

UNITED REPUBLIC OF TANZANIA MINISTRY OF WATER



SUSTAINABLE RURAL WATER SUPPLY AND SANITATION PROGRAM IN TANZANIA

2025 - 2030

STAKEHOLDER ENGAGEMENT PLAN

August 2025

Executive Summary

Official Use Only

Official Use Only

The overall purpose of this SEP is to ensure that a consistent, comprehensive, and coordinated approach is taken to stakeholder engagement throughout the Sustainable Rural Water Supply and Sanitation Program (SRWSSP 2). It is further intended to demonstrate the commitment of the Ministry of Water, as a program administrator and the main implementing party, to stakeholder engagement in line with the Environmental and Social Standard 10 on Stakeholder Engagement (ESS10).

The SRWSS 2 SEP aims to ensure that stakeholder engagement is conducted based on timely, relevant, and accessible information. The SEP seeks to ensure that stakeholders are given sufficient opportunity to voice their opinions and concerns, and that these concerns influence all project decisions in all Result Areas (RAs) of water supply, sanitation, and institutional strengthening.

The SEP identifies the main categories of stakeholders and how they will be included in the SRWSS process and furthermore it identifies the approach, methodology, monitoring, and evaluation to document stakeholder engagement undertaken throughout the program.

Introduction and Project Description

The proposed Tanzania Sustainable Rural Water Supply and Sanitation Program Phase II (SRWSSP2) aims to increase and sustain access to basic water, sanitation, and hygiene (WASH) services across rural districts within the United Republic of Tanzania (URT). Building on Phase I, the program addresses persistent WASH service gaps, institutional weaknesses, and climate related water stress. It will use a hybrid Program-for-Results (PforR) and Investment Project Financing (IPF) approach to enhance governance, incentivize performance, and mobilize private capital through the following three results areas: (i) Increased access and sustainability of at least basic WASH services, (ii) Policy, Institutions and Regulation for strengthened service delivery, and (iii) Maximizing finance for development.

The PforR component will target only the mainland of the URT with access to WASH services while the Investment Project Financing (IPF) component will provide support to both mainland and Zanzibar. This SEP only covers the stakeholder engagement related to IPF investments, as further detailed below, and in line with ESS10. On Tanzania mainland, the IPF will; (i) support strengthening capacity for sustainable water resource management through aquifer mapping, resource planning, dam safety assessments, and development of digital systems for groundwater and dams monitoring, enhance technical; (ii) enhance backstopping and regulatory frameworks for rural water services delivery; (iii) support sanitation behavior change campaigns, and strengthening the national sanitation management system, (iv) development of guidelines for inclusive private sector participation in the sector and (v) fund project implementation support.

In Zanzibar, the IPF support will include the following scope which are strategically will feed into a future proposed standalone operation: (i) Technical Assistance to undertake a detailed baseline survey to establish an accurate status of access to WASH services in Zanzibar, (ii) Undertake Water Sector HR capacity assessment, development of a capacity injection program and setting up of Zanzibar Water Institute, (iii) Finalize the development of a FSM

and wastewater management strategy and undertake Detailed Designs, and preparation of Tender documents for priority sanitation management infrastructures, (iv) Consultancy to support MOWEM and RAND

WATER Zanzibar to undertake designs and Preparation of tender documents for priority Rural water schemes in Pemba, and (iv) hiring Long-term technical advisors for the ministry of water to support re-organization/institutional reforms, capacity building, and delivery. The operation is aligned with and is part of the AFE Regional WASH MPA, and is expected to yield significant health, economic, and environmental benefits while addressing fiduciary, environmental, and social risks through targeted mitigation measures.

The SRWSSP2 is being prepared under the World Bank's Environment and Social Framework (ESF). Per Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure, the implementing agencies will be required to provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination, or intimidation.

Objective of Stakeholders Engagement Plan (SEP)

The overall objective of SEP is to establish a systematic approach that will help in the identification of stakeholders and build and maintain a constructive relationship with them, in particular project affected parties, paying special attention to the needs and interests of people with disabilities and other members of vulnerable groups.

Stakeholder Identification and Analysis

In order to meet best practice approaches, the project will apply various principles for stakeholder engagement that include Openness and life-cycle approach, Informed participation and feedback, Inclusiveness and sensitivity and Flexibility: The main project beneficiaries are the communities and other stakeholders/affected parties resides around the areas where program will be implemented, who will benefit from improved water and sanitation improvement program. Other stakeholders are interested parties that include any person, group of people or organizations interested in an activity during any phase of the project.

Stakeholder Engagement Plan

One relevant principle is that stakeholder engagement, including stakeholder analysis, will start as early as possible in project preparation to ensure that there is sufficient time for stakeholders to provide input to project design. The Government will conduct stakeholders mapping to identify the relevant stakeholders for the respective tasks. mentioning the identified stakeholders and their relevance/roles for the project; means of communication, frequencies of communication as well as objectives of carrying out various communication sessions. As much as possible messages/notifications to be disseminated shall be shared with program implementing agencies for approval prior to the actual communication with the stakeholders.

Resources and Responsibilities for Implementing Stakeholder Engagement Activities

The SRWSSP will be responsible for overseeing stakeholder engagement activities throughout the implementation of the project. To ensure the successful execution of these activities, dedicated

resources are essential. These include both financial resources and clearly defined roles and responsibilities among the implementing institutions. All key implementers, namely PO-RALG, MoW, MoH, MoEST, and RUWASA, have established Environmental and Social (E&S) experts at various implementation levels, including headquarters, regional, and district offices. Each level of implementation is expected to commit adequate resources, both human and financial, to support the effective monitoring and implementation of the Stakeholder Engagement Plan (SEP). Close coordination among these institutions will be critical to ensure that stakeholder engagement is systematic, inclusive, and responsive to the evolving needs of the project.

Grievance Mechanism

The purpose of Grievance Mechanism (GRM) is to receive and, as possible, address concerns that might occur in the course of project implementation, in a timely, effective way, and in an efficient manner that satisfies all parties involved. GRM is therefore meant to provide a formal avenue for affected person/s, groups or interested stakeholders to formally raise any concerns related to the project. Potential Grievances associated with the project are likely to change during various phases of the project, which also implies that the magnitude of grievances by stakeholders will also change depending on project phase. Implementing agencies will work with GRM Committees established in project implementing areas.

IAs should have a mechanism of merging the records/ tracking the grievances and report preparation. The PIU will compile grievance reports and later submit the report to the other stakeholders including the World Bank. Procedures for Grievances handling from Communities will include Registration of a Complaint, recording of a Complaint, Preliminary Assessment of the complaint, resolving the complaint and agreement or appeal if need be.

Redressal Procedure

The Grievance procedure aims to take into use the existing traditional structures. However, the complainant shall have the option of directly reporting the grievance to the district level GRM, if s/he so desires. The steps involved are as given below:

- Step 1- Logging and Recording of Grievance:
- Step 2- Redressal at Ward- Grievance Redress Committee Level
- Step 3- Redressal at District Level - Grievance Redress Committee Level
- Step 3- Civil Court Option

Monitoring and Reporting

Monitoring will be conducted as a routine exercise to avoid the recurrence of environmental, social related grievances throughout the project cycle. The PIU ESS teams will be responsible for day-to-day monitoring and addressing grievances that occurred. Quarterly, semi-annual and annual grievance reports will be prepared and shared with the World Bank.

Guidance for the Development of Stakeholders GRM

At all phases of the project; the Implementing Agency at implementation area in collaboration with stakeholders relevant for that project must carefully document issues and input from the stakeholders; as well as complaints and grievances. There will be a Grievance Redress Committees (GRCs) at a level responsible for resolution.

Procedures for Grievance Management

Each project of IAs will establish a formalized procedure or process for dealing with its stakeholder's grievances. Each should include as a minimum:

- Assigning a responsible person, team or function to organize the resolution of grievances
- Defined timeframes for acknowledgement of the receipt of complaints and subsequent resolution
- Practical arrangements for maintaining confidentiality, reviewing and resolving grievances, including resources and organizational arrangements information on grievance.
- It should be noted that the GRM will also ensure 'anonymous complains' are handled by using various mechanisms; for instance, the filing of grievances will NOT make it mandatory for one to disclose their identity, handling of the grievances of anonymous complainants will not require the complainant to appear in person.

Grievance Record Keeping

For efficiency of Grievance Record Keeping, it is recommended that each Implementing Agency establish a specific logbook or system that only captures grievance associated with the project. Likewise, the Headquarters of **IAs** will have its own system or logbooks for record keeping of grievances associated with the project at all levels of the agency project implementation. The implementing agencies should have a mechanism of merging the records/ tracking the grievances and report preparation. This should imply that frequencies should be established of submission of Grievance Handling report to the PIUs by lower-level established Grievance Committees. To ensure that the GRCs are active, the SEP will ensure that the GRM is part of the SEP implementation; the GRCs will among others be part of informing communities on various anticipated positive and negative impacts associated with project activities.

Gender Based Violence, Sexual Exploitation and Abuse and Sexual Harassment (SH)

The implementation of the project will require the deployment of a workforce, with some personnel potentially recruited from outside the local communities. This is particularly associated with planned activities under the following components: (i) water resources management, (ii) water supply, (iii) sanitation, (iv) program implementation support, (v) verification of program results, and (vi) evaluation of WSDP III. For the implementing agencies to handle GBV issues, there is a need to work closely with the LGAs where there are staff with the responsibility of handling GBV issues with close collaboration with the Ministry responsible for Gender issues, the police force and leaders in a project implementation area. There will be a Grievance Redress Mechanisms (GRM) under the project; however, special attention should be paid when dealing with GBV cases and survivor centered approaches including confidentiality and safety and security of survivors. All GBV/SEA cases will be considered, and confidentiality will be maintained

Table of Contents

1.1 Introduction	9
1.2 Program description	9
1.3 Objective of Stakeholders Engagement Plan (SEP)	9
1.4 Stakeholder Identification and Analysis	9
1.5 Methodology	9
1.6 Affected Parties and Other Interested Parties	10
1.7 Disadvantaged/Vulnerable Individuals or Groups	11
1.8 Stakeholder Identification and Mapping	12
1.9 Summary of Stakeholders Feedback	12
2. Summary of Techniques for Stakeholder Engagement	14
2.1 Proposed Strategy for Information Disclosure	16
2.2 Stakeholder Engagement Plan	16
2.3 Review of Comments	18
2.4 Reporting Back to Stakeholders	18
3. Resources and Responsibilities for Implementing Stakeholder Engagement Activities	18
3.1 Resources and Commitment to IAs	18
3.2 Management Functions and Responsibilities	21
3.3 Grievance Redress Mechanism	21
3.4 Levels of Grievance Redress	21
3.5 Project Procedures for Grievance Management	23
3.6 Redressal Procedure	23
4. Monitoring and Reporting	25
5.1. Guidance for the Development of Stakeholders GRM	26
5.2 Procedures for Grievance Management	26
5.3 Grievance Record Keeping	26
5.4 Responsibility for Implementing a Complaints Management Procedure	27
5.5 Gender Based Violence (GBV), Sexual Exploitation and Abuse (SEA) and Sexual Harassment (SH)	27
5.6 Responding to GBV Risks	28
5.7 Grievance Mechanism for GVB/SEA	28
5.8 Workers GRM	28
5. Monitoring and Reporting of SEP	29
5.1 Report Format	29
5.2 Summary of how SEP Implementation will be Monitored and Reported	29
6.3 Reporting Back to Stakeholder Groups	30
6.4 Stakeholder Engagement in Pandemic Situations such as Mpox	30
6.5 Alternative methods of consultations that may be adopted during restriction of public gathering	31
6.6 Guidance on process related issues in conducting Virtual consultations	31

List of Tables

Table 1: Strategies to Incorporate the Views of Vulnerable Groups	10
Table 2: List of key project stakeholders	11
Table 3: Summary of stakeholders consultation and engagement- Zanzibar	12
Table 4: Summary of stakeholders consultation and engagement- Tanzania mainland	13
Table 5: Stakeholder Engagement Techniques	14

Table 6:	Stakeholders' Communication Strategies for	
Project.....	15	
Table 7:	SEP implementation Budget Zanzibar	
IPF.....	17	
Table 8:	SEP implementation Budget Tanzania mainland	
IPF.....	19	
Table 9:	Levels of Grievance	
Redress.....	23	

LIST OF ABBREVIATIONS

GRM	Grievance Redress Mechanism
ESF	Environmental and Social Framework
SEP	Stakeholder Engagement Plan
IPF	Investment Project Financing
SRWSS2	Sustainable Rural Water Supply and Sanitation Program Phase II
RUWASA	Rural Water Supply and Sanitation Agency
WSDP III	Water Sector Development Program Phase III
MoWEM	Ministry of Water Energy and Minerals (Zanzibar)
TA	Technical Assistance
SEP	Stakeholder Engagement Plan
MoW	Ministry of Water
MoH	Ministry of Health
MoEVT	Ministry of Education and Vocational Training
PO-RALG	President's Office - Regional Administration
LGAs	and Local Government Authorities
CBWOs	Community-Based Water Organizations
CBOs	Community-Based Organizations
NGOs	Non-Governmental Organizations
FBOs	Faith-Based Organizations
OIP	Other Interested Parties
PAP	Project-Affected People
ZURA	Zanzibar Utilities Regulatory Authority
JICA	Japan International Cooperation Agency
UNICEF	United Nations Children's Fund
ESIA	Environmental and Social Impact Assessment
CSOs	Civil Society Organizations
PIU	Project Implementation Unit

1.1 Introduction

1.2 Program description

The IPF component of SRWSS2 aims at providing targeted technical assistance and capacity building support to implementing agencies, with a focus on institutional strengthening and enhancing sector coordination, monitoring, and reporting. On the mainland, the IPF will deliver targeted technical assistance and capacity-building on digital data management, intersectoral coordination, private sector participation, program supervision and implementation (including independent results verification), sanitation and hygiene behavior change communications and support for the evaluation of WSDP III and preparation of its successor government program. The IPF component will also support government initiatives on integrated water resources management including conducting aquifer mapping, development of groundwater data systems, integrated water resources planning and allocation, dams inventory and strengthening of the Basin Water Boards. In Zanzibar, the IPF shall provide targeted Technical Assistance (TA) to the Water Development Department of the Ministry of Water, Energy and Minerals (MoWEM) towards strengthening sector governance, institutional restructuring, service delivery, and capacity building capacity

1.3 Objective of Stakeholders Engagement Plan (SEP)

The overall objective of SEP is to establish a systematic approach that will help in the identification of stakeholders, build and maintain a constructive relationship with them, in particular project affected parties paying special attention to the needs and interests vulnerable groups, such as, for example, people with disabilities.

1.4 Stakeholder Identification and Analysis

1.5 Methodology

To align with ESS10, and also relevant requirements of the national laws on stakeholder engagement, the project will adopt the following core principles for effective stakeholder engagement:

- *Openness and life-cycle approach:* Public consultations for the project(s) will be arranged during the whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion, or intimidation.
- *Informed participation and feedback:* Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns.
- *Inclusiveness and sensitivity:* The participation process for the projects is inclusive. All stakeholders at all times are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups that may be at risk of

being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, and migrant workers and communities, and the cultural sensitivities of diverse ethnic groups

- *Flexibility: (including if relevant)* If social distancing, cultural context (for example, particular gender dynamics), or governance factors (for example, high risk of retaliation) inhibit traditional forms of face-to-face engagement, the methodology should adapt to other forms of engagement, including various forms of internet- or phone- based communication.

1.6 Affected Parties and Other Interested Parties

The main project beneficiaries are the communities living in rural Tanzania, who will benefit from improved water supply and sanitation services.

The general population of Tanzania will benefit from the improvement of various water supply and sanitation services as well as other components of the project. Direct beneficiaries include those who will utilize Water supply and sanitation services. Affected parties include local communities, community members, and other interested parties that may be subject to direct impacts from the Project such construction of water storage tanks, water distribute pipes etc. Specifically, stakeholders to be affected positively including the rural communities in the project implementing areas.

Negatively affected Parties - stakeholders - are likely to be impacted negatively by the project; It should be noted that the negative impacts may also vary during different phases of the project implementation and that some are temporary while others are permanent. The negative impacts that could affect stakeholders include loss of access to properties (due to land acquisition) and businesses (economic displacement) and environmental and social impacts associated with construction and water supply and sanitation phases.

Other stakeholders are interested parties that include any person, group of persons or organizations interested in an activity during any phase of the project and may include local or national government authorities, local or national politicians, traditional authorities, religious leaders, civil society organizations including NGOs, community-based organizations (CBOs), faith-based organizations (FBOs) and relevant academic institutions, and other businesses and/or private sector.

Vulnerable individuals, women, the disabled, elderly etc., require specific attention to ensure inclusion of their voice in stakeholders' engagement processes. Their input will be provided through a range of techniques including focus group discussion (based on age, gender and occupation), interviews, and key informants. Consultations to be conducted at a time that is conducive to the participants based on their input. To remove obstacles to participation of members from vulnerable groups various strategies/methods will be considered.

There are those stakeholders who are likely to be positively affected during different phases of the project, for instance contractors and those selling construction materials will benefit

only during the construction phase while other stakeholder's service users etc. will benefit more during the operation phase of the projects.

1.7 Disadvantaged/Vulnerable Individuals or Groups

Table 2: Strategies to Incorporate the Views of Vulnerable Groups

S/N	Vulnerable e Group	Proposed Strategies for Consultation	Likely Barriers
1	Vulnerable Groups	<ul style="list-style-type: none"> Engaging community members. Engaging communities' representative bodies and organizations Translation into local language. Provision of sufficient time for the internal decision-making process. Effective participation in the project design or mitigation measures that could potentially impact them. 	<ul style="list-style-type: none"> Physical/Mental Challenges Logistic challenges Individual characters Lack of trust
2	Women Headed House old	<ul style="list-style-type: none"> Effective participation in the project design or mitigation measures that could potentially impact them. Separate meetings for males and female Provision of sufficient time for the internal decision-making process. Meeting timing and duration based on input from participants. 	<ul style="list-style-type: none"> Cultural barrier Low education Time to attend Not informed
3	Physically Challenging persons	<ul style="list-style-type: none"> Use of sign language and other assistive tools, as required. Translation into local language. Providing transportation to the meeting venues (which should not be at a distance) Provision of sufficient time for the internal decision-making process. Meeting timing and duration based on input from participants. 	<ul style="list-style-type: none"> Access Financial constraints Ability to hear/see etc Low education level Marginalized by community
5	Illiterate, Poor People Sick people etc	<ul style="list-style-type: none"> Providing transportation to the meeting venue. Time and duration of meetings are decided with input from potential participants. Translation into local language. Option of one-on-one interviews Engage Social workers for counselling etc 	<ul style="list-style-type: none"> Language Logistics challenges socioeconomic differences

1.8 Stakeholder Identification and Mapping

Key stakeholders as described in table 2 include organizations, stakeholders and their mandates, interest, and type (project affected - PAP) or other interested parties- OIP) and their connection to the Project. This information is provided to consider the appropriate ways of providing information and consulting with the various groups. It should be noted that stakeholder identification and mapping, consultation and information disclosure will continue as a core project activity throughout the development and implementation of the Project and the SEP will be updated in line with changing project needs and circumstances.

Table 2: LIST OF KEY PROJECT STAKEHOLDERS

Stakeholder	Category/department	Mandate/role	Type/PAP/OIP	Interest
National level - MoW - MoH - MoEVT - PORALG	Government ministry	Mandate for establish policy	OIP	High
RUWASA LGAs	Government	Projects Implementation	OIP	High
CBWOs		Beneficiaries/operation	PAP	High
Schools Health care facilities	Government	Beneficiaries/operation	PAP	High
Community	communities	Beneficiaries	PAP	High

1.9 Summary of Stakeholders Feedback

As part of the project preparation, a series of stakeholder consultative and engagement meetings were conducted in both Tanzania Mainland and Zanzibar. Since the planned activities under the Investment Project Financing (IPF) component will be restricted to the institutional level, the engagement primarily focused on key ministries and program key implementing agencies. However, broader public institutions and relevant partners were also included as appropriate. Table 3 below summarizes the meetings conducted in Zanzibar Mainland between June 23 to 26, during the IPF program preparation and also in Zanzibar (table 4), where stakeholders were engaged to discuss program components and priorities.

Table 3: Summary of stakeholders' consultation and engagement- Zanzibar

#	Meeting	Stakeholders Met	Issues Discussed	Comments
1	Meeting with Principal Secretary (PS) - Ministry of Water, Energy and Mining (MoWEM)	Principal Secretary, MoWEM	Program overview, sector reforms and priorities	MoWEM needs support in implementing the new water and sanitation policy
2	Meeting with MoWEM Planning Department on detailed Assessment checklist	Planning Department, MoWEM	Technical checklist, planning alignment	Capacity needs assessment required
3	Meeting with Zanzibar Utilities Regulatory Authority (ZURA)	ZURA Officials	Regulatory frameworks, sector performance	Support needed in strengthening the water service regulatory mechanism
3	Meeting with Ministry of Local Government	Directorate of Policy, Planning and Research	Their previous efforts on sanitation in Zanzibar	Sanitation mandate is now under the Ministry of Water, Energy and Minerals
4	Meeting with Ministry of Education	Directorate of Policy, Planning and Research	WASH in schools, infrastructure needs	More support needed on WASH infrastructure
5	Meeting with the Ministry of Health	Directorate of Policy, Planning and Research	WASH in healthcare facilities, infrastructure needs	More support needed on WASH infrastructure
6	Meeting with Development Partners (JICA, UNICEF, GIZ)	JICA, UNICEF, GIZ Representatives	Coordination, funding, technical assistance	There seems to be duplication of efforts by partners
7	Meeting with Rand Water Zanzibar	Rand Water Officials	Service delivery, challenges in operations	Needs support in strategic investments

Table 4: Summary of stakeholders consultation and engagement- Tanzania mainland

Official Use Only

Official Use Only

#	Meeting	Stakeholders Met	Issues Discussed	Comments
1	Ministry of Education, Science and Technology	SRWSSP Focal persons	Program overview, priorities and needs	They require more support in school WASH programmes
2	Ministry of Health	SRWSSP Focal persons	Program overview, priorities and needs	They require more support in ensuring sustainability of WASH programmes in health care facilities
3	Ministry of Water	SRWSSP Focal persons	Priorities areas for Water Resource Management	More support is required in undertaking strategic analytics at basin level
3	PO-RALG	SRWSSP Focal persons	WASH priorities in LGA's and oversight role of PO-RALG in the program	They require more support to enhance their oversight role, ensure sustainability of WASH interventions
4	RUWASA	SRWSSP Focal persons	WASH in rural areas	More support needed in WASH infrastructural development

Consolidated List of Feedback from Stakeholders – Zanzibar Consultations

- Stakeholders appreciated the process undertaken to ensure they were engaged and consulted during the initial design of the program
- Stakeholders emphasized the importance of sector reforms and expressed the need for continued support in implementing the new Water and Sanitation Policy, as well as strengthening institutional planning and regulatory capacity.
- MoWEM emphasized the need for both technical and financial support to effectively operationalize the new Water and Sanitation Policy.
- Stakeholders appreciated the opportunity to align efforts with development partners and emphasized the need for improved coordination to minimize duplication and enhance efficiency
- Stakeholders advised that project design and implementation integrate environmental safeguards, particularly focusing on greening and protection of water sources.
- Stakeholders insisted that water supply considerations prioritize vulnerable communities in terms of access and affordability, ensuring these aspects are thoroughly addressed to promote inclusive service delivery. delivery performance.

2. Summary of Techniques for Stakeholder Engagement

Different techniques and tools shall be used to engage stakeholders; Table 4 below lists a variety of stakeholder engagement techniques and tools that the SRWSSP 2 implementers will consider using in the engagement. Criteria considered when deciding the frequency and

Official Use Only

Official Use Only

the appropriate engagement technique to be used to consult a particular stakeholder group include:

- The extent of impact of the project on the stakeholder group.
- The extent of influence of the stakeholder group on the project; and
- The culturally acceptable engagement and information dissemination methods
- Needs of vulnerable groups.

Projects implemented at every stage shall identify relevant stakeholders and by using suitable methods will conduct consultations. There shall be proper recording of the meetings/discussion's proceedings. All key issues shall be addressed. The records of consultation meeting reports shall be submitted as part of implementation progress reports. In addition to new ideas, or questions about a Project concept, Stakeholders will likely share concerns and possibly complaints. Grievance Management Mechanism for the Project is presented and summarized in Appendix 2.

Table 5 below indicates different techniques that can be used for stakeholder engagement during preparation and implementation of the project.

Table 5: Stakeholder Engagement Techniques

Engagement Technique	Information to be shared
Correspondence by phone/email/Text	Distribute project information to government officials, organizations and agencies Invite stakeholders to meetings
One-on-one interviews	Solicit views and opinions Enable stakeholders to speak freely and confidentially about controversial and sensitive issues Build personal relations with stakeholders Recording of interviews
Formal meetings	Present project information to a group of stakeholders Allow stakeholders to provide their views and opinions Distribute technical documents Facilitate meetings using PowerPoint presentations Record discussions, comments/questions raised and responses
Focus group meetings	Allow a smaller group of between 8 and 15 people to provide their views and opinions of targeted baseline information Build relationships with neighboring communities Use a focus group interview guideline to facilitate discussions Record discussions, comments/questions raised and responses
Public meetings	Present project information to a large audience of stakeholders, and in particular communities Allow the group of stakeholders to provide their views and opinions Build relationships with neighboring communities Distribute non-technical project information Facilitate meetings using PowerPoint presentations, posters, models, videos and pamphlets or project information documents

Radio and Television	Convey project information to a large and diverse field
Social media, Websites	Frequent information sharing and update of project progress

2.1 Proposed Strategy for Information Disclosure

The Government of Tanzania through implementing Agencies (**IA**s) will share various information to the public at large regarding Sustainable Rural Water Supply Projects being implemented in project implementing areas; various Environmental and Social Safeguard information will also be disclosed to stakeholders; Methods of disclosure will include workshops, conducting stakeholders Meetings in Project implementing areas, sharing engagement meeting reports.

Information disclosure strategies will involve increasing the availability of information on the status of implementation of the project to various stakeholders in a timely manner. By publicly disclosing the information it will motivate and improve the project performance. Important details on the progress of the project will be reported to stakeholders; the reporting may also include new or corrected information from the last report. It should also be noted that as a strategy of information disclosure other safeguard documents such as the ESIA, etc will be disclosed prior to implementation phase of the project.

2.2 Stakeholder Engagement Plan

Table 6: Stakeholders' Communication Strategies for Project

No	Stakeholders Addressed	Project stage	Communication strategy	Responsibility	Details of disclosure/ Information requested	Expected Questions
1	Utilities Authorities (water authorities, etc.)	Preparation	Meetings Site Visits	<ul style="list-style-type: none"> - Relocation - Budgeting - Monitoring of service - Approvals of various Permits 	<ul style="list-style-type: none"> - Details of the projects design - Likely time for implementation - Discuss alternatives - Share technical details associated with the project - Share design 	<ul style="list-style-type: none"> - General and specific conditions associated with specific Sub-projects implementation - Stakeholders' engagement plan - Likely Impacts- Positive and negative - mitigation and enhancement measures

2	Local Communities close to/ whose livelihood depend on the proposed sub- projects site (e.g vendors)	All Project phases	Public Meetings Billboards Radio & Television	<ul style="list-style-type: none"> - Beneficiaries of the project (economically-employment, market of goods) - Likely to be negatively affected 	<ul style="list-style-type: none"> - General information about the projects - Likely benefits associated with the project - Likely negative impacts associated with the project - Obtain their views and concerns regarding the project phase 	<ul style="list-style-type: none"> - How will local communities' benefit from the project - Possibility of being engaged (employment opportunities) during construction of the proposed Sub-projects
No	Stakeholders' addressed	Project stage	Communication strategy	Responsibility	Details of disclosure/ Information requested	Expected Questions
3	NGOs-, CBOs-, CSOs associated with respective Sub-project; Workers Union	Preparation	-	<ul style="list-style-type: none"> - People with economic and social benefits of the project, group with main concern of being affected by the proposed project. 	<ul style="list-style-type: none"> -Likely benefits associated with the Subproject -Likely negative impacts associated with the Subproject - Obtain their views and concerns regarding the Sub- project 	<ul style="list-style-type: none"> - How will we benefit from the Sub-project - When is the Sub- project expected to start - Consideration of alternative design/ location - What are the likely impacts of such an operation to the welfare groups they are representing?

One relevant principle is that stakeholder engagement, including stakeholder analysis, will start as early as possible in project preparation to ensure that there is sufficient time for stakeholders to provide input to project design. The consultants(s) will conduct stakeholders mapping to identify the relevant stakeholders for the respective tasks. The list shall be submitted to and discussed with the PIUs for screening. The agreed list will guide the

Official Use Only

Official Use Only

consultant to prepare specific SEPs that implicitly mention the identified stakeholders and their relevance/roles to the sub project; means of communication, frequencies of communication as well as objectives to of carrying out various communication sessions. As much as possible messages/notifications to be disseminated shall be shared with implementing agencies for approval prior to the actual communication with the stakeholders.

2.3 Review of Comments

During preparation and construction phase, implementing agency at regional offices Environmental and Social team, Project Engineers and consultants (if present) and contractors will gather comments from stakeholders in written and oral forms (using suggestion boxes, systems, local leaders, public meetings, interviews etc). The team will review stakeholders' comments and send back the final decision and a summary of how comments were considered; this will be sent back using various methods depending on the issues and type of stakeholders. Methods can include a written report, public meeting or phone call.

2.4 Reporting Back to Stakeholders

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

3. Resources and Responsibilities for Implementing Stakeholder Engagement Activities

For the successful implementation of Stakeholders Engagement Activities during the implementation of the project as a whole, there must be dedicated resources required. These resources include financial resources and specified roles played by project Implementing agencies.

3.1 Resources and Commitment to IAs

Implementing agency headquarters have existing Environment and Social Units that have experience with World Bank financed projects; therefore, the Implementing Agency will oversee stakeholder engagement activities and will commit resources both financial and human at regional and District levels. to enable both the regional level as well as respective LGAs in monitoring the implementation of the SEP. The staff at the headquarters will ensure they visit the sites during preparation and implementation phase as well as monitoring- at least quarterly during implementation phase. The headquarters offices will also conduct training to at least two staff from each Regional Office (social/community development officers) on preparation and implementation of SEP as per the guidelines. the responsibilities of the implementing agency to SEP include but are not limited to:

- a) Overall coordination of the SEP
- b) Conduct training to staff responsible for SEP at Regional and at respective LGAs
- c) Communication with World Bank.
- d) Continuous Monitoring of SEP implementation by the Regional Offices in collaboration with LGAs.

e) Capacity building to implementers of SEP

Table 7: SEP implementation Budget Zanzibar IPF

Component / Focus Area	Planned Engagement Activities	Key social interventions	Budget
1. Baseline on Access to WASH Services	Community consultations- Household surveys- CSO engagement- Validation workshops	Detailed baseline survey to establish accurate status of access to WASH services in Zanzibar	30,000,000
2. Water Sector Human Resource Capacity & Institutional Development	Stakeholder forums with training institutions- Interviews with MoWEM staff and technical staff- Youth and gender groups consultation	<ul style="list-style-type: none"> Water sector HR capacity assessment and development of a capacity injection program Setting up of Zanzibar Water Institute 	10,000,000 30,000,000
3. Sanitation and Wastewater Management strategy	- Local government consultations- Public meetings in high-risk areas-	• Development of Fecal Sludge Management and Wastewater Management Strategy	20,000,000
	Engagement with sanitation workers and households	• Preparation of designs and tender docs for priority infrastructure	5,000,000
4. Rural Water Supply in Pemba	- Community consultations in Pemba- Meetings with local councils- Feedback sessions with water user committees	Preparation of designs and tender documents for priority rural water supply schemes in Pemba	8,000,000
5. Sector Coordination and Harmonization	- Roundtable discussions with Development Partners- Multi-sector dialogue (health, education, environment)- Knowledge-sharing events	<ul style="list-style-type: none"> Operationalizing sectoral harmonization mechanisms Establishing platforms for coordination and knowledge management 	20,000,000 20,000,000

6. Technical Assistance & Institutional Reforms Support to MoWEM	<ul style="list-style-type: none"> Internal staff engagement and change management sessions- Regular reporting and learning sessions 	<ul style="list-style-type: none"> Long-term technical advisors seconded to MoWEM 	5,000,000
	<ul style="list-style-type: none"> Public briefings on institutional reforms 	<ul style="list-style-type: none"> Support reorganization, capacity building, and improved service delivery 	100,000,000
Total			248,000,000

Table 8: SEP implementation Budget Tanzania mainland IPF

Component / Focus Area	Planned Engagement Activities	Key social interventions	Budget (TZS)
Water Resources Management (WRM)	Aquifer mapping extended to 5 basins, pump testing, groundwater info system with online portal	Community consultations for data collection, public awareness on groundwater use, workshops with local water user associations	35,000,000
	Basin Water Board cost recovery/financial efficiency	Stakeholder meetings with water utilities, local governments, and user groups to discuss financial models	30,000,000
Program Management	Updating and dissemination of GRM guidelines, Gender Action Plan, Stakeholder Engagement Plan, ESMF, and RPF	Community consultations, training for GRM committees, gender sensitization workshops	405,000,000
TOTAL			470,000,000

3.2 Management Functions and Responsibilities

Management functions and responsibilities Implementing Agency at Regional and District Offices will each appoint a focal person within the Project Implementing Team (PIU) who will have the responsibility of coordinating the implementation of SEP for each sub-project. A social expert will be the appropriate officer to handle SEP. To facilitate the task of the SEP team to effectively perform and deliver stakeholders engagement activities, allocation of funds to facilitate SEP activities at regional and District must be considered by implementing agencies etc. The Regional and District Managers should also disclose information regarding the person responsible in the following proposed format:

3.3 Grievance Redress Mechanism

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

It involves a formal process for receiving, evaluating and addressing program-related grievances from affected communities and the public.

The purpose of Grievance Redress Mechanism (GRM) is to address concerns that might occur in the course of development of SRWSS Project in a timely, effective, and efficient manner that satisfies all parties involved. GRM is therefore meant to provide a formal avenue for affected person/s, groups or interested stakeholders to formally have their concerns addressed related to the project. Potential Grievances associated with the project are likely to change during various phases of the project, which also implies that the magnitude of grievances by stakeholders will also change depending on project phase. The GRM for the subprojects shall conform to GoT and the World Bank agreement.

3.4 Levels of Grievance Redress

Considering that the project transverses various parts of the project area, it is important to ensure that the stakeholders can easily access the Grievance Redress Committees [GRCs]. GRCs will be formed from village, ward, district and regional levels. GRC members and their roles at the Ward and District levels must be clearly defined, and the right of complainants to take their case to the courts if not satisfied with the resolutions proposed by the project's GRM is clear.

Table 9: Levels of Grievance Redress

Level	Committee members
Regional Level	<ul style="list-style-type: none"> • Regional Commissioner – Chairperson • RUWASA Regional Manager –Secretary • Regional Administrative Secretary- Member • Regional land officer – Member • Regional Environmental Coordinator -Member • Regional Lawyer - Member • Regional Community Development Officer • Neutral Person (Not PAP) – Member • PAP representative – Member • REO, SWASH Co., RHO, Consultant, Contractor– Invitee Member depend on the nature of complaint
The District Grievance Redress Committee (D-GRC)	<ul style="list-style-type: none"> • District Commissioner – Chairperson • RUWASA District Manager – Secretary • District Administrative Secretary – Member • District Executive Director-Member • District land officer - Member • District Community Development Officer • District GRM Focal (RUWASA) • Neutral Person (Not PAP) - Member • PAP representative - Member • Local NGO within District - Member • DEO, SWASH Co., DHO, Consultant and Contractors - Invitee Member (depending on the nature of complaint)
Ward Level	<ul style="list-style-type: none"> • Ward Councilor-Chairperson • Ward Executive Officer-Secretary
	<ul style="list-style-type: none"> • Neutral person-Member • Representative from PAPs- Member • Community Development Officer- Member (or any extension officer available) • Representative from CBWSO's operating at Ward level
Village Level	<ul style="list-style-type: none"> • Village/Mtaa Chairperson – Chairperson • Village Executive Officer (VEO) - Secretary • Neutral Person - Member • Representative from the PAPs- Members • Community Development Officer from the Ward or any other extension officer. • Representative from CBWSO's within Ward level – Member

Court option	If the affected person is not satisfied with the decision of the project GRM, the grievance can be reported to the court of law, as a last resort. However, the Complainant will also be informed that doing so will be at their own expense, unless the court awards damages to the Complainant. The decision of the court of law will be final
--------------	--

3.5 Project Procedures for Grievance Management

An accessible point of grievance reception and meaningful resolution is key to the project. The first entry point where grievance will be lodged is Ward office; to maximize this potential, affected communities should be aware of this office. At this point, the project implementers need to establish committees and to use various means (as stipulated in the GRM) for which grievances can be submitted. Various channels will be available for receiving grievances from various stakeholders, these include directly at implementing agencies offices, Toll Free number (will be established), Email address, direct/personal through Ward/LGA offices. For efficiency of Grievance Record Keeping, there will be an established logbook or system to capture grievance associated with project in all phases. A digital record keeping platform is also going to be established.

Procedures for Grievances handling from Communities will include Registration of a Complaint, recording of a Complaint, Preliminary Assessment of the complaint, resolving the complaint and agreement or appeal if need be. Data Management Systems to manage and monitor grievances at PIU level, the grievance storage will be kept up to date showing currently received grievances, resolved and those which are still undergoing the process to resolution. Some of the features shall include the nature of the complaint, name and contact details of the complainant, if appropriate; any follow-up actions taken, the proposed resolution of the complaint, how and when relevant grievance decisions were communicated to the complainant; and whether longer-term management actions have been taken to avoid the recurrence of similar grievances in the future, if applicable.

3.6 Redressal Procedure

The Grievance redressal procedure aims to take into use the existing traditional structures. However, the PAP shall have the option of directly reporting the grievance to any level, if s/he so desires. The steps involved are as given below:

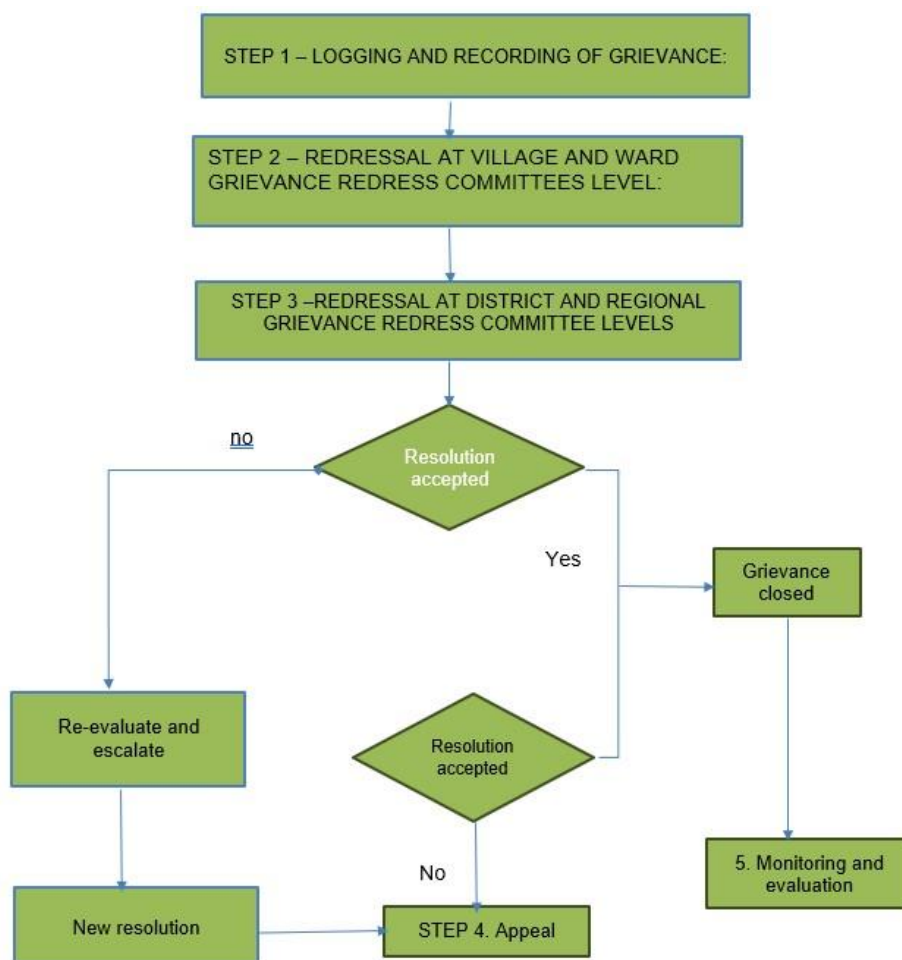


Figure 1: Flow chart- GRM Procedures

STEP 1 – LOGGING AND RECORDING OF GRIEVANCE:

As a first step, all complaints and grievances related to any aspect of the project must be formally submitted through the designated channels outlined in the Grievance Redress Mechanism (GRM). Upon receipt, each grievance will be documented using the official Grievance Form to ensure proper tracking and resolution. The contact information of Grievance Redress Committee (GRC) members will be publicly disclosed to Project-Affected Persons (PAPs) to facilitate access and transparency. Additionally, local leaders at the respective administrative levels will be available to support PAPs in submitting their grievances to the appropriate committee, thereby ensuring inclusiveness and accessibility in the grievance management process.

There are some scenarios where anonymous people will report grievances; these grievances will be recorded, and the team will follow up on the source of the grievances in a confidential way; the response of the grievance will be communicated in public without mentioning names.

STEP 2 – REDRESSAL AT VILLAGE AND WARD GRIEVANCE REDRESS COMMITTEES LEVEL:

The GRCs shall maintain a record/register of all complaints/grievances received so that these can be recorded collectively. At this step, all cases are to be heard by Village GRC and Ward GRC (as referral level from village GRC) and addressed through consultations conducted in a transparent manner and aimed at resolving matters through consensus. In order to ensure transparency, all meetings aimed at resolving such complaints are conducted in places specifically designated for this purpose. Minutes of such meetings shall be kept and if the resolution proposed by GRC is accepted by the PAP, the PAP will sign the resolution form to show agreement, and the grievance will subsequently be closed. If the Complainant is not satisfied with resolutions from the above levels, Step 3 below will be followed in further appeal. A period of 7 days is provided to hear and redress the grievance per level.

STEP 3 –REDRESSAL AT DISTRICT AND REGIONAL GRIEVANCE REDRESS COMMITTEE LEVELS

If the Complainant does not receive any response from the lower levels within 14 days of lodging the complaint or that the Complainant is not satisfied with the response, then the issue will be appealed to the district - Grievance Redress Committee (District- GRC). During the appeal to the district- GRC, all the necessary details will be attached, and the Complainant notified according of the venue, date and time of when a hearing will be conducted and resolved within 14 days' time. If the resolution proposed by the District GRC is accepted by the PAP, the PAP will sign the resolution form to show agreement, and the grievance will subsequently be closed. If the affected person is not satisfied with the decision of the District GRC, he/she will be informed of his/her rights to take the grievance to the Regional GRC.

STEP 4 –COURTS OPTION:

If the affected person is not satisfied with the decision of the Regional GRC, he/she will be informed of his/her rights to take the grievance to the court of law, as a last resort. However, the Complainant will also be informed that doing so will be at their own expense, unless the court awards damages to the Complainant. The decision of the court of law will be final.

4. Monitoring and Reporting

Monitoring will be conducted as a routine exercise to avoid the recurrence of environmental, social related grievances throughout the project cycle. Implementing Agencies Headquarters ESS teams and those at the regional level will be responsible for day-to-day monitoring and addressing grievances that occurred. Quarterly, semi-annual and annual grievance reports will be prepared and shared with the World Bank. The Committee's resolution status on any grievance received and discussed will be communicated to the PAP or any claimant within 7 working days of the Committee's resolution.

Key indicators to measure GRM functionality

- Number of complaints/ grievances registered
- Percentage of grievances resolved
- Percentage of grievances redressed within stipulated time period.
- Percentage of complainants satisfied with response and grievance redress process
- Percentage of project beneficiaries that have access to GRM

5.1. Guidance for the Development of Stakeholders GRM

At all phases of the project, the IAs in collaboration with stakeholders relevant for that project must carefully document issues and input from the stakeholder's community as well as complaints and grievances. There will be Grievance Redress Committees (GRCs) from village to regional levels. Simplified Procedures for Grievance Handling are presented in Appendix 3. The reference will also be made to Project GRM.

5.2 Procedures for Grievance Management

Each sub-project will establish a formalized procedure or process for dealing with its stakeholder's grievances. Each should include as a minimum:

- Assigning a responsible person, team or function to organize the resolution of grievances
- Defined timeframes for acknowledgement of the receipt of complaints and subsequent resolution
- Practical arrangements for maintaining confidentiality, reviewing and resolving grievances, including resources and organizational arrangements information on grievance.

It should be noted that the GRM will also ensure 'anonymous complains' are handled by using various mechanisms; for instance, the filing of grievances will NOT make it mandatory for one to disclose their identity, handling of the grievances of anonymous complainant will not require the complainant to appear in person etc.

5.3 Grievance Record Keeping

For efficiency of Grievance Record Keeping, it is recommended for the implementation agency to establish a specific log book or system that only captures grievance associated with the project. Likewise, the Headquarters of IAs will have its own logbooks or system for record keeping of grievances associated with the project. The implementing agencies should have a mechanism of merging the records/ tracking the grievances and report preparation. This should imply that the submission of Grievance Handling reports should be established to the PIUs by lower-level established Grievance Committee (e.g not limited to Village, ward levels etc), The Regional offices then compile the reports and later submits the report to the headquarters who later complies and shares the report with other stakeholders that includes the World Bank.

The Complaint/Issue Log records will include the following information:

- Name of person with a complaint.
- How the complaint was received.
- Date the complaint was received and recorded.
- Location/village/clan.
- Contact information.
- Description of the complaint • Follow-up corrective action steps.
- Corrective action taken by whom and date,
- Response and means of response (written or verbal).

To ensure that the GRCs are active, the SEP will ensure that the GRCs are part of the SEP implementation; the GRCs will among others be part of informing communities on various anticipated positive and negative impacts associated with project activities once the PIUs inform the GRCs; the SEP will ensure any information disclosed when relevant the public is informed of the availability of the GRCs. implementation of GRCs.

5.4 Responsibility for Implementing a Complaints Management Procedure

Implementing Agency at a project implementing Region and District level will appoint a Social Expert who will be responsible for the procedure. Being responsible for the implementation of the Community complaints management Procedure includes disclosure, reception, management and monitoring of complaints, feedback to local communities and people with complaints, and coordination of complaints analysis in the Region and District.

Targeted stakeholders should be notified about the grievance mechanism using various communication methods. Samples of Complaints/Grievance Registration and Resolution forms for Project are presented in Appendix 4

5.5 Gender Based Violence (GBV), Sexual Exploitation and Abuse (SEA) and Sexual Harassment (SH)

The implementation of the project will require the deployment of a workforce, with some personnel potentially recruited from outside the local communities. This is particularly associated with planned activities under the following components: (i) water resources management, (ii) water supply, (iii) sanitation, (iv) program implementation support, (v) verification of program results, and (vi) evaluation of WSDP III.

The anticipated influx of external labor may increase social risks, particularly for women, children, and other vulnerable groups. Of specific concern is the potential for Gender-Based Violence (GBV), Sexual Exploitation and Abuse (SEA), and Sexual Harassment (SH), which could arise from interactions between project workers and community members. These forms of violence present serious threats to the safety, dignity, and well-being of affected individuals—especially women and girls, and can severely undermine community trust, project credibility, and overall implementation success however, special attention should be put when dealing with GBV cases and with survivor centered approaches including confidentiality and safety and security of survivors. All GBV/SEA cases will be considered, and confidentiality will be maintained.

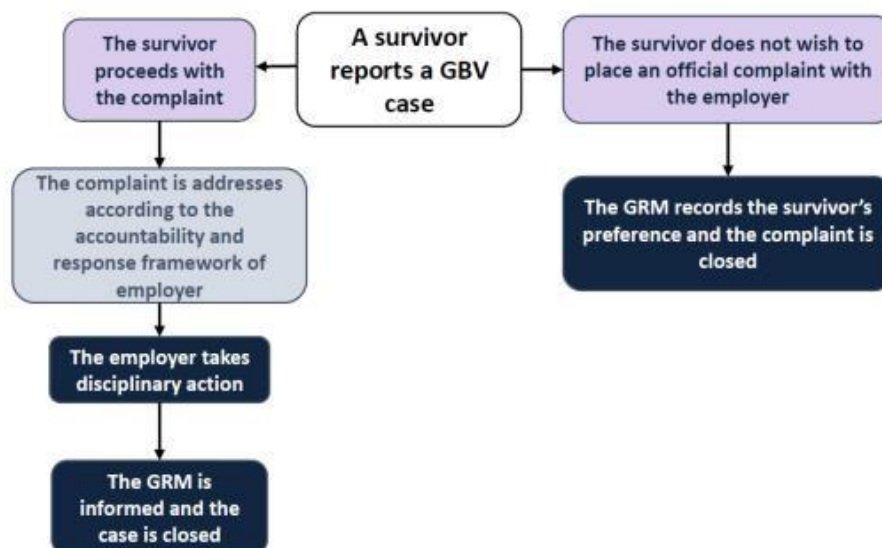
5.6 Responding to GBV Risks

The project teams will need to work in close coordination with Local Government Authorities (LGAs), which have designated staff responsible for addressing Gender-Based Violence (GBV) issues. Effective collaboration will also be essential with the Ministry responsible for Gender, the police force, and relevant local leaders to ensure a coordinated response.

The Gender Officer at the LGA level will play a critical role in supporting project implementation and will work closely with other members of the safeguard teams, who may have limited awareness or technical knowledge of GBV, Sexual Exploitation and Abuse (SEA), and Sexual Harassment (SH). To strengthen institutional readiness and response capacity, targeted capacity-building initiatives will be necessary to enhance the understanding of GBV/SEA/SH among safeguard staff and ensure they are adequately equipped to identify, respond to, and refer cases appropriately during project implementation.

5.7 Grievance Mechanism for GVB/SEA

The project recognizes prevalence likelihood of GBV [Gender Based Violence], SEA [Sexual Exploitation and Abuse] and Sexual Harassment [SH] in the project area. There will be a Grievance Redress Mechanisms (GRM) under the project; however, a special mechanism will be put in place to be followed when dealing with GBV cases and that survivor centered approaches including confidentiality and safety and security of survivors. All GBV/SEA cases will be considered, and confidentiality will be maintained. Project communities and workers shall be sensitized on GBV/SEA/SH issues as required in the GBV Action Plan.



GRM protocol for GBV survivors

5.8 Workers GRM

For workers hired by contractors for this particular SEP are also identified as Stakeholders; therefore, contractors will be required to produce their GRM procedure as a prerequisite for

tender which at a minimum conform to these requirements. The GRM procedures have to be transparent.

After they are engaged, a contractor will be required to prove that each employee has been inducted and signed that they have been inducted on the procedure

5. Monitoring and Reporting of SEP

Monitoring will be conducted as a routine exercise to avoid re-occurrence of environmental, social related grievances throughout the project cycle. ESS teams at a District level will be responsible for day-to-day monitoring and addressing grievances that occurred. Quarterly, semi-annual and annual grievance reports will be prepared and shared to headquarters of each implementing agency before they are shared to the Ministry of Water to be compiled as SRWSSP 2 report as a program report on SEP and for it to be shared to the World Bank. The Committee's resolution status on any grievance received and discussed will be communicated to the PAP or any claimant within 7 working days of the Committee's resolution at a project implementation area.

5.1 Report Format

1. Introduction
2. Information about the subproject location, size etc.
3. Stakeholders' identification
4. Information about the subproject, stakeholders, how they have been identified and phase of the sub-project
5. Information shared to stakeholder
 - What is the Sexual Harassment (SH) views and concerns
 - What is the response to the views raised?
6. Methods used to inform SH about the engagement
7. Methods used to consult SH
8. Way forward regarding to SEP
 - What is the next meeting/ engagement?
 - Who will be consulted

Annex

1. List of SHS engaged
2. Proof of consultation if any e.g. photos, signatures etc
3. List of project staff engaged
4. Budget

5.2 Summary of how SEP Implementation will be Monitored and Reported

Implementing an agency in collaboration with regional offices as well as LGAs Safeguards Teams will conduct Monitoring as a routine exercise to avoid the occurrence of Environmental and Social risks in various phases of Project Implementation that are likely to occur due to lack of stakeholder's engagement. This is to ensure that various implementing agencies of the project that includes the contractor are in line with the SEP prepared for the sub project. Safeguard Teams at the District office will be responsible for day-to-day monitoring of SEPs and addressing grievances occurred.

The implementing Agencies in collaboration with relevant parties such as regional offices, District offices, the consultant and contractor (if there are) will prepare brief reports on stakeholder engagement activities for the operations; the reports will clearly stipulate the various monitoring indicators that have been achieved include:

- Number of activities conducted during each month.
- Number of public outreach activities (meetings with stakeholders) conducted.
- Entries to the grievance register.
- Entries to the commitment and concerns register.
- Number of visits to the information center.
- Progress on partnership and other social projects.
- New stakeholder groups (where relevant); and
- Plans for the next short term and longer-term plans.

It should be noted that in all phases of the project implementation, frequencies of engaging stakeholders are likely to increase and hence reporting and monitoring phases should be in line with such arrangement.

6.3 Reporting Back to Stakeholder Groups

The SEP will be periodically revised and updated as necessary during project implementation preferably quarterly in the first year and later twice a year; summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventive actions, will be collated by responsible staff and referred to the senior management of the project. The quarterly and later biannual summaries will provide a mechanism for assessing both the number and nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner. Information on public engagement activities undertaken by the Project during the year may be conveyed to the stakeholders in various ways: these include in the respective websites, newspapers or public meetings depending on the targeted stakeholders and type of information to be conveyed.

6.4 Stakeholder Engagement in Pandemic Situations such as Mpox

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

In the event that the Country takes various restrictive measures, such as imposing strict restrictions on public gatherings, meetings and people's movement and others advising against public group events. Relations with the community should be carefully managed, with a focus on measures that are being implemented to safeguard both workers and the community. The project, through the Social Specialist of the respective implementing agencies, will also ensure that consultation measures adopted under the pandemic outbreak environment include the following:

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

The preparation and implementation of site-specific SEPs and stakeholder engagement in the sub-projects will therefore ensure meaningful consultations while complying with projects SEP, Government of Tanzania (GoT) and World Health Organization (WHO) provided guidelines on global pandemics such as Mpox Infection Prevention and Control (IPC).

6.5 Alternative methods of consultations that may be adopted during restriction of public gathering

IAs in collaboration with LGAs will use a selection of the following platforms of engagement to engage the projects stakeholders during project implementation. These may include:

- Conduct meetings on online platforms where stakeholders have access to technology and internet connections to enable them to connect. Such as: WebEx, Zoom, Skype.
- Adopt projects specifically dedicated to social media and online channels. This could include as appropriate: (i) dedicated chat groups on WhatsApp; and (ii) Discussion forums on Facebook.
- Share information on traditional channels of communication such as: (i) Television (TV); (ii) newspapers; (iii) radio; (iv) dedicated phone lines; (v) public announcements and mail to share information.
- Adopt call-in shows on television and radio as ways to share information, engage with large numbers of people and obtain feedback from stakeholders on specific subject matters upon review and recommendation of projects Social Specialist from the PIUs.
- Set up a dedicated phone line to engage with individual stakeholders. These can also be used to obtain feedback after or during online sessions.
- Production of project related information on posters and brochures transmitted to the target community at strategic locations.

All channels of communication will clearly specify how stakeholders can provide their feedback and suggestions. The implementing agency staff who will be responsible for the implementation of the SEP will ensure that the means used in stakeholder engagement consider the ability of different members of the community to access them and make sure that communication reaches these groups.

6.6 Guidance on process related issues in conducting Virtual consultations

The Implementing Agencies (IAs) and Local Government Authorities (LGAs) should ensure that online meetings follow protocols similar to those of face-to-face meetings. Online meetings shall be conducted only in situations where in-person attendance is not feasible, such as during travel restrictions caused by pandemics. The conduct of such meetings shall be guided by established protocols *Identify participants to be included in the invitation*. Meetings shall be based on a stakeholder analysis. The sub-project Social Specialist will identify which stakeholders are relevant but may have challenges accessing the format of the meeting proposed. He or She will also identify which medium works best for them (e.g. phone calls) and engage with them using that medium.

- *Send invitations ahead of the meeting.* Use an accessible medium (email, phone, WhatsApp, etc.). Invitations shall be sent well in advance; at least seven days prior to the meeting.
- *Register participants.* By making a roll call or registering online.
- *Distribute material prior to meeting.* This may include the agenda, project documents, presentations, questionnaires and discussion topics. These can be sent, for example, by email, courier or WhatsApp prior to the meeting (at least seven days prior).
- *Provide technical support.* The consultations team shall provide technical support to the participants during the virtual consultations, particularly in terms of connection options (e.g. possibility of being called in instead of opting for a connection requiring internet).
- *Ensure appropriate opportunities for discussion and feedback.* Participants can be organized and assigned to different topic groups by being in smaller chat groups, or by having smaller virtual sessions. Feedback can also be provided through an electronic questionnaire or feedback forms that can be emailed to the team.
- *Share the conclusions and summary of the meeting.* The chair of the meeting should summarize the virtual workshop discussion, formulate conclusions and share with all participants in an accessible medium.
- Document the meeting just as you would a face-to-face meeting. Ensure that the meeting is well-documented, including information on how stakeholders were identified, how invitations were sent out, how the meeting was held and measures taken to ensure that the meeting was accessible, what issues were raised and how the responses to the issues.

Appendices

Annexes

These can include:

- Records of meetings or consultations (see table 1)
- Visual summaries such as stakeholder mapping or stakeholder diagrams - Grievance submission form, etc.

Table 1. Template to Capture Consultation Minutes

Stakeholder (Group or Individual)	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)

Appendix 3: Simplified Procedures for Grievance Handling for SRWSSP

Grievant Name:	Action Officer from PIU/ LGA/Village/Ward:
Contact Information:	Unique ID#:
Name of Sub Project	Issues Log #:
Type of Complaint:	
<u>The form must be completed for each complaint. All complaints will remain CONFIDENTIAL</u>	
<input type="checkbox"/> Individual Verbal <input type="checkbox"/> <input type="checkbox"/> Group (more than one) Telephone <input type="checkbox"/> <input type="checkbox"/> Community Organization Written/Electronic <input type="checkbox"/>	
Date of Action or Activity Causing Complaint:	
Complaint (Description and grievant input):	
Response/Follow up:	
<input type="checkbox"/> Verbal Response <input type="checkbox"/> Written/Electronic Response	
Date:	Provide by:
Provide a summary response issued.	
Completed Resolution	
Date:	Action performed by:
Provide a summary of how the grievant responded to the proposed resolution and if there is further follow-up required, whether the grievant is satisfied with the outcome or if a Grievance Appeal will be filed.	
Grievant and/or LGA Representative Signature	Date

Annex 4: Sample Grievance Resolution Form for SRWSSP

COMPLAINANT DETAILS	
---------------------	--

Name of Complaint:		
Address:		
Telephone number		
District		
Village/ Street		
ID number		

Date of response to complaint.....

Response to complaint:

Name of witness (if available)

Acknowledgement of resolution of grievance:

.....

..... Location of
grievance

Region	
District	
Division / Ward	
Village / Street	
Cell	
Location Name and GPS Coordinates	

Signature of complaint Date:

Name of project personnel: Date:

Signature of personnel: Date: