



THE REVOLUTIONARY GOVERNMENT OF ZANZIBAR

ZANZIBAR ELECTRICITY CORPORATION (ZECO)

STAKEHOLDER ENGAGEMENT PLAN

**ZANZIBAR ENERGY SECTOR TRANSFORMATION AND ACCESS (ZESTA)
PROJECT**

21 December 2020

Table of Contents

Table of Contents..... i

Key Abbreviations..... iii

Glossary of Terms v

Executive summary viii

1.0 INTRODUCTION 14

1.1 Project Description..... 14

1.2 Brief Summary of Previous Stakeholder Engagement Activities..... 19

1.3 Purpose and Scope of SEP..... 20

1.4 Objectives of the Stakeholder Engagement Plan (SEP) 20

1.5 Key Objectives of SEP: 21

2.0 LEGAL REQUIREMENTS AND REGULATIONS..... 22

3.0 STAKEHOLDER ANALYSIS AND IDENTIFICATION..... 23

3.1 Stakeholder Analysis 23

3.2 Stakeholder engagement principles 24

3.3 Detail on engagement methods to be used..... 25

3.4 Engagement Techniques 26

3.5 Key Stakeholders Group..... 28

3.5.1 Government Officials 29

3.5.2 Directly Affected Parties 30

3.6 Other Interested Parties, NGO and Conservation Organizations..... 32

3.7. Disadvantaged/Vulnerable Individuals..... 35

3.8. Summary of stakeholder interest and influence to the project..... 37

4.0 STAKEHOLDER ENGAGEMENT APPROACH 38

4.1 Public Consultation 38

4.2. Consultations during COVID-19 40

4.3. Preparation Stage-Stakeholder Engagement Activities 41

4.2.3 Disclosure & Consultation Phase 47

4.3 Information disclosure 48

4.4 Ongoing engagement after the disclosure process..... 49

5.0 IMPLEMENTATION OF THE SEP 49

5.1	Project Personnel	49
5.1.1	Overall Project Coordinator.....	50
5.1.2	Social Specialist – ZECO PIU.....	50
5.1.3.	Safeguard Specialist- MoWEM PIU	51
5.1.4.	Communication and Customer Care Manager	52
5.1.4	Communication Officer.....	52
5.2	Stakeholder engagement tools and materials.....	53
5.3	Monitoring and Evaluation, and Reporting	53
5.4	Reporting.....	54
5.5	Annual Reports	55
5.6	Reporting Back to the Communities.....	55
6.0	GRIEVANCE MANAGEMENT AND COMMENT RESPONSE	56
6.1	Purpose.....	56
6.2	Grievance Committees:.....	56
6.2.1	Shehia Grievance committee	56
6.2.2	Project Grievance Committee (ZECO-PIU and MoWEM -PIU)	56
5.2.3	District Grievance Committee	57
6.2.4	Ministerial (MoLHWE) Grievance Committee.....	57
6.2.5	Grievance at land Tribunal Court	57
6.2.6	High Court	57
6.3	Objectives	58
6.4	Project Roles and Responsibilities.....	58
6.6	Gender Based Violence (GBV) and Sexual Exploitation and Abuse Grievances	59
6.7	Procedure for Grievances.....	59
6.8	Record Keeping	61
6.9	Comment Response and, Grievance Mechanism Log	61
6.10	Initial Response Template.....	62
7.0	MONITORING AND REVIEW	62

Key Abbreviations

Abbreviations	Description
AH	Affected Households
BADEA	Arab Bank for Economic Development in Africa
CBO	Community Based Organization
CCCM	Communication and Customer Care Manager
CO	Communication Officer
DOE	Department of Environment
DP	Displaced People
E&S	Environmental and Social
EMF	Electromagnetic Field
ESMF	Environmental and Social Management Framework
ESF	Environmental and Social Framework
ESIA	Environmental and Social Impact Assessment
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standards
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
JECA	Jozani Environmental Conservation Association

KV	Kilovolts
MCC	Millennium Challenge Corporation
MANRF	Ministry of Agriculture, natural Resources and Fisheries
MoFP	Ministry of Finance and Planning
MoLWHE	Ministry of Land, Water, Housing and Energy
MoWEM	Ministry of Water, Energy and Minerals
NGO	Non-Governmental Organisation
OHL	Overhead Transmission Line
OIP	Other Interested Parties
PAP	Project Affected Person
RAP	Resettlement Action Plan
RPF	Resettlement Policy Framework
SEP	Stakeholder Engagement Plan
UWEMAJO	Umoja wa Wenye Mashamba Jozani
WB	World Bank
ZATI	Zanzibar Association of Tourism Investors
ZAWA	Zanzibar Water Authority
ZECO	Zanzibar Electricity Corporation
ZEMA	Zanzibar Environmental Management Authority
ZESTA	Zanzibar Energy Sector Transformation and Access
ZNCCIA	Zanzibar National Chamber of Commerce, Industry and Agriculture

Glossary of Terms

Terms	Description
Consultation	The process of gathering information or advice from stakeholders and taking these views into account when making project decisions and/or setting targets and defining strategies.
Disadvantaged or Vulnerable	Refers to those who may be more likely to be adversely affected by the project impacts and/or more limited than others in their ability to take advantage of a project’s benefits. Such an individual/group is also more likely to be excluded from/ unable to participate fully in the mainstream consultation process and as such may require specific measures and /or assistance to do so. This will take into account considerations relating to age, including the elderly and minors, and including in circumstances where they may be separated from their family, the community or other individuals upon which they depend.
Discussion	An exchange of views and opinions to explore different perspectives, needs and alternatives, with a view to fostering mutual understanding, trust and cooperation on a strategy or initiative.
Displaced Person	A person who is living in the project area and required to move to another location. The Borrower will (a) offer displaced persons choices among feasible resettlement options, including adequate replacement housing or cash compensation; and (b) provide relocation assistance suited to the needs of each group of displaced persons.
Engagement	Is the continuing and iterative process by which the Borrower identifies, communicates, and facilitates a two-way dialogue with the people affected by its decisions and activities, as well as others with an interest in the implementation and outcomes of its decisions and the project. It takes into account the different access and communication needs of various groups and individuals, especially those more disadvantaged or vulnerable, including consideration of both communication and physical accessibility challenges. Engagement begins as early as possible in project preparation because early identification of and consultation with

	affected and interested parties allows stakeholders views and concerns to be considered in the project design, implementation, and operation.
Environmental and Social Impact Assessment	Is an instrument to identify and assess the potential environmental and social impacts of a proposed project, evaluate alternatives and design appropriate mitigation, management, and monitoring measures.
Feasibility/Pre-Construction phase	The phase of a project which includes the Environmental and Social Impact Assessment, and financial and engineering feasibility studies.
Livelihoods	Refers to the full range of means that individuals, families, and communities utilize to make a living, such as wage-based income, agriculture, fishing, foraging, other natural resource-based livelihoods, petty trade, and bartering.
Local communities	Refers to groups of people living in close proximity to a project that could potentially be impacted by a project. (“Stakeholders,” in contrast, refers to the broader group of people and organisations with an interest in the project.)
Non-Government Organisations	Private organisations, often not-for-profit, that facilitate community development, local capacity building, advocacy, and environmental protection.
Partnerships	In the context of engagement, partnerships are defined as collaboration between people and organisations to achieve a common goal and often share resources and competencies, risks and benefits.
Pre-Feasibility phase	The phase of a project which includes a Screening Study to identify social and environmental fatal flaws, and a Scoping Study to identify and assess the social and environmental issues of a proposed project and evaluate project design alternatives prior to proceeding to project feasibility.
Project Area	A geographical area within which direct and indirect impacts attributable to a project can be expected. Defining the Project Area is used to

	determine a project's area of influence and responsibilities. It also provides guidance on the area within which impacts need to be monitored, and managed, and it also assists with defining project stakeholders that should be engaged during project design together with an ESIA process.
Stakeholder	Individuals or groups who: (a) are affected or likely to be affected by the project (project-affected parties); and (b) may have an interest in the project (other interested parties).
Sheha	A head of Shehia Administration appointed in accordance with the provision of the Regional Administration Act number 8 of 2014.
Shehia	The lowest Government Administrative Authority in the hierarchy of the Regional Administration and the Local Government.
Stakeholder Engagement Plan	Is the plan which describe the timing and methods of engagement with stakeholders throughout the life cycle of the project as agreed between Bank and Borrower, distinguishing between project-affected parties and other interested parties.

Executive summary

Introduction

This Stakeholder Engagement Plan (SEP) which has been prepared and will be implemented by Zanzibar Electricity Corporation (ZECO) and the Ministry of Finance and Planning, during the preparation and implementation of the Zanzibar Energy Sector Transformation and Access (ZESTA) Project. The proposed project will have three major components. **Component 1:** Renewable Energy and Storage Infrastructure. This component will finance a solar park with a 10-15MW solar PV plant and a stand-alone Battery Energy Storage System (BESS). The solar PV plant will pilot utility-scale renewable energy development in Zanzibar, and the BESS will support the grid by providing supply needed to meet the evening peak and integrate VRE onto the island grid. In addition, this component will also support the technical design and supervision consultancy for the Solar PV and BESS. The consultancy will undertake feasibility studies, associated environmental and social studies, develop procurement documents, and supervise the construction. **Component 2:** Grid Modernization and Access Scale-up. This component will finance the following major activities: (a) 132kV backbone transmission infrastructure. This will support construction of the 132kV north-south transmission line and associated substations at Makunduchi, Welezo, and Matemwe. The detailed design of the 132kV backbone transmission infrastructure is carried out by a ZECO-hired consultant; (b) Distribution network strengthening and access scale-up. This includes: (i) refurbishment and reconfiguration of the existing 33/11kV infrastructure; (ii) modernization/replacement of 11kV network equipment around Stone Town; and (iii) grid extension & intensification and associated last-mile household connections across Zanzibar. This component will also support grid equipment installations for performance improvement and loss reduction; (c) Supervisory Control and Data Acquisition (SCADA): Support for design and installation of a SCADA system for ZECO to improve efficiency in grid operations; (d) Support for resettlement and compensation payments: compensation payments to project affected persons (PAPs). **Component 3:** Sector Institutional Strengthening and Project Implementation Support. This component will support the strengthening of sector institutions to improve planning frameworks and operational efficiency in the supply of electricity services in Zanzibar, including the implementation of the renewable energy generation program. The component will finance technical assistance to ZECO,

MoWEM, and ZURA, including relevant technical skills strengthening. This component will also support energy efficiency development and gender mainstreaming in the Zanzibar energy sector.

Objectives of the Stakeholder Engagement Plan (SEP)

Generally, SEPs define a technically appropriate approach to consultation and disclosure process. The goal is to improve and facilitate two-way communication between the project and all key and relevant stakeholders and to create an atmosphere of understanding that actively involves project affected people and other stakeholders in a timely manner. The SEP is a useful tool for managing communications between the Project Implementing Units and their stakeholders.

Stakeholder Engagement Activities.

The project stakeholders consultations has been undertaken at regional, district and local levels in order to identify the views, issues and concerns of stakeholders regarding specific project components. These consultations involved field visits to the project areas in which the proposed project infrastructures will be located including the Solar component at Matemwe and Makunduchi, new overhead 132kV line from Welezo to Makunduchi and Matemwe via Ubago, refurbishment of 33/11kV including in Urban and Central district as well as Stone Town. The stakeholders consulted are government ministries, departments or agencies at national level (e.g. Zanzibar Electricity Corporation (ZECO), Zanzibar Water Authority (ZAWA), Ministry of Finance and Planning (MoFP), Ministry of Land, Water, Housing and Energy (MoLWHE), Zanzibar Environmental Management Authority (ZEMA), Department of Environment (DOE), Zanzibar National Chamber of Commerce, Industry and agriculture (ZNCCIA), and Ministry of Agriculture, Natural Resources and Fisheries (MANRF) and local level community' leaders, community-based organizations and user groups and individual community members and people who potentially will be directly affected by the project as well as interested public and private organizations. Stakeholder consultations were carried out through interviews and meetings. In the process the content of the project and the potential impacts were explained; stakeholders also provided useful primary baseline information, guidance and recommendations on best practices acceptable and suitable to local environment. The stakeholder consultations' identified issues

that they considered important such as loss of crops and properties. These comments and issues from stakeholders have been addressed by the Environmental and Social Impact Assessment (ESIA) and taken into consideration in the impact analysis and recommendation of mitigation measures.

Identified Potential ZESTA Project Impacts

The environmental and social impacts associated with project components are well elaborated through ESMF report prepared for the proposed ZESTA project. The report suggests that, the impacts are deemed to be of low to moderate in magnitude and limited and/or localized in scope requiring site specific mitigation. It is clearly stated that, all the identified environmental impacts and risks can be managed through the development of project specific and robust Environmental and Social Management Plans (ESMPs), and application of good design and construction practices. The anticipated social risks from the project components are not expected to be significant provided that land and way leave acquisition process are conducted in a manner consistent with the Resettlement Policy Framework (RPF) prepared for the Project. Most of the identified safety risks can be mitigated through education on hazards of electricity, house wiring inspections, education on environmental conservation and management, and programs to assist the vulnerable groups. Project designs should take into consideration sensitive cultural and spiritual places, with full consultation and participation of the affected communities and, where possible, avoid them. All of the proposed mitigation measures have to be followed through a quarterly monitoring programme and Resettlement Action Plan (RAP) Completion Audits, where relevant, to assess compliance with the applicable legislation and the World Bank Environmental and Social Framework (ESF).

Legal Requirements and Regulations

According to the World Bank's Environmental and Social Standard 10 all Bank projects require a Stakeholder Engagement Plan. The process of stakeholder engagement will involve the following, as set out under ESS 10: (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders.

In addition, the Zanzibar legislations through Environmental Management Act No 3 of 2015, require public consultations, but only for those projects which require Environmental Impact Assessment (EIA). This EIAs provides detailed requirements and procedures for conducting public consultations and establishment of timeframes for information disclosure, public hearing and discussion. The responsibility for the public disclosure now rests with the Zanzibar Environmental Management Authority (ZEMA). All engagement needs to proceed on the basis of what are culturally acceptable and appropriate methods for each of the different stakeholder groups. For example, for consultations with government official formal presentations will be preferred, while communities prefer public meetings, and informal focus group discussions facilitated by availability of posters and non-technical pamphlets.

Stakeholder analysis determines the likely relationship between stakeholders and the Project, and helps to identify the appropriate consultation methods for each stakeholder group during the life of the project. In general, below are some of the most common methods used to consult stakeholders through phone, emails, one on one interviews, public meetings, surveys, workshop, focus group discussions, distribution of available pamphlets, newsletters, newspaper, magazines, radio and television channels.

Affected Communities

An impacted community may be affected through components of the natural or social environment as a consequence of various aspects of a project activity and in varying degrees. The primary area of influence is approximately 100km from Makunduchi and Matemwe to Welezo via Ubago (132kV Overhead Lines), for 33kV and 11kV overhead and underground lines within the Urban Municipality. Within this larger area of influence covers of about 30 Shehias some communities will experience more direct impacts (positive and negative) as a consequence of their proximity to the proposed project activities. These communities are illustrated in the table below. Other villages/Shehias and hamlets within the primary area of influence may also experience impacts (positive and negative), however to a lesser degree and the impacts will be predominantly indirect.

Information disclosure

The current ZECO website (<http://www.zeco.co.tz/home>) will be used to disclose project documents via a dedicated ZESTA webpage. Project documents will also be disclosed on the MoWEM website (<http://www.mofeaznz.org>). Documents will include the environmental and social risk mitigation documents such as the ESMF and RPF and subsequent ESIAs, and RAPs, documents on environmental and social performance, and other relevant material. Material will be provided in both Kiswahili and English (executive summaries of the environmental and social documents will be translated into Kiswahili). All future project related environmental and social monitoring reports, listed in the above sections will be disclosed on these webpages. Project updates (including news on construction activities and relevant environmental and social data) will also be posted on the homepage of ZECO's website and the MoWEM website. An easy-to-understand guide to the terminology used in the environmental and social reports or documents can also be provided on the website and through public/community meetings, mass/social media communication, communication materials such as brochures, flyers, and posters and information desks in each municipality

SEP Implementation

There are two Project Implementation Units – the ZECO PIU and the MoWEM PIU. The staff with responsibilities to implement the SEP are the Overall Project Coordinator, the ZECO PIU Social Specialist, Communication Officer, the Communication and Customer Care Manager (CCCM) and the MoWEM PIU Safeguards Specialist. to ..

During project implementation, stakeholder consultation will be led by the Project Implementation Unit (PIU), specifically the Social Specialist together with two staff from the Public Relations Unit: the Communication Officer (CO) and Communication and Customer Care Manager (CCCM). The CO and CCCM will provide half of their time (50% of their time) to support to ZESTA and work under the direction of the Social Specialist. The environmental and OHS staff in the ZECO-PIU and the Safeguards Specialist from MoWEM will also participate.

Grievance Redress Mechanism

The Grievance Mechanism (GM) will consist of a number of levels starting with a Shehia Grievance Committees at the lowest level, a project grievance committee, a District Grievance Committee, and a Ministerial Grievance Committee. The Land Tribunal is also available for land-related matters. Complainants can always go directly to the judicial system.

1.0 INTRODUCTION

This Stakeholder Engagement Plan (SEP) which has been prepared and will be implemented by Zanzibar Electricity Corporation (ZECO) and the Ministry of Water and Energy (MoWEM), during the preparation and implementation of the Zanzibar Energy Sector Transformation and Access (ZESTA) Project. ZESTA project includes regeneration Solar PV and storage; distribution and access expansion; and capacity building and sector skill strengthening. The Solar PV plant approximate of 30MW will support ZECO in furthering the objective of security of supply and diversification of sources through investments in grid-scale, and energy battery storage. The distribution and access expansion will support ZECO in grid expansion and strengthening for rural village electrification integration, load growth and access expansion.

The Revolutionary Government of Zanzibar through Ministry of Water and Energy (MoWEM) via ZECO has pro-actively adopted the goal of supporting private participation in power generation. The proposed project is aligned with Zanzibar's energy sector development and electrification goals of developing locally available energy resources and achieving universal access to reliable electricity by 2032. The project will increase access to electricity for households, commercial, and industrial users, and public institutions in the rural, peri-urban and urban areas through on-grid solutions.

1.1 Project Description

The will expand access to reliable and clean electricity services and create an enabling environment for private sector participation in the Zanzibar electricity sector with the following project components.

Component 1: Renewable Energy and Storage Infrastructure. This component will finance a solar park with a 10-15MW solar PV plant and a stand-alone Battery Energy Storage System (BESS). The solar PV plant will pilot utility-scale renewable energy development in Zanzibar, and the BESS will support the grid by providing supply needed to meet the evening peak and integrate VRE onto the island grid. In addition, this component will also support the technical design and supervision consultancy for the Solar PV and BESS. The consultancy will undertake

feasibility studies, associated E&S studies, develop procurement documents, and supervise the construction.

Component 2: Grid Modernization and Access Scale-up. This component will finance the following major activities:

- (a) 132kV backbone transmission infrastructure. This will support construction of the 132kV north-south transmission line and associated substations at Makunduchi, Welezo, and Matemwe. The detailed design of the 132kV backbone transmission infrastructure is carried out by a ZECO-hired consultant.
- (b) Distribution network strengthening and access scale-up. This includes: (i) refurbishment and reconfiguration of the existing 33/11kV infrastructure; (ii) modernization/replacement of 11kV network equipment around Stone Town; and (iii) grid extension & intensification and associated last-mile household connections across Zanzibar. This component will also support grid equipment installations for performance improvement and loss reduction.
- (c) Supervisory Control and Data Acquisition (SCADA): Support for design and installation of a SCADA system for ZECO to improve efficiency in grid operations.
- (d) Support for resettlement and compensation payments: compensation payments to project affected persons (PAPs).

COMPONENT 3: Sector Institutional Strengthening and Project Implementation Support.

This component will support the strengthening of sector institutions to improve planning frameworks and operational efficiency in the supply of electricity services in Zanzibar, including the implementation of the renewable energy generation program. The component will finance technical assistance to ZECO, MoWEM, and ZURA, including relevant technical skills strengthening. This component will also support energy efficiency development and gender mainstreaming in the Zanzibar energy sector.

The proposed expansion of 33kV of overhead Transmission Line (OHTL) and 11kV of Underground cable for Stone town will involve limited land area. The proposed new 132kV, Overhead Transmission Line to Makunduchi and Matemwe from Welezo via Ubago of approximately 60km will require new land acquisition and will have impact on housing and

crops resettlements. The 11kV will be the rehabilitation of distribution infrastructure of underground cable from Mtoni 33kV substation to Kiembesamaki 33kV substation via Kilimani 33/11kV substation to Stone Town. Therefore, all activities of both overhead and underground transmissions envisaged the right-of-way acquisition, land clearing, arrangement of access roads to the towers/poles where required, construction of foundations and towers, stringing installation of conductors, insulators, other equipment. However, the final design will be based on the outcomes of the routing study, geotechnical and cadastral surveys, poles spotting and the Social Environmental documents (ESIA, and ESMP).

The route selection study was undertaken to identify a preferred access strip for the construction of a proposed 33 – KV. The overhead, proposed 132kV line connecting from Fumba to Mtoni via Welezo 132-kV station to Ubago 132kV station (OHTL) will involve limited land area and the right of way. The new proposed OHTL line connection should start from Makunduchi and Matemwe 132kV to Ubago substations.

Figure 1: The Map of Zanzibar



Figure 2: 132 kV line



Figure 3: General Zanzibar Map show Underground and Stone Town Work (11kV distribution refurbishments works (around Stone Town).



NB: No. 1, 2, 3, 4, 10, 13, 21, 26, 25, 27, 28, are in Stone Town. No. 16 and 17 are in the Buffer Zone

1.2 Brief Summary of Previous Stakeholder Engagement Activities.

There have been various engagement activities with stakeholders some occurring earlier than preparation of the ZESTA project and on various aspects of the project. Consultations have occurred on the Solar component under EU-funded work. In addition, there have been consultations with the institutional stakeholders for the new overhead 132kV line from Welezo to Makunduchi and Matemwe via Ubago, refurbishment of 33/11kV including in Urban and Central district as well as Stone Town. The details of these activities are in section 4.3. The stakeholders consulted are government ministries, departments or agencies at national level (e.g. ZECO, ZAWA, MoLWHE, MOFP, ZEMA, DOE, ZNCCIA, and MANRF) and local levels communities’ leaders, community-based organizations and user groups and individual

community members and people who potentially will be directly affected by the project as well as interested public and private organizations. Stakeholder consultations were carried out through interviews and meetings. In the process the content of the project and the potential impacts were explained; stakeholders also provided useful primary baseline information, guidance and recommendations on best practices acceptable and suitable to local environment.

1.3 Purpose and Scope of SEP

This Stakeholder Engagement Plan (SEP) will assist the Project Implementing Units (ZECO and MoWEM) with managing and facilitating engagement through the various stages of the Project's life cycle from pre-feasibility stage, feasibility, design, construction, operations, closure and rehabilitation stages. This version of the SEP is an initial guide to engagement and will need to be revised as needed during project implementation to reflect ongoing stakeholder engagement.

The purpose of the SEP is to explain how stakeholder engagement will be practiced throughout the course of the project and which methods will be used as part of the process; as well as to outline their roles and responsibilities in its implementation. Indeed, the SEP serves the purpose on the project to comply with the World Bank Environmental and Social Standards which notes that projects may result in a range of social and environmental risks and impacts and the involvement of the local population is essential to the success of the project, to ensure smooth collaboration between project staff and local communities and minimize and mitigate environmental and social risks related to the project.

1.4 Objectives of the Stakeholder Engagement Plan (SEP)

The SEP seeks to define a technically and culturally appropriate approach to consultation and disclosure. The goal of this SEP is to improve and facilitate two-way communication between the project and stakeholders and to create an atmosphere of understanding that actively involves project affected people and other stakeholders in a timely manner, and that these groups are provided sufficient opportunity to voice their opinions and concerns. The SEP is a useful tool for managing communications between the Project Implementing Units and their stakeholders.

1.5 Key Objectives of SEP:

- Provide guidance for stakeholder engagement such that it meets World Bank's Environmental and Social Standard 10;
- Identify key stakeholders that are affected, and/or able to influence the Project and its activities;
- Identify the most effective methods and structures through which to disseminate project information, and to ensure regular, accessible, transparent and appropriate consultation;
- Guide the Project to build mutually respectful, beneficial and lasting relationships with stakeholders;
- Develop a stakeholder engagement process that provides stakeholders with an opportunity to influence project planning and design;
- Establish formal and responsive grievance/resolution mechanisms;
- Define roles and responsibilities for the implementation of the SEP;
- Define reporting and monitoring measures to ensure the effectiveness of the SEP and periodical reviews of the SEP based on findings

2.0 LEGAL REQUIREMENTS AND REGULATIONS

According to the World Bank's Environmental and Social Standard 10 all Bank projects require a Stakeholder Engagement Plan. The process of stakeholder engagement will involve the following, as set out detail under ESS 10: (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders.

In addition, the Zanzibar legislations through Environmental Management Act No 3 of 2015, require public consultations, but only for those projects which require Environmental Impact Assessment (EIA). This EIAs provides detailed requirements and procedures for conducting public consultations and establishment of timeframes for information disclosure, public hearing and discussion. The responsibility for the public disclosure now rests with the Zanzibar Environmental Management Authority (ZEMA), such that the following is required:

One among the purpose of the ESIA Report is to set out the type of information and project impact to be gathered and examined during study. However, consultations for the solar parks sites were undertaken in December 2015 by Intec - GOPA-International Energy Consultants GmbH. These consultations involved communities at Shehia level, Zanzibar Municipality Council, ZECO staff and the Ministry of Finance through interviews and focus group discussions. [insert] . Consultations with institutions were also undertaken with ZIPA, Commission for Tourism, Ministry of Agriculture, Livestock and Fisheries, etc, during the preparation of the Solar Farm ESIA report in 2016.

For the 132kV overhead lines the ESIA study is currently being undertaken by ZECO through a consultant. Consultations undertaken as of May 2020 include the Ministry of Land, Housing, Water and Energy, Department of Energy and Mineral (DoEM); Zanzibar Urban Service Project (ZUSP); Department of Forest and Natural Resources (DFNR); Jozani Chwaka Bay National Park; Department of Environment (DoE); and Local Government Leaders (Sheha). A total number of 12 Shehias were involved during the consultations, namely; Kitongani, Hawaii,

Mchikichini, Mtofaani, Mehomeka, Mwera, Koani, Ubago, Dunga, Binguni, Tungwa, Unguja Kuu, and Pete.

The implementation of the activities in this SEP related to development of infrastructure will need to be aligned with the requirements set out by ZEMA, as well as relevant to the WB Environmental and Social Standards.

3.0 STAKEHOLDER ANALYSIS AND IDENTIFICATION

3.1 Stakeholder Analysis

Stakeholder analysis determines the likely relationship between stakeholders and the Project, and helps to identify the appropriate consultation methods for each stakeholder group during the life of the project. In general, below are some of the most common methods used to consult stakeholders:

- Phone /email;
- One-on-one interviews;
- Public meetings;
- Workshop/focus group discussions;
- Distribution of pamphlets and newsletters once available; and
- Newspaper/magazines/radio.

When deciding the frequency and the appropriate engagement technique used to consult a particular stakeholder group, three criteria will be considered:

- 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.

In general, engagement is directly proportional to impact and influence, and as the extent of impact of a project on a stakeholder group increases, or the extent of influence of a particular stakeholder on a project increases, engagement with that particular stakeholder group will be intensified and deepened in terms of the frequency and the intensity of the engagement method used. As such, stakeholder engagement will be intensified during the preparation and

implementation of the environmental and social assessment documents (such as Resettlement Action Plans and Environmental and Social Impact Assessments).

All engagement needs to proceed on the basis of what are culturally acceptable and appropriate methods for each of the different stakeholder groups. For example, for consultations with government official formal presentations will be preferred, while communities and s vulnerable individuals (see section 3.5.5 for details) prefer public meetings, and informal focus group discussions facilitated by availability of posters and non-technical pamphlets.

3.2 Stakeholder engagement principles

Stakeholder engagement is usually informed by a set of principles defining core values underpinning interactions with stakeholders. Common principles based on international best practice include the following:

- **Commitment** is demonstrated when the need to understand, engage and identify the community is recognized and acted upon early in the process;
- **Integrity** occurs when engagement is conducted in a manner that fosters mutual respect and trust;
- **Respect** is created when the rights, cultural beliefs, values and interests of stakeholders and neighboring communities are recognized;
- **Transparency** is demonstrated when community concerns are responded to in a timely, open and effective manner;
- **Inclusiveness** is achieved when broad participation is encouraged and supported by appropriate participation opportunities;
- **Trust** is achieved through open and meaningful dialogue that respects and upholds a community's beliefs, values and opinions;
- **Gender** equality is demonstrated not only by the physical participation of women during engagement activities but also by adopting transversal gender perspective and gender equality indicators;
- **Inclusiveness** is achieved when the project attends to the need of all the members equally including the vulnerable individuals such as elderly, disabled, women headed households,

and other social classes; and special attention is paid to those community members who are at risk of social exclusion.

3.3 Detail on engagement methods to be used

Public/community meetings

After effectiveness, the Project will organise launch meetings in each of the 7 Districts. As part of the preparation of the launch meetings, the Project will engage with the districts to ensure that District Community Officers are aware of the project and can play a role in information sharing and engagement with communities. From then on, the District Community Officers will help organize community meetings/sensitization sessions in the all 22 Shehia/villages on a quarterly basis throughout the project's lifecycle. The costs related to community meetings will be covered by the Project. The project will ensure the effective participation through focus group meetings to vulnerable individuals found within the community along the project areas which includes women, elderly, people with disabilities and youth (see Table 7 for more information).

Mass/social media communication

A Communications Officer will post information on the MoWEM and ZECO websites. In addition, information will be shared on the ZECO Facebook page. The project will also communicate with the local population via social media campaigns or tools like WhatsApp throughout the project's lifecycle. Social media channels will be used primarily in urban areas as much as possible to disseminate information as rates of social media use (especially Facebook) appear to be high across users of different age and background in project affected communities.

Communication materials

Written information will be disclosed to the public via a variety of communication materials including project documents, brochures, flyers, posters, etc. A public relations kit will be designed specifically for the project and distributed both in print and online form. ZECO and MoWEM will also update its website regularly (at least on a quarterly basis) with key project updates and reports on the project's environmental and social performance both in English and Swahili. The websites will also provide information about the Grievance Redress Mechanism for the Project.

Trainings, workshops

Finally, trainings related to implementation of the SEP will be provided to relevant project staff, and where relevant contractor staff, government (including agencies such as ZEMA), and other involved entities early in project implementation. Trainings will include general environmental and social standards training for the two PIUs, training on stakeholder engagement and grievance management for the social and environmental staff, and training on environmental and social standards for community officers and other entities. Additional issues covered will include a sensitization to gender-based violence risks, inclusiveness of vulnerable individuals, and participatory approaches. In the first years of project implementation a firm will be recruited to support capacity building efforts including on-the-job training and workshops.

Information Desks

Information Desks in each municipality will provide local residents with information on stakeholder engagement activities, construction updates, contact details of the Project staff. Information will also be distributed at the construction sites. When necessary, community officers can meet nearby and share information about the project with PAPs and other stakeholders. Documents, brochures and fliers on various project related social and environmental issues will be made available at these sites.

3.4 Engagement Techniques

There are a variety of engagement techniques used to build relationships with stakeholders, gather information from stakeholders, consult with stakeholders, and disseminate project information to stakeholders. When selecting an appropriate consultation technique, culturally appropriate consultation methods, and the purpose for engaging with a stakeholder group will be considered. Table 1 provides a list of different consultation techniques and suggests the appropriate application.

Table 3: Engagement Techniques

Engagement Techniques	Appropriate application of techniques
Information Centre and Information Boards	- Establish Information Boards in each Project area community.
Correspondence by phone/email/Text/Instant messaging	- Invite stakeholders to meetings - Distribute project information to government officials, organisations, agencies and companies
Print media and radio announcements	- Disseminate project information to large audiences, illiterate stakeholders - Inform stakeholders about consultation 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
Formal meetings	- Present project information to a group of stakeholders - Allow the group of stakeholders to provide their views and opinions - Build professional relations with high level stakeholders - Distribute technical documents - Facilitate meetings using PowerPoint presentations - 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 neighbouring communities - Distribute non-technical project information - Facilitate meetings using PowerPoint presentations, posters, models, videos and pamphlets or project

	<p>information documents</p> <ul style="list-style-type: none"> - Record discussions, comments/questions raised and responses
Workshops	<ul style="list-style-type: none"> - Present project information to a group of stakeholders - Allow the group of stakeholders to provide their views and opinions - Use participatory exercises to facilitate group discussions, brainstorm issues, analyse information, and develop recommendations and strategies
Focus group discussion	<ul style="list-style-type: none"> - Allow a smaller targeted group of between 6 and 8 people to provide their views and opinions includes vulnerable individuals (women, youth, elderly and people with disabilities) - Build relationships with neighbouring communities - Use a focus group interview guideline to facilitate discussions
Surveys	<ul style="list-style-type: none"> - Gather opinions and views from individual stakeholders - Gather baseline data - Record data - Develop a baseline database for monitoring impacts

All engagements and consultations will be documented.

3.5 Key Stakeholders Group

The following stakeholder groups has been identified, and each of these groups is discussed in greater detail below:

- Government officials;
- Directly affected parties, including vulnerable individuals (see section 3.5.5 for details).
- Other Interested Parties such as NGOs and conservation organizations.

This list of stakeholders is likely to expand/change in composition through project implementation process. Additional stakeholder groups might include:

- Contractors and subcontractors;
- Suppliers and businesses;
- Trade unions;
- Private sectors;
- Customers;
- Academic community;
- Interested groups (media, other donors etc.)

3.5.1 Government Officials

The Revolutionary Government of Zanzibar consists of a parliamentary representative democratic republic, whereby the Second Vice President is the head of government under the multi-party electoral system. Executive power is exercised by the government. Legislative power is vested in both the government and the Zanzibar House of Representative. The Judiciary is independent of the executive and the legislature.

The government Ministries and departments that will be consulted include:

- Ministry of Finance and Planning
- Ministry of Land, Water, Housing and Energy
- The Ministry of State (President Office) Second Vice President dealing with Environment
- Ministry of Agriculture, Livestock, Natural Resources and Fisheries
- Ministry of Health
- Ministry of Culture
- Local Government Authorities and Municipality
- Forestry Department
- District Commissioners

This list will be amended and expanded on as the Project progresses.

3.5.2 Directly Affected Parties

Affected parties are groups or individuals that can be directly (positively or negatively) affected by a project. An impacted community may be affected through components of the natural or social environment as a consequence of various aspects of a project activities and in varying degrees over its life cycle.

The primary area of influence is approximately 100km from Makunduchi and Matemwe to Welezo via Ubago (132kV Overhead Lines), for 33kV and 11kV overhead and underground lines within the Urban Municipality. Within this larger area of influence some communities will experience more direct impacts (positive and negative) as a consequence of their proximity to the proposed project activities. These communities are illustrated in the table below. Other villages/Shehias and hamlets within the primary area of influence may also experience impacts (positive and negative), however to a lesser degree and the impacts will be well mitigated by the project team through the application of each relevant environmental and social standard. .

The following communities in each project components have been identified as potentially directly affected. The larger area of influence is the broader geographic area within which the project’s components are located and consists stakeholders including communities located along the project areas.

Table 4: List of Shehias Directly Affected.

Name of Shehia/Village	Project Components	Identified stakeholders and concerns
Matemwe and Makunduchi	Solar Farm, substation and 132kV	<ul style="list-style-type: none"> - Local Communities, CBOs, Farmers, Forest land, Jozani Forest Reserve, Jozani Special Management Area. - <i>Issues on Land acquisition, employment, compensation</i>
Kandwi, Pwani Mchangani, Kiwengwa, Upenja,	132kV	<ul style="list-style-type: none"> - Local Communities, CBOs, Farmers, Forest land, coastal tourism areas

Kilombero, Mpapa, Dunga, Ubago, Mwera, Welezo, Muyuni Jozani, Unguja Ukuu, Binguni		<i>Issues on Land acquisition, employment and compensation</i>
Amani, Mwanakwerekwe, Mombasa, Migombani, Kiembesamaki	33kV	- Local Community <i>Issues on the existing right of way of 33kV line</i>
Kilimani	33kv OHTL to /11kV Underground cable with transformer	- Local Community <i>Issues on the existing right of way of 33kV line</i>
Gulioni, Mlandege, Mwembetanga, Malindi, Shangani, Vuga, Kikwajuni, Rahaleo,	11kV Transformer	- Local Community - Trade vendors - Tourism/hotels industry - Urban dwellers - Businesses (hotels, restaurants etc) <i>Issues on the existing right of way of 11kV underground line that may affect casual business and Stone Town Heritage issues</i>

3.6 Other Interested Parties, NGO and Conservation Organizations

The table below summarizes the key categories of other interested parties and the respective justification for their interest in the project.

Table 5: Other Interested Parties

Other Interested Parties	Interest in the Project
Ministry of Finance and Planning	Project Financial Management issues
Ministry of Land, Housing, Water, and Energy and its Utilities	Lead ministry for the project technical implementations
President Office Regional Administration and Local Government	Regional and District administrations
Ministry of Infrastructure and Communications	Mobility/Accessibility and infrastructure development and maintenance (Roads, Bridges and culverts and road maintenance)
The Second Vice President's Office (ZEMA and Department of Environment)	Environmental and Social standards compliance and supervision
Ministry of Agriculture, Natural Resources and Forestry	Agricultural development, natural resource supply (sand, stones, gravels, timber etc.)
Stone Town Conservation Development Authority (STCDA)	Heritage and cultural conservation issues related to the 11kV works
District Councils, LGAs, Municipality and Shehia.	Protect the rights of inhabitants in the project area, represent the local communities/PAPs, receive and address any feedback and grievances from them
Non-governmental organizations (local, regional, national and International) eg <i>Umoja wa Wenye Mashamba Jozani</i> (UWEMAJO) Jozani Environmental Conservation	Ensure the environmental and social performance of the project is protecting the environment and affected people and complies with international environmental and social standards

Association (JECA)	
Business and workers' organizations, National Chamber of Commerce, Industry and Agriculture (ZNCCIA), and Worker's Union.	Interest in procurement and supply chain, potential environmental and social impacts as well as community health and safety
Zanzibar Association of Tourism Investors (ZATI)	Interest in provision of reliable and stable electricity/power for running tourism and hotel facilities. This will ensure the sustainability of their tourism investment within the country.
Other project developers reliant on or in the vicinity of the Project (e.g. associated facilities) and their financiers (e.g. Arab Bank for Economic Development in Africa (BADEA), or any other multilateral or bilateral)	May require operation of the Project to enable the export of power, can help identify interactions and cumulative impacts with other proposed developments
Press and media	Inform residents in the project area and the wider public about the Project implementation and planned activities
Academic institutions (e.g. State University of Zanzibar (SUZA), Al-Sumait University (Chukwani), Zanzibar University, Karume Institute of Science and Technology (KIST) and other academic institutions)	Potential concerns regarding environmental and social impacts potential educational/outreach opportunities to increase awareness and acceptance of the project
General public, and jobseekers	Interest in the general socio-economic impacts of the project, both adverse and beneficial

Table 6: NGO and Conservation organizations

No.	Name of NGO	Interest
1	UWEMAJO	The Community based organization for farmers around Jozani national forests. The new 132kV lines will newly established within their areas. They will be benefited with stable and reliable power. This will boost their production process with the availability of sufficient energy supply within their areas.
2	JECA	The Jozani Environmental Conservation Association which working with the Department of Forestry for conservation of flora and fauna along Jozani forest. They are interested in safeguarding the natural forest and reserved flora and fauna. They will concentrate to all available/proposed mitigation measures as the 132kV project area is close to conserved forest.
3	UNESCO	A World Heritage Organization of the United Nations for having cultural, historical, scientific or other form of significance, which is legally protected by international treaties. They will be interested with the declared Stone Town (Zanzibar) Heritage City and conservation norms shall be observed. They will demand for approval of the Heritage Impact Study specific for the ZESTA project.
4	The Zanzibar Stone Town Heritage Society (ZSTHS).	The non-government organization (NGO), dealing with restoration, conservation and awareness to preserve the heritage and culture of Stone Town. It is a locally registered NGO dealing with the cultural heritage within the Stone Town and help the Government to monitor the conservation through awareness to the public.
5	The Zanzibar Disability Association (UWZ)	The Association (UWZ) represents persons with all types of disabilities in Zanzibar including the Persons with Disabilities (Rights and Privileges) Act 2006. They also

		working with the established Zanzibar Center for Disability and Inclusive Development (ZACDID), which works to bring together people with expertise in disability and development and to improve the lives of children, youth and adults with disabilities.
6	Zanzibar National Chamber of Commerce Industry and Agriculture (ZNCCIA)	ZNCCIA acts as an umbrella organisation representing some members of the private sector and serving them in all matters to do with trading and business, marketing and trading opportunities, business advisory services, entrepreneurial skills. It also serve as an important forum for business opportunities and transactions between and among its members including traders, entrepreneurs, and investors.

*This list will be amended and expanded on as the Project progresses.

3.7. Disadvantaged/Vulnerable Individuals

Disadvantaged / vulnerable individuals or groups are potentially disproportionately affected and less able to benefit from opportunities offered by the project due to various socio-economic factors. These groups are also at risk of being excluded from the consultation process and may also have difficulties accessing and/or understanding information about the project and its environmental and social impacts and mitigation strategies. These group include “those registered as poor with the local social services; women-headed households; elder-headed households (over 70 years pension age) without any other household member bringing in income; and households headed by disabled people.” (Zanzibar Social Welfare Policy, 2016) In addition, women and girls may be subject to impacts from Gender Based Violence. At the village level, works under the 33kV and 11kv subcomponents may see some exclusion of poor households for access. No ethnic or religious minorities are known to be present in project areas.

Details on vulnerability on environmental and social risks, including land and labor, are addressed in detail in the Environmental and Social Management Framework, (ESMF), the Resettlement Policy Framework (RFP), and the Labor Management Procedures (LMP) under

preparation. The SEP addresses risks related to exclusion from consultations which are detailed during the implementation of the project may experience social exclusion increases if they have a disability, chronic illness or limitation in conducting project activities, and that probability is greater for women, elderly, disability, and other social classes. The exclusion will not allow individuals to participate in project activities and society. Therefore, the following are recommended once the project discover PAPs in a condition of exclusion: social inclusion support, employment, health and education, social participation, work integration, empowerment, self-esteem, and personal achievement should be promoted.

Individuals that may be susceptible to being excluded from the consultation process such as women, elderly, youth, the unemployed, people living with disabilities, etc. Attendance will be encouraged at consultation meetings and certain additional measures will be put in place to encourage participation (Table 7).

Table 7: Summary for Consultation methods for vulnerable individuals

No	Category	Method of consultation	Potential concerns
1	Elderly	Focus group meetings with assistance including language translations	They fear the high voltage conductivities to their society
2	Youths	Focus group meetings	They request for work engagement during the project implementation
3	Women	Focus group meetings	They are concerned on losing their farming plots
4	People with Disabilities	Focus group meetings with assistance including language translations	They are concerned on exclusion during the project implementation and benefits

3.8. Summary of stakeholder interest and influence to the project

The table provided below summarizes the level of interest in and potential influence over the project of the various stakeholder categories identified above. Categories color-coded in red will require regular and frequent engagement, typically face-to-face and several times per year, including written and verbal information. Categories color-coded in orange will require regular engagement (e.g. every half-a-year), typically through written information. Finally, categories color-coded in green will require infrequent engagement (e.g. once a year), typically through indirect written information (e.g. mass media).

Table 8: Analysis and prioritization of stakeholder groups based on level of interest in and influence over the project

	High ability or likelihood to influence or impact the project	Medium ability or likelihood to influence or impact the project	Low ability or likelihood to influence or impact the project
High level of interest in the project	<ul style="list-style-type: none"> - People affected by land acquisition - People residing in project areas -Vulnerable households, - Shehias and villages MoFP - MoWEM -Business (formal and informal) in the vicinity of works for the 11kV subcomponent 	<ul style="list-style-type: none"> - Local Government Authorities Municipalities and Shehia/villages - Zanzibar Association of Tourism Investors (ZATI) 	<ul style="list-style-type: none"> - Jobseekers

	-		
Medium level of interest in the project	NGOs Press and Media	Businesses and workers' organisations Other project developers	Academic institutions General public
Low level of interest in the project			Development Partners

4.0 STAKEHOLDER ENGAGEMENT APPROACH

4.1 Public Consultation

Public consultation formed an integral part of the environmental and social assessment process as it provided interested and affected parties (I&APs) with project information and an opportunity to comment. It is also a requirement of the World Bank and current Zanzibar legislation. The displacement implications of the proposed project were part of the public consultation process, but consultation of PAPs will be done separately during ESIA and RAP studies. Stakeholder's engagement and Public consultation has and is being undertaken throughout the development of the project as summarized in table below.

Table 9: Status Matrix for Public consultation

PROJECT PHASES	PUBLIC CONSULTATION APPROACH	CONSULTATION STATUS
Project preparatory phase which includes engineering design, and standards frameworks (i.e. RPF, ESMF, ESCP, SEP,	Identification of potential stakeholders/institutions and communities for consultations	All potential stakeholders are identified to all components, For the solar farm an ESIA ¹ study has been done in 2016 by INTEC (GOPA-

¹ The ESIA study for the Solar Farm done and submitted in 2016, as time passes the study need to be reviewed and updated including undertaking both community and institutional consultation.

<p>LMP and the TOR for site-specific safeguard studies)</p>		<p>International Energy Consultants GmbH) Further consultations will be required. For 132kV overhead lines, ZECO has done the consultations with the institution in May 2020. Consultations with local communities for the transmission line will be needed. For 33kv and 11kV consultations have been undertaken as noted in section 4.3(iv) The ESMP will be done after project approval by the WB.</p>
<p>Project announcement phase, commenting and disclosures period where procurement of consultancy services for undertaking safeguard studies (ESIA, ESMP, and RAP).</p>	<p>Detailed consultation will be undertaken and required through community meetings to obtain views and concerns on the projects and its impacts, stakeholders concerns and feedback, Focus group discussion will be undertaking.</p>	<p>The ESIA for solar farm component will be updated. The public consultation, for 132kV ESIA is currently being undertaking by ZECO through a consultant and will be submitted. For 33/11kV the ESMP and RAP is not yet commissioned.</p>
<p>Decision making phase (ESIA, ESMP, and RAP reviewed by ZEMA certificate and approved by the WB)</p>	<p>Notify stakeholders and local communities on Government and the WB decision.</p>	<p>The ESIA for Solar farm component has been reviewed and Certificate issued by ZEMA.</p>
<p>Implementation phase</p>	<p>Stakeholder engagement and</p>	<p>Will be ongoing</p>

	grievance Redress mechanism and Monitoring	
--	--	--

In terms of the Zanzibar Environmental Management Act of 2015 the public consultation will be intensively required during the undertaking of Environmental and Social Impact Assessment study, also known as an Environmental Impact Assessment (EIA) the relevant authority (ZEMA) upon received, shall distribute the report to government departments for comment. The public will be notified and invited to review and give written comments on the ESIA report. A period of not less than 20 days and not more than 30 days will be given for public review and comment once they have been effectively notified. The outcome of this review will comprise one of three options: (1) project approval, (2) a request for more information, or (3) project disapproval; and, through the Director of the environmental authority (ZEMA) upon satisfaction and approved from review outcome then will issue an EIA certificate and may attach conditions.

4.2. Consultations during COVID-19

Stakeholders’ consultations are important and required from project preparations and continues throughout project implementation. Inputs from stakeholders are relevant as they provide valuable ideas into project design, risks and impacts etc. Several consultations’ have been undertaken as part of the project preparations for the project but more consultations will be required during project implementation.

To ensure community health and safety, the project will observe safe consultations when it is difficult to have a normal routine of stakeholders’ engagements such as, focus group discussions, community meetings, workshops, interviews etc. At this time, required consultations will be conducted in such a way to limit disease transmission through online platforms, including emails, phone calls, text messages, WhatsApp calls and texts, zoom, webex, skype etc.

If the project requires face-to-face consultations, the project will follow national and international guidelines on health and hygiene procedures. These safety measures are already in place and will be applied throughout the project implementation until further notice from health experts.

4.3. Preparation Stage-Stakeholder Engagement Activities

Different project activities have been subject to consultation at different times because of different development timelines.

- The solar component was initially considered for development in 2016 and consultations were undertaken under EU-funded work.
- Broad consultations were conducted involving the following institutions: Ministry of Housing, Communication and Infrastructure; Department of Forestry and Non-Renewable Natural Resources; Commission for Lands (Department of Rural and Urban Planning, Department of Lands registration); Department of Environment (DoE); District Commissioner, South District; District Council, South District; District Commissioner, North "A" District; District Council, North "A" District; Department of Agriculture; Department of Energy and Minerals (DoEM); Tanzania Meteorological Authority (TMA); Zanzibar Environmental Management Authority (ZEMA); Zanzibar Utilities Regulatory Authority (ZURA); Zanzibar Electricity Corporation (ZECO); Community Development and Environmental Conservation of Zanzibar (CODECOZ), a local Non-Governmental Organisation operating both in Unguja and Pemba; Society for Natural Resources Conservation and Development (SONARECOD), Shehia of Mbuyutende and Kijini; and Village Communities resident in Mbuyutende and Kijini. The concerns of the consulted stakeholders are addressed in the submitted ESIA report to ZECO.
- The preparation of the ESIA for the 132kV line was commenced during preparation (in 2019) and consultations with institutional stakeholders were held in May, 2020.under BADEA-funded work.
- Consultations on the project as detailed above, commenced in 2019, early in project preparation.

These consultations are detailed below.

The public consultation and stakeholder engagement process aims to ensure that stakeholders are informed in advance about the ZESTA project and its potential environmental and social impacts. It gives the opportunity to integrate stakeholders' comments into the project safeguards documents as part of the World Bank Environmental and Social Standards (ESS1 – ESS10). The

objective is to guarantee that the documents are robust and transparent, demonstrating that public concerns about the project have been considered.

ZECO has been engaging with various project stakeholders as the initial phase of the project preparation with its documentations. Two phases of stakeholder engagement activities have taken place to date as described below.

(i) Consultations during the preparation of the ESIA Study for the Solar Farm and the 132kV line

During early preparation of the ESIA - Baseline Study for the Wind and Solar Potential Analysis and Feasibility Studies of Power Plants (undertaken in December 2015) – consultations were undertaken by Intec - GOPA-International Energy Consultants GmbH. These were focused on initial ideas around solar and wind parks. There was some degree of stakeholder’s engagement involving the community at Shehia level, Zanzibar Municipality Council, ZECO staff and the Ministry of Finance through interviews and focus group discussions. Various meetings were held with these stakeholders to inform about the intention to undertake the project mostly discussed on project impacts including environmental impacts and acquisition of land.

(ii) Consultative meetings with Development Partners. The first meeting took place in November 2019. The purpose of the meeting was to present the overview of the project, discuss the renewable energy integration and battery storage study issues as well as provide an overview of the Environmental and Social Framework. A second meeting was held in May 2020. This meeting was a virtual interim workshop for the VRE Grid Integration and BESS study.

Both meetings were chaired by ZECO and MoFP. Attendees in both meetings included ZECO, MoFP, MoWEM, and the Development Partners (DPs) including representatives from the IFC, US Embassy (Commerce Services), SIDA, NORAD, JICA, AFD, AFDB, UNDP, and UNIDO.

DPs expressed their support for the proposed project and reiterated their commitment to supporting Zanzibar in the transition of the energy sector. In addition, ZECO and MoFP identified additional support needed from the DPs.

(iii) Consultations related to the ESIA for the 132kV sub-component

As noted above, the ESIA for the 132kV overhead lines is under preparation by ZECO through a consultant. Consultations undertaken as of May 2020 include the Ministry of Land, Housing, Water and Energy, Department of Energy and Mineral (DoEM); Zanzibar Urban Service Project (ZUSP); Department of Forest and Natural Resources (DFNR); Jozani Chwaka Bay National Park; Department of Environment (DoE); and Local Government Leaders (Sheha). A total number of 12 Shehias were involved during the consultations, namely; Kitogani, Hawaii, Mchikichini, Mtofaani, Muembe Mchomeke, Mwera, Koani, Ubago, Dunga, Binguni, Tunguu, Unguja Ukuu, and Pete. Community members were not consulted at this stage. Detailed consultation information attached in Appendix 3(b).

(iv) Consultations related to the preparation of the project environmental and social documents

In 21st and 28th December 2019, ZECO held consultation meetings in two districts. The first meeting which held in Central district (in Centre Municipality hall) involved two districts- central and North D. The second meeting which was held in Urban district (Sheikh Idrissa Abdulwakil hall) combined two districts as well- Urban and South. Stakeholders from all meetings were representatives from *Shehia*, government department and institutions, including environment, forest, district, agriculture and fisheries officials. In central district, a total number of 24 stakeholders participated (3 women and 21 men) and in Urban district 22 stakeholders attended the meetings (2 women and 20 men).

The meetings were organized in coordination with the District Administrative Secretary who liaised with the Sheha who in turn informed community members of the meeting

verbally. These arrangements were made a week before the scheduled meetings. Details on attendance are in Appendix [5- e, f].

In January 27, 29 and 30, 2020 various meetings were undertaken in Matemwe and Ubago wards with various stakeholders focused on the 33kV and the 11kV works. In Matemwe 27 people were consulted (17 males and 10 female) and in Ubago 18 people were consulted (14 males and 4 female). Details on attendance are in Appendix [5-h].

On February 14, 17, 18, and 21 2020, a round of stakeholder meetings were conducted as part of the preparations of the ESMF. A total number of 16 people (13 males and 3 female) were consulted. Stakeholders from all meetings were representatives from Stone Town Conservation Development Authority (STCDA), Zanzibar Environmental Management Authority (ZEMA)-Department of Environment, Zanzibar Utilities Regulatory Agency (ZURA), Department of Occupation Safety and Health, Ministry of Land Housing water Energy and Mineral-Department of Energy and Mineral (DoEM), Northern Region, Northern "A" District, Kijini *Shehia*, Urban West region, West "B" Municipal Council, *Shehia* of Michungwani, Southern Unguja District. Details on attendance are in Appendix [5-h].

In January 28 and February 1, 2020, focus group discussions were conducted with community members in Matemwe, Ubago and Makunduchi Wards. Attendance in all discussions were as follows; Matemwe 13 people (8 males and 5 female); Ubago 6 people (2 female and 4 males) and Makunduchi 8 people (3 women and 5 males). Participants were farmers, livestock keepers, fishermen, teachers, businessmen and women and stay at home parents. Details on attendance are in Appendix [5-b, c, d].

The focus group discussions were organized in coordination with the *Sheha*. The *Sheha* identified and invited the participants based on criteria (such as, the elderly and disabled). Household-level interviews were also conducted, with households chosen randomly.

In March 2020, the consultative meetings with NGOs were conducted, including Jozani Environmental Conservation Association (JECA); Pete Community Conservation Committee; Jozani Community Conservation Committee; and Umoja wa Wenye Mashamba Jozani (UWEMAJO). The organizations were identified based on initial stakeholder identification. Due to COVID-19, safe practices for consultations were observed and they consisted of one-on-one phone and face-to-face conversations.

The objective of the consultative meetings was to introduce the project, document feedback and opinions received from stakeholders. Also, the consultations aimed at understanding stakeholders' concerns and expectations related to the project. During the presentation and discussions Kiswahili language was used throughout the discussions.

Consultations and Key Issues Raised²

- i. Community health and safety: During the presentation there were concerns that the project might affect the health of the local communities from high voltage, community members were assured that the electromagnetic field from the overhead lines has technically mitigated and there will be no danger to community health and safety. This issue has been raised in multiple discussions
- ii. Electricity price and tariffs: If the project will make ZECO to reduce electricity price and tariffs, at this point it is not clear if the project will help with the reduction of the unit prices and the tariffs. However, the objective of the project is to provide the better electricity service to Zanzibaris.
- iii. Compensation delays for PAPs: Valuation process will be undertaken to determine the compensation benefits. Compensation for assets (land, houses) and crops will be based on the market prices.³ The government through ZECO and MoWEM will prepare the RAP report as early as possible so as they will set aside the fund for compensation and will

² See appendix 3 for detailed consultation matrix and appendix 4 for lists of stakeholders consulted.

³ This information does not reflect the RPF which states that compensation will be at replacement cost.

start immediately after approval. The process will also involve community members. This issue has been raised in multiple discussions

- iv. Land acquisition and resettlement: Alternative route related to Jozani has been identified by the design consultant and agreed by JECA, Umoja wa Wenye Mashamba Jozani (UWEMAJO), Pete Community Conservation Committee and Jozani Community Conservation Committee, that will have minimum impacts compared to the first identified location of the route. The newly proposed transmission route is about 600m away from the protected boundary. This issue has been raised in multiple discussions.
- v. Rehabilitation and design activities should be done in consultation with Stone town CDA: The Project follows the World Bank Procedures and standards which requires an effective involvement of all key stakeholders. Therefore, ZECO will ensure Stone Town is consulted throughout project life. The design will be shared to key stakeholders including STCDA for recommendations and comments to ensure no impacts will occur.
- vi. The project and implications on the biodiversity. Environmental and Social Impact Assessment is under preparation and analysis of alternative routes will be done to mitigation environmental impacts along Jozani Park with low manageable impacts.
- vii. OHS is a big challenge in Zanzibar. The project implementation will comply by Zanzibar Occupation Health and Safety Policy and World Bank OHS guidelines. The project implementation will consider the use of the Zanzibar OHS policy as most of the involved project implementers are government sectors/agents. The project implementation will comply by Zanzibar Occupation Health and Safety Policy and World Bank OHS guidelines.
- viii. Information about the project is not adequate in some areas. The essence of stakeholder consultation is to provide information to all relevant stakeholders. ZECO will ensure all relevant governing offices are well informed prior project implementation. ZECO ensure that the information regarding this project are shared from regional to local authority

- ix. Employment opportunity for local communities. The project implementation will have positive impacts to local community including employment opportunity for skilled and unskilled labor.
- x. Land disputes between users must be resolved before the project start. The project implementer will have in place the grievances redress mechanisms
- xi. Enough storage facilities for waste management and disposal. The implementation of the project will abide to Zanzibar health and Safety Regulation for workplace and the Bank's health and safety regulations. The project will ensure effective management and disposal waste

Because consultations started before much of the project design was known or the ESMF or RPF finalized, there is a need to ensure that communities receive updated information on the project design and risk management approaches.

4.2.3 Disclosure & Consultation Phase

This second phase of engagement focuses on disclosing and consulting on the draft results of the ESIA process. Within the overarching ESIA engagement objectives, the specific objectives for the draft ESIA phase of engagement are to:

- Provide feedback to the stakeholders on the draft impact assessment and associated management/mitigation measures (disclosure); and,
- Gather stakeholder input on the initial impact assessment and identified mitigation and enhancement measures (consultation).

During this engagement phase, disclosure and consultation activities will be designed along the following general principles:

- Consultation events and opportunities must be widely and proactively publicized, especially among project affected parties, at least 2-3 weeks prior to any meeting;

- The English and Kiswahili non-technical summary must be accessible prior to any event to ensure that people are informed of the assessment content and conclusions in advance of the meeting
- Alternative media to be considered in areas with high illiteracy rates;
- The location and timing of any meeting will be designed to maximize accessibility to project affected people, with particular attention to the availability of women given their multiple responsibilities;
- Information presented will be clear and non-technical, and will be presented in the local language understood by those in the communities;
- Facilitation will be provided to ensure that stakeholders are able to raise their concerns; and
- Issues raised are answered at the meeting or actively followed up.

Feedback and comments can be placed in a confidential comment box in the ZECO Information center or emailed to ZECO (zest@zeco.co.tz or info@zeco.co.tz).

4.3 Information disclosure

The current ZECO website (<http://www.zeco.co.tz/home>) will be used to disclose project documents via a dedicated ZESTA webpage. Project documents will also be disclosed on the MoWEM website once it is established. . Documents will include the environmental and social risk mitigation documents such as the ESMF and RPF and subsequent ESIAs, and RAPs, documents on environmental and social performance, and other relevant material. Material will be provided in both Kiswahili and English (executive summaries of the environmental and social documents will be translated into Kiswahili). All future project related environmental and social monitoring reports, listed in the above sections will be disclosed on these webpages. Project updates (including news on construction activities and relevant environmental and social data) will also be posted on the homepage of ZECO's website and the MoWEM website. An easy-to-understand guide to the terminology used in the environmental and social reports or documents can also be provided on the website. All information brochures/fliers will be posted on these websites.

4.4 Ongoing engagement after the disclosure process

Several key lessons were learned from the previous experience of the Ubungo to Mtoni new Transmission line project which was previously implemented by ZECO and financed under the Millennium Challenge Corporation (MCC). During the implementation of this previous project, it was clear that most of the population had concerns about the impacts of the Electro Magnetic Field (EMF). ZECO has provided adverts through media with information about the project, including resettlement policy, project impact, principles of compensation and the project grievance resolution mechanism. However, the adverts did not reach most of the affected households. Consequently, ZECO prepared more targeted communication materials, including video clips and a PowerPoint presentation, to provide explanations on the impact of the ESMF and safety rules. These lessons will be taken into account for the ZESTA project.

5.0 IMPLEMENTATION OF THE SEP

5.1 Project Personnel

ZECO and MoWEM will be the implementing agencies (IAs) under the proposed project.

ZECO will implement Component 1, Component 2, and sub-component 3.1, while the MoWEM will implement sub-component 3.2, 3.3 and 3.4 (capacity building, EE, and gender). Each implementing agency will have a Project Implementation Unit (PIU), that will be headed by a Project Manager. The Overall Project Coordinator (OPC) will be responsible for the monitoring and coordination of both PIUs. MoWEM will be supported by a procurement specialist, a project accountant, an environmental and social (E&S) specialist, and a monitoring and evaluation (M&E) specialist.

The staff with responsibilities to implement the SEP are the Overall Project Coordinator, the ZECO PIU Social Specialist, Communication Officer, and the Communication and Customer Care Manager (CCCM) and the MoWEM PIU Safeguards Specialist.

During project implementation, stakeholder consultation will be led by the ZECO PIU specifically the Social Specialist together with two staff from the Public Relations Unit: the Communication Officer (CO) and Communication and Customer Care Manager (CCCM). The CO and CCCM will provide half of their time (50% of their time) to support to ZESTA and work under the direction of the Social Specialist.

5.1.1 Overall Project Coordinator

- a) Ensure resources are available for technical support and capacity building to relevant institutional actors.
- b) Review progress reports on the implementation of the Stakeholder Engagement Plan (SEP) and include them in progress reporting to the World Bank
- c) Ensure establishment and maintenance of effective M&E system including grievance database.
- d) Receive and develop resolution of grievances as required.
- e) Ensure that there is sufficient a budget for the implementation of the SEP throughout project implementation.

5.1.2 Social Specialist – ZECO PIU

The full draft Terms of Reference (TOR) for this specialist is included in the Environmental and Social Management Framework. In regards to stakeholder engagement, their main tasks will involve, but will not be limited to:

- a) Implement stakeholder engagement in line with the SEP.
- b) Undertake consultations, focus group discussions, and other activities to ensure that the objectives of the SEP are met.
- c) Liaise, as relevant, with local authorities to ensure smooth implementation of the SEP.
- d) Coordinate SEP implementation with various areas/regions/etc. as relevant.
- e) Establish and maintain an effective grievance tracking system and where relevant ensure that grievances are channeled to appropriate response mechanisms (e.g. out-of-project, GBV service providers, etc.).
- f) Receive and develop resolution of grievances as required.
- g) Participate in grievance committee meetings as relevant.
- h) Undertake regular review of grievances and where relevant identify systemic issues to be addressed and trends that require attention from management.
- i) Serve as a conduit of information between stakeholders and the project implementing team especially in regards to emerging environmental and social risks, impacts and potential mitigation measures.

- j) Update the SEP including updating the stakeholder identification, as relevant, and as detailed in the Environmental and Social Commitment Plan.
- k) Provide technical support and capacity building to relevant institutional and community actors to support implementation of the SEP.
- l) Prepare progress reports on the implementation of SEP, including grievance management, and submit them to project management.
- m) Receive feedback and comments that are being emailed to ZECO.

5.1.3. Safeguard Specialist- MoWEM PIU

The full draft Terms of Reference (TOR) for this specialist is included in the Environmental and Social Management Framework. In regards to stakeholder engagement, their main tasks will involve, but will not be limited to:

- a) Review relevant contracts to ensure provisions related to stakeholder engagement have been incorporated
- b) Develop and maintain close networks with community-based stakeholders including NGOs and CSOs, and district officials among others
- c) Co-organize and co-supervise training and workshop for the project as indicated in the ESCP
- d) Implement stakeholder engagement for MoWEM -PIU in line with the SEP.
- e) Undertake consultations, focus group discussions, and other activities to ensure that the objectives of the SEP are met for MoWEM -PIU components.
- f) Liaise, as relevant, with local authorities to ensure smooth implementation of the SEP.
- g) Coordinate SEP implementation with various areas/regions/etc. as relevant.
- h) Participate in grievance committee meetings as relevant.
- i) Serve as a conduit of information between stakeholders and the project implementing team especially in regard to emerging environmental and social risks, impacts and potential mitigation measures.
- j) In collaboration with ZECO PIU social specialist, update the SEP including updating the stakeholder identification, as relevant, and as detailed in the Environmental and Social Commitment Plan.

- k) In collaboration with ZECO PIU social specialist, prepare progress reports on the implementation of SEP, including grievance management, and submit them to project management.
- l) Where relevant, receive complaints and share with ZECO PIU

5.1.4. Communication and Customer Care Manager

- a) Provide direct support to stakeholder engagement activities at the community level and with other relevant stakeholder such as Nongovernmental Organizations. This will include planning, leading and/or facilitating community consultations, focus group discussions, and/or individual interviews. This will also include documenting all stakeholder engagement activities.
- b) Work closely with local authorities to organize and undertake stakeholder engagement activities, including receipt of and responses to grievances, as detailed in the GM.
- c) Create awareness of project activities including through the use of materials such as posters and brochures.
- d) Support the implementation of the Grievance Mechanism, including receiving grievances and developing resolution of grievances as required.
- e) Where relevant ensure that grievances are channeled to appropriate response mechanisms (e.g. out-of-project, GBV service providers, etc.).

5.1.4 Communication Officer

Duties will involve but are not limited to:

- Undertake community engagement and address community matters that arise.
- Work closely with local leaders to keep them up to date on project activities and to update them, where relevant, on grievances.
- Coordinate the project's response to all issues related to the grievance mechanism.
- Provide liaison between projects measures and other stakeholders (e.g. NGOs).
- Liaise with the appropriate M&E personnel to ensure that grievances are tracked, reported and responded to accordingly as necessary.

- Track progress of implementation of mitigation measures and assess if progress and performance of mitigation actions being undertaken by the project to ensure objectives are met.
- Keep records and report to the social specialist the feedback and comments that are being emailed to ZECO.
- Keep track of ZECO website or project page and ensure it is regularly updated.

5.2 Stakeholder engagement tools and materials

This SEP includes stakeholder engagement and community relations management tools including:

- **Grievance mechanism** – A Complaint and Grievance Procedure provides a mechanism for communities and affected parties to raise complaints and grievances and allows the project to respond to and resolve the issues in an appropriate manner. A register has been developed to record all grievances reported to the PR Unit.
- **Engagement Notes** – To ensure that an accurate and detailed record of information and views are gathered at every stakeholder meeting, consultation meeting notes will be written up. Prior to all consultations, responsibility shall be appointed to one member of the project team to take detailed notes and write up these notes immediately after the consultation using the Consultation Note in a specified format. This documentation will be appended to the SEP as it is periodically updated. The documentation will include details on the arrangements for the consultation, the participants, the format of the engagement process, the issues raised and responses provided, any commitments made, and the list of participants.

5.3 Monitoring and Evaluation, and Reporting

The Project will maintain a database and activity file detailing all public consultation, disclosure information and grievances collected throughout the project, which will be available for public review on request.

Stakeholder engagement should be periodically evaluated by senior management of ZECO, assisted by the community liaison senior officer. The following indicators will be used for evaluation:

- Level of understanding of the project stakeholders;
- Bi-annual grievances received and how they have been addressed; and
- Level of involvement of affected people in committees and joint activities and in the project itself.

In order to measure these indicators the following data will be used:

- Issues and management responses linked to minutes of meetings;
- Monthly reports;
- Feedback from primary stakeholder groups will be conducted by an NGO (through interviews with sample of affected people)⁴; Feedback from primary stakeholders will be in yearly basis.
- Commitment and concerns register and
- Grievance register.

5.4 Reporting

Monthly Reports: the CO, CCCM and the Social Development Specialist will prepare brief monthly reports on stakeholder engagement activities for the PIT, which include:

- Activities conducted during each month;
- Public outreach activities (meetings with stakeholders and newsletters);
- Entries to the grievance register;
- Entries to the commitment, stakeholder and grievance register;
- Number of visitations to the information centre;
- Progress on partnership and other social projects;
- Trends in grievances and stakeholder engagement, including any recommendations for engagement moving forward.
- Emerging risks and impacts, as relevant, raised during the stakeholder engagement.
- New stakeholders identified (individuals and groups), where relevant; and

⁴ The NGO will be the same NGO hired to monitor implementation of the Resettlement Policy Framework.

- Program for the upcoming month.

Monthly reports will be used to develop bi-annual reports reviewed by senior managers at ZECO

5.5 Annual Reports

ZECO will compile a report summarizing SEP implementation and emerging issues on an annual basis. This report will provide a summary of all public consultation issues, grievances and resolutions. The report will also provide a summary of relevant public consultation findings from informal meetings held at community level. These evaluation reports should be presented to the ZECO senior managers and a summary of the results will be provided for the annual report. A yearly evaluation should be conducted by an independent consultant using a perception survey, which uses that same set of questions over time to achieve continuity. The first survey to assess stakeholder perceptions should be conducted before major construction work to provide a baseline for community perceptions.

5.6 Reporting Back to the Communities

ZECO will provide the opportunity to report back to the communities on matters relating to:

- Main findings from the annual monitoring;
- Progress on implementation of the different project components, the preparation of different environmental and social assessment documents, and the mitigation of risks and impacts.

The Project will report back to communities after every four months through project implementation regarding the preparations and implementation of the environmental and social documents. Regular feedback and reporting to other stakeholders within the Project will be on a monthly basis including:

- To report monthly to Overall Project Coordinator
- To all interested stakeholders (MoPF, MoWEM, ZEMA, ZURA) quarterly
- To feedback to Shehia/villages and hamlets monthly
- To publish reports and have them available in the info center and copies sent to stakeholders (municipality, local consultative forums, etc.).

6.0 GRIEVANCE MANAGEMENT AND COMMENT RESPONSE

6.1 Purpose

A grievance is a concern or complaint raised by an individual or group affected by project's components on construction or operational activities. Both concerns and complaints can result from either real or perceived impacts of a project operations, and may be filed in the same manner and handled with the same procedure.

The Grievance Mechanism (GM) will consist of a number of levels starting with a Shehia Grievance Committees at the lowest level, a project grievance committee, a District Grievance Committee, and a Ministerial Grievance Committee. The Land Tribunal is also available for land-related matters. Complainants can always go to the judicial system. The structure of grievance committees are detailed in the following section.

6.2 Grievance Committees:

6.2.1 Shehia Grievance committee

- Local Leader (respective Sheha)
- Influenced (Elderly/Religious) Personnel at Shehia
- Local/shehia land representative Officer
- Local/shehia lawyer representative
- ZECO site engineer

6.2.2 Project Grievance Committee (ZECO-PIU and MoWEM -PIU)

Participants will depend on the complaint under discussion. Others may also be included as agreed by the PIU:

- ZECO site engineers
- ZECO-PIU Project Manager
- MoWEM -PIU Project Coordinator
- Contractors and subcontractors
- Government Valuer
- Sheha

- CCCM
- Head of M&E unit
- ZECO-PIU Social Specialist
- ZECO-PIU Environment specialist
- MoWEM Safeguards Specialist
- Heritage Engineer from (STCDA)

5.2.3 District Grievance Committee

- District Commissioner
- LGA Directors
- Shehas
- Overall Project Coordinator
- ZECO Engineer
- Government Valuer
- District Land Officer
- District Environmental Officer

6.2.4 Ministerial (MoWEM) Grievance Committee

- Principal Secretary MoWEM
- ZECO General Manager
- Overall Project Coordinator
- Executive Director – Commission for Land

6.2.5 Grievance at land Tribunal Court

- As Land Zanzibar Tribunal Court Procedure

6.2.6 High Court

- As Court Procedure

6.3 Objectives

- To provide stakeholders with a clear process for providing comment and raising grievances;
- To allow stakeholders the opportunity to raise comments/concerns anonymously through using the Shehia Forum to communicate;
- To structure and manage the handling of comments, responses and grievances, and allow monitoring of effectiveness of the mechanism; and
- To ensure that comments, responses and grievances are handled in a fair and transparent manner, in line with the Projects policies.

6.4 Project Roles and Responsibilities

Individuals and communities can report any comment response, and grievance to the Project using a variety of means (see below for details). The Project staff charged with managing the GRM are the ZECO PIU Social Specialist, the Communication and Customer Care Manager (CCCM), and the Communication Officer (CO). Specifically, they are responsible for receiving comments responses, and handling grievances and ensuring that they are correctly documented.

The CO and CCCM in collaboration with ZECO-PIU social specialist will coordinate the investigation and response to grievances. They are also responsible for on-going monitoring and review of the effectiveness and efficacy of the Grievance Mechanism.

After effectiveness, the Project will organise launch meetings in each of the 5 Districts. As part of the preparation of the launch meetings, the Project will engage with the districts to ensure that District Community Officers are aware of the project and can play a role in information sharing and engagement with communities. From then on, the District Community Officers will help organize community meetings/sensitization sessions in the 22 Shehia/villages on a quarterly basis throughout the project's lifecycle. The costs related to community meetings will be covered by the Project.

6.6 Gender Based Violence (GBV) and Sexual Exploitation and Abuse Grievances

The Project may result in incidences of Gender Based Violence (GBV) and Sexual Exploitation and Abuse (SEA) affecting workers and the community. GBV cases are different from other complaints that are typically handled through the grievance redress mechanisms.

GBV mapping for service providers will be conducted to provide necessary support to victims and will be modified accordingly. At the Shehia level, Sheha's secretary will be trained on how to receive GBV related grievances including matters of confidentiality, treating survivors with empathy and what non-identifiable data should be collected and how to refer the case to service providers. In addition, members of the Shehia committee will also be trained on how to receive and manage this information. However, the Shehia committee will not be involved in resolving GBV related cases as this will be determined by the survivor with support from the appropriate service providers based on their needs.

6.7 Procedure for Grievances

The steps taken by the company for receiving and handling any such concerns are outlined below.

STEP 1: Submitting a grievance to ZECO

A grievance can be submitted to the Project in a number of ways.

- During regular meetings held between communities and the Project;
- Through the consultations at Shehia level established in the affected villages;
- During informal meetings with ZECO and contractors/subcontractors;
- Through communication directly with management – for example a letter addressed to site management, ZECO, Ministry of Finance and Planning, or other operational offices;
- Directly by e-mail to ZECO-PIU web and emails zest@zeco.co.tz or info@zeco.co.tz
- A telephone through ZECO hotline numbers; +255 (0) 772 877 879 Currently ZECO Emergency number
- Placing a comment in the comment box at ZECO
- Through Shehia committee. For grievances which will be submitted through Shehia committees, they will be registered and the social specialist will be informed within 24 hours.

STEP 2: Logging the grievance

Once a grievance has been received it must first be logged in the grievance database register. Registers will be available at the Shehia level and at ZECO. The Sheha will transmit the grievance details to the Project, the Social Specialist, within 24 hours.

STEP 3: Providing the initial response

The person/community/stakeholder that lodged the initial grievance will then be contacted within 5 days to acknowledge that the Project has logged the complaint. The Project or Shehia grievance committee will determine whether the grievance is related to the project or not. The project grievance mechanism will be used for complaints that are related to the project and for those which are not related to the project they will be channeled to relevant departments or institutions.

The acknowledgement form will be provided as an initial response and will include details of the next steps for investigation of the grievance, including the person/department responsible for the case.

STEP 4: Investigating the grievance

Then the grievance should be investigated ZECO under the direction of the Social Specialist, will aim to complete investigation within two weeks of the grievance first being logged. Depending on the nature of the grievance, the approach and personnel involved in the investigation will vary. A complex problem may involve external experts for example. A more simple case may be easier, and quicker to investigate. The ZECO-PIU Social Specialist will lead the investigation of the grievances, together with the CCCM and CO, with support from local administration and other entities as necessary. The Project will regularly update the complainant on the progress of the investigation and the timeline for resolution.

STEP 5: Concluding/resolving the grievance

The grievance should then be concluded the Project will outline the steps taken to ensure that the grievance does not re-occur. Consultation with aggrieved parties will be undertaken and views

sought about Project recommendations. If complainant is satisfied, then Communication Officer should seek their sign off from the ZECO-PIU social specialist.

STEP 6: Taking further steps if the grievance remains open

If however the grievance cannot be resolved then the Social Specialist, together with the CCCM and CO will initiate further investigation as relevant. Protracted grievances will be discussed with the Project Manager/Project Coordinators and together with the Overall Project Coordinator will determine the steps for future action.

6.8 Record Keeping

All comment responses and, grievances are to be recorded using the grievance resolution form attached in appendix 2. This includes details of the comments/grievance, the commenter/aggrieved, and ultimately the steps taken to resolve the grievance. Hard copies of the form are to be forwarded to the Project offices. Any accompanying documentation e.g. written statements, photographic evidence, or investigation reports are to be filed along with the grievance log both in hard and soft copies.

A master database will be maintained by the M&E Unit to record and track management of all comments and grievances. This will serve to help monitor and improve performance of the Comment Response and, Grievance Mechanism.

6.9 Comment Response and, Grievance Mechanism Log

A sample format for logging summary details of each comment response and, grievance is provided in appendix 1. As noted above hard and soft copies should be kept on file.

Note:

- If it is a comment, the commented will receive a copy if he/she requests one
- If it is a Grievance, the aggrieved shall always receive a copy once complete for their own records.

6.10 Initial Response Template

The template in Appendix 1 is an example of what should be used for providing the initial response to the aggrieved only in the case of Grievances. This should be written on headed paper. This response must be sent within 7 days of the grievance being entered into the logbook.

7.0 MONITORING AND REVIEW

It is vitally important to monitor the effectiveness of the comment response and, grievance mechanism. Appropriate measures and key performance indicators for this include monthly reporting on the number of grievances received, resolved and outstanding. This will be undertaken by ZECO PIU Social Specialist, Communication and Customer Care Manager, and Communication Officer. As part of the review process, reporting and analysing the trends and time taken for grievance resolution will help to evaluate the efficacy of the comment response and, grievance mechanism. As part of stakeholder engagement and consultation, involving the views of the stakeholders for whom the Comment Response and, Grievance Mechanism is designed in this monitoring and review will help to improve effectiveness and stakeholder buy-in.

Appendix 1: Grievance Logging Form

Contact Details of Complainant	Name:		
	Address:		
	Tel:		
	E-mail:		
How would you prefer to be contacted?	In Person	By phone	By email
Details of your comments, grievance, recommendation. Please describe the problem, how it happened, when, where and how many times, as relevant			
What are the complainant's suggestions to resolve the grievance?			
Details of how Grievance Submitted	In Person:		
	In Writing:		
	By Phone:		
	Other		
Signature of Complainant(s)			Date
Name of Person Receiving Complaint			Date Logged

Appendix 2: Grievance Resolution Form

Contact Details of Complainant	Name:	
	Address:	
	Tel:	
	E-mail:	
Grievance Number		
Summary of Grievance		
Is the Complaint Project Related?	No	
	Justification: Communication to Stakeholder (information, form and date): Acceptance by Stakeholder: Yes _____ No _____	
	Yes	
	Cause: Communication to Stakeholder (information, form and date):	
Agreement Reached to Resolve Grievance	Yes _____ No _____ Form of the agreement	
Next Steps (either to implement resolution or resolve grievances with dates and responsible parties)		
Signature of Complainant(s)		Date
Signature of Grievance Committee		Date Logged

Appendix 3: Consultations matrix

(a) Preparations of the Social and Environmental Risks Management Documents

Issues raised/discussed	Responses
The participants needed to know the exactly location of the proposed towers or overhead line so that they understand the type of compensation that will be qualified for their farms, houses etc.	ZECO informed stakeholders that the aim of the project is to improve electricity infrastructures relevant for the development of the public including the local communities.
If the project will consider community (farmers, elderly, women and children) health and safety in terms of electromagnetic fields coming from high voltage. The request for more safety information from the project field team	The electromagnetic field from the overhead lines has technically mitigated and they will not be a danger to community's health. All safety measures are currently being observed and close monitoring will follow during project implementation to ensure safety of the locals.
How will the project benefit local livelihoods? and if ZECO will be able to reduce electricity price and tariffs.	The facilitator explained why such baseline information is important for assessing the impacts of the proposed project. They are not in position to assure the participant on reduction of the unit prices and the tariffs. However, the objective of the project is to provide better electricity service to all Zanzibaris.
Locals are concerned that when the project construction works completed, community will pay the funds as taxes since project funds are credit from development partners.	The procedures and agreements are being taken care by the Government of Tanzania and Zanzibar. There will be no extra collection of taxes will be imposed to them as for the repayment of the project funds to the donors.
Procedures for PAPs compensation, the list of assets and properties under their ownership that will be affected by the project.	Valuation will be undertaken to determine what will be affected by the project. Compensation for assets (land, houses) and crops will be based on the market prices.
If the proposed underground cable for Stone Town will interfere with fresh water pipes and drainages systems, street light and underground internet cables.	The team explain on the 11kV line will use the same existing route and will not establish the new but once they found any obstacles the constructor will be instructed to integrate and not destroys and other underground utilities.
Local community requested for the ZECO to upgrade other infrastructures such as internal/feeder roads and safer water facilities.	Currently, the plan if to improve electricity but may be during the project implementation if decision makers decided to improve other public infrastructure, community members will be informed.
The new 132KV will pass through the Jozani Forest and if there is going to be a delay of compensation and they wanted to know if they will be paid the same amount as it was estimated three years ago.	Alternative route is being identified by the design consultant and agreed by JECA, UWEMAJO, Pete Community Conservation Committee and Jozani Community Conservation Committee, that will have minimum impacts compared to the first identified location of the route. The government through ZECO and MoWEMM will prepare the RAP report as early as possible so as they will set aside the fund for compensation and will start immediately after approval.
There was concern about the amount of compensation will be low after the valuation of properties. stakeholder's opinion is they will not prior informed about the compensation package during the valuation process. Also, if community members will get employment opportunities during the construction	All affected people will be informed and involved during the process and criteria of valuing their properties assets including crops and trees. It was explained that those arrangement will be taken on board during the project design stage and they will be part of the project workers under the workers conditions and contracts.
Request for more health facilities at their localities	The project is in the initial design and there is no confirmation that the project will support health facilities. The matter will be taken into consideration.
Awareness raising on proper handling of the project investments	The project will have the awareness raising package to all stakeholders.
They request for Livelihood supports activities (fishing gears, education equipment, agricultural inputs)	The community livelihoods support is not part of the design, but it will be taken into the consideration.

(b)Preparation of the ESIA Report

Concerns	Response
<ul style="list-style-type: none"> • The project implementation should avoid all biosphere Reserves Zones such as Jozani Forest • Participation of stakeholders in the project planning is important to capture their concerns. • Proposed project will involve cutting of trees during construction phase • The construction is likely to disturb sources such as in swamp areas • Construction and Operation of the proposed project is likely to disturb mangrove trees at Pete and Kitogani Area 	<ul style="list-style-type: none"> • The proposed route passes at least 40 meters away from the Jozani Forest Boundary • Public Community will be involved at early stages of the project implementation • The developer is obliged to compensate for the felled trees in in the natural vegetation • Detailed mitigation measures are provided • Noted but proper design and carefully consideration during construction stage and also consultation with all authorities will be involved
<ul style="list-style-type: none"> • The proposed 132kV TL is not allowed to pass through Jozani Biosphere Reserve and at the buffer zone it can only be allowed to traverse the Jozani National Park Transition Zone i.e. that is outside the buffer zone. • During Construction the National Park Authority must be Informed so that they can work hand to hand with the project developer when construction reaches areas that are close to the Jozani National Park. • Proposed development must adhere all international and local regulations regards natural ecosystems of the surroundings. • Jozani Management agreed with proposed route option 3 which will pass outside of the premises about 650m. 	<ul style="list-style-type: none"> • Noted, the proposed TL project will divert the Jozani Chwaka bay National park to minimize impacts of project to this sensitive area • Three options of the route studied and final route selected (option 3) which is outside the Jozani Chwaka bay National park. • Noted. • Noted. • Noted
<ul style="list-style-type: none"> • They accept the project since it will boost Zanzibar economic by opening more investment due to realible and adequate power. They have only concerns on proposed TL route against existing Forest reserves in Unguja (Masingira Forest reserve, Kichwele Forest reserve, Jozani Forest reserve amd Muyuni Forest reserve). All mentioned national forests are protected areas which prohibited for development within FRs. • We have noted that proposed route will cross Mangrove area at Pete Inlet bay at Kitogani Shehia for 300m, what will be impacts on Mangrove for both phases i.e. during construction and operation. • During all project phases especially during construction, DFNR must be Informed so that they can work hand to hand with the project developer when 	<ul style="list-style-type: none"> • Yes, the proposed TL project will cross Mangrove at Pete Inlet bay, the ESIA team noted that the medium impact will be during construction of TL and during operation phase Mangrove will be leave to grow since it has been noted that Mangrove reach max of 6m up to 8m hence ESIA study will recommend height of 50m tower with mangrove areas • Noted.

<p>construction reaches Mangrove areas</p>	
<ul style="list-style-type: none"> • Clearance to the natural vegetation should be as little as possible. • All utilities agencies have to be involved during project implementation. 	<ul style="list-style-type: none"> • Carefully will be taken into consideration during design of the route to avoid vegetation as much as possible • Will be informed before and during project implementation
<ul style="list-style-type: none"> • Resettlement Action Plan and Demarcation of the proposed route should be conducted before project implementation • Disturbance of settlements, agricultural activities, trees, graves, business and surveyed plots. • Awareness to local community should be done before project implementation • Community should be involved during demarcation of the proposed project route 	<ul style="list-style-type: none"> • ZECO will conduct demarcate the proposed project boundary and then RAP and valuation exercise for all PAPs. • Careful design and consultation with relevant authorities. • Public participation during project implementation will be of much priority • ZECO will make sure that the local leaders with the community will be involved during demarcation of the proposed project route
<ul style="list-style-type: none"> • The project will benefit the country in terms of power availability and stabilization • The project has positive economic benefits such e.g. Attraction of investors in investing in development of industries due to improvement of the reliable energy • Destruction of Natural trees, Crops and Local communities properties. • Along proposed project route from Welezo to Connection Point at Ubago, Houses that were already compensated though the previous TL project have to be identified and notified so they can evacuate easily. • Project developer has to make sure that no community property is destructed without compensated or without proper acquisition procedures been conducted. 	<ul style="list-style-type: none"> • Noted • Noted • Trees, crops and Properties destructed will be compensated. • ZECO will establish a team to handle the exercise because they have the records for the compensated houses during JICA transmission line project done on 2012. • ZECO will adhere with all rules and regulations regards acquisition and compensation of destructed properties
<ul style="list-style-type: none"> • Proper Transmission Line (TL) way leave/corridor boundary should be established along the proposed TL route • The project will damage properties along the line route. • Involvement and participation of people is important • Disturbance of graves in private burial sites at Ubago Shehia/Area. • The project will take peoples land 	<ul style="list-style-type: none"> • ZECO will puts pegs to establish Transmission line route boundary so as to avoid future encroachers • Fair and prompt compensation shall be provided for any damages according to the law. • The developer shall involve and educate people about the proposed project. • Compensation and Rules and Regulation of the Nation shall be adhering too • Compensation will be done • Public participation and awareness will be done • Noted for the affected households that were

<ul style="list-style-type: none"> • Put emphasis on participation and persuasion of people • Need for effective approach to minimize disputes during construction • Are there any Activities allowed to be conducted under the line/within project corridor • There might be land disputes if compensations are not well handled. • Improved power supply will reduce environmental destruction for alternative energy. • Cultural of the local community might be affected and HIV and AIDS might be increasing. 	<p>compensated earlier effective approach will be considered</p> <ul style="list-style-type: none"> • Soft Development under transmission line will be allowed such as seasonal crops but no permanent structures and crops will be allowed. • Compensations shall be properly assessed and timely paid and also grievances committee will be formulated. • Noted • During construction employment will be encouraged much on local community and also AIDS and HIV awareness will be given to staffs and communities
--	---

Appendix 5: Lists of Stakeholders Consulted

a. NGOs

Stakeholders Consulted	Name
Jozani Environmental Conservation Association (JECA)	Mr. Miraji Mkanga and Mr. Abbas Juma Mzee
Jozani Farmers Associations (Umoja wa Wenye Mashamba Jozani (UWEMAJO)	Mr. Sleiman Haji Kweleza
Pete Community Conservation Committee	Mr. Ibrahim Kassim Msanif
Jozani Community Conservation Committee	Mr. Mkongea Ali Pira
Local Community meetings with Shehas (Matemwe, Makunduchi, Ubago and Welezo)	Mr. Denge Khamis Silima (Matemwe), Mr. Ameir Khatib Haji (Makunduchi) Mr. Said Ali Shaali (Ubago)

b. FGD: Ubago Ward

FOCUSED GROUP DISCUSSIONS

Focus group/dep interview in: _____
 District/Sheha: Ubago Sheha
 Date: 21/02/2020
 Conductor and Assistant: _____
 Description of the focus group: _____
 Total number of people in the meeting: 6
 Participants: 6

Name	Age	Gender	Marital status and number of children	Education	Occupation	Other info
Ramadhan Abdalla	55	M	Married (5)	HSB	Active fish farming	
Yusuf Nassor Hamud	46	M	Married	OSTO	Farming	
BIBI: ASOPIA H	70	F	"	F II	Fishing	
ABDILLAH Omar	40	M	"	F II	Mkulima	
Mahmud Juma Naku	35	F	"	F II	Mkulima	
Alphonse Yona	42	M	"	F II	Mkulima	

c. FGD: Makunduchi Ward

FOCUS GROUP DISCUSSIONS

Focus group/discussion interview on: 5

District/Block: Mt. Meru (Suegwa) V.2000

Date: 21/02/2020

Conductor and Assistant: _____

Description of the person/group: _____

Total number of people in the meeting: 8

Participants: 8

Name	Age	Gender	Marital status and number of children	Education	Occupation	Other notes
Haji Kufu	62	M	Married	F.V	Kilimo	
Abdullah Mwanjama	70	M	"	F.V	Kilimo	
Mwanga Daudi Juma	62	M	"	F.V	Business	
Zuriki Daudi Daudi	50	F	"	F.V	Mwalimu	
Ab. Amour Haji	40	M	"	F.V	Business	
Suleimani Amour Daudi	68	M	"	F.V	Business	
Daudi Amour Daudi	40	F	"	F.V	Business	
M. Hassan	58	F	"	F.V	Business	

d. FGD: Matemwe Ward

FOCUS GROUP DISCUSSIONS

Focus group/discussion interview on: _____

District/Block: Mt. Meru

Date: 28/1/2020

Conductor and Assistant: _____

Description of the person/group: _____

Total number of people in the meeting: 13

Participants: 13

Name	Age	Gender	Marital status and number of children	Education	Occupation	Other notes
Mwanga Gamba Daudi	30	F	Married	F.V	Mwalimu	
Aida Mwa	28	F	Married	O	Mwalimu	
Faija Mwa	30	F	Married	O	Mwalimu	
Mwanga Mwa Mwa	35	F	Married	O	Mwalimu	
Zurika Agacani Mwa	30	F	Married	O	Mwalimu	
Daudi Daudi Daudi	66	M	Married	F.V	Business	
Rosalia Khatib Haji	53	M	"	F.V	Mwalimu	
Mwanga Juma Juma	33	M	"	O	Mwalimu	



e. Community meetings: Urban and South districts

**MAHUDHIRIO YA MKUTANO WA WADAU KATIKA MRADI WA ZEST
TAREHE 28/12/2019**

NO.	SWA KATIKA	TELEFONI	SPINA
1	Muhammad A. Farhan	0700000000	
2	Muhammad Juma Mwanjaye	0700000000	
3	Ali	0700000000	
4	Muhammad Mwanjaye	0700000000	
5	Muhammad Mwanjaye	0700000000	
6	Muhammad Mwanjaye	0700000000	
7	Muhammad Mwanjaye	0700000000	
8	Muhammad Mwanjaye	0700000000	
9	Muhammad Mwanjaye	0700000000	
10	Muhammad Mwanjaye	0700000000	
11	Muhammad Mwanjaye	0700000000	
12	Muhammad Mwanjaye	0700000000	
13	Muhammad Mwanjaye	0700000000	
14	Muhammad Mwanjaye	0700000000	
15	Muhammad Mwanjaye	0700000000	
16	Muhammad Mwanjaye	0700000000	
17	Muhammad Mwanjaye	0700000000	
18	Muhammad Mwanjaye	0700000000	
19	Muhammad Mwanjaye	0700000000	
20	Muhammad Mwanjaye	0700000000	
21	Muhammad Mwanjaye	0700000000	
22	Muhammad Mwanjaye	0700000000	
23	Muhammad Mwanjaye	0700000000	

23
24
25
26
27
28
29
30
31
32
33
34
35
36

f. community Meetings: Central and North D districts

**MAHUDHURIO YA MKUTANO WA WADAU MRADI WA
ZESTI TAREHE 21/12/2019**

NA.	JINA KAMILI	SEHENJU	SARI
1.
2.
3.
4.
5.
6.
7.
8.
9.
10.
11.
12.
13.
14.
15.
16.
17.
18.
19.

g. List of individuals consulted at household level

No.	Name	Age	Gender	Shehia
1.	Ramadhan Abdalla Mussa	35	M	Ubago Cheche
2.	Mila Bakari	45	F	Ubago
3.	Mwanakombo Abdalla Ramadhan	24	F	Ubago
4.	Khairati Vuai Mtumwa	23	F	Ubago
5.	Mohammed Salum Nassor	28	M	Ubago
6.	Ali Bakari Shaali	34	M	Ubago
7.	Saleh Maulid Hussein	37	M	Ubago
8.	Zakaria Galapau Mchasa	55	M	Ubago
9.	Bahati Abdalla Nassor	70	F	Ubago Cheche
10.	Yunuss Nassor Khamis	46	M	Ubago Cheche
11.	Salum Kombo Mwinyi	30	M	Ubago
12.	Shaban Ali Shaali	54	M	Ubago
13.	Sharifa Markus Alfred	20	F	Ubago
14.	Maryam Said Ali	55	F	Ubago
15.	Mwajuma Shaaban	36	F	Ubago Cheche
16.	Humudi Magure	24	M	Ubago
17.	Sharifu Shaaban	24	M	Ubago
18.	Pili Khamis	25	F	Ubago
19.	Maryam Ame Mtumwa	50	F	Ubago Cheche
20.	Hassan Ali Shaali	73	M	Ubago Cheche
21.	Siri Vuai Haji	34	F	Ubago Cheche
22.	Hamisuu Othman	29	F	Ubago
23.	Khamis Abdallah	31	M	Ubago
24.	Abdulrahman Matias	27	M	Ubago
25.	Sleiman Vuai Sleiman	30	M	Makunduchi
26.	Omar Naimu Sleiman	42	M	Makunduchi
27.	Ali Khamis Ali	28	M	Makunduchi
28.	Habibu Shehe Juma	42	M	Makunduchi
29.	Vuai Sleima Vuai	56	M	Makunduchi
30.	Haji Kijitu	62	M	Makunduchi
31.	Ramadhan Mohamed Ajali	70	M	Makunduchi
32.	Zakia Sleiman Khatib	61	F	Makunduchi
33.	Hamid Sleima Khatib	23	M	Makunduchi
34.	Riziki Haji	60	F	Makunduchi
35.	Rehema Ramadhan Mohammed	20	F	Makunduchi
36.	Leluu Khamis	52	F	Makunduchi
37.	Sudi Kijitu	68	M	Makunduchi
38.	Fatma Haji	43	F	Makunduchi
39.	Kazija Mohammed	42	F	Makunduchi
40.	Riziki Vuai	45	F	Makunduchi
41.	Madina Sleiman Haji	34	F	Makunduchi
42.	Mmadi Bera Silima	50	M	Matemwe
43.	Sheha Juma Othmani	59	M	Matemwe
44.	Silima Juma	70	M	Matemwe
45.	Asha Silima Juma	20	F	Matemwe
46.	Issa Muumini Fumu	56	M	Matemwe
47.	Nisura Denge Vuai	70	F	Matemwe
48.	Kidawa Khatibu Haji	53	M	Matemwe
49.	Ufunguo Nondo Haji	49	F	Matemwe
50.	Asha Ali	30	F	Matemwe
51.	Jamila Hassan	22	F	Matemwe
52.	Miza Mmadi Bera	35	F	Matemwe

h. Stakeholders Meetings for the 33kV and the 11kV works

ENVIRONMENTAL AND SOCIAL MANAGEMENT FRAMEWORK (ESMF) FOR THE PROPOSED ZANZIBAR ELECTRICITY TRANSFORMATION PROJECT

LIST OF STAKEHOLDERS CONSULTED

SN	DATE	NAME	INSTITUTION	POSITION/DESIGNATION	PHONE NO./EMAIL	SIGNATURE
	4/02/2020	JISA TAO BUKU MACHANI	STKDA	DIRECTOR GENERAL	0777452002	
	14/02/2020	ALAWI HASI HUSA	ZEMA DCS	HEAD BIODIVERSITY PLANNING SECTION	0715348807	
	25/02/2020	HARUN SHIM HENGE	ZURA	VICE CHAIRMAN	0772445559 0775342557	
	23/2/2020	HARUN KH. JECUN	DOSH	Technical Specialist (Env)	0783700077	
	21/2/2020	OWAR SALEM MUMIN	MLHWE - DoEM	ENGINEER	muhamedowar@gmail.com 07726358	

ENVIRONMENTAL AND SOCIAL MANAGEMENT FRAMEWORK (ESMF) FOR THE PROPOSED ZANZIBAR ELECTRICITY TRANSFORMATION PROJECT

LIST OF STAKEHOLDERS CONSULTED

DATE	NAME	INSTITUTION	POSITION/DESIGNATION	PHONE NO./EMAIL	SIGNATURE
12/02/2020	FARZIN ONAE MACHANI	MICHILINGWANI	SHEHA	0713-051189	
13/02/2020	MUNIRAH ABU KHAYY	WED B MUNICIPAL COUNCIL	MUNICIPAL ENGINEER	07720406	
15/02/2020	Margen Pasm Onae	WEST B Municipal Council	Health Officer	077010189	
18/02/2020	SAEED M. GUMU	WRBWA WEST-REGION	RAS	0777497167	

ENVIRONMENTAL AND SOCIAL MANAGEMENT FRAMEWORK (ESMF) FOR THE PROPOSED ZANZIBAR ELECTRICITY TRANSFORMATION PROJECT

LIST OF STAKEHOLDERS CONSULTED

DATE	NAME	INSTITUTION	POSITION/DESIGNATION	PHONE NO./EMAIL	SIGNATURE
18/06/2020	HAJI J HAJI	HARAMBUWA	CLERK IN CHARGE M/S. HARAMBUWA	0777 907222 harambuwa@zanzibar.gov.tz 0226243772	
06/07/2020	STANLEY	HARAMBUWA	A/MAZINGIRA	stanley@harambuwa.gov.tz	

ENVIRONMENTAL AND SOCIAL MANAGEMENT FRAMEWORK (ESMF) FOR THE PROPOSED ZANZIBAR ELECTRICITY TRANSFORMATION PROJECT

LIST OF STAKEHOLDERS CONSULTED

DATE	NAME	INSTITUTION	POSITION/DESIGNATION	PHONE NO./EMAIL	SIGNATURE
12/06/2020	AMINA KUSINI	KUSINI	SECRETARY	0777668957	
	RAMADHAN H. AMIN	W/KUSINI	A/MAZINGIRA	0776736622	

ENVIRONMENTAL AND SOCIAL MANAGEMENT FRAMEWORK (ESMF) FOR THE PROPOSED ZANZIBAR ELECTRICITY TRANSFORMATION PROJECT

LIST OF STAKEHOLDERS CONSULTED

DATE	NAME	INSTITUTION	POSITION/DESIGNATION	PHONE NO./EMAIL	SIGNATURE
02/07/2020	HADI AHMED (CASS)	SURETH	SURETH (CASS)	096432208	
18/07/2020	SIMAI ZULI MGIWALE	KUJIMI BOMBEHI MUTEMBE	BA-LOZI	0773620145	



REVOLUTIONARY GOVERNMENT OF ZANZIBAR

ZANZIBAR ENERGY SECTOR TRANSFORMATION ACCESS (ZESTA) PROJECT

DRAFT TERMS OF REFERANCES FOR ACQUIRING SOCIAL SPECIALIST FOR THE IMPLIMENTATION OF SOCIAL MANAGEMENT PLANS AND RESSETLEMENT ACTION PLAN FOR ZEST PROJECT

PROCUREMENT PLAN CODE NO:

May, 2020

1.0 INTRODUCTION

Zanzibar is part of the United Republic of Tanzania but has its own legislative assembly known as the House of Representatives, an executive headed by the President of Zanzibar and its own judicial system. At the 2012 Census, 1,303,569 persons lived on the two main islands that make up Zanzibar – Unguja with male population of 630,677 persons and female population of 672892 persons. Zanzibar has the land of total area of 2654 square kilometers (Unguja island area: 1,666 square kilometers) and (Pemba island area: 988 square kilometers).

With respect to WB Environmental and Social Standards, ZEST project likely to cause potential temporary dislocation, loss of assets, homes and access to services. Therefore, to those World Bank Environmental and Social Framework, five separate documents were prepared namely: Environmental and Social Management Framework (ESMF); Resettlement Policy Framework (RPF); Stakeholder Engagement Plans (SEP); Labor Management Plan (LMP); and Environmental and Social Commitment Plan (ESCP). All these safeguard documents were conducted in compliance of the World Bank Environmental and Social Standards (ESS1 – ESS10) to assess and mitigate the social and environmental impacts for the provision of the ZEST project. These documents need to be applied as safeguard instruments during project implementation. In order to have effective, well-organized and timely implementation, the project (ZECO/MoWEM PIUs) found a necessity of employing the consultant who will provide technical assistance to the ZECO Project Management Unit (PIU) and other implementing agencies on the implementation of the project safeguards issues.

2.0 ZUSP OBJECTIVE AND COMPONENTS

The project development objective of the ZEST is to improve access to electricity services in Unguja Island – Zanzibar. The project consisting of the following three broad components:

3.0 OBJECTIVE OF THE CONSULTANCY

The objective of the consultancy is to provide technical assistance for the implementation, supervision and monitoring of Environmental and Social Management Plans (ESMP) and Resettlement Action Plan (RAP) for the ZEST Project.

4.0 SCOPE

Under this assignment the consultant is required to assist PIU and project implementing agencies in the implementation and monitoring of Environmental and Social safeguards documents and ARAP during project implementation of the ZEST in Unguja. In particular the consultant is required to undertake the following tasks:

TASK 1: To implement, supervise and monitor ESMPs through:

- a. Review Environmental and Social Impact Assessment Reports for ZEST and their respective Environmental Management Plans and prepare Detailed Annual Implementation Plans (DAIPs) outlining activities, duration, responsible agents, costs and indicators
- b. Communicate with all implementers to inform on their roles and responsibilities as outlined in the DAIPs
- c. Provide technical advice and coordinate the stakeholders in the implementation of activities outlined in DAIPs
- d. Supervise and monitor implementation of the DAIPs
- e. Organize training program for implementers as indicated in the ESMPs
- f. Organize training workshops and meetings for implementers of ESMPs and Project Affected Peoples (PAPs)
- g. Adopt effective monitoring system for implementation of ESMPs
- h. Conduct regular meetings with ESMPs stakeholders to discuss the progress
- i. Prepare and conduct awareness raising programs to key stakeholders and PAPs

TASK 2: To implement, supervise and monitor RAP through:

- a. Review the Resettlement Action Plan (RAP) and identify all activities, steps and recommendations proposed to be implemented and through consultations with relative stakeholders to prepare detailed Annual Implementation Plan indicating activities, duration, responsible agents, costs and indicators.
- b. With consideration of recommendations of the RAP, adopt the most effective institutional organizational structure required for its implementation.
- c. Recruit organizational units required for RAP implementation
- d. Adjust proposed RAP budget with inflation
- e. In consultation with contractors, organizational units and affected community, prepare and update Compensation Schedules for PAPs
- f. Organize training program for Organizational Units with respect to their duties and responsibilities
- g. With consideration of recommendations of RAP and in consultation with the key stakeholders including PAPs recommend the most effective Compensation Procedure
- h. In consultation with key stakeholders and PAPs, prepare simple and effective Grievance Mechanism that harmonize recommendations of the RAP and experience of the similar exercise in other projects in Zanzibar
- i. Organize awareness raising and training program for PAPs
- j. Organize training programs for RAP implementing staffs
- k. Coordinate and monitor all activities related to RAP implementation

5.0 REQUIRED EXPERTISE

The individual consultant for conducting the assignment should have the following qualifications:

- 1) At least MSc. in Environmental Management, Environmental Planning or related field
- 2) Sound knowledge of social aspects
- 3) A proven ability for planning, monitoring and supervision of implementation of ESMP and ARAP
- 4) Proven skills for communication and working with the community
- 5) Demonstrated knowledge and experience of the context
- 6) At least 5 years' experience of conduct similar exercise
- 7) Familiar with the Zanzibar in both Urban and Rural Municipalities
- 8) Excellent in speaking and writing English and Kiswahili

6.0 OUTPUT

With this assignment, the consultants have to make sure that ESMPs and RAP are adequately implemented and mainstreamed in the project activities. In the course of implementation, the consultant will deliver the following:

- i. Inception Report: Demonstration of understanding of TOR, any suggestion to the client if necessary to clarify on the undertaking the assignment, approach and methodology in carrying out the assignment. The Inception Report should submit in hard copy and electronic copy within 14 days after signing of the contract. The report will be presented on the panel as set by PIUs.

- ii. Detail Annual Implementation Plans for ESMPs: The Plans shall compose of activities, time frame, responsible agent and budget.
- iii. Detail annual RAP Implementation Plans composed of activities, time frame, responsible agents and budget.
- iv. Quarterly and Annually Progress and Monitoring Reports

6.0 TIME FRAME

Duration for the assignment is 36 months working full time.

7.0 CLIENT SUPPORT

- The client will provide space for day to day office work and secretarial services such as printing and photocopying
- Whenever possible and within the competence, the client shall facilitate to access information, data and reports to be used for the execution of the consultancy service.
- The Client will assist the Consultant to obtain formal consent from Authorities or person having the right or power in connection with execution of the assignment.
- The client will facilitate hiring of conference hall, provision of required stationary, refreshment or lunches during meeting, workshop or training.
- The client will provide transport for site visits and follow up within country

8.0 REPORTING

The consultant will be engaged to carry out the services described above, and will work closely and report to the Overall Project Coordinator and the PIUs Coordinators from ZECO and MoWEM.

9.0 PAYMENT SCHEDULE

Under this Time Base Contract, payment will be done on monthly remuneration bases for the entire contract duration.