>



Issue	Stakeholder Concerns and Questions	Response
Proximity to protected areas	<ul style="list-style-type: none"> <li>There are some protected areas close to the proposed project areas especially in areas surrounding Maswa Game Reserve. There is a potential Wildlife Management Area (Makao) which is formed by seven villages, i.e. Sapa, Iramba ndogo, Mwangudo, Mwabagimu, Mbushi and Makao.</li> <li>The proposed project may lead to habituation of wildlife species especially primates as a result of improper handling of food wastes. This is expected to be critical in areas close to protected areas in particular Maswa Game Reserve.</li> <li>It is advisable to ensure coordination between the project proponent, Maswa Game Reserve, Makao Wildlife Management Area and the regional and district authorities.</li> <li>The project proponent has to abide with the Wildlife Management Area regulations and has to ensure minimal impacts will occur on the protected areas as a result of proposed project.</li> <li>A no hunting policy must be implemented and strict measures have to be taken for all defaulters.</li> <li>The project proponent has to abide with Protected Areas regulations and has to ensure minimal impacts will occur on the Maswa Game Reserve and its surrounding environs as a result of proposed project.</li> </ul>	<ul style="list-style-type: none"> <li>Issues to be taken forward in the planning for Phase 2 of the project.</li> </ul>
Impacts at Bukabile intake	<ul style="list-style-type: none"> <li>The proposed raw water pipe to be installed in the offshore of the lake could create some conflicts with local artisanal fishermen.</li> <li>Minimal and short-term impact expected on water quality as a result of the construction activities.</li> </ul>	<ul style="list-style-type: none"> <li>Issues to be addressed in the impact statement.</li> </ul>
Improved water supply	<ul style="list-style-type: none"> <li>Almost all stakeholders acknowledged that the project would be a major milestone towards the end of water crisis in the region. Stakeholders are looking forward to a reliable and accessible water supply system, to all communities that will result into improved livelihoods for all.</li> </ul>	<ul style="list-style-type: none"> <li>Noted</li> </ul>
Cultural property	<ul style="list-style-type: none"> <li>There were concerns on the cultural prayer site at Ng'wamalagwini areas and stakeholders wanted the team to make consideration during construction. However, there was willingness to relocate it should it be necessary.</li> <li>Stakeholders in Itilima informed that they have no designated communal graveyard but rather graveyards at household level. It was suggested that, with the support of the project and in a culturally appropriate way, the communities would be willing to relocate the burial grounds if impacted.</li> <li>It was recommended that effort should be made to avoid aligning secondary and tertiary pipelines through graveyards.</li> <li>Before construction of the secondary pipeline, there should be stakeholder consultation</li> </ul>	<ul style="list-style-type: none"> <li>Noted. Issues to be considered in the detailed design phase.</li> </ul>

Issue	Stakeholder Concerns and Questions	Response
	<p>(especially elders) to identify special areas, e.g. traditional worship sites.</p> <ul style="list-style-type: none"> <li>It was highlighted that the proposed location of the tank at Isenge seemed to be close to the chief grave and clan burial site for “Wagunda” people. They wanted this to be considered as the site is important for rituals. It was proposed that if possible the tank be shifted to Iganulwa schools to avoid the spiritual site.</li> <li>In Lutubiga WDC (Busega district), it was pointed out that sites where clans perform their cultural rituals might be close the main pipeline route. These are situated at Nyahumbi in Masamba and burial sites located at Madukani areas.</li> <li>There is an important ritual site at Chief Deus Ndakama that is used by local people to seek different cultural services. It was recommended that this area be avoided during construction.</li> <li>It was also noted that there is cultural and sacred place for prayers at Lwangwe village at Ndufilu and Ihayabuyaga at Ng’ombe ya Kisa areas.</li> </ul>	
Impacts of a delayed Phase 2	<ul style="list-style-type: none"> <li>Stakeholders in Itilima district said that if Phase 2 of the project (especially section to Maswa) is to be delayed, then most of the villages on the western side of the water main would not benefit from the proposed project as they are far outside the 12 km boundary of Phase 1.</li> <li>Stakeholders in Bariadi town said that without Phase 2, some wards in the town like Isanga would not be covered as they are far outside the 12 km boundary of Phase 1.</li> </ul>	<ul style="list-style-type: none"> <li>There is currently no funding available for Phase 2, and expectations must be managed accordingly.</li> <li>The feedback will be shared with the project developer and design consultant.</li> </ul>
Alternative water source for Maswa	<ul style="list-style-type: none"> <li>Stakeholders in Itilima said that an alternative water source to serve Maswa implies that the villages in Itilima that were supposed to be supplied from the pipeline to Maswa will end up not being supplied with water at all, unless Phase 1 is expanded.</li> </ul>	<ul style="list-style-type: none"> <li>Issues to be discussed with the project design consultant.</li> </ul>
Alternative water sources for Meatu	<ul style="list-style-type: none"> <li>Stakeholders explained that there are no all year round reliable water sources in Meatu. In addition to drying up during the dry season, the underground sources also have high concentrations of fluoride and salt, while algae and turbidity are the challenges with surface water sources. In conclusion, the Meatu District Council indicated their preference for Lake Victoria as the source of water, as it is potentially the only sustainable solution to the prevailing water crisis.</li> </ul>	<ul style="list-style-type: none"> <li>Issue noted and information will be shared with the project proponent for consideration in Phase 2.</li> </ul>
Voluntary land donations for secondary and tertiary pipelines	<ul style="list-style-type: none"> <li>Stakeholders indicated that communities would be willing to freely allow the secondary and tertiary pipelines to go through their land without compensation.</li> </ul>	<ul style="list-style-type: none"> <li>Noted.</li> </ul>
Project completion	<ul style="list-style-type: none"> <li>Communities suggested that several contractors be engaged to construct the different sections of the project to ensure that it is completed within a short time, so as to save the</li> </ul>	<ul style="list-style-type: none"> <li>Noted. Feedback to be shared with design consultant.</li> </ul>

Issue	Stakeholder Concerns and Questions	Response
	communities from water scarcity as soon as possible.	
Re-use of excavated material	<ul style="list-style-type: none"> <li>Stakeholders in Bariadi town suggested that excess excavated material (murrum and rocks) should be given to the public for use on public and private construction projects.</li> <li>In addition, excess material could be used in the construction of charco dams along the pipeline, which will serve as livestock watering facilities as well as minimizing the need for dumping sites.</li> </ul>	<ul style="list-style-type: none"> <li>Noted.</li> </ul>
Mitigation measures construction phase	<ul style="list-style-type: none"> <li>The project should have a package for awareness campaigns on HIV/AIDS and health and safety during construction phase so as to avoid accidents and to maintain the health of the people in the area.</li> <li>Awareness campaigns on health and safety are required for livestock keepers to avoid accidents during the construction phase.</li> <li>All foreign workers and visitors during construction phase should abide with the village laws.</li> <li>The constructors should have their own toilets at the construction sites to avoid diseases related to poor sanitation.</li> </ul>	<ul style="list-style-type: none"> <li>Noted. To be considered in ESMP.</li> </ul>
Private water connections	<ul style="list-style-type: none"> <li>Stakeholders suggested that provisions for private house connections should be incorporated into the project design.</li> </ul>	<ul style="list-style-type: none"> <li>Noted. To be shared with design consultant.</li> </ul>
12km boundary on either side of the pipeline	<ul style="list-style-type: none"> <li>Almost all stakeholders in all the beneficiary districts expressed their desire to widen the 12 km boundary to enable supply of water to the areas at higher elevation that are currently water stressed without clear alternative reliable sources of water.</li> <li>Stakeholders inquired if it would be possible to expand the project in future to ensure supply of safe water to the villages currently outside the 12km boundary.</li> </ul>	<ul style="list-style-type: none"> <li>Noted. To be forwarded to decision makers.</li> </ul>
Livestock watering facilities	<ul style="list-style-type: none"> <li>Project was advised to consider inclusion of livestock watering facilities to avoid vandalism of project infrastructure in search for water for livestock.</li> <li>It was proposed to construct cattle troughs to benefit livestock keepers as most of the households have many cattle and goats.</li> <li>Metering should be considered at livestock watering facilities too.</li> <li>It was highlighted that there are other water needs, e.g. livestock and farming. Villages have cattle and dipping troughs but have no sustainable water supply.</li> </ul>	<ul style="list-style-type: none"> <li>There is currently no funding available for livestock watering, and it will not be part of Phase 1.</li> <li>The feedback will be shared with the project developer and design consultant.</li> </ul>
Waste disposal	<ul style="list-style-type: none"> <li>Team was informed that there are no communal waste disposal areas or sanitation facilities in all the beneficiary districts and towns.</li> <li>Poor sanitation coverage was reported almost in all the districts as a result of several factors including costs, traditional practices and geology.</li> <li>It was suggested to incorporate a sanitation component in the project especially at communal facilities like schools, health centres and market places.</li> </ul>	<ul style="list-style-type: none"> <li>Noted. Sanitation is considered as part of the water supply scheme.</li> </ul>

Issue	Stakeholder Concerns and Questions	Response
Location of distribution points	<ul style="list-style-type: none"> <li>The need for involvement of sub village chiefs in the determination of location of distribution points for both human and livestock facilities was emphasised.</li> <li>It was recommended that in future, prior to commencement of construction phase, the criteria for the distribution of water distribution points in a particular area should be shared with the WDC.</li> </ul>	<ul style="list-style-type: none"> <li>Noted</li> </ul>
Compensation	<ul style="list-style-type: none"> <li>The issue of compensation to the people was among the major topic. Stakeholders were concerned whether there will be compensation to the affected people. They also wanted to know whether the compensation process would consider trees and cash crops like cotton.</li> <li>It was recommended unanimously in all districts that compensation should be paid prior to construction. Communities cited examples of projects with delayed compensation and requested that this project should endeavour to avoid delayed payments in order to minimize inconveniences to household livelihoods.</li> <li>Complaints were also raised about the grievance systems on other projects where conclusions on issues was so slow and people wasted a lot of time following upon the resolution of their issues.</li> </ul>	<ul style="list-style-type: none"> <li>It was clarified that compensation will be paid for all damaged property during the construction process for all communities along the main pipeline.</li> </ul>
Water for irrigation	<ul style="list-style-type: none"> <li>Inquiries were made on how the project will benefit people who are involved in irrigation schemes because they are in need of water too.</li> <li>Inquiries were made on whether the water project can benefit the irrigation farmers because there is a high need for water for irrigation.</li> </ul>	<ul style="list-style-type: none"> <li>It was clarified that irrigation is not part of the water supply scheme so people should not raise expectations.</li> </ul>
Water safety after treatment	<ul style="list-style-type: none"> <li>The people inquired if they will need to boil water again or water will be safe to drink straight from the water tap and will not cause any health problems.</li> <li>Issue of scepticism on the chemicals that will be applied during water treatment needs a committed awareness program to let people understand treatment means no harm to them.</li> </ul>	<ul style="list-style-type: none"> <li>Arrangements for sensitization of communities will be organized prior to project commissioning.</li> </ul>
Phased commissioning	<ul style="list-style-type: none"> <li>Busega communities inquired whether it will be possible for them to start using water from the project while construction to other areas is still ongoing.</li> </ul>	<ul style="list-style-type: none"> <li>Issue of phased commissioning to be forwarded to the project design consultant.</li> </ul>
Security of water supply facilities	<ul style="list-style-type: none"> <li>It was highlighted that in the remote areas, the security of water facilities is compromised. In Meatu, it was reported that the challenge with boreholes is theft of parts due to the remoteness of the area. The project proponent was advised to locate distribution components close to the people for security purposes.</li> </ul>	<ul style="list-style-type: none"> <li>Issue noted and information will be shared with the project developer.</li> </ul>
Contractor's camp	<ul style="list-style-type: none"> <li>It was advised that the infrastructure at the contractor's camp be handed over to government so that communities can use such facilities for development activities.</li> </ul>	<ul style="list-style-type: none"> <li>Noted.</li> </ul>

**Table 5: Stakeholder concerns (August 2018 – February 2019).**

Issue	Stakeholder Concerns and Questions	Response
<b>Shigala stakeholder concerns and questions (10<sup>th</sup> August 2018)</b>		
Community support for the project	<ul style="list-style-type: none"> <li>Our village has a serious scarcity of water. So, this is a very good project, we would like to see its implementation as soon as possible</li> <li>We thank the government for providing free education from primary to secondary schools. We hope that in the same spirit it can provide free water. If this is not possible, we need to know the costs so that we get prepared.</li> </ul>	<ul style="list-style-type: none"> <li>Noted</li> </ul>
Information requirement	<ul style="list-style-type: none"> <li>The size of the way leave of water supply pipeline is not known. We would like to know the size of way leave and the access road so that we can plan and use our properties without fear. This will also let us know the magnitude of the impact of the project.</li> <li>We need to know proposed location of the entire way leave of water pipeline and access road</li> <li>We need more education/information concerning the project and its implementation</li> </ul>	<ul style="list-style-type: none"> <li>Project footprint will be physically demarcated after the approval of the detailed design, prior to the commencement of the Resettlement Planning</li> </ul>
Concerns about the effects of population influx	<ul style="list-style-type: none"> <li>The project will attract large number of migrants looking for employment and other opportunities during construction. Measures should be put in place to prevent the spread of HIV/Aids</li> </ul>	<ul style="list-style-type: none"> <li>Noted, the ESIA team will ensure that public health measures are included in the ESMP</li> </ul>
Compensation	<ul style="list-style-type: none"> <li>People should be informed on all relevant issues related to compensation.</li> <li>Is the developer going to compensate auxiliary structures that are not in the way leave for PAPs who are supposed to relocate?</li> </ul>	<ul style="list-style-type: none"> <li>Sensitisation meetings to discuss valuation and compensation modalities are planned as part of the resettlement planning activities</li> </ul>
<b>Ngasamo stakeholder concerns and questions (11<sup>th</sup> August 2018)</b>		
Community support for the project	<ul style="list-style-type: none"> <li>The village is aware of the proposed project and has accepted it because water is life</li> <li>We want to get water from the project. It will be unfair to see the pipeline passing in our village and leaving us without water</li> <li>We are happy that the projects are coming into our area, however there is a tendency of delay of compensation after valuation</li> </ul>	<ul style="list-style-type: none"> <li>Noted</li> </ul>
Employment	<ul style="list-style-type: none"> <li>The project should give priority of employment to local communities rather than bringing labourers from far away.</li> </ul>	<ul style="list-style-type: none"> <li>Noted</li> </ul>
Compensation	<ul style="list-style-type: none"> <li>Compensation should consider fruit trees and profit obtained from these trees</li> <li>We would like to know how much will be paid to the people who will lose their properties such as land, houses, plants/crops etc.</li> <li>Compensation exercise should be participatory, fair and prompt</li> <li>Developer should adhere to all laws and regulations guiding land and compensation issues.</li> </ul>	<ul style="list-style-type: none"> <li>Sensitisation meetings to discuss valuation and compensation modalities are planned as part of the resettlement planning activities</li> </ul>
Land use	<ul style="list-style-type: none"> <li>We need to know whether we are allowed to continue with activities such as construction</li> </ul>	<ul style="list-style-type: none"> <li>Please continue with the current land</li> </ul>

Issue	Stakeholder Concerns and Questions	Response
	and cultivation on the way leave	use until further notice. The project is still in the planning phase and the detailed design is yet to be concluded.
Location of command reservoir	<ul style="list-style-type: none"> <li>President John Pombe Magufuli and our Member of Parliament said in different occasions that the reservoir will be put on Ngasamo hill; are you sure it has been shifted to Isadukilo hill? If yes, why? We would like to get elaborations on this matter.</li> </ul>	<ul style="list-style-type: none"> <li>We confirm the reservoir location has been shifted to Isadukilo hill to avoid future interruptions with the project operations</li> </ul>
Mitigation measures	<ul style="list-style-type: none"> <li>Education on HIV/Aids and other STDs should be provided prior to the commencement of the project</li> </ul>	<ul style="list-style-type: none"> <li>Noted, the ESIA team will ensure that public health measures are included in the ESMP</li> </ul>
Gender equality	<ul style="list-style-type: none"> <li>Females should be given equal chances in this project (e.g. in employment).</li> </ul>	<ul style="list-style-type: none"> <li>Noted, the ESIA team will ensure that measures to ensure gender equality are included in the ESMP</li> </ul>
<b>Lwange stakeholder concerns and questions (8<sup>th</sup> August 2018)</b>		
Community support for the project	<ul style="list-style-type: none"> <li>The village is aware on the proposed project and we accept the project because it will improve our living standard by providing us water</li> </ul>	<ul style="list-style-type: none"> <li>Noted.</li> </ul>
Project construction commencement	<ul style="list-style-type: none"> <li>The time of commencement of the project should set and the villagers get informed.</li> </ul>	<ul style="list-style-type: none"> <li>Noted</li> </ul>
Employment	<ul style="list-style-type: none"> <li>We have many people in our village who can work as casual labourers, so the developer should consider giving employment to people of this village</li> </ul>	<ul style="list-style-type: none"> <li>Noted</li> </ul>
Compensation	<ul style="list-style-type: none"> <li>We would like to know how much will be paid to the people who will lose their properties such as land, houses, plants/crops etc.</li> <li>We need to know whether the village will be compensated for the rocks and stones when they used for construction in this project</li> </ul>	<ul style="list-style-type: none"> <li>Sensitisation meetings to discuss valuation and compensation modalities are planned as part of the resettlement planning activities</li> </ul>
Cultural property	<ul style="list-style-type: none"> <li>There is a place where we worship and conduct our traditional practices (e.g. Minori hill) as well as sacred trees (e.g. Mihale). These kind of things should be respected and not touched by the development without our elders' permission. These seem not to be within the proposed project footprint, but we would like to caution you in advance.</li> </ul>	<ul style="list-style-type: none"> <li>Noted. Project footprint will be physically demarcated after the approval of the detailed design, prior to the commencement of the Resettlement Planning. Further discussions will be undertaken then to assess the magnitude of impact on the mentioned sacred sites</li> </ul>

Issue	Stakeholder Concerns and Questions	Response
<b>Isenge hill stakeholder concerns and questions (15<sup>th</sup> February 2019)</b>		
Confirmation of cultural site on Isenge hill	<ul style="list-style-type: none"> <li>The sacred site is not located at the top of the mountain; but on the slopes to northern side; so if the project components can avoid that side, then we accept.</li> </ul>	<ul style="list-style-type: none"> <li>Noted. Project footprint will be physically demarcated after the approval of the detailed design, prior to the commencement of the Resettlement Planning. Further discussions will be undertaken then to assess the magnitude of impact on the mentioned sacred sites</li> </ul>
Frequency of ritual performances	<ul style="list-style-type: none"> <li>Rituals are performed when the need arises; for instance when they are praying for rain or peace or any special event.</li> </ul>	<ul style="list-style-type: none"> <li>Noted project will ensure continuous access to these sites during construction and operation phase</li> </ul>
Other significant sites on the hill	<ul style="list-style-type: none"> <li>Apart from being a ritual site, the place is also a burial site to the clan leaders/ritual leaders (Wahunda) and about more than 20 graves are found in this place.</li> </ul>	<ul style="list-style-type: none"> <li>Noted. Project footprint will be physically demarcated after the approval of the detailed design, prior to the commencement of the Resettlement Planning. Further discussions will be undertaken to assess the magnitude of impact on the mentioned sacred sites</li> </ul>
Support for the project	<ul style="list-style-type: none"> <li>Congratulations to the government for the vivid efforts to supply water to Simiyu people region which is very dry without reliable water supply.</li> </ul>	<ul style="list-style-type: none"> <li>Noted</li> </ul>
Dutwa town expansion	<ul style="list-style-type: none"> <li>Dutwa is growing and expanding very rapidly and is expected to be administrative headquarter of Bariadi District Council but without reliable source of portable water.</li> </ul>	<ul style="list-style-type: none"> <li>Noted</li> </ul>
Benefits	<ul style="list-style-type: none"> <li>All villages in Dutwa will have access to potable water supply.</li> </ul>	<ul style="list-style-type: none"> <li>Noted</li> </ul>
<b>TANROADS clarifications and opinions (15<sup>th</sup> February 2019)</b>		
Scope of TANROADS in Simiyu region	<ul style="list-style-type: none"> <li>Simiyu Region-TANROADS Office is a custodian of all trunk and regional roads within Simiyu Region with 334 km and 521 km respectively.</li> <li>The roads in question for the water supply project are Nyashimo-Dutwa (49 km), Dutwa-Bariadi (36 km) and Bariadi-Langabilili (Itilima) (31 km).The width of both roads is 60 m with a radius of 30 m on either side of the road.</li> </ul>	<ul style="list-style-type: none"> <li>Noted</li> </ul>
Procedure for acquiring permission to utilise the	<ul style="list-style-type: none"> <li>Institutions intending to utilise the road reserve are required to apply to the Regional Manager for permission to use the road reserve and the Regional Manager after being</li> </ul>	<ul style="list-style-type: none"> <li>Noted</li> </ul>

Issue	Stakeholder Concerns and Questions	Response
road reserve by other utilities	satisfied that the requested use will not affect present and future use of the subject road will grant the permission. We restrict other users of the road reserve to the outer 1.5 m on either side of the road.	
Future use / sustainability	<ul style="list-style-type: none"> <li>Though TANROADS may allow infrastructure to be developed within the road reserve in the event that the subject portion of land is required for road expansion, it is expected that the utilities will relocate their impacted infrastructure at their own costs.</li> </ul>	<ul style="list-style-type: none"> <li>Noted</li> </ul>
Land acquisition procedures for the road reserve	<ul style="list-style-type: none"> <li>TANROADS does not pay compensation for any development within the original road reserve (from centreline to 22.5 m on either side of the road). These are regarded as illegal occupiers and are supposed to remove their developments at their own cost.</li> <li>Compensation is only paid for developments within 22.5-30 m from the centre line and only when TANROADS needs the land for road expansion. Therefore TANROADS has not yet compensated anyone along the said roads.</li> </ul>	Noted



## **6 STAKEHOLDER ENGAGEMENT STRATEGY**

### **6.1 Introduction**

The proposed disclosure and consultation plan covers the phases of the project beyond the ESIA including resettlement planning, construction, commissioning and operation phase. The SEP focusses on engagement with lower level stakeholders that are not part of the project development team.

Given the linear nature of this project, its geographical scope and the population involved, it is vital that accurate and consistent information is disseminated promptly to all stakeholders, communication channels are easily accessible by all, and stakeholders are given prompt feedback on issues raised. To achieve this, the project has to invest in human resources and develop systematic procedures and processes for stakeholder engagement.

### **6.2 Objectives of the SEP**

The goal is to ensure that adequate and timely information is provided to project-affected people and other stakeholders, and that these groups are given sufficient opportunity to voice their opinions and concerns. Specific objectives include:

- I. To create opportunities for information sharing and disclosure in readily understandable formats
- II. To offer opportunities for stakeholders to raise their concerns and submit their opinions.
- III. To create a mechanism for giving feedback to the stakeholders and respond to stakeholder concerns, suggestions and grievances
- IV. To create avenues for complaints handling and grievance management.
- V. To create an avenue for participatory project impacts monitoring
- VI. To foster strong project community relationships
- VII. To promote social acceptability of the project.

### **6.3 SEP Principles**

For the SEP to be effective, the following principles will be ensured:

- I. Provision of meaningful information in a format and language that is readily understandable and tailored to the needs of the target stakeholder group(s)
- II. Provision of information in advance of consultation activities and decision-making
- III. Dissemination of information in ways and locations that make it easy for stakeholders to access it
- IV. Respect for local traditions, languages, timeframes, and decision making processes
- V. Two-way dialogue that gives both sides the opportunity to exchange views and information, to listen, and to have their issues heard and addressed
- VI. Inclusiveness in representation of views, including women, vulnerable and/or minority groups
- VII. Processes free of intimidation or coercion
- VIII. Clear mechanisms for responding to people's concerns, suggestions, and grievances.
- IX. Incorporating feedback into project or program design, and reporting back to stakeholders

### **6.4 Methods to be Used for Information Disclosure and Consultations**

The table below outlines the methods for information disclosure and consultations for the different groups of stakeholders.

**Table 6: Methods for information disclosure per stakeholder group.**

Stakeholder category	Engagement Strategy	Techniques	Commitment tools
Project executing agency	Information disclosure	Reporting Presentations Workshops Conference calls or meetings Formal written correspondences (letters and emails)	Documentation of proceedings
	Consultations	Brainstorming sessions Joint planning sessions Meetings Workshops Formal written correspondences (letters and emails)	Documentation of proceedings  Agreements
Project financiers	Information disclosure	Reporting Presentations Workshops Conference calls or meetings Joint compliance monitoring Formal written correspondences (letters and emails)	
Riparian states	Information disclosure	Reporting Presentations Workshops Formal written correspondences (letters and emails)	
	Consultations	Formal written correspondences (letters and emails) Meetings Emails Phone discussions	Agreement
Regulators	Information disclosure	Periodic reports Joint monitoring	Minutes of meetings Approval documents Certifications
	Consultations	Meetings Submission of reports for approval	
Supporting Ministries	Information disclosure	Periodic reports Joint monitoring	Minutes of meetings Agreement
	Consultations	Meetings Submission of reports for approval	Approval letters
Regional authorities	Information disclosure	Periodic project briefs Joint monitoring sessions Workshops Meetings	Documentation of proceedings
	Consultations	Meetings Key informant interviews Brainstorming sessions	Documentation of proceedings Agreements / MOU
Impacted communities	Information disclosure	Periodic meetings with leaders Case by case grievance handling Public hearings/meetings Media publications Joint monitoring School campaigns	Documentation of proceedings Agreements / MOU

Stakeholder category	Engagement Strategy	Techniques	Commitment tools
	Consultations	Key informant Interviews Household surveys Focus group discussions Village transects	
Other development partners	Information disclosure	Project documents	Agreements / MOU
	Consultations	Emails Meetings/discussions Partnerships	
NGOs and other interested parties	Information disclosure	Periodic meetings with leaders Public hearings/meetings Media publications	
Vulnerable groups (children, students, women, livestock keepers, youth)	Information disclosure	School campaigns Community health campaigns Youth forums/events Women forums	

## 6.5 Incorporation of Views of Vulnerable Groups

Generally, the entire population in Simiyu project could be categorised as vulnerable due to the prevailing high levels of poverty, weather dependent livelihoods and the very poor access to basic services. However, in the context of this project the definition of vulnerable groups will be limited to women, children, and the elderly irrespective of gender, seasonal land users and livestock keepers and households at a risk of physical displacement.

It is a well-known fact that women and children in most communities take the burden of fetching water irrespective of the distances involved. Consultations with the ward leadership and the communities revealed that in some areas, women spend up to 6 hours of their productive time in search for water. In some areas (Meatu and Maswa) the search for water continues even in dark hours exposing women and children to security risks. In the driest months, the search for water involves starting at dawn and travelling on average 6kms before reaching a potential water source. In Meatu especially, the search for water also exposes women to several risks like attacks from animals, insecurity and family breakdown. School children were observed going to school with buckets for fetching water since the schools had no access to water supply, resulting in at least 2 hours of school time dedicated to search for water.

Livestock farmers struggle most in the dry season where they have to walk long distances to the nearest charco dams. In light of climate change, the charco dams and rivers were dry at the time of the field investigations particularly in Meatu. The large herds of cattle kept and the competition for water resources further exacerbate the situation. Due to the limited options, both humans and animals tend to rely on the same source, which aids the transmission of a Bilharzia a common health hazard in the project area.

To ensure that the views of the vulnerable groups are taken into consideration in the planning of the project efforts were made during the ESIA consultations at community level, to solicit for their opinions and contributions on how the project is likely to affect them, and proposals for mitigation. The results of these consultations were used as input into the environmental and social management plans. As well as proposals for detailed design considerations. All issues raised have been summarized in Chapter 5 of this report.

It is further recommended that in future stages of project development (detailed design) opinions of women, children and livestock keepers be sought for purposes of gathering their input into key issues like location of standpipes, location of cattle watering facilities, determination of adequate number of taps/water fetching points among others and distribution of watering points in villages among others. Mobilization of these groups can be through informal discussions at the existing water supply facilities or through formal discussions with community based women associations or NGOs supporting either women or livestock farmers. Key informant interviews with extension workers at ward level could also be useful.

## **6.6 Incorporation of Proceedings into Management Decisions**

The proceedings from the consultation and information sharing meetings will be shared with the Project Implementation Unit (PIU) to facilitate further decision making. The expressed views of the target groups will be used as basis or foundation upon which interventions will be developed, or refined.

The proceedings from the ESIA consultation process were adopted by the design team and this influenced the routing of the pipelines in settled areas and location of the main command reservoir and some primary reservoirs. Further discussions have influenced the decision to minimise physical displacement by realigning the transmission main far from settled areas.

It is expected that the other inputs have been used to inform the contractors work practices by incorporating the ESMP into the tender documents with clear specifications on the requirements of the ESMP and the expectations in terms of mitigation.

It is expected that during the construction phase, SIMWASA will establish a Community Liaison Unit (CLU) that will be responsible for coordinating the stakeholder engagement process and updating management accordingly.

## **7 TIMETABLE**

### **7.1 Stakeholder Engagement Schedule**

The table below attempts to give indicative timelines within which the SEP activities should be implemented to achieve informed participation and consent. This timetable can be refined based on definite implementation timelines in future.

**Table 7: Indicative schedule for SEP activities.**

No.	Activity	Project Phase	Timing	Responsible Entity
1.	Submission of updated ESIA report to the regulators for review	Planning	May 2019	GCF, KfW and GOT (MoWIMoWI, NEMC)
2.	Disclosure of updated ESIA to regional Authorities	Planning	May 2019	GCF, KfW and MoWI (MoWI, NEMC)
3.	Disclosure of ESIA results & public hearing if necessary	Planning	May 2019	GCF, KfW and MoWI (MoWI, NEMC)
4.	Publication of notice of intent to acquire land	Planning	July 2019	MoWI Community Liaison Officer
5.	Consultations and orientation of the Regional and District Valuer	Planning	July 2019	RAP Consultant and MoWI Community Liaison Officer
6.	Consultations, review and approval of the valuation methodology by the Chief Valuer	Planning	July 2019	RAP Consultant and Regional Valuers and MoWI Community Liaison Officer
7.	Media notification of District Authorities about the planned land acquisition	Planning	August 2019	MoWI Community Liaison Officer
8.	Media notification of Ward Authorities about the planned land acquisition	Planning	August 2019	MoWI Community Liaison Officer
9.	Media notification of Village Authorities about the planned land acquisition	Planning	August 2019	MoWI Community Liaison Officer
10.	Sensitisation of District Authorities about the planned land acquisition	Planning	August 2019	RAP Consultant, Regional Valuers and MoWI Community Liaison Officer
11.	Sensitisation of Ward Authorities about the planned land acquisition	Planning	August 2019	RAP Consultant, Regional Valuers and MoWI Community Liaison Officer
12.	Sensitisation of Village Authorities about the planned land acquisition	Planning	August 2019	RAP Consultant, Regional Valuers and MoWI Community Liaison Officer
13.	Sensitisation of affected communities for the land acquisition process	Planning	August 2019	RAP Consultant, Regional Valuers and MoWI Community Liaison Officer
14.	Training of WDC and VC ( Project specific procedures for grievance handling)	Planning	August 2019	MoWI Community Liaison Officer
15.	Formation and training of project grievance committees	Planning	August 2019	MoWI Community Liaison Officer
16.	Participatory adjudication of affected land parcels	Planning	Sept -October 2019	RAP Consultant and Regional Valuers



No.	Activity	Project Phase	Timing	Responsible Entity
17.	Household census socio economic surveys	Planning	Sept -October 2019	RAP Consultant
18.	Participatory census asset inventory	Planning	Sept -October 2019	RAP Consultant and Regional Valuers
19.	Disclosure of the results of asset inventory to the PAPs	Planning	Nov 2019	RAP Consultant and Regional Valuers and MoWI Community Liaison Officer
20.	Grievance registration and handling	Planning	Sept -October 2019	RAP Consultant and Regional Valuers and MoWI Community Liaison Officer
21.	In depth discussions with severely affected households regarding compensation options	Planning	Sept -October 2019	RAP Consultant and MoWI Community Liaison Officer
22.	In depth discussion with physically displaced households with reference to relocation planning	Planning	Sept -October 2019	RAP Consultant and MoWI Community Liaison Officer
23.	Verification of valuation report and compensation schedules by Village and Ward Executive Officers	Planning	Nov 2019	MoWI and responsible Village and Ward Executive Officers
24.	Verification of valuation report and compensation schedules by District Land Officer	Planning	Nov 2019	MoWI and responsible District Land Officer
25.	Verification of valuation report and compensation schedules by District Commissioner	Planning	Nov 2019	MoWI and responsible District commissioners
26.	Review and approval of compensation schedule and valuation report by Chief Valuer	Planning	Nov 2019	Chief Valuer
27.	Review and approval of RAP report	Planning	Dec 2019	GCF, KfW and MoWI
28.	Media notifications for compensation payments	Planning	Jan 2020	MoWI and responsible District commissioners
29.	Grievance registration and handling	Planning		MoWI Community Liaison Officer and Regional Valuer
30.	Delivery of in kind entitlements (Replacement land and housing )	Planning	April 2020	MoWI Community Liaison Officer and Tanzania Building Authority
31.	Handover of tenure documents for replacement land and housing	Planning	April 2020	MoWI Community Liaison Officer
32.	Notifications for land take over	Planning	April 2020	MoWI Community Liaison Officer

No.	Activity	Project Phase	Timing	Responsible Entity
33.	Community mobilization and Disclosure of ESMP components including livelihood restoration plan, emergency preparedness plan, grievance mechanism, public health interventions	Pre-construction	June 2020	MoWI ES Safeguards Officer and Contractor HSE Officer
34.	Dissemination of recruitment procedures	Pre-construction	June 2020	MoWI Community Liaison Officer and Contractor HR
35.	Orientation of contractors workforce and security service provider on the requirements of the ESMP and grievance mechanisms	Pre-construction	July 2020	Contractor HSE and MoWI ES Safeguards Officer
36.	Periodic stakeholder update meetings & press releases	All phases	2020-2022	MoWI Community Liaison Officer and Contractor HSE
37.	Periodic health campaigns	construction	2020-2022	MoWI Community Liaison Officer, MHGC
38.	Periodic grievance handling (Monthly during peak construction periods)	Construction	2020-2022	SIMWASA Community Liaison Officer and Contractor HSE
39.	Quarterly monitoring of the Implementation of agreed upon strategies	construction	2020-2022	GCF, KfW and GOT
40.	Periodic progress reporting	Construction	2020-2022	MoWI
41.	Community mobilisation for land acquisition along the secondary and tertiary pipelines	Construction	2020-2022	SIMWASA Community Liaison Officer
42.	Mobilisation of beneficiary communities for connections	Construction	2020-2022	SIMWASA and the relevant UWSA
43.	Disclosure of the ESMP for the operation phase (Emergency procedures, safety considerations, terms and conditions of use, maintenance responsibilities etc.)	Commissioning	2022	SIMWASA Community Liaison Officer
44.	Resettlement evaluation	Operation	2022	GCF, KfW and GOT
45.	Annual monitoring of scheme performance and adherence to the ESMP	Operation	2023	GCF, KfW and GOT

## **8 RESOURCES AND RESPONSIBILITIES**

Ministry of Water and Irrigation (MoWI) through the Regional Secretariat/SIMWASA will have the overall responsibility for the implementation of the Stakeholder Engagement Plan, supported by consultants and local authorities as and when necessary.

### **8.1 Resources**

For the successful implementation of the Stakeholder Engagement Plan, the SIMWASA will have to establish a Community Liaison Unit (CLU). A Community Liaison Manager (CLU Manager) will head this unit. The CLU will collaborate and coordinate with all the identified project stakeholders. The CLU will maintain close relationships with all stakeholders including the directly affected communities through their leadership and elected representatives of the directly affected households. The CLU Manager will be part of the project management team for purposes of ensuring that community related issues are given due consideration when taking management decisions. In addition to external stakeholders, the CLU Manager will closely collaborate with the project internal managers for purposes of consensus on the procedures to follow and ensuring that all disseminate consistent information and adopt uniform approaches.

Given the spatial scope of the project, the CLU Manager will require support from lower local levels. If funds permit, a lower level support structure to the CLU Manager should be considered in form of Community Liaison Officers (CLOs). The CLOs should liaise closely with the local authorities and COWSOs.

### **8.2 Responsibilities**

The responsibilities of the Community Liaison Unit (CLU) will include but not limited to the following:

- I. Official representative of the project to the project stakeholders
- II. Liaison with all project stakeholders
- III. Responsible for all the project public relations and communications to all the stakeholders including the communities.
- IV. Mediator between the project and the community
- V. Coordinate of all project community development initiatives
- VI. Identification of local NGOs or CBOs for potential operational partnerships and collaboration with reference to implementation of sensitization campaigns related to preventive mitigation measures
- VII. Together with the technical teams plan for the community related issues
- VIII. Monitor the effectiveness of the grievance resolution system
- IX. Ensure that community health and safety issues are prioritized
- X. Monitor the effectiveness of the community health and safety plan
- XI. Ensure that the contractors HSE units are functional and complaint with the project Environmental management plan and their own stakeholder engagement plans.
- XII. Periodically update management on the community affairs and possible dynamics
- XIII. Report on all the community related activities including community health and safety initiatives, community development initiatives and grievance handling.
- XIV. Follow up on any pending issues in regard to resettlement.

### 8.3 Budget

The below tables gives the estimated costs of the SEP activities.

**Table 8: SEP budget.**

No.	Description	Cost (USD)
1	Establishment of the Community Liaison Unit*	
2	Salaries and wages*	
3	Training of Community Liaison Officers*	
4	Mobilization of district authorities for the land acquisition process	4,000
5	Training of WDC (project specific procedures for grievance handling)	29,600
6	Information dissemination (land acquisition and resettlement planning, grievance management procedures) at community level	40,000
7	Disclosure of the results of asset inventory to the PAPs	40,000
8	Notifications for compensation payment	600
9	Notifications for land take over	600
10	Community mobilization in preparation for construction phase*	
11	Periodic stakeholder update meetings & press releases	12,000
12	Feedback to communities	6,400
13	Allowances grievance resolution sessions	100,000
14	Monitoring of the Implementation of agreed upon strategies	160,000
15	Community mobilization in preparation for commissioning (information dissemination on emergency procedures, safety considerations, terms and conditions of use, maintenance responsibilities, etc.)*	
16	Formation and Training of COWSOs*	
	<b>Total</b>	<b>393,200</b>

\* Part of project cost (already budgeted)

## 9 GRIEVANCE REDRESS MECHANISMS

It is inevitable that some groups of people will become negatively impacted in the pre-construction, construction and operation phase. The impact, however, needs to be controlled promptly to avoid unnecessary tensions and conflicts. The strategy to be adopted will promote involvement of the lowest level authorities since they are easily accessible to the people. The strategy will also be a combination of the legal requirements and socially/customarily acceptable practices. Handling of grievances will be the responsibility of MoWI/SIMWASA or its authorised representative.

### 9.1 Objectives of Grievance Redress

The objectives of the grievance resolution mechanism will be:

- To create a mechanism through which PAPs can communicate their dissatisfaction or grievances
- To create a mechanism through which the project will be able to pick all the complaints
- To create a mechanism through which the project will systematically, promptly and exhaustively respond to peoples' complaints
- To create an avenue through which the PAPs and the project can together solve problems and handle issues arising
- To create a mechanism in which the project will ensure that all complaints are promptly and adequately attended
- To create a mechanism where the project will receive feedback on what is not going as planned in regard to compensation and resettlement

### 9.2 Grievance Redress and Appeal System

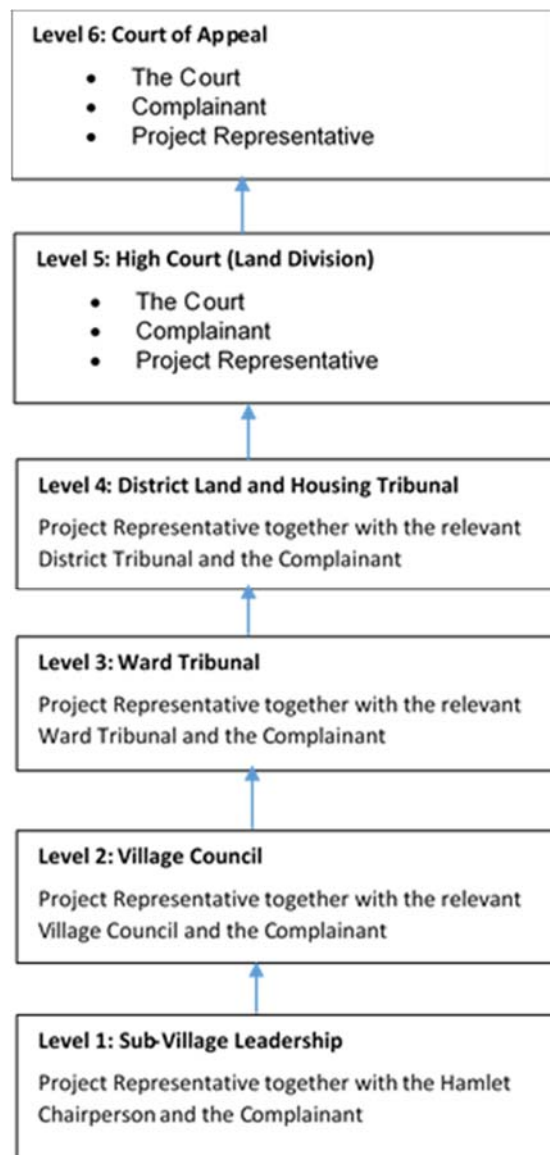
#### 9.2.1 Grievance Redress System

Consultations with the affected communities revealed that they already have their own community based systems for grievance redress. The consultant was informed that these structures are within the sub-village (hamlet) structure, through the sub-village leadership and council of elders. The justification for the involvement of the sub-village leadership was the vast knowledge they have in regard to land ownership and their closeness to the affected households.

However, not all cases will be resolved within the traditional system, so other higher authorities have been proposed to follow up on the unresolved cases. It is worth noting that priority will be given to all the community based approaches and efforts will be made to ensure that all complaints are resolved at that level. The judicial system will be used as a last resort.

The proposed grievance redress system will only target cases involving the project and the community. The guiding principles to be followed during grievance resolution will include but not limited to the following: fairness, respect of human rights, compliance with national regulations, consistency with standards, equality, transparency honesty and respect for each other among others.

Based on the above, a five level procedure has been proposed as illustrated in Figure 3.



**Figure 3: Grievance redress system.**

#### *Level 1: Sub-Village Leadership*

PAPs will be expected to submit their complaints in writing on standard forms to the MoWI/SIMWASA Community Liaison Unit directly or through their sub-village leader. At this level, received complaints will be registered, investigated and resolved by the project team, together with the sub-village leader and the complainant. A final decision on the way forward will be communicated to the complainant directly. In situations where both parties agree, the case will be closed at this level. Complaints at this level will mainly revolve around identification of rightful owners of property and confirmation of boundaries between households.

#### *Level 2: Village Council*

All cases that cannot be resolved at the first level will be referred to the Village Council. In situations where both parties agree, the case will be closed at this level. Complaints at this level will mainly revolve around identification of rightful owners of property and confirmation of boundaries between households.

### *Level 3: Ward Tribunal*

All cases that will not be satisfactorily resolved by the village council will be forwarded to the Ward Tribunal. It should however be noted that the ward tribunal can only resolve cases of up to 3 million shillings worth. Cases with higher value will be forwarded directly from the village councils to the district tribunals. Village authorities will be encouraged to witness the process.

### *Level 4: District Land and Housing Tribunal*

All cases that may not have been satisfactorily resolved by the Ward Tribunal or cases beyond the Ward Tribunals capacity to handle will be forwarded to the District Land and Housing Tribunal if they are land related, and not exceeding 50 million shillings. All complaints accruing out of the compensation value, payment process will be resolved at this level

### *Level 5: High Court (Land Division)*

All cases that will not be satisfactorily resolved by the District Land and housing Tribunal will be referred to the high court.

### *Level 6: Court of Appeal*

PAPs who will be dissatisfied by the resolution of the high court will have a right to appeal in the court of appeal.

## **9.2.2 Complaints Handling Process**

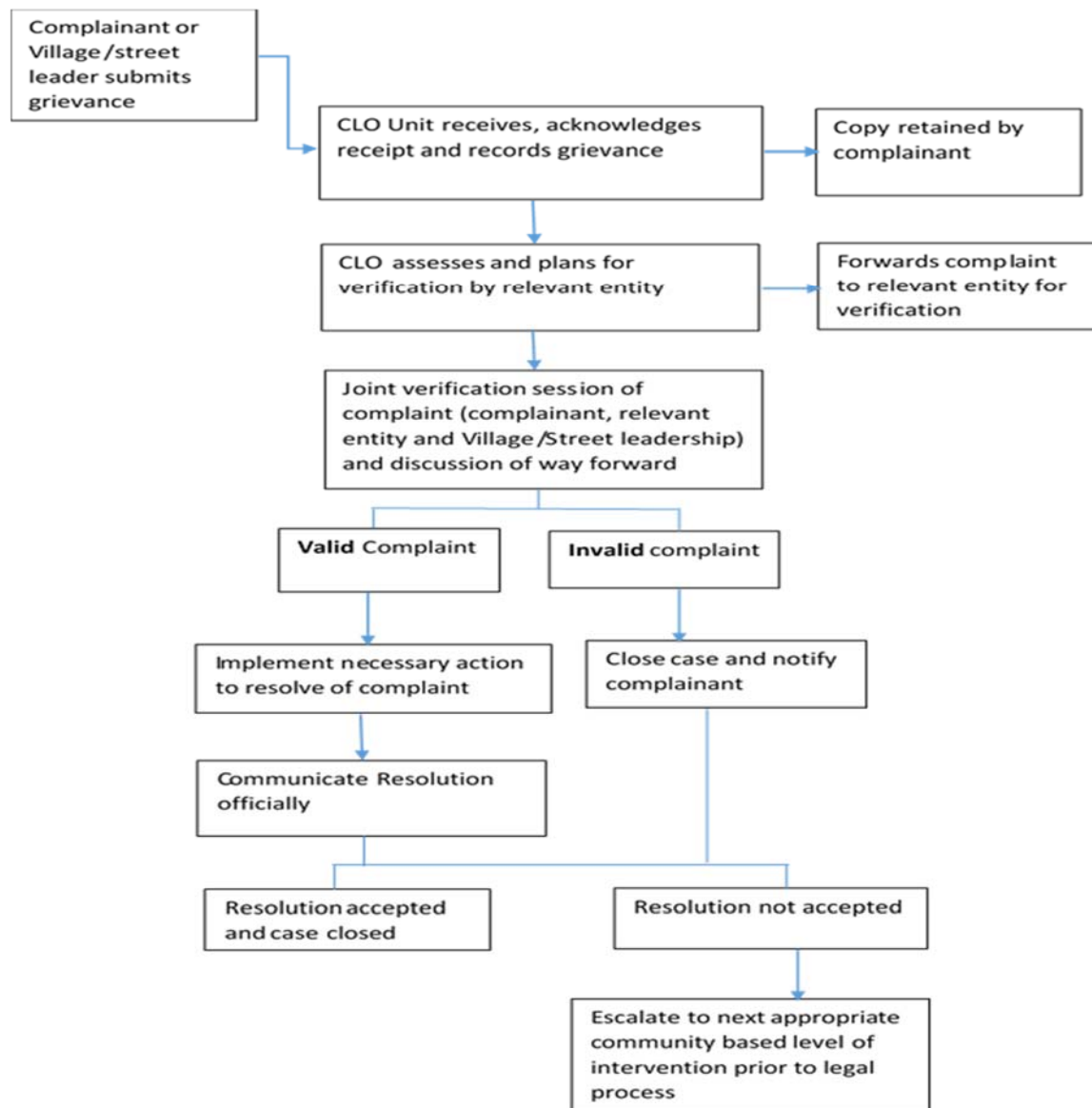
All affected stakeholders will be expected to submit their complaints in writing to either of the following collection points (corresponding to level 1 above):

- Sub-village leader
- Community Liaison Unit (MoWI/SIMWASA)

All received written grievances will be registered in the project developer's database. After registration, the grievance will be assessed and forwarded to the relevant office. The concerned officers will then investigate the validity of the grievance and plan the way forward. A fact-finding mission will be conducted together with the complainant, sub-village leader. Proposals on how the grievance can be resolved will be discussed and the complainant will be advised accordingly.

Upon acceptance by the complainant and the actual implementation of the remedy actions, the complaint will be signed off as resolved. In situations where it will be difficult to reach a consensus the case will be forwarded to higher authorities for further mediation. Figure 4 below illustrates the process of complaints handling.





**Figure 4: Process of complaints handling.**

## **10 MONITORING AND EVALUATION ARRANGEMENTS**

The monitoring and reporting on the implementation of the SEP will be a participatory process spearheaded by MoWI/SIMWASA. It is expected that different stakeholders will participate in the monitoring of the implementation and effectiveness of the SEP through the following avenues.

### **10.1 Regulatory Authorities and Financing Agencies**

The frequency and mode of participation by regulatory authorities will be based on the regulatory specifications. Regulatory authorities will have access to site as and when required or as specified the conditions of the project's EIA Certificate (issued by NEMC). However, when circumstances permit, for purposes of providing updates on progress, the project will organize joint periodic site inspections with regulatory authorities. In addition, it is expected that the project will submit quarterly and annual monitoring reports to the regulators.

### **10.2 Local Government Authorities**

At the regional and local government level, the environmental and development committees and relevant officers will be given quarterly updates through the project monthly meetings. In addition, given their regulatory responsibility of the District Environmental Officers, will be permitted to access site for joint inspections whenever requested. The project will also submit copies of the quarterly monitoring reports to their offices. The project CLU Manager is expected to work closely with the ward and village environmental committees and District Environment Officer on a regular basis as these are the closest institutions to the construction sites. The Village and Ward committees will be a key source of information for the Community Liaison Unit (CLU).

### **10.3 Communities**

At the community level, community members will be encouraged to report on all social and environmental impacts that are affecting them particularly during the construction phase. The community issues will be raised through their representatives or through the grievance mechanism process. In addition, during the monthly progress and monitoring meetings by the CLU, the progress of implementation and effectiveness of the mitigation measures will be discussed and suggestions on the way forward will be presented. Through the same meetings the project team will get an opportunity to give feedback on the issues raised in the previous meeting. It should however be noted that these meetings will only be held with the representatives of the community who will be expected to give feedback to the people/communities they represent.

### **10.4 Other Stakeholders**

Other interested parties will officially get information through the project public documents or reports submitted to the authorities. It is expected they will also submit their contributions through the public authorities or through the grievance mechanism whichever will be more accessible. In addition, all supporting services providers will be expected to report on the progress of their activities to the project implementation team and conduct routine monitoring wherever possible. Project updates will also be disclosed on the following websites (MoWI, KfW, GCF among others).

### **10.5 External Monitoring**

If found necessary, arrangements should be made for external monitoring preferably as part of the compliance monitoring for the ESIA and Resettlement Action Plan (RAP).

**Table 9: Monitoring Plan**

Parameter	Indicator			
Quality of stakeholder engagement activities	<ul style="list-style-type: none"> <li>- Timing of Information dissemination meetings for stakeholders at District, Ward and Village level</li> <li>- Information dissemination methodologies</li> <li>- Target audiences for information dissemination sessions</li> <li>- Tools used for information dissemination</li> <li>- Strategies used for involvement of vulnerable groups</li> <li>- Timing of consultations in relation to implementation commencement</li> <li>- Interventions designed based on consultation results</li> <li>- Stakeholders input into interventions</li> <li>- Stakeholders levels of awareness about project procedures and principles and detail of issues</li> <li>- Support to vulnerable groups</li> </ul>	Review of records Interviews with stakeholders	Minutes IEC materials Reports Attendance lists Key informant interviews	Quarterly
Grievance mechanism	<ul style="list-style-type: none"> <li>- Percentage of total grievances (requiring resolution) for each identified grievance category</li> <li>- Average number of days taken to respond to complaints</li> <li>- Percentage of total grievances resolved at CBO level</li> <li>- Percentage of total grievances resolved in the legal judicial system</li> <li>- Average number of days taken to resolve grievances</li> <li>- Percentage of stakeholders aware of the grievance resolution process among stakeholders</li> </ul>	Review of IEC used	Grievance database Key informant interviews	Monthly
Informed participation (resettlement)	<ul style="list-style-type: none"> <li>- Levels of awareness about the compensation procedures and eligibility criteria among affected households</li> <li>- Number of PAHs that participated during the asset inventory exercise</li> </ul>	Records	Key informant Interviews Consent forms Compensation reports/certificates Grievance register	Monthly

Parameter	Indicator			
	<ul style="list-style-type: none"> <li>- Number of PAHs that consented to the proposed compensation packages</li> <li>- Number of PAHs aware of the complaints handling procedures</li> <li>- Number of PAPs that have accessed and utilized the grievance handling mechanisms</li> <li>- Levels of awareness among vulnerable households about the compensation, grievance handling procedures and eligibility criteria</li> <li>- Number of vulnerable PAPs that have accessed and utilized the grievance handling mechanisms</li> <li>- Number of PAHs aware of the complaints handling procedures</li> <li>- Levels of awareness among PAPs about the alternative compensation options</li> </ul>			
Feedback to affected communities	<ul style="list-style-type: none"> <li>- Methods used for giving feedback to stakeholders</li> <li>- Content of information disseminated</li> <li>- Frequency of feedback sessions to stakeholders at District Ward and Community level</li> </ul>	Records	Commitment register	Monthly

## **11 MANAGEMENT FUNCTIONS**

### **11.1 Implementation**

The overall responsibility of the implementation of the stakeholder engagement plan will lie with SIMWASA (Environment and Social Management Unit, ESMU), particularly the Community Liaison Unit (CLU). The CLU Manager will have management oversight over the implementation of the SEP. It is expected that the CLU Manager will be part of the management team for purposes of ensuring that all community related issues are well presented and integrated into management decisions.

### **11.2 Staffing**

The CLU Manager will be supported by a team of Community Liaison Officers (CLOs) who will be responsible for day-to-day implementation and follow up on the issues raised at community level. The actual number of CLOs will vary with the stage of project development with peak seasons expected during resettlement planning, resettlement implementation and the construction phase. As a minimum, one CLO should be recruited per district. The CLOs will work closely with the Community Development Officers (CDOs) at ward level and village councils when executing their day-to-day tasks. The roles of the CLOs will include among others:

- Information dissemination to relevant stakeholders
- Maintenance and routine update of the commitment register
- Participation in joint site inspection with the contractor
- Coordination with the contractor CLO
- Operationalising of the project grievance redress mechanism
- Conducting monthly feedback and disclosure meetings with the local authorities
- Point of contact for different stakeholders within the designated area of jurisdiction

As mentioned earlier, establishment, staffing and training of the Community Liaison Unit (CLU) should be highly prioritized to allow for their participation in the land acquisition and resettlement planning exercise.

### **11.3 Coordination and Reporting with Senior Management**

It is assumed that the head of the Community Liaison Unit (CLU) will be part of the management team within the Project Implementation Unit (PIU) for purposes of ensuring that the findings are well shared across the different management lines and the results are used to inform management decisions. The head of the CLU should also be part of the supervision/site meetings with the contractors and other service providers.

Stakeholder engagement issues will be added as an agenda item on the management meetings, where summaries of the results of the engagement activities and proposed action plans will be presented to the management team for their action and further processing. In case of further handling, responsibility for implementation will be assigned to the best-suited manager for execution of the proposed action. Upon completion of the execution of the action plan, the CLU Manager will be updated formally (report) and will in turn organise for feedback to the stakeholders.

### **11.4 Internal Communications**

The stakeholder engagement strategy will be presented to all members of the project management team and employees of the contractors and any other project service providers. The SEP will form part of the initial project document package distributed to the project management team and contractors as part of their orientation. Managers and team leaders will disseminate the SEP requirements to their respective teams as part of their routine tasks.

In addition, all service providers will be made aware of the requirements and obligations related to the stakeholder engagement processes by appending a copy of the SEP to their contracts but also requiring them to sign off confirming that they have read and understood the SEP requirements and underlying obligations. The project communication protocols towards the external stakeholders will be disseminated to all employees and service providers on the project.

### **11.5 Management Tools**

The Community Liaison Unit (CLU) will maintain a set of tools for tracking and managing the stakeholder management process. These will include the following:

- **Commitments Register:** The CLU will keep a register/diary of commitments made to the different groups of stakeholders for easy tracking and follow up. This will be a simple Excel database with basic details about the commitments, plans and deadlines for execution, plans for feedback and challenges if any.
- **Complaints database:** The database will capture the source of complaint, date submitted, responded and closed, nature/category of complaint, details of the complaint, location, status and action taken, by who and challenges if any.
- **Minutes:** Proceedings from all meetings at whatever level will be recorded and used for future reference or the basis for the next meeting. The records will details the issues discussed and the responsible entity for action. The minutes will be considered binding and will be signed off once accepted by all parties.
- **Progress and completion reports:** Periodic reports will be made on the progress of the implementation of the environmental and social mitigation measures.
- **Meetings:** Internal management meetings will be conducted in which among other things, results from the stakeholder engagement process will be presented and discussed. These could be such forums as progress meetings or HSE meetings, quarterly stakeholder updates among others.

### **11.6 Contractor Interactions with the Communities**

- Contractors will be required to set up a separate Health, Safety and Environmental (HSE) Unit. It is expected that the staffing will include a Community Liaison Officer responsible for coordination with communities and following up all grievances triggered by the contractors' activities in the communities. The Contractor CLO is expected to closely coordinate with the SIMWASA CLU.
- The SEP is expected to be part of the project start up document package that the contractors will receive upon contract signing. The contract will include obligations to ensure compliance with the SEP requirements and underlying obligations.
- Contractors will be encouraged to have representation in the update meetings with the stakeholders and to follow up on community related issues.
- Contractors will be expected to communicate the SEP requirements to all his staff during the staff orientation and training phase.
- Contractor community relations to be included on the agenda for management meetings and progress meetings.
- Contractors will be expected to participate in the joint inspection and verification of grievances with the SIMWASA CLU, community representatives and the complainant.
- Contractor will be expected to periodically report on community engagement for each reporting period.
- Proceedings from all the meetings and inspections will be recorded and used for future reference.
- Contractors will be expected to comply with the grievance mechanism set up by the developer.
- Contractors will be expected to allocate staff towards regular handling of grievances and community liaison.

## APPENDICES

- Appendix 1      Mobilisation Letters (2016)
- Appendix 2      Minutes of Meetings (2016)
- Appendix 3      Attendance Lists (2016)
- Appendix 4      Key Issues from Village Meetings (2016)
- Appendix 5      Workshop Proceeding and Participants List (2019)
- Appendix 6      Site Visit Report and Minutes (2019)
- Appendix 7      Information Brochure (2016)